

# Receipt a Patient Payment (Hospital)

## Receipting a patient payment on admission e.g., Excess payment, payment of account etc

1. Select required patient & **Right-Click** to expand menu
2. Select **Excess/Deposit**

3. Complete required information



4. **Deposit type**

- a. **Fund Excess** for all excess payments or payments that are required to be applied to a health fund invoice
- b. **Patient Account Deposit** for all payments to go towards an uninsured invoice

5. **Transaction Date** will automatically populate with the current date

6. Select payment **Type** e.g., EFTPOS, Cash, Cheque etc

7. Enter the **Amount** that has been paid

8. Select the **Payment Description** relative to the payment being made. *NB. These descriptions are fully customisable & can be amended to suit the facility. This can be done in **Settings** > **Deposit Types***

9. Complete **Drawer, Reference, Bank & Branch** when payment is made via **Cheque**

10. Select **Save** or **Save & Print** to produce a printed copy of the receipt

Both Fund Excess & Patient Account Deposit receipts can be processes simultaneously to save the user following the above process twice.

These transactions can be found by selecting the required patient & using the **Right-Click** to display the menu and selecting **History**.

Select the required episode date from the list at the top of the screen.

The receipt can then be re-printed by using the **Invoice Options** on the right of the **History** screen & selecting **Deposit Copy**.

# Online Patient Verification - OPV (Hospital)

**Performing an Online Patient Verification check with Medicare & with the health fund helps to ensure the correct patient information is entered into the system & that the Online Eligibility Check (OEC) will be successfully transmitted**

1. OPV checks can be performed from the patient information screen, down the bottom left corner, by clicking **Check**
2. Before the OPV is successful the Medicare Number field & the Health Fund Number field will appear the same as all other fields

The screenshot displays a patient information form with several sections:

- Personal Information:** Title (Master), Gender (Male), First Name, Last Name, Pref. Name, Address, Suburb (Keameys Spring), State (QLD), Postcode (4350).
- Demographics:** Date of Birth, Age (6), DCB Estimate, Home (07) -, Work (07) -.
- Medicare/DVA Details:** Medicare Number (4292-45116-5), Eligibility (Eligible - Australian Resident), Ref. (3), Exp. (08/2022).
- Referring Details:** Previous Referrals, Referring Doctor, Refers Date, Referral To, Site Referrals (global).
- Online Patient Verification (OPV):** Type (Medicare and Health Fund), Last Medicare Check (29/01/2020), Last Health Fund Check (29/01/2020), Location (Toowoomba Surgicentre Pty Ltd), and a **Check** button.
- Other Information:** Membership (30906285J), Insurance Status (Full Fee), UPI, Allergies (Nil), Family GP (Search for a Family GP), Alert, Indigenous Sts (Neither Aboriginal or Torres Strait Islander), ASSI (No), Marital Status (Never married (Single)), Country of Birth (Australia), Language (English), Employment Sts (Child not at school), Employer, Survey, Dental Benefit (0), O/S Visitor (Yes/No), Interpreter (Yes/No), Deceased, Preferred Doctor, Exclusion, Send Invoices To (Not Set), Next of Kin (Emergency Contact, Contributor, Pick Up Person).

3. Once the information has been successfully verified it will appear with a **green border & tick**, to indicate the information matches the records held by Medicare or the Health Fund
4. If the information isn't able to be verified a visual alert will be displayed, in the top right corner, stating **Verification Issue**
5. Hover over this icon to display a reason for the unsuccessful verification
6. If the reason is as shown, in the below image, the fund wasn't able to be verified as the system was returning the Medicare information. Simply click **Check** again to check the health fund details

**Patient Details**

Patient # [redacted] File Num [redacted] External ID [redacted]  
 Title [redacted] Gender Male  
 First Name [redacted] Last Name [redacted] M T  
 Pref. Name [redacted]  
 Address [redacted]  
 Suburb Kaarneys Spring State QLC Postcode 4350  
 Mailing Address [redacted]  
 Suburb [redacted] State [redacted] Postcode [redacted]  
 Date of Birth [redacted] Age 6 DOB Estimate [redacted]  
 Mobile [redacted] Home (07) - Work (07) -  
 Email [redacted]

