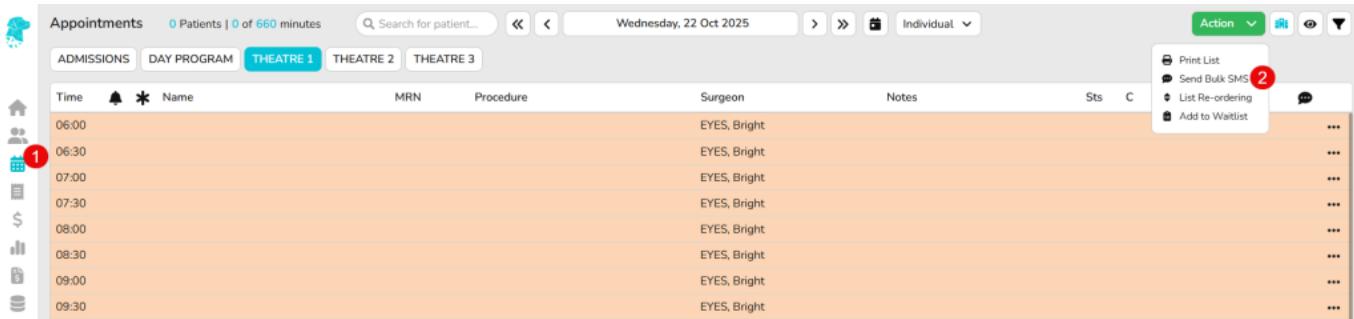


Sending Bulk SMSs

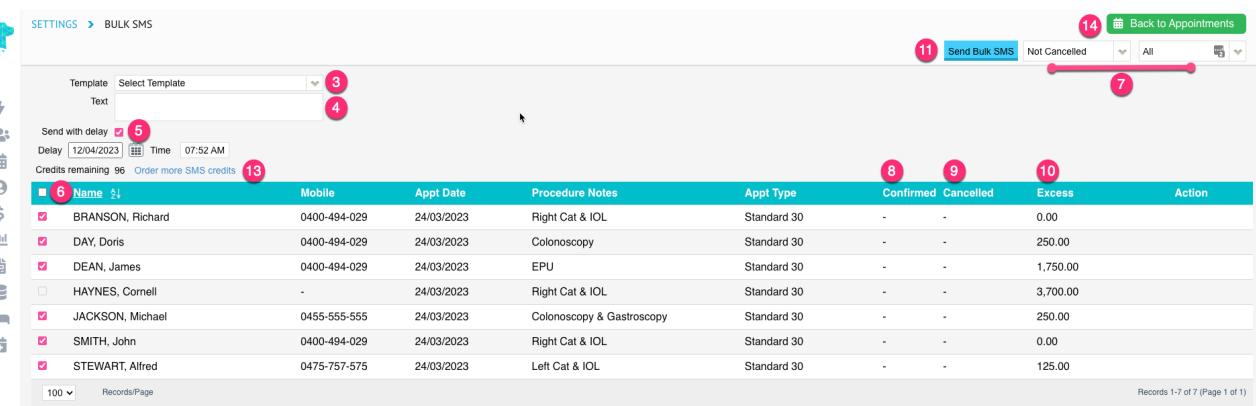
FYDO allows you to contact patients via SMS to assist in efficient workflow. These can be sent one at a time or to a whole list of patients. The system gives the ability to pre-populate the SMS with information regarding the admission/episode e.g., date of admission, time of admission, health fund excess amount etc

Use these instructions if you would like to send a Bulk SMS to a **number of patients at once**:



The screenshot shows the FYDO Appointments screen. The top navigation bar includes 'Appointments', '0 Patients | 0 of 660 minutes', a search bar, and a date selector set to 'Wednesday, 22 Oct 2025'. Below this is a dropdown menu labeled 'Individual' with an 'Action' button. The main area displays a table of scheduled appointments for 'THEATRE 1'. The columns are 'Time', 'Name', 'MRN', 'Procedure', 'Surgeon', 'Notes', 'Sts', and 'C'. A red circle with the number 1 is positioned over the patient list icon in the top left of the table. A red circle with the number 2 is positioned over the 'Send Bulk SMS' option in the 'Action' dropdown menu.

1. Open the Appointments Screen & navigate to the required date & theatre
2. Use the **Actions** dropdown on the right of the screen to select **Send Bulk SMS**



The screenshot shows the FYDO Bulk SMS screen. The top navigation bar includes 'SETTINGS > BULK SMS', a 'Template' dropdown (labeled 3), a 'Text' input field (labeled 4), and a 'Send with delay' checkbox (labeled 5). Below this is a table of patients with columns: 'Name' (labeled 6), 'Mobile', 'Appt Date', 'Procedure Notes', 'Appt Type', 'Confirmed' (labeled 8), 'Cancelled' (labeled 9), 'Excess' (labeled 10), and 'Action'. The table lists patients: BRANSON, Richard; DAY, Doris; DEAN, James; HAYNES, Cornell; JACKSON, Michael; SMITH, John; and STEWART, Alfred. A red circle with the number 13 is on the 'Order more SMS credits' link. A red circle with the number 14 is on the 'Back to Appointments' button. A red circle with the number 7 is on the 'All' filter button. A red circle with the number 11 is on the 'Send Bulk SMS' button. A red circle with the number 12 is on the 'Not Cancelled' filter button.

3. Use the **Template** dropdown box to select from the preloaded SMS templates in your system
(*For help with customising these contact Altura Health or visit <https://wiki.fydo.cloud/sms-templates/>*)
4. Or free type in the **Text** box to customise the text message
5. The **Send with delay** tick box allows the text to be scheduled for a later date & time. If this feature is being utilised enter the **Date & Time** that the text will be scheduled to send. However, there is no need to use this feature if the text is intended to be sent in real time
6. All patients with a valid mobile phone number will be selected by default. Use the **tick box** at the top of the column to easily select or de-select all patients' at once. Or use the tick box for each patient to individually select or de-select
7. Use the **drop-down boxes** in the top right to assist in filtering to the desired patient demographics
8. **Confirmed** gives information regarding previous SMSs sent. To assist in determining if they still require an SMS
9. **Cancelled** gives information regarding the patients' cancelled status. However, the screen opens to show **Not Cancelled** patients' only. This column is only relevant if the filter has been

set to include the cancelled patients', using the drop-down boxes in #13

10. The **Excess** column displays the amount that has been entered into the Excess field of the patients episode
11. Once all relevant information has been completed, & all desired patients' have been selected, click **Send Bulk SMS**
12. You will be asked to confirm that you wish to send the SMS, click **Yes**
13. The **Credits Remaining** on the account are displayed on the screen & once the credits get low use the **Order more SMS credits** option on this screen to be re-directed to the **Order SMS Credits** screen where you can follow the prompts
14. **Back to Appointments** button returns the user to the appointments screen

Once the patient has been sent an SMS there will be a visual cue on the Appointments screen. The icon will change depending on the status of the SMS sent. The icons represent the following:



This icon will display once the SMS has been **sent** but not yet delivered to the recipient

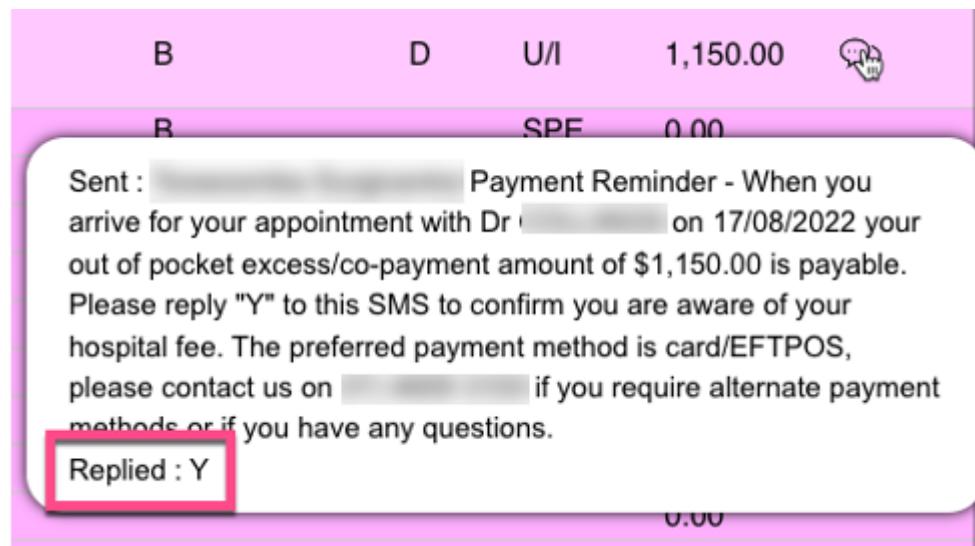


This icon will display once the SMS has been **delivered**



This icon will display once the recipient has **replied**

Hover over each of these icons, in the appointments screen, to display the information that the SMS contained. Once a reply has been received it will also be displayed below the message.

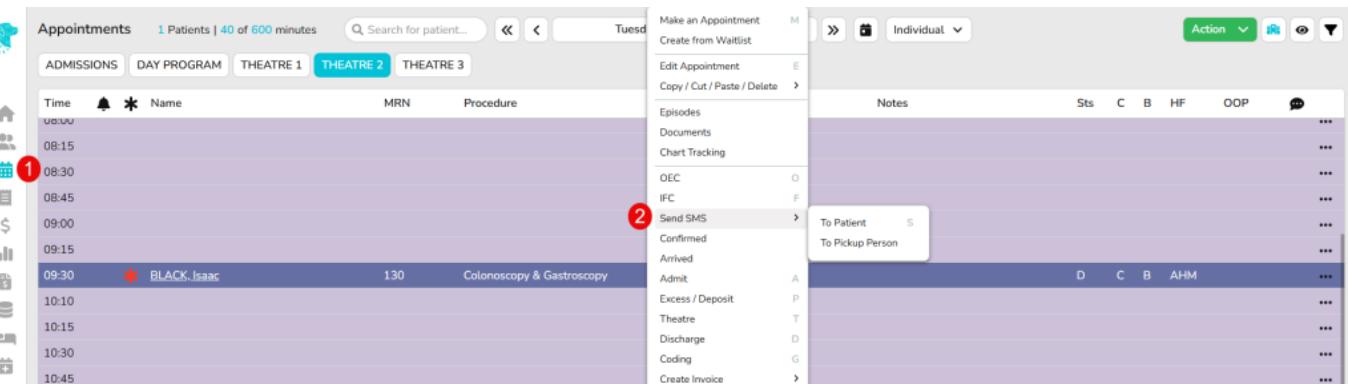


Sending Individual SMSs (Hospital)

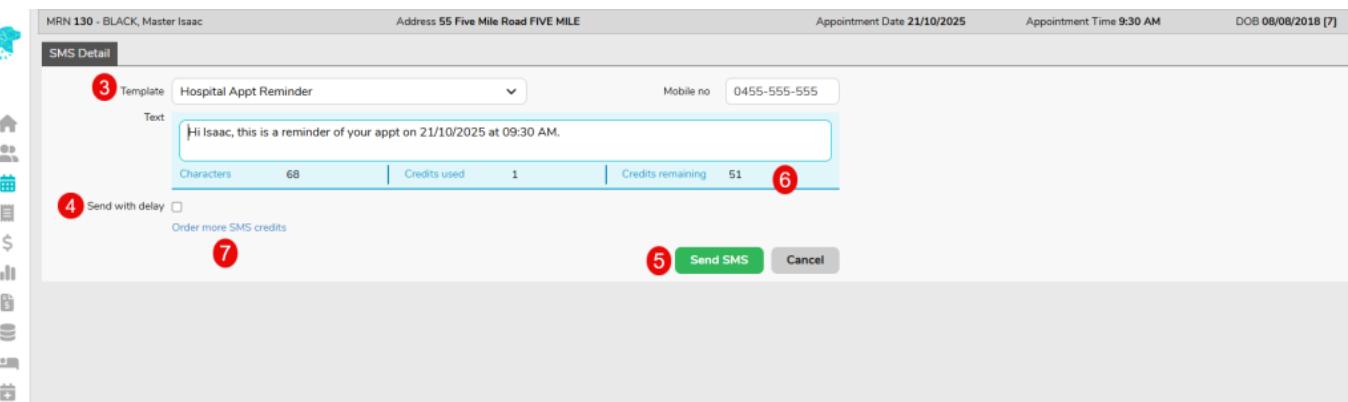
FYDO allows you to contact patients, and their pick up person, via SMS to assist in efficient workflow. These can be sent one at a time or to a whole list of patients. The system gives the ability to pre-populate the SMS

with information regarding the admission/episode e.g., date of admission, time of admission, health fund excess amount etc

Use these instructions if you would like to send an SMS to an **Individual Patient** or to the patients **Pick Up Person**:



1. Navigate to the **Appointments Screen** & locate the required episode
2. Right-Click on the required episode & hover over **Send SMS** to show the 2 options to either **Send SMS to the Patient** or **Send SMS to the pickup Person** (Or use the shortcut key "S" after you have selected the required patient to send SMS to the patient)

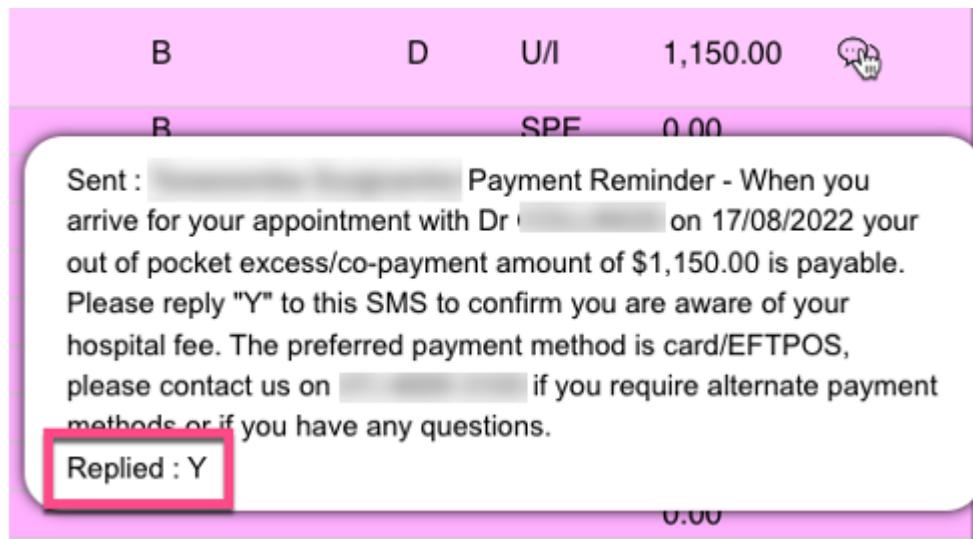


3. Select the required **Template** or free type desired message in the **Text** box
4. Use the **Send with delay** tick box if the message is required to be sent at a specified time, as opposed to at the current time. If you are wanting to use this option, select the **Date & Time** that the message is to be sent
5. Once all details have been checked click **Send SMS**
6. The information included in Blue explains:
 - Characters** - The current length of the text message. Each individual text message is allowed to be 160 characters long. Once the length exceeds this amount, it will require more credits to be sent
 - Credits** - This shows the number of credits that will be used to send the message, depending on the length of the text
 - Credits remaining** - Shows how many credits are remaining on your FYDO account
7. Once the credits get low use the **Order more SMS credits** option on this screen to be redirected to the **Order SMS Credits** screen where you can follow the prompts to purchase more credits

Once the patient has been sent an SMS there will be a visual cue on the Appointments screen. The icon will change depending on the status of the SMS sent. The icons represent the following:

-  SMS has been **sent** but not yet delivered to the recipient
-  SMS has been **delivered** to the recipient
-  Recipient has **replied** to the SMS

Hover over each of these icons, in the appointments screen, to display the information that the SMS contained. Once a reply has been received it will also be displayed below the message.



Emailing Documents from FYDO

FYDO facilitates emailing of documents, that are stored in the Documents tab, to the patients, doctors & referring doctors.

1. Navigate to the required patient, in the Patients tab and once the details are open select the **Documents** tab



209 - POPPY, Princess (01/01/1999 - 26)

Patient Details Appointments Recalls Accounts Episodes Communication Chart Tracking **Documents** Clinical

2. Alternatively, locate the required episode and use the **Right Click** menu to select **Documents**

ADMISSIONS DAY PROGRAM THEATRE 1 THEATRE 2 THEATRE 3

Time	MRN
06:00	
06:30	
07:00	
07:30	
08:00	128
08:30	167
09:00	156
09:30	122
10:10	
10:30	
11:00	
11:30	
12:00	
12:30	
13:00	209
13:30	
14:00	
14:30	
15:00	
15:30	
16:00	
16:30	

Make an Appointment

Create from Waitlist

Edit Appointment

Copy / Cut / Paste / Delete

Episodes

Documents

Chart Tracking

OEC

IFC

Send SMS

Confirmed

Arrived

Admit

Excess / Deposit

Theatre

Discharge

Coding

Create Invoice

Rehab Screen

Check List

Inpatient

Certificate

Clinical Indicators

Print Chart Label

Print Wristband

Quick Form

HC21

Create Letter

M

3. Select the document that you wish to email & use the three black dots, on the right of the document, to display the menu options
4. Select **Email Document**

Back to Appointments 209 - POPPY, Princess (01/01/1999 - 26)

Patient Details Appointments Recalls Accounts Episodes Communication Chart Tracking **Documents** Clinical

All Document Type Show deleted documents Search Admission: Select Admission Date

Document Name	Type	Adm Date	MHR	Created
IFC 2025-10-22	IFC	29/08/2025	22/10/2025	
Admission Form_001	Admission Form	01/10/2025	14/10/2025	

Email Document (highlighted with a red arrow)

Print
Email Document
Open Document
Export Letter
Upload to MHR
Remove from MHR
Delete Document

INFORMED FINANCIAL CONSENT

Patient: POPPY, Princess	DOB: 01/01/1999
Fund: Medibank Private Limited	Membership #: 123456
Excess: \$250.00	Co-Payment: \$0.00
Admission: 29/08/2025	Printed: 22/10/2025 at 10:46
Doctor: SAVS, Simon	IFC completed by: Alina Gordon(Altura)

List of Items Estimate Based on

ITEM	DESCRIPTION	CHARGE	REBATE
ACCOM	SameDay Accommodation Fee Band : 3	\$50.00	\$50.00
49536	Knee, repair or reconstruction of, for chronic ins	\$50.00	\$50.00
	Summary of Facility Charges	TOTAL: \$1,000.00	\$1,000.00

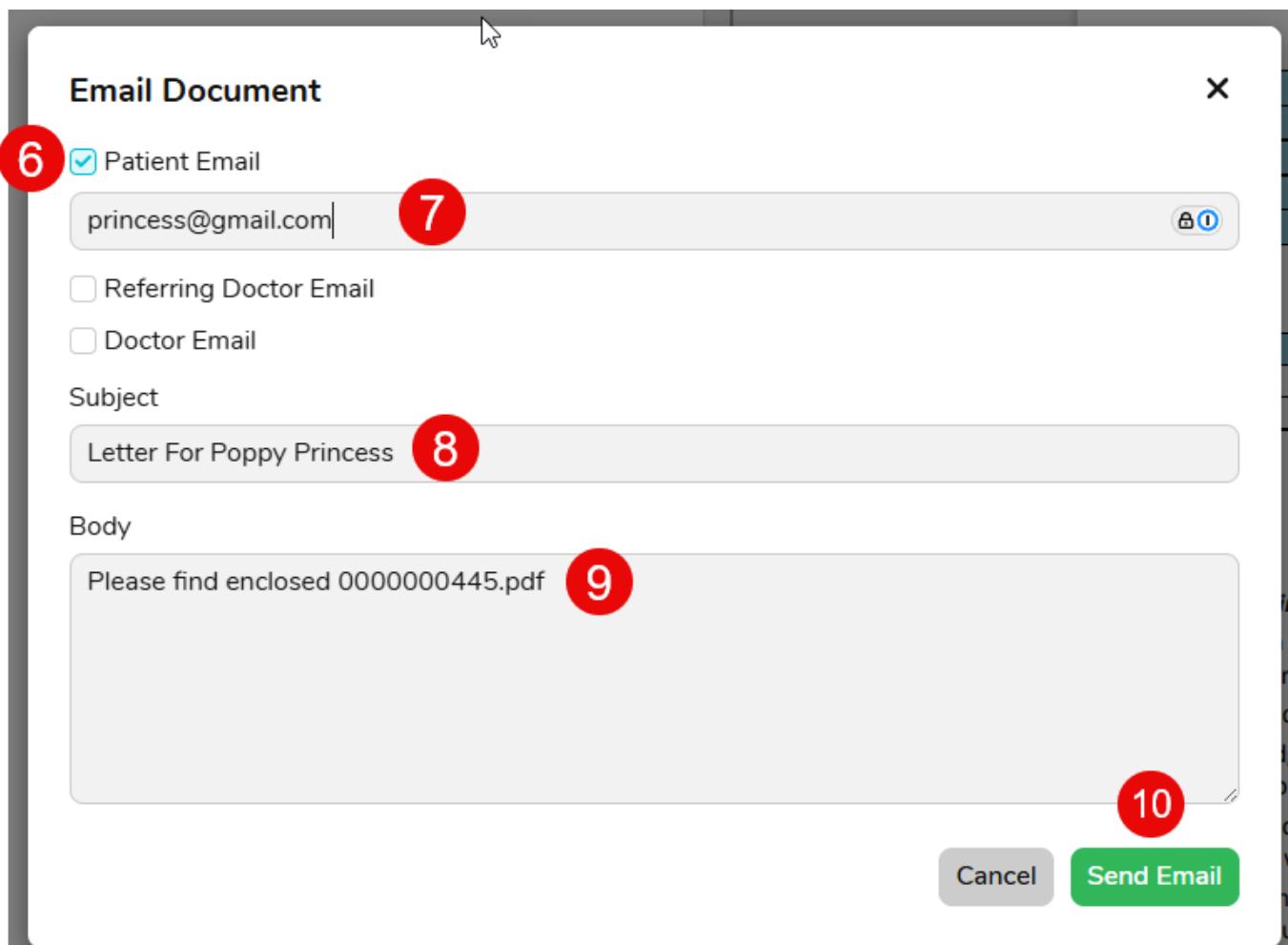
Total Payable on Admission: \$250.00

5. The **Email Document** pop up box will be displayed & allow the user to choose who they want to email



- **Patient Email** allows emails to be sent to the patient. The email address is automatically populated, from the Patient Screen, if it is entered
- **Referring Doctor Email** allows emails to be sent to the referring doctor. The email address will automatically populate if the document is linked to a particular admission, that admission has a referring doctor listed & the referring doctor has an email address added in FYDO. (*Referring Doctors emails can be added in **Settings > Referring Doctors***)
- **Doctor Email** allows emails to be sent to the admitting doctor. The email address will automatically populate if the document is linked to a particular admission & the doctor has an email address added in FYDO. (*Doctors emails can be added in **Settings > Doctors***)

If no email address is on file, for any of the above options, the user can add the email manually into the relevant field



6. Select who will be receiving the document via email by ticking the box to the left of their description
7. Check the email address listed is correct, or manually type the email address
8. Subject line will automatically populate however users are able to make changes if required
9. Body of the email will automatically populate however users are able to make changes if required
10. Once all fields have been complete, select **Send Email**
11. A log of all emails sent can be found in the **Communication** tab, along with all SMS history

Back to Appointments 209 - POPPY, Princess (01/01/1999 - 26)							* Total -500.00		
Patient Details Appointments Recalls Accounts Episodes Communication Chart Tracking Documents Clinical									
Comm	Type	Date	To	Message Sent			Status	ID	User
SMS	Appointment	22/10/2025		Dear Princess, In preparation for your procedure on 29/08/2025 at 01:00 PM please ensu...			Queued	664	(Altura) Q
Email	Patient	22/10/2025	-	Document 0000000445.pdf sent to			Email Sent	18	(Altura) Q

100 ▾ Records/Page Records 1-2 of 2 (Page 1 of 1)

Creating Custom Hospital Views in the Appointments Screen

The Appointments Screen in FYDO is completely customisable. Creating different views will assist in workflow & efficiency & allow different staff members to view information that is relevant to them.

The views that are created are available to all users on the database & each user can choose their own favourite default view by selecting the heart next to their chosen view.

Users are able to have a favourite custom view for each view type, eg. a favourite "Individual" view, a favourite "All" view & a favourite "Weekly" view.

1. Custom views are created in the **Appointments Screen**
2. Hover over the eye icon & select **Add New View**

Appointments											6 Patients 190 of 600 minutes	Search for patient...	Friday, 29 Aug 2025	Individual	Action							
THEATRE 1				THEATRE 2				THEATRE 3														
Time	Name	Procedure	Notes	HF	OEC	OEC	Excess	Co-pay	IFC Cre.	CR	AF	PCR	Pre-Contact
06:00																						
06:30																						
07:00	AURELIUS, Marcus	Left Cat & IOL		BUP	✓	✓			✓			✓							
07:30	DSILVA, Lightning	Right Cat & IOL		BUP					✓										
08:00																						
08:30	PEEP, Bo	Left Cat & IOL		MPL			200.00		✓										
09:00	SHRIE, Bo	Left Cat & IOL		AHM			200.00												
09:30	KNIGHT, Kathy	Colonoscopy & Gastroscopy		MPL															
10:10																			
10:30																			
11:00	SWAGGER, Bob Lee	Carpal Tunnel		BUP					✓										
11:30																			
12:00																			

3. Select the **Location, Department & Doctors/Theatres** that you want the view to be available for. Or leave with **All** selected for the view to be available all the time
4. Add the **View Name** to identify the view that you are creating. E.g., Theatre, Recovery etc
5. Choose the **Layout** in which you would like the view to open. E.g., Individual theatres, all theatres or weekly view
6. Select the **Scroll type** based on how you would like to view the screen when you scroll. **Individual Scroll**- You will be required to hover over the theatre in which you would like to

scroll up or down.

Unified Scroll- This allows you to scroll anywhere on the page and all the theatres will scroll together

7. Select the **Hospital State Type**. You have the option to set the appointments to display by:
 - **Appointment Type**- This will colour code the bookings as per the Appointment Type in the booking
 - **Status**- Will colour code the bookings according to where they are in the facility
 - **Booking Code 1**- will colour code the appointments according to the booking code 1 that has been entered
 - **Booking Code 2**- will colour code the appointments according to the booking code 2 that has been entered

8. Use the **Fields** dropdown to select the type of information that will be added to the custom view
9. Click **Add Field** to add the selected field to the table below
10. Use the on the left of each line to sort fields into the required order
11. Use the **Percentage of column width** fields to determine the width of each column
N.B. the total of these columns always has to add up to 100.
12. Click **Save** and the appointment screen, with the new custom view that was created, will be displayed

Select which fields you want to see in your hospital list		
Fields	Percentage of column width	
8 Field Name	9	
Time	10	
Patient Name	22	
Alert (Icon)	5	X
Allergy (Icon)	5	X
Proc Notes	25	X
Excess	8	X
IFC Created	5	X
Anaesthetist	10	X
10 Surgeon Name	10	X
	11	100

Some examples of helpful views are:

Administration View

Appointments		3 Patients 180 of 600 minutes	Search for patient...	<<	<<	Friday, 29 Aug 2025	>>	>>	Individual	Action	Print	Print
THEATRE 1		THEATRE 2		THEATRE 3								
Time	Name	Bell	Star	PTIT	Procedure	Notes	Surgeon	Anaesthetist	Anaesthetic			
06:00							TOE, Foot	Starr, Ringo	General	...		
06:15							TOE, Foot	Starr, Ringo	General	...		
06:30							TOE, Foot	Starr, Ringo	General	...		
06:45							TOE, Foot	Starr, Ringo	General	...		
07:00	DREAM_Dav	⚠	✖	07:30	Left Knee Arthroscopy	Carer to go through	TOE, Foot	Starr, Ringo	General	...		
08:00	SWAGGER_Bob Lee	⚠	✖	08:30	Left Knee Arthroscopy		TOE, Foot	Starr, Ringo	Peribulbar	...		
09:00	STEWART_Alfred	⚠	✖	09:30	Right Knee Arthroscopy	Patient uses walking stick	TOE, Foot	Starr, Ringo	General	...		
10:00							TOE, Foot	Starr, Ringo	General	...		
10:15							TOE, Foot	Starr, Ringo	General	...		
10:30							TOE, Foot	Starr, Ringo	General	...		
10:45							TOE, Foot	Starr, Ringo	General	...		
11:00							TOE, Foot	Starr, Ringo	General	...		
11:15							TOE, Foot	Starr, Ringo	General	...		
11:30							TOE, Foot	Starr, Ringo	General	...		
11:45							TOE, Foot	Starr, Ringo	General	...		
12:00							TOE, Foot	Starr, Ringo	General	...		
12:15							TOE, Foot	Starr, Ringo	General	...		
12:30							TOE, Foot	Starr, Ringo	General	...		
12:45							TOE, Foot	Starr, Ringo	General	...		
13:00							TOE, Foot	Starr, Ringo	General	...		

Theatre View

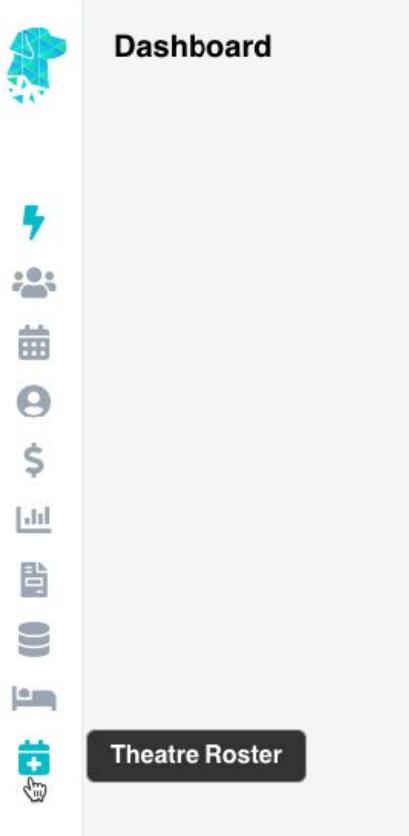
Appointments	3 Patients 180 of 600 minutes	Search for patient...	<<	<<	Friday, 29 Aug 2025	>>	>>	Individual	Action	Print	Print		
THEATRE 1	THEATRE 2	THEATRE 3											
Time	Name	Alert (Text)	Allergy (Text)	Procedure	Notes	Dr	Anaesthetic (1)	Food					
06:00						FT							
06:15						FT							
06:30						FT							
06:45						FT							
07:00	DREAM, Day	IDDM	Bees	Left Knee Arthroscopy	Carer to go through	FT	General						
08:00	SWAGGER, Bob Lee	Infection Risk	Panadol	Left Knee Arthroscopy		FT	Peribulbar		Patient requested vegetarian sandwich				
09:00	STEWART, Alfred	NIDDM	Morphine & Codeine	Right Knee Arthroscopy	Patient uses walking stick	FT	General		No caffeine				
10:00						FT							
10:15						FT							
10:30						FT							
10:45						FT							
11:00						FT							
11:15						FT							
11:30						FT							
11:45						FT							
12:00						FT							
12:15						FT							
12:30						FT							
12:45						FT							
13:00						FT							

Recovery View

Theatre Roster

Creating Theatre Sessions

Select **Theatre Roster** from the left-hand menu



1. Select the way you would like to view the roster:
 - a. By **Day**
 - b. By **Week**
 - c. By **Month**
2. Navigate to the date that you require using the **Next** and **Previous** arrows, **Calendar** or **Today**
3. Utilise the **Filter** to customise the information on the screen
Print allows for a screenshot of the current view to be converted to PDF for printing purposes
4. Find the correct theatre & **Right-Click** to expand the options menu
5. Select **Make Booking**

Theatre Roster

Key: Theatre 1 Theatre 2 Theatre 3 Closed Cancelled

Theatre 1

08:00 - 10:00 (90 / 120 mins - 75%) Doctor - CONNORS, Curtis Anaesthetist - HARRISON, George

Note -
Appt Note -

10:00 - 17:00 (0 / 420 mins - 0%) Doctor - EYES, Bright Anaesthetist - LENNON, John

Note Theatre Setup Complete
Appt Note Theatre Start Time: 11:30am

Staff: Scrub Nurse Beckham, Victoria Scout Nurse Brown, Melanie Nurse \ Assistant Chisholm, Melanie Other Nurse \ Assistant Bunton, Emma Surgical Assistant Murphy, Shaun Other Surgical Assistant Pierce, Hawkeye Other Halliwell, Geri

Theatre 2

08:00 - 17:00 (0 / 540 mins - 0%) Closed

Theatre 3

09:00 - 15:00 (0 / 360 mins - 0%) No doctor Selected

09:00 - 12:00 Cancelled Doctor - CONNORS, Curtis Anaesthetist -
Note Cancelled 01.03.2025
Appt Note Do Not Rebook Session

Day 3 Inpatient 0
Day 0 Inpatient 0

4

6. Select the required Doctor/Surgeon and Anaesthetist

Settings / Theatre Roster / Theatre Booking (Theatre 3)

Location: Shaes Private Hospital Cancel Save

Booking

Location: Shaes Private Hospital Theatre: Theatre 3

Doctor/Surgeon: CONNORS, Curtis

Week Starting: 03/03/2025

Note: Appointment Note

Repeat

Every 1 week

Days: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday

Ends: On 09/03/2025

Staff

Scrub Nurse: Beckham, Victoria

Nurse\Assistant: Brown, Melanie

Surgical Assistant: Chisholm, Melanie

Other: Bunton, Emma

Scout Nurse: Murphy, Shaun

Other Nurse\Assistant: Pierce, Hawkeye

Other Surgical Assistant: Halliwell, Geri

Files

Choose a file

11

12

13

6

7

8

9

10

7. Ensure correct Week Starting Date and Session Times are selected

8. Notes and Appointment Notes can be added to the booking if required

9. The Repeat feature gives the ability to produce a reoccurring booking for the selected surgeon

- Use the Every ___ week option to enable weekly, fortnightly, monthly bookings etc.
- Use the tick boxes to select the days of the week you require the booking to reoccur

10. Use the Ends field to set the date that the reoccurring booking will cease. *NB. This feature will produce an individual booking on each of the selected days for that surgeon. If this booking changes, each individual booking will need to be amended. Hence, it is not recommended to reproduce the booking for extended periods of time*

11. Add Theatre Staff (if your facility procedure requires)

12. Import Files that are related to the Theatre Booking

13. Click Save

This will create a theatre booking that can then be Edited, Cancelled or Deleted with a right-click (as per #4 in the above image).

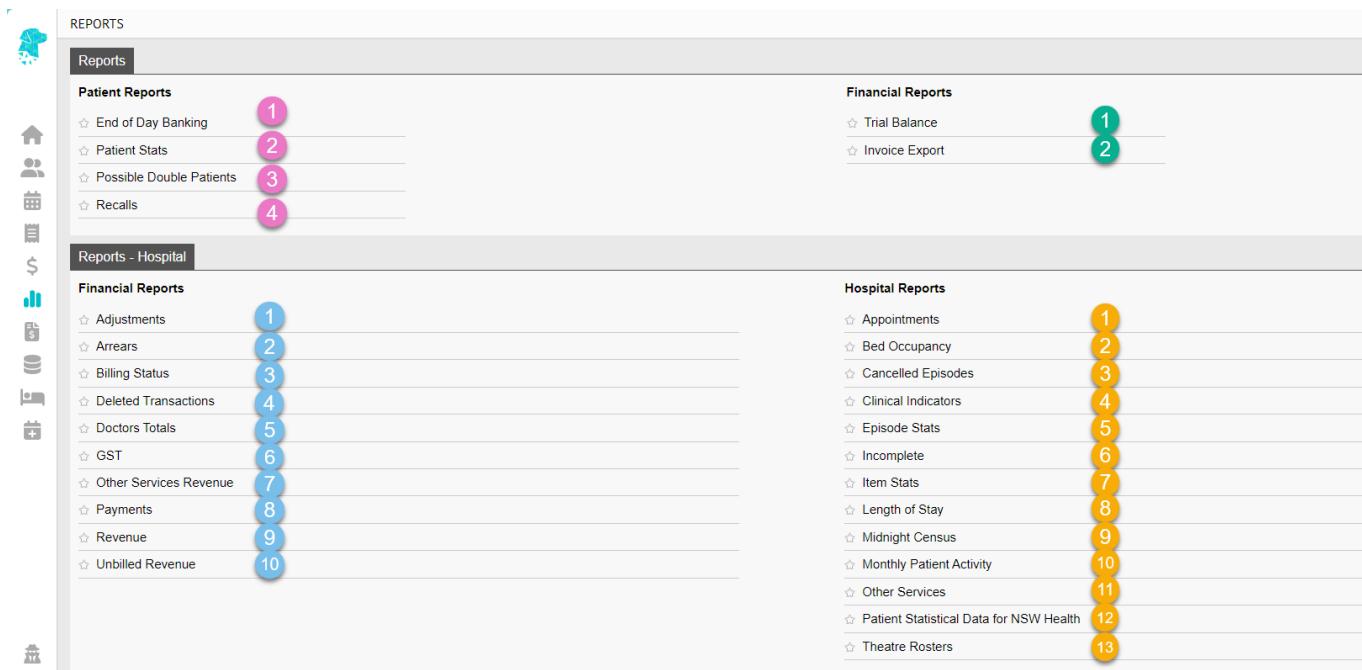
There is a detailed Audit trail of changes made located inside the booking (right-click & Edit Roster)

FYDO Hospital Reports

This document gives a description of all FYDO reports & information obtainable from them. Reports can all be printed directly from FYDO or exported to PDF, Excel Spreadsheet or Raw Data (which is the most detailed option in collating data).

Reports also gives the option to **Star** your favourite reports. The reports that you have identified as your favourite, by clicking the star next to them, will be available on a Quick Menu that opens when you simply hover over the Reports tab in the main menu.

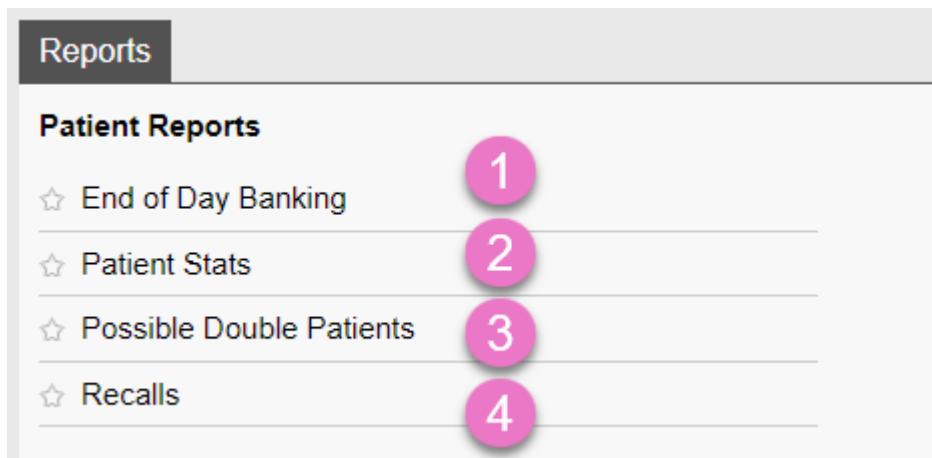
For the full list of reports the user will need to click once on the Reports icon.



The screenshot shows the FYDO software interface with the 'Reports' tab selected. The menu is divided into 'Patient Reports' and 'Financial Reports' sections. Below these are two main sections: 'Reports - Hospital' and 'Hospital Reports'. The 'Reports - Hospital' section contains 'Financial Reports' (1-10) and 'Hospital Reports' (1-13). The 'Hospital Reports' section includes items like Appointments, Bed Occupancy, and Theatre Rosters. Numbered circles (1-13) are overlaid on the report names to indicate their order of appearance in the full list.

Section	Report	Number
Patient Reports	End of Day Banking	1
	Patient Stats	2
	Possible Double Patients	3
	Recalls	4
Reports - Hospital	Adjustments	1
	Arrears	2
	Billing Status	3
	Deleted Transactions	4
	Doctors Totals	5
	GST	6
	Other Services Revenue	7
	Payments	8
	Revenue	9
	Unbilled Revenue	10
Hospital Reports	Appointments	1
	Bed Occupancy	2
	Cancelled Episodes	3
	Clinical Indicators	4
	Episode Stats	5
	Incomplete	6
	Item Stats	7
	Length of Stay	8
	Midnight Census	9
	Monthly Patient Activity	10
	Other Services	11
	Patient Statistical Data for NSW Health	12
	Theatre Rosters	13

Patient Reports



The screenshot shows the 'Patient Reports' section of the FYDO software. It lists four reports: End of Day Banking, Patient Stats, Possible Double Patients, and Recalls. Numbered circles (1-4) are overlaid on the report names to indicate their order of appearance in the full list.

Report	Number
End of Day Banking	1
Patient Stats	2
Possible Double Patients	3
Recalls	4

1. **End of Day Banking** - Gives the ability to re-print any End of Day Banking Reports that have been previously completed. *NB. To initially perform the End of Day Banking for the day go to Settings, End of Day Banking.* Users are also able to reset the banking from this report, if they

have made an error when initially processing the End of Day Banking.

2. **Patient Stats** - Gives the ability to obtain extensive patient demographics data. Including:
 - a. Medicare Eligibility Status
 - b. Deceased Patients
 - c. Archived Patients
 - d. DVA Patients
 - e. Indigenous Status
 - f. Referral Expired
 - g. Preferred Doctor
 - h. Health Fund
 - i. Gender
 - j. Surveys
 - k. Ability to stipulate birth date range
 - l. Ability to stipulate created range
 - m. Ability to stipulate post code range

3. **Possible Double Patients** - Provides a list of all patients that share similar information.

There are several options to base the report on, enabling easy identification of patients that have been entered into FYDO more than once.

4. **Recalls** - Gives the ability to send bulk recalls to patients. Options to sort by recall date, gender, postcode etc. are all available.

Financial Reports



Financial Reports

- 1 [Trial Balance](#)
- 2 [Invoice Export](#)

1. **Trial Balance** - Shows a snapshot of the balances of all categories listed in FYDO for the date range selected.
2. **Invoice Export** - Enables an Excel spreadsheet to be created of all invoices raised for the selected date range and data type.

Hospital - Financial Reports

Reports - Hospital

Financial Reports

★ Adjustments	1
★ Arrears	2
★ Billing Status	3
★ Deleted Transactions	4
★ Doctors Totals	5
★ GST	6
★ Other Services Revenue	7
★ Payments	8
★ Revenue	9
★ Unbilled Revenue	10

1. **Adjustments** - Shows a list of adjustments. Can be sorted by adjustment type, doctor & date range.
2. **Arrears** - Shows all invoices without a zero-dollar balance. It can be run by Doctor, Fund & Period that the account has been outstanding for (e.g., 30 days & over). It can be run as:
 - a. **Detail** - Showing every patient & the balance
 - b. **Summary** - Showing each health fund & the balance
 - c. **Interactive** - Enabling follow up dates & notes to be accessible, to facilitate efficient workflow in debt recovery
 - d. **Minimum Balance** - Allowing for a dollar value to be entered & report run to show accounts over that dollar value. (*Handy to exclude accounts with credits from the report*)
 - e. **Show accounts requiring a refund only** - Enables the ability to see only the accounts that are in credit, once they have been invoiced, & require a possible refund
3. **Billing Status** - Details information on all episodes billed & unbilled. Reports can be run by doctor & date range & can be filtered to show:
 - a. **Show all - inv summary** - Lists all patients that have been invoiced with a summary of charges
 - b. **Show all - inv detail** - Lists all patients that have been invoiced, documenting each line of the invoiced charges separately
 - c. **Show not billed only** - Is an interactive report that lists all episodes that have not been billed and allows the user to raise the invoice right from this screen! Showing details of the coding status & theatre complete status to assist with efficient workflow. Also providing a column for the Cancelled reason for users to decide if a charge needs to be raised for the episode. When 'Show not billed only' is selected, the user is given another option to **Don't show patients' billed \$0** if that is required, and to **Exclude cancelled episodes** if they wish to.
 - d. **Not billed in same period** - Shows invoices billed in the following accounting

period

4. **Deleted Transaction** - Lists any transaction that has been deleted/voided from the selected period. Dates can be selected for deleted dates, accounting period or date of service.
5. **Doctors Totals** - gives a detailed view of revenue generated by each doctor. There is the ability to filter by doctor, or if all doctors are selected it will show a page per doctor. Clicking on the next page arrow > will show the next doctor in alphabetical order by surname.
6. **GST Report** - Allows users to obtain figures for GST on a Cash Basis or an Accrual Basis.
7. **Other Services Revenue** - Lists revenue from all other services that have been billed. E.g., prosthesis, surcharges etc. Report can be filtered by doctor, fund, theatre, type or patient category. Then there is the option to obtain data based on Accounting Period or Discharge Date for the date range selected.
8. **Payments** - Gives a list of all payments received in the selected date period either by Accounting Period, Audit Date or Date of Service. Filters are available by Doctor & payment type & data is able to be shown in formats such as Detailed, Summary, Audit date different to Accounting Period or Amount is negative.
9. **Revenue** - Retrieves revenue information by Accounting Period or Discharge Date. Can be displayed in Detail (shows revenue totals) or Summary (showing revenue generated by each category e.g., accommodation, theatre etc). Filters can be applied to show data for a particular doctor, fund, category, theatre etc. Information can then be grouped by various means also (Health fund, Indigenous Status, Postcode etc)
10. **Unbilled Revenue** - Generates a virtual invoice for all unbilled episodes, based on the item numbers entered in the theatre screen. Due to the nature of the information this report obtains, it can take a little longer to generate than other reports. It is designed to show all episodes that are not billing in real time. If the predicted item numbers are not entered in the Theatre Screen, at the time the report is run, it will be unable to calculate an accurate estimate of revenue for the episode. It will not look at dates that an invoice was billed if the "As at Date" is changed to a date prior to the current date, as it is designed to be a running tally.

Hospital Reports

Hospital Reports

★ Appointments

1

★ Bed Occupancy

2

★ Cancelled Episodes

3

★ Clinical Indicators

4

★ Episode Stats

5

★ Incomplete

6

★ Item Stats

7

★ Length of Stay

8

★ Midnight Census

9

★ Monthly Patient Activity

10

★ Other Services

11

★ Patient Statistical Data for NSW Health

12

★ Theatre Rosters

13

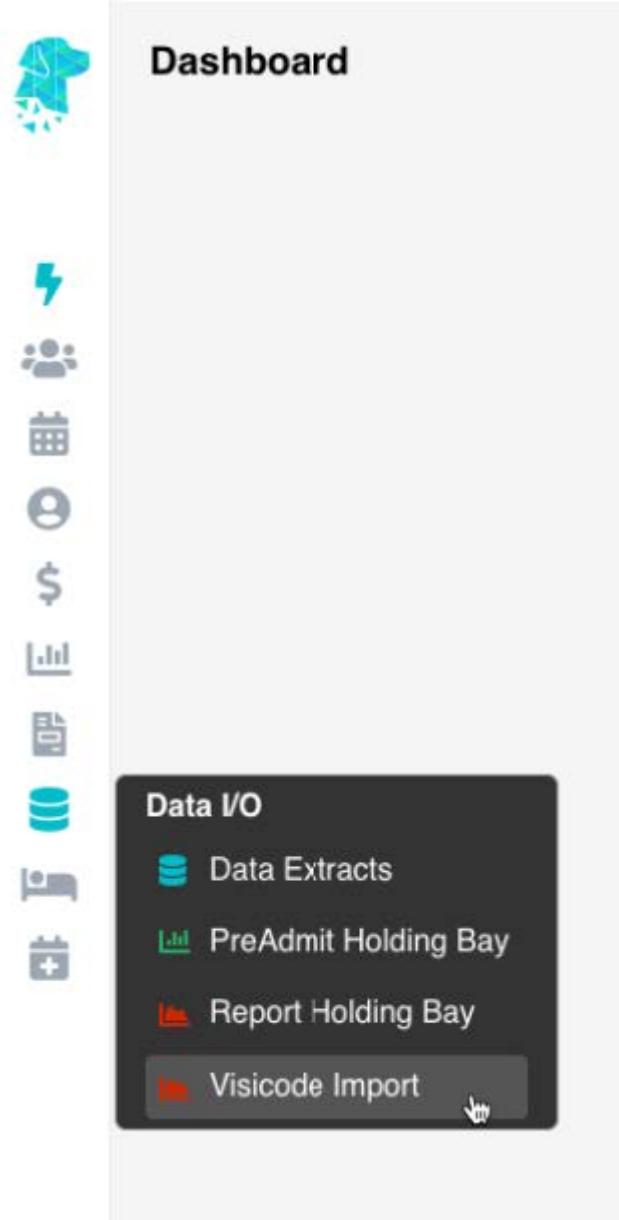
1. **Appointments** - Gives a list of all bookings, including those that are yet to be admitted.
2. **Bed Occupancy** - Gives an overview of bed occupancy for the selected month. Also giving total number of beds, days, bed days available, bed days occupied & the percentage of occupancy.
3. **Cancelled Episodes** - Lists all episodes that have been cancelled with their corresponding reason. It can be filtered by Cancelled Reason to obtain more specific data for the date range selected. Cancelled Reasons can also be customised (Settings > Cancelled Reasons) to assist facilities in collating the data they require.
4. **Clinical Indicators** - Shows all indicators entered & the number that have been answered Yes or No during the date range selected. It can be filtered by Doctor or Theatre & is available in Summary & Detailed. Once the Detailed option is selected there are other fields that display, to ensure the exact information required is obtainable.
5. **Episode Stats** - Allows for an extremely broad range of information to be obtained. There is the option to show the data in a Detailed or Summary format & can filter by a range of options. The report can be generated by Admission Date or Discharge Date. Some examples of information that can be generated from this report, for the selected period, are:
 - a. **All episodes**
 - b. Episodes for a particular **Health Fund**
 - c. Episodes for a certain **Anaesthetist**
 - d. Episodes for a certain **Anaesthetic Type**
 - e. Episodes in a particular **Theatre**
 - f. Episodes for a particular **Specialty**
 - g. Episodes relating to a particular **Booking Code**
 - h. Episodes for a particular **Sex**
 - i. **Indigenous Status** or ATSI demographic report

- j. **Age Group** selection available
- k. **Item numbers**
 - l. **Diagnosis codes**
 - m. **Procedure codes**
 - n. **DRG's**
 - o. **Referring Doctor**
- 6. **Incomplete** - Gives the option to show episodes, for a selected date range, that have not been coded, have not been discharged, have not had clinical indicators entered, have not been grouped etc. It also shows the Cancelled reason to enable the user to determine if the episode requires further attention. The **Uncoded Episodes** and **Ungrouped Episodes** reports are both Interactive, meaning the coder can easily and efficiently code all episodes from one screen!
- 7. **Item Stats** - Gives item number information for primary and subsequent procedures.
- 8. **Length of Stay** - gives statistical data regarding the time a patient spends in certain areas of the facility. It can be filtered by several different ways & is able to give the following data for the date range selected:
 - a. **Pre-operative**
 - i. **Admission Time to Time in Theatre**
 - ii. **Booking Time to Time in Theatre**
 - iii. **Booking Time to Anaesthetic Start Time**
 - iv. **Pre-Op Time to Time in Theatre**
 - v. **Admission Time to Pre-Op Time**
 - vi. **Admission Time to Pre-Op time or Anaesthetic Start Time if pre-op time isn't entered**
 - b. **Intra-Operative**
 - i. **Time in Theatre to Time out of Theatre**
 - ii. **Procedure Start Time to Procedure Finish Time**
 - c. **Post-Operative**
 - i. **Time out of Theatre to Discharge Time**
 - d. **Total**
 - i. **Admission Time to Discharge Time**
 - ii. **Admission Time to Ready for Discharge**
 - iii. **Booking Time to Discharge Time**
 - iv. **Booking Time to Ready for Discharge**
 - e. **Comparison**
 - i. **Planned Time in Theatre with Actual Time in Theatre**
 - ii. **Booking Length with Actual Minutes in Theatre**
- 9. **Midnight Census** - will show patients that were admitted, but not yet discharged at the "As At" date selected.
- 10. **Monthly Patient Activity** - Gives an overview of all admissions, broken down into each day of the month. Giving the number of Total Patient Days, resulting in percentage averages for bed occupancy.
- 11. **Other Services** - Gives a list of all the other services that have been entered into the episodes. It can be filtered by suppliers for any given date range.
- 12. **Patient Statistical Data for NSW Health** - assists New South Wales hospitals with submitting their statistical data with ease.
- 13. **Theatre Rosters** - shows all booked theatre sessions & all cancelled theatre sessions grouped by surgeon or theatre. Also shows theatre utilisation minutes and percentages.

Importing Visicode Data

After the data has been exported from Visicode

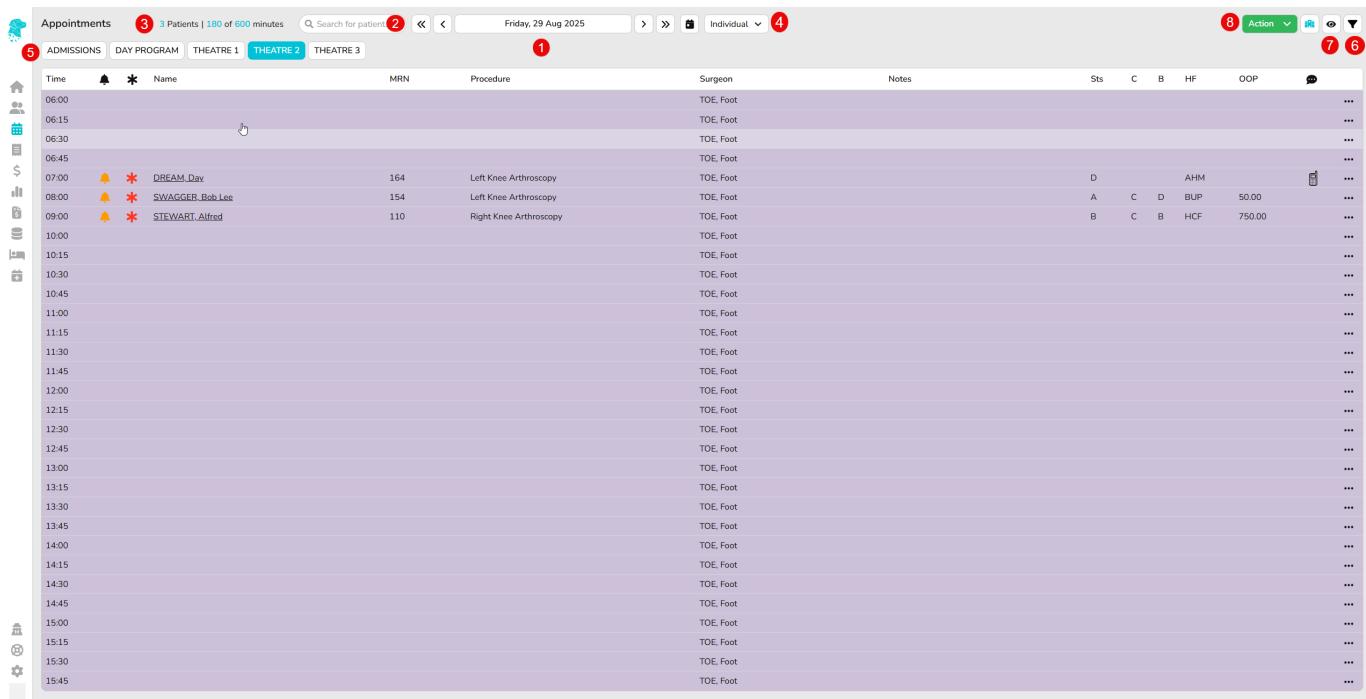
1. In the main menu go to **Data I/O** and select **Visicode Import**



2. Select the **Location**
3. Click **Choose a file**
4. NB. File must be in a **.txt** format to be imported. Other file formats will not work
5. This will produce a list of all the patient information found in the file
6. Click **Import**
7. This will automatically update the **Coding** & run the **Grouper**
8. There will be an Excel spreadsheet download for information purposes. This file will show if any of the data imported was unsuccessful.

Hospital Appointments Screen

Navigating the Appointments Screen



Time	Name	MRN	Procedure	Surgeon	Notes	Sts	C	B	HF	OOP	...
06:00				TOE, Foot							...
06:15				TOE, Foot							...
06:30				TOE, Foot							...
06:45				TOE, Foot							...
07:00	● * DREAM_Day	164	Left Knee Arthroscopy	TOE, Foot		D			AHM		...
08:00	● * SWAGGER_Bob_Lee	154	Left Knee Arthroscopy	TOE, Foot		A	C	D	BUP	50.00	...
09:00	● * STEWART_Alfred	110	Right Knee Arthroscopy	TOE, Foot		B	C	B	HCF	750.00	...
10:00				TOE, Foot							...
10:15				TOE, Foot							...
10:30				TOE, Foot							...
10:45				TOE, Foot							...
11:00				TOE, Foot							...
11:15				TOE, Foot							...
11:30				TOE, Foot							...
11:45				TOE, Foot							...
12:00				TOE, Foot							...
12:15				TOE, Foot							...
12:30				TOE, Foot							...
12:45				TOE, Foot							...
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13:30				TOE, Foot							...
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14:00				TOE, Foot							...
14:15				TOE, Foot							...
14:30				TOE, Foot							...
14:45				TOE, Foot							...
15:00				TOE, Foot							...
15:15				TOE, Foot							...
15:30				TOE, Foot							...
15:45				TOE, Foot							...

- Date** - Click on the date to display the calendar to select required date
- Search** - to locate a particular patient/booking
- Info** - will display the **Number of patients** booked & **Minutes** the theatre is being utilised
- View** - gives the ability to choose how the theatres are displayed
 - All** - shows all theatres for 1 day
 - Individual** - shows 1 theatre for 1 day
 - Weekly** - shows 1 theatre for the whole week
 - List** - shows all appointments in 1 list
- Theatres** - are able to be selected here
- Filter** - the patients viewed to include/exclude cancelled patients etc
- Custom Views** - Create and select Custom Views to displayed relevant information
- Action** Dropdown allows users to
 - Print Theatre Lists**
 - Send Bulk SMS**
 - Re-Order Lists**

How to create a referral

If needing referrals applies to your discipline, read on to learn how to create new referring doctors on your FYDO system; and how to create referrals on patient records.

Start off by opening a patient's record. Below is an example of a patient record, with the referral section highlighted.

Patient Details

Patient #	117	File Num		External ID	117
Title	Mrs	Gender	Female		
First Name	Pamela			?	Mi
Last Name	BURDETTE				
Pref. Name					
Address	1 Scotts st				
Suburb	KILLARA	State	NSW	Postcode	2071
Mailing Address					
Suburb		State		Postcode	
Date of Birth	01/01/1920	<input type="button" value="Calendar"/>	Age	100	DOB Estimate <input type="checkbox"/>
Mobile	0423-555-552	Home	() -	Work	() -
Email	pamela@gmail.com				

Medicare/DVA Details

Medicare Number	2111-11111-1	Ref	1	Exp	
Eligibility	Eligible - Australian Resident				
Veterans No.		Veteran Card Colour			
DVA Auth.No		DVA Auth. Date			
Entitlement Card	<input type="button" value="▼"/>		Exp		

Referring Details

Previous Referrals					
Referring Doctor					
Referral Date	<input type="button" value="Calendar"/>	Period	<input type="button" value="Period"/>	First Consult	<input type="button" value="Period"/>
Referral To					
<input type="checkbox"/> Site Referral (global)					

Notice that the data fields on the record are greyed out and you cannot commit any changes. This is because you are not in *edit mode* and therefore cannot make any edits.

So click on the **Edit** button to continue.

Edit

You will now be able to make edits to this record, scroll down to the **Referring Details** section.

If the referring doctor has never been entered into your FYDO system, click on the blue **ADD REFERRING DOCTOR** button to add a *NEW* referring doctor.

Referring Details

Previous Referrals	<input type="text"/>
Referring Doctor	<input type="text"/> Search for a Referring Doctor
ADD REFERRING DOCTOR	
Referral Date	<input type="text"/> Period <input type="text"/> First Consult <input type="text"/>
Referral To	<input type="text"/> Search for a Referral To
<input type="checkbox"/> Site Referral (global) <input checked="" type="checkbox"/> Active	
ADD ANOTHER REFERRAL EDIT REFERRAL	

This will present you with the below screen, where the main data fields are highlighted. So go ahead and fill this in along with any other additional information you'd like to store about this referring doctor.

SETTINGS > REFERRING DOCTORS > ADD REFERRING DOCTOR

Referring Doctor Details

Number	<input type="text"/>	Provider Number	<input type="text"/>	Type	<input type="text"/>
Title	<input type="text"/>			Specialty	<input type="text"/>
First Name	<input type="text"/>			Email	<input type="text"/>
Surname	<input type="text"/>			Mobile	<input type="text"/>
Practice Name	<input type="text"/>			Created On	29/12/2020
Address	<input type="text"/>			Birthdate	<input type="text"/>
Suburb	<input type="text"/>	<input type="text"/>	<input type="text"/>	Status	<input checked="" type="checkbox"/> Active
Phone	<input type="text"/>	Fax	<input type="text"/>		

Miscellaneous Details

External ID	<input type="text"/>
Location ID	<input type="text"/>
Comm Type	<input type="text"/> Email
Notes	<input type="text"/>

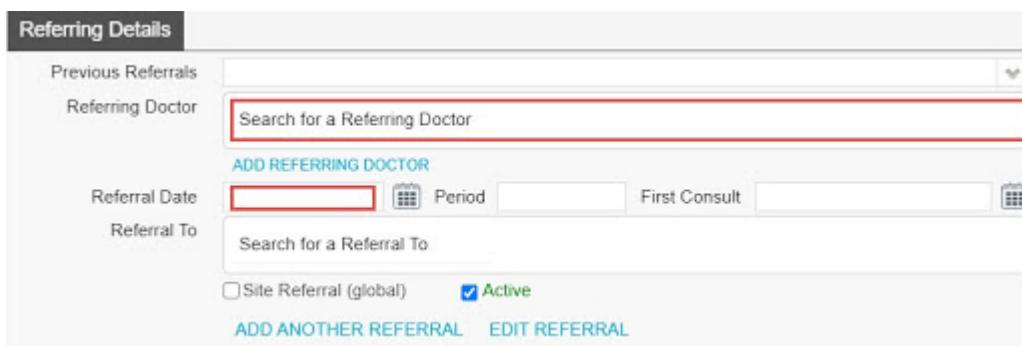
Note: this only needs to be done **once** per referring doctor.

Referring doctor 'Type'

- **GP:** by default, GP referrals have a referral period of 12 months
- **Specialist:** by default, Specialist referrals have a referral period of 3 months

If the referring doctor has already been entered into FYDO as a referrer, you will be able to search for them by clicking on the search box pictured below. You may search by the doctor's first or last name.

Next, enter the **Referral Date** and you're done! This is the minimum data set for adding a referral to a patient's record.



The screenshot shows the 'Referring Details' section of a software interface. At the top, there is a 'Previous Referrals' dropdown. Below it, the 'Referring Doctor' section contains a search bar with the placeholder 'Search for a Referring Doctor', which is highlighted with a red border. Below the search bar is a blue 'ADD REFERRING DOCTOR' button. The 'Referral Date' section includes a date input field, a calendar icon, and a 'Period' input field. The 'Referral To' section has a search bar for 'Search for a Referral To'. At the bottom of the screen, there are two checkboxes: 'Site Referral (global)' (unchecked) and 'Active' (checked). At the very bottom are two buttons: 'ADD ANOTHER REFERRAL' and 'EDIT REFERRAL'.

Notes on other data fields in 'Referring Details'

- **Period:** this is how many months the referral is valid for. It may be overwritten by the user, at their discretion
- **First consult:** if the first *Date of Service* is after the *Referral Date*, you may enter the date of service into this field so that the *Referral Period* is calculated from this date, rather than the referral date
- **Referral to:** this is which provider the referral is for. If left blank, upon billing it will get linked to that provider;
- **Site Referral (global):** allows this referral to be used by any provider rather than one specific provider.

That's it! You've added a new referring doctor to your FYDO system and created a referral on a patient's record. Click on the green **Save** button on the top right corner of the patient record to save your changes.

Save