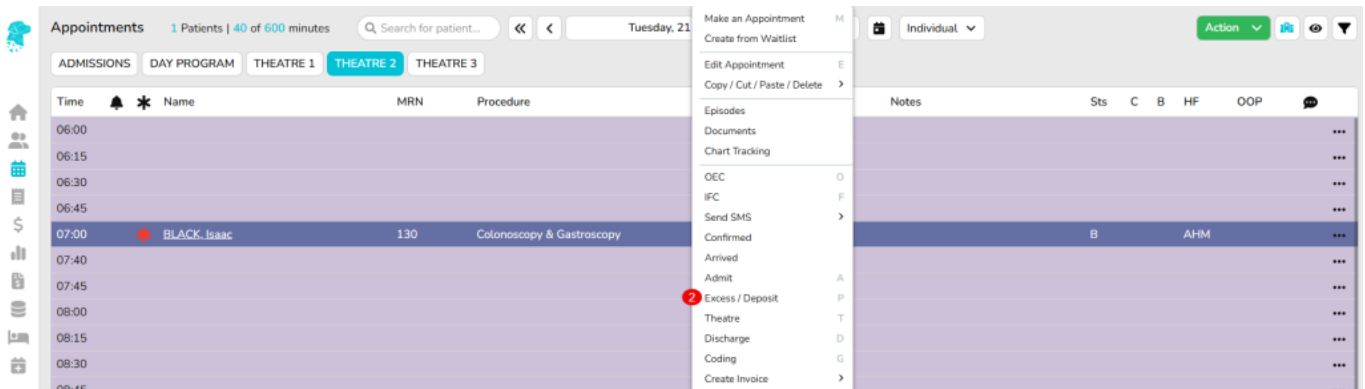


# Receipt a Patient Payment (Hospital)

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 processed 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 **Episode**.

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

The screenshot shows a patient record for Isaac Black (DOB: 08/08/2018). The 'Episodes' tab is active, displaying a table of medical events:

No.	Adm #	Adm. Date	Dis. Date	Status	Nights	Procedure	Other Notes	Fund	Surgeon	Location
7	1103	21/10/2025	-	Appointment	0	Colonoscopy & Gastroscopy		AHM	Connors, Curtis	Shaes Private Hospital
6	871	11/06/2025	11/06/2025	Discharged	D/O	Colonoscopy & Gastroscopy		AHM	Black, Jack	Shaes Private Hospital
5	747	06/02/2025	06/02/2025	Discharged	D/O	Left Cat & IOL		AHM	Doctor, New	Shaes Private Hospital
1	473	08/07/2024	08/07/2024	Discharged	D/O	Gastroscopy		AHM	Connors, Curtis	Shaes Private Hospital

Below the episode list, an invoice for admission 1103 is shown. The 'Invoice Options' menu is open, and a red arrow points to the 'Deposit Copy' option.

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

## [Online Patient Verification - OPV \(Hospital\)](#)

**Performing an Online Patient Verification check with Medicare & 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 Screen, on the right-hand side in the Medicare/health fund section, by clicking **OPV Check**

The screenshot shows a patient details form with several sections. On the right side, under 'Medicare / DVA', the Medicare Number is 4292 and the Health Fund Membership No. is 306. Both fields have a red 'X' over them. A red arrow points from the Medicare Number field to the Health Fund Membership No. field. Another red arrow points from the Medicare Number field to the 'OPV Check' button, which has a red circle with the number '1' next to it. A red circle with the number '2' is placed over the Medicare Number field.

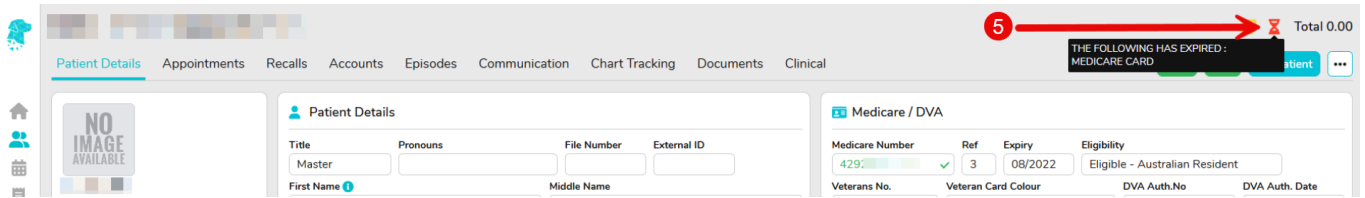
2. Before the OPV is successful, the Medicare Number field & the Health Fund Number field will appear in a [REDACTED] font with a cross.


The screenshot shows the same patient details form, but now the Medicare Number (4292) and Health Fund Membership No. (306) are displayed in green text with a green checkmark next to them. A green arrow points from the Medicare Number field to the Health Fund Membership No. field. A green circle with the number '3' is placed over the Medicare Number field.

3. Once the information has been successfully verified, it will appear with a **Green Numbers and a tick**, to indicate the information matches the records held by Medicare and/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, of a [REDACTED].

5. Hover over this icon to display a reason for the unsuccessful verification.

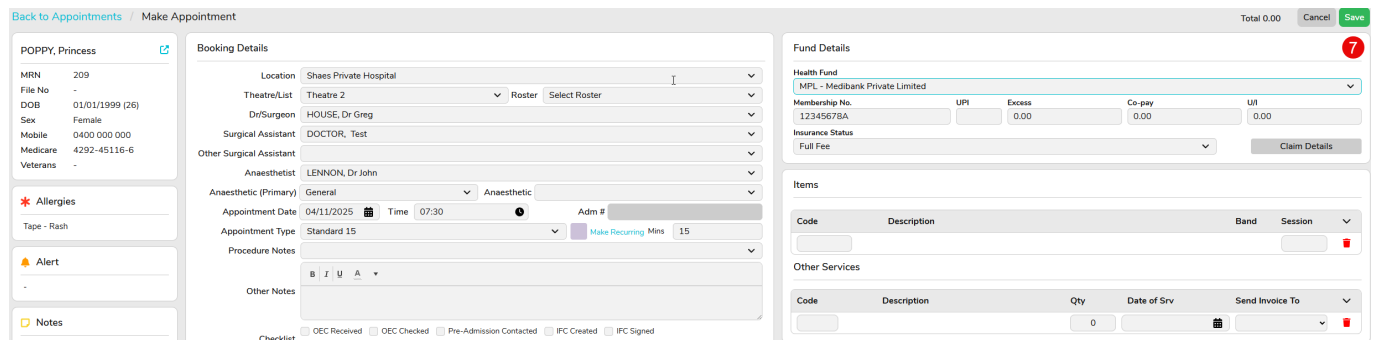


6. In some instances, the OPV will be able to identify the patient, even if the details are slightly incorrect. If this happens the  icon will become visible & you will be able to hover over it for information regarding the check. Some examples of this would be:

- Updating the patients' first name. E.g. From Sam to SAMUEL
- 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

This may result in needing to run the  a second time to verify the Health Fund details.

7. 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**



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

- a. Enter the patients name, as it is shown on the **Medicare Card**, in the **Patient Details** section. FYDO has to have what Medicare has in this section.
- b. Enter the patients name, as it is show on the **Health Fund Card**, in the **Alias Name** field
- c. Run **Check** again

147 - WHITE, Snow ~ Snowy (07/07/2017 - 8) Total 6,473.00

Patient Details Appointments Recalls Accounts Episodes Communication Chart Tracking Documents Clinical Edit Bill Patient

**Snow WHITE**

Patient ID 147  
Sex Female  
Age 8  
Language English  
Pending 6,473.00

**Allergies**  
Nil

**Alert**  
Diabetic/ hard of hearing

**Notes**

**Document Alert**

**Patient Details**

Title Miss Pronouns File Number External ID

First Name **Snow** Middle Name

Last Name **WHITE** Previous Name

Preferred Name Snowy Date of Birth 07/07/2017 DOB Estimate

Sex Female Gender Woman, or girl, or female

Address 1 Cottage Close Suburb Snowy Plain State NSW Postcode 2628

Mailing Address 1 Cottage Close Suburb State Postcode

Mobile 0411-1111-1111 Home Work

Email

**Referring Details**

Previous Referrals

**Medicare / DVA**

Medicare Number Ref Expiry Eligibility

Veterans No. Veteran Card Colour DVA Auth.No DVA Auth. Date

**Entitlement Cards**

Card Type Card Number Expiry

Concession Card 12345678A X

**Health Fund**

Fund Name MPL - Medibank Private Limited

Membership No. 987654321 UPI 0 Insurance Status Full Fee

Alias Name Alias Surname

**Online Patient Verification (OPV)**

Type Health Fund As at 05/11/2025 **OPV Check**

Last Medicare Check Last Health Fund Check

Location Shaes Private Hospital

**Health Identifier**

Health Identifier Number MHD consent