**Medicare/DVA Details**

Medicare Number 4292-45116-6 Ref 3 Exp 08/2022  
 Eligibility Eligible - Australian Resident  
 Veterans No. [redacted] Veteran Card Colour [redacted]  
 DVA Auth. No. [redacted] DVA Auth. Date [redacted] Exp [redacted]  
 Entitlement Card [redacted]

**Health Fund**

Fund Name MPL - Medbank Private  
 Membership 30806285J UPI  
 Insurance Status Full Fee  
 Alias Name [redacted] Alias surname [redacted]

**Other Information**

Allergies Nil  
 Family GP Search for a Family GP  
 Alert [redacted]  
 Indigenous Sts Neither Aboriginal or Torres Strait Islands ASSI No  
 Marital Status Never married (Single)  
 Country of Birth Australia  
 Language English  
 Employment Sts Child not at school Employer  
 Survey [redacted] Dental Benefit 0  
 O/S Visitor Yes No  
 Interpreter Yes No  
 Deceased [redacted] Archived No  
 Preferred Doctor [redacted] Default Fee Level Level 0 - DVA In-hospital  
 Exclusion [redacted] Exclusion To [redacted]  
 Send Invoices To Not Set

**Referring Details**

Previous Referrals [redacted]  
 Referring Doctor [redacted]  
 Referral Date [redacted] Period [redacted] First Consult [redacted]  
 Referral To [redacted]  
 Site Referral (global)

**Next of Kin**

Relationship Mother Title Mrs  
 First Name [redacted]  
 Surname [redacted]

**Verification Issue**

Fund - 9874 Fund patient validation not undertaken as the Medicare validation was unsuccessful

7. Once both Medicare & Health fund information has been successfully checked the **Green Border & Tick** will be displayed with both numbers

**Patient Details**

Patient # [redacted] File Num [redacted] External ID [redacted]  
 Title [redacted] Gender Male  
 First Name [redacted] Last Name [redacted] M T  
 Pref. Name [redacted]  
 Address [redacted]  
 Suburb Kaarneys Spring State QLC Postcode 4350  
 Mailing Address [redacted]  
 Suburb [redacted] State [redacted] Postcode [redacted]  
 Date of Birth [redacted] Age 6 DOB Estimate [redacted]  
 Mobile [redacted] Home (07) - Work (07) -  
 Email [redacted]

**Medicare/DVA Details**

Medicare Number 4292-45116-6 Ref 3 Exp 08/2022  
 Eligibility Eligible - Australian Resident  
 Veterans No. [redacted] Veteran Card Colour [redacted]  
 DVA Auth. No. [redacted] DVA Auth. Date [redacted] Exp [redacted]  
 Entitlement Card [redacted]

**Health Fund**

Fund Name MPL - Medbank Private  
 Membership 30806285J UPI  
 Insurance Status Full Fee  
 Alias Name [redacted] Alias surname [redacted]

**Other Information**

Allergies Nil  
 Family GP Search for a Family GP  
 Alert [redacted]  
 Indigenous Sts Neither Aboriginal or Torres Strait Islands ASSI No  
 Marital Status Never married (Single)  
 Country of Birth Australia  
 Language English  
 Employment Sts Child not at school Employer  
 Survey [redacted] Dental Benefit 0  
 O/S Visitor Yes No  
 Interpreter Yes No  
 Deceased [redacted] Archived No  
 Preferred Doctor [redacted] Default Fee Level Level 0 - DVA In-hospital  
 Exclusion [redacted] Exclusion To [redacted]  
 Send Invoices To Not Set

**Referring Details**

Previous Referrals [redacted]  
 Referring Doctor [redacted]  
 Referral Date [redacted] Period [redacted] First Consult [redacted]  
 Referral To [redacted]  
 Site Referral (global)

**Next of Kin**

Relationship Mother Title Mrs  
 First Name [redacted]  
 Surname [redacted]

8. The OPV will automatically be performed when making a patient booking. As long as the relevant patient information is available, the check will run once you click **Save**, after completing the **Appointment Screen**

**Booking Details**

Location Toowoomba Surgicentre Pty Ltd  
 Theatre/Unit Theatre 3  
 Dr/Surgeon [redacted]  
 Surgical Assistant Select Surgical Assistant  
 Other Surgical Assistant Select Other Surgical Assistant  
 Anaesthetist [redacted]  
 Anaesthetic (Primary) General Anaesthetic None  
 Apmt Date 31/01/2020 Time 08:30 AM Adm # 138004  
 Appointment Type Theatre 3-Sess1 Mins 30  
 Proc Notes Adenoidectomy + Bilateral Grommets  
 Other Notes [redacted]

**Fund Details**

Health Fund MPL - Medbank Private  
 Membership No. 30806285J UPI Excess 0.00 Co-pay 0  
 Insurance Status Full Fee Claim Details

**Items**

Code	Description	Band	Action
41801	Adenoids, removal of, including any examination of the postnasal space and nasopharynx and the infiltration of local anaesthetic	2	X
41632	Middle ear, insertion of tube for drainage of (including myringotomy) (Anaes.)	2	X
41632	Middle ear, insertion of tube for drainage of (including myringotomy) (Anaes.)	2	X

9. If the patients' name varies from Medicare to the Health fund, utilise the **Alias Name** field under the **Health Fund** section (as shown in image above). In order to successfully verify the details in this instance:

- Enter the patients name, as it is shown on the **Medicare Card**, in the **Patient Details** section as the patients real name
- Enter the patients name, as it show on the **Health Fund Card**, in the **Alias**

Name field

c. Run **Check** again

- In some instances, the OPV will be able to identify the patient, even if the details are slightly incorrect. If this happens the **Verification Issue** icon will become visible & you will be able to hover over it for information regarding the check. Some examples of this would be:
  - Updating the last digit of the Medicare Card. E.g. From 5 to 6
  - Updating the Medicare Reference Number. E.g. From 1 to 4
  - Updating the patients' first name. E.g. From Sam to SAMUEL

## Online Eligibility Check - OEC (Hospital)

### Performing an eligibility check with the patients' health fund to ensure they will be covered for their admission

- Running an OEC from a booking ensures that all the episode information is carried into the OEC (see "Making a Patient Booking" instructions to make an appointment). OEC's can be done from the patient screen, however this will require more information to be entered & the excess & co-payment will not pre-populate as the OEC isn't linked to a particular episode.
- It is also advised that the Online Patient Verification (OPV) be performed before the OEC (see "OPV" instructions)
- Navigate to the Appointments screen and locate the patient you wish to perform the eligibility check for
- Right click on the patient to expand the menu
- Select **OEC**

The screenshot displays a web-based appointment management system. On the left, there is a sidebar with navigation icons and filters for locations, departments, and doctors. The main area shows a calendar for 'Friday, 1 July 2022' with a table of appointments. The table has columns for Time, Name, MRN, Surgeon, Notes, Sta, C, B, HF, and Excess. A patient named 'POPPINS, Mary' with MRN '106' is highlighted in blue. A context menu is open over this patient, listing various actions such as 'Make an Appointment', 'Edit Episode', 'Copy Appointment', 'Cut Appointment', 'Paste Appointment', 'History', 'Arrived', 'Unarmed', 'Excess/Deposit', 'Admit', 'Discharge', 'Theatre', 'Coding', 'Impatient', 'Certificate', 'Clinical Indicators', 'Confirmed', 'Send SMS', 'Chart Label', 'Wristband', 'Delete Appointment', 'Documents', 'Create Letter', 'Quick Form', 'HC21 Left', 'HC21 Right', 'HC21 Back', 'Create Invoice', 'IEC', and 'OEC'. The 'OEC' option is highlighted with a red circle and the number '5'. A red circle with the number '4' is also present next to the patient's name in the table.

- The OEC screen will open & the patient & appointment details will be populated with the information already entered into the system
- If you have entered the predicted item numbers, when booking the patient, they will be carried over into the OEC screen & you will not need to enter them again
- Click **OK** and a check will be performed on each item number that is entered. The check will be saved in the patient's **Documents**, when it is returned by the health fund, where it can be previewed & printed if required

9. Click **OK and Print** to have the health fund check appear on the screen to preview straight away & print if required. (NB this function will only work if the health fund returns the information in a timely manner. Otherwise, it will be filed in the patients' Documents when it is returned)

10. Information returned will include:
  - a. Patient Information
  - b. Assessment & Explanation
  - c. Admission details as entered to perform check
  - d. Financial Status of the cover
  - e. Pre-Existing status of the cover
  - f. Illness code/Item number that check was performed for
  - g. Excess amount
  - h. Co-Payment amount
  - i. Level of cover name
  - j. Level of cover description
  - k. Benefit limitations
  - l. Exclusions
11. Excess amount & Co-Payment amount will automatically populate in the patient appointment, as long as it has been returned in the correct format from the health fund. If the information hasn't automatically populated, & needs to be manually entered, this can be done by:
  - a. *Selecting the required booking*
  - b. *Right click & select Edit Episode*
  - c. *Fill in the required amounts in the Excess & Co-Pay fields in the top right of the screen*
  - d. **Click Save**

12. Carefully read all information returned by the fund to determine eligibility for admission. Including descriptions, benefit limitations & exclusions



1. Select **Appointments** from the main menu
2. Select **Date** that the booking is required to be made
3. Select **Theatre** where booking will be made
4. Select **Time** the booking will be made. Then **Right-Click** on this time slot to display options
5. Select **Make an Appointment** from the menu
6. The **Patient Lookup** screen will be displayed to search for the required patient
7. Select a patient from the list displayed, or click **Create New Patient** if the patient isn't shown
8. If **Create New Patient** was selected, input all known data & click Save
9. If a patient was selected in Step 7 (or after the new patient details have been saved) the **Make Appointment** screen will automatically open
10. Information relating to the theatre, surgeon, anaesthetist, appointment time etc will pre-populate if they have already been entered into the system
11. Add information required **according to your facility work instructions**. For example:
  - a. Procedure Notes
  - b. Length of Booking
  - c. Other Notes
  - d. Booking Code 1
  - e. Food Instructions
  - f. Item Numbers
  - g. Other Services Codes
  - h. Referring Doctor

12. Click **Save**

## Informed Financial Consent - IFC (Hospital)

**To provide patients' with information they can understand regarding the costs involved with their admission/episode**

1. Before an IFC is generated it is advised to run an Online Eligibility Check (OEC) to obtain the out-of-pocket expense for the patient (*see "OEC - Online Eligibility Check" instructions*)
2. Once the out-of-pocket cost is known, the IFC can be generated from the **Appointments Screen**
3. Search for the required patient or

- Navigate to the admission date, theatre & time to locate
- Right click to expand the options & select IFC

- Patient details & admission details will be pre-populated into the IFC screen
- If Item numbers were entered at the time of booking, they will be pre-populated into the IFC screen. Otherwise add them under the **MBS/Items** heading
- Leaving the **Bill Type** set to **Default** will allow FYDO to decide how the fees need to be raised, in accordance with the health fund contracts entered into the system
- Click **Create IFC** to see the charges raised for each item

- Contracted fees will be displayed
- Patient out of pocket will be displayed
- IFC Message** gives the ability to add a customised message. Use the dropdown to select **Custom Message** & type the message in the field below
- The **Template** field allows you to choose from the available IFC templates in your FYDO database.  
FYDO enables hospitals to set a default IFC template for both **insured** and **uninsured** admissions. AS a result, the **Template** dropdown will display options based on the patient's health fund.
  - If the **patient has a health fund**, the Template dropdown will show the **insured templates** available in FYDO.
  - If the **patient is uninsured** - or if their health fund is categorised as **uninsured** in the



FYDO database - the Template dropdown will display the **uninsured templates** added to FYDO.

14. **Edit IFC** allows you to return to the previous screen to make any changes require to the item numbers etc.
15. **Save** will generate the IFC & save a copy in the patient **Documents**
16. **Save & Print** will generate the IFC & make it immediately available to view & print. This option will also save a copy in the patients' Documents

APPOINTMENTS > INFORMED FINANCIAL CONSENT

**IFC**

Name: POPPINS, Mary    DOB: 27/08/1934    Location: Adeney Private Test    Fund: MPL - Medibank Private Limited  
 Status: Full Fee    Doctor: Duck, Daffy    Excess: 0.00    Co-payment: 0.00  
 Default Benefit: 0.00    Dates: 01/07/2022 - 01/07/2022

Item	Description	Charges Inc. GST	GST	Rebate
ACCOM	SameDay Accommodation Fee Band : 3	0.00	0.00	0.00
32229	Removal of one or more polyps during colonoscopy, in association with a service to which item 32222, 32223, 32224, 32225, 32226, or 32228 applies (Anaes.)	950.00	0.00	950.00
32222	Endoscopic examination of the colon to the caecum by colonoscopy, for a patient: (a) following a positive faecal occult blood test; or (b) who has symptoms consistent with pathology of the colonic mucosa; or (c) with anaemia or iron deficiency; or (d) for whom diagnostic imaging has shown an abnormality of the colon; or (e) who is undergoing the first examination following surgery for colorectal cancer; or (f) who is undergoing pre-operative evaluation; or (g) for whom a repeat colonoscopy is re	0.00	0.00	0.00
30473	Oesophagoscopy (not being a service to which item 41816 or 41822 applies), gastroscopy,duodenoscopy or panendoscopy (1 or more such procedures), with or without biopsy, not being a service associated with a service to which item 30478 or 30479 applies. (Anaes.)	0.00	0.00	0.00
Apply Discount Percentage: 0.00 %    Amount: 0.00		Sub-Total	950.00	0.00
		Total	950.00	0.00

Excess + Co-pay + Default Benefit: 0.00    Patient Gap: 0.00    Total out of pocket: 0.00    Type B Certificate

IFC Message: [12]    Template: IFC [13]    Edit IFC [14]    Save [15]    Save & Print [16]    Cancel

## Delete a Hospital Booking

**If an appointment is required to be removed from the system**

1. Search for the patient **OR**
2. Navigate to the date & theatre that the patient is booked for
3. Select the patient & right click to open menu
4. Select **Delete Appointment**

Today

SEARCH [1]

THEATRE 1    THEATRE 2    THEATRE 3    THEATRE 4

Time	Name	MRN	Procedure	Status	Notes	Ste	C	B	HF	Excess
06:00				DU						0.00
06:30				DU						0.00
07:00				DU						0.00
07:30	CLAMPETT, Eily	104	Right CAT & IOL	DU		B			NIB	0.00
08:00				DU						0.00
08:30				DU						0.00
09:00				DU						0.00
09:30				DU						0.00
10:00				DU						0.00
10:30				DU						0.00
11:00				DU						0.00
11:30				DU						0.00
12:00				DU						0.00
12:30				DU						0.00
13:00	DUCK, Daffy			DU						0.00
13:30	DUCK, Daffy			DU						0.00
14:00	DUCK, Daffy			DU						0.00

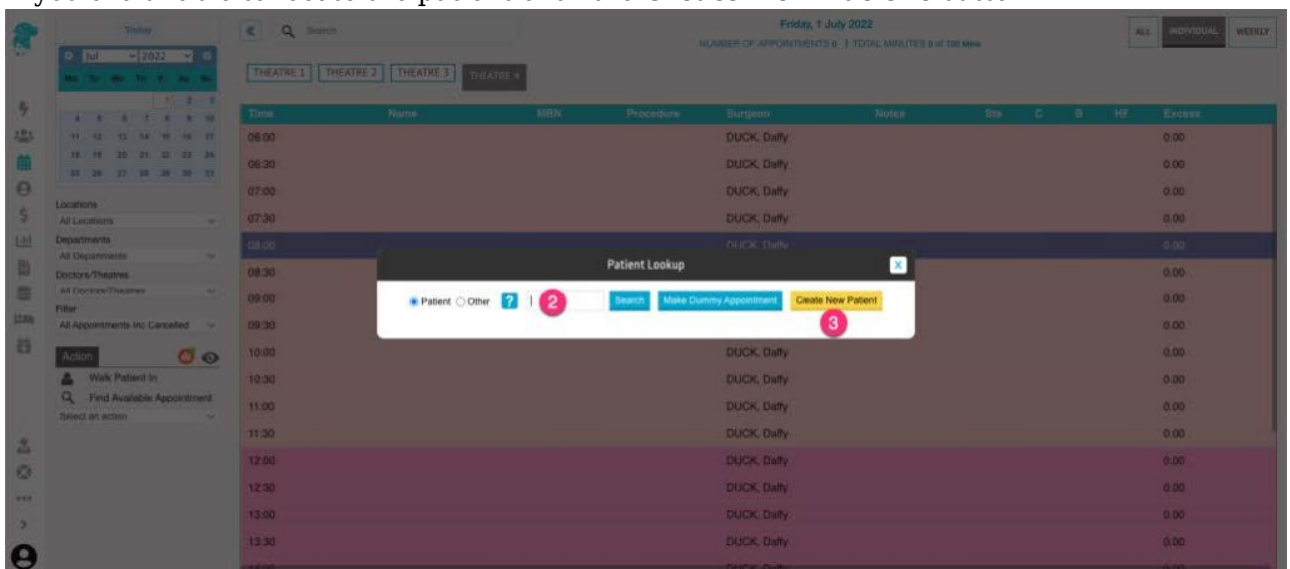
Context Menu: [4]  
 Make an Appointment  
 Edit Episode  
 Copy Appointment  
 Cut Appointment  
 Paste Appointment  
 History  
 Arrived  
 Unarrived  
 Excess/Deposit  
 Admit  
 Discharge  
 Theatre  
 Coding  
 Inpatient  
 Certificate  
 Clinical Indicators  
 Confirmed  
 Send SMS  
 Chart Label  
 Wristband  
 Delete Appointment  
 Documents  
 Create Letter  
 Quick Form  
 HC21 Left  
 HC21 Right  
 HC21 Back  
 Create Invoice  
 IEC  
 QEC

5. You will be prompted to **confirm** that you are sure you want to delete the appointment
6. Click **Yes**
7. This action is permanent & is not advised if you are required to collate data on cancelled bookings. If statistical information on the cancellation is required then please see instructions on how to **Cancel a Booking** at <https://wiki.fydo.cloud/cancel-a-booking/>

## [Create a New Patient \(Hospital\)](#)

**There are a number of ways this can be done. Most commonly it would be done while making an appointment.**

1. Once you have navigated to the date & time for the appointment, right click & select **Make an Appointment**
2. This will open up the **Patient Lookup** box where you are able to search for the desired patient
3. If you are unable to locate the patient click the **Create New Patient** button



4. You are required to add a minimum of **First & Last Name** and all other fields are optional when initially adding a patient (*but be aware that certain fields may be required, once the patient is admitted, for reporting purposes*)
5. Once all desired information is entered click **Save**
6. The appointment screen will then open to add all required information for that particular booking

**Patients are also able to be added without having an appointment scheduled.**

1. Select the **Patients** tab from the left main menu
2. **Search** to see if the patient is already entered into the system
3. If they have not previously been added, click **Create Patient**

Surname	First Name	Address	Suburb	State	DOB	Age	MRN	File No.	Archived
ALEX	Dean	4 Adeney Ave, Kew	KEW	VIC	10/01/1985	37	105		
CLAMPETT	Ely	100 Bel-Air Drive	CALIFORNIA GULLY	VIC	08/11/1959	62	104		
HIGGINS	Malrex	44 Lowood Street	AMPHITHEATRE	VIC	15/04/1926	96	103		
MARKS	Simon	99 Reef Road	BARRYS REEF	VIC	05/01/1983	39	101		
VON DER MEER	Poppy	12 Floral Way	FLOWERDALE	VIC	12/04/2011	11	102		

- You are required to add a minimum of **First & Last Name** and all other fields are optional when initially adding a patient (*but be aware that certain fields may be required, once the patient is admitted, for reporting purposes*)
- Once all desired information is entered click **Save**

## Cancel a Hospital Booking

### If a patient cancels their appointment

- Search for the patient **OR**
- Navigate to the date & theatre that the patient is booked for
- Select the patient & right click to open menu
- Select **Edit Episode**

Time	Name	MRN	Procedure	Sts	C	B	HF	Excess
06:00								0.00
06:30								0.00
07:00								0.00
07:30	CLAMPETT, Ely	104	Right CAT & IOL			B	NIB	0.00
08:00								0.00
08:30								0.00
09:00								0.00
09:30								0.00
10:00								0.00
10:30								0.00
11:00								0.00
11:30								0.00
12:00								0.00
12:30								0.00
13:00	DUCK, Daffy							0.00
13:30	DUCK, Daffy							0.00
14:00	DUCK, Daffy							0.00

- Use the **Cancelled** drop down to select a reason for cancellation (*N.B these cancelled reasons are fully customisable & can be added or edited in **Setting** under the **Cancelled Reasons** option to assist facilities obtain the cancellation data that they require*)
- Click **Save**

7. The patient will now be displayed with a strikethrough & the appointment time will be available to book another patient
8. To view your screen without the cancelled patients, use the **Filter Dropdown** and select **All Appointments Exc Cancelled**

Time	Name	MRN	Procedure	Surgeon	Notes	Sts	C	B	HF	Excess
06:00				DUCK, Dafny						0.00
06:30				DUCK, Dafny						0.00
07:00				DUCK, Dafny						0.00
07:30				DUCK, Dafny						0.00
07:30	CLAMPETT, ELLY	104	Right CAT & IOL	DUCK, Dafny		B			NIB	0.00
08:00				DUCK, Dafny						0.00
08:30				DUCK, Dafny						0.00
09:00				DUCK, Dafny						0.00
09:30				DUCK, Dafny						0.00
10:00				DUCK, Dafny						0.00
10:30				DUCK, Dafny						0.00
11:00				DUCK, Dafny						0.00
11:30				DUCK, Dafny						0.00
12:00				DUCK, Dafny						0.00
12:30				DUCK, Dafny						0.00
13:00				DUCK, Dafny						0.00
13:30				DUCK, Dafny						0.00

9. To view the cancelled patients ensure you select **All Appointments Inc Cancelled** from the **Filter Dropdown**
10. To reinstate an appointment, follow the above steps **1 > 4** and **remove** the cancellation reason from the episode before clicking **Save**

## [Editing, deleting, and inactivating referrals](#)

Made a mistake when creating the referral? No problem. Read on to see how to edit or delete referrals.

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

**Referring Details**

Previous Referrals

Referring Doctor

Referral Date   First Consult

Referral To

Site Referral (global)  Active

- **Add another referral:** FYDO allows you to have multiple referrals for a given patient. Use this button to add another referral
- **Edit referral:** this button allows you to make changes to any of the data fields of a given referral
- **Delete this referral:** this button will remove the referral
- **Active:** untick this checkbox to make the referral inactive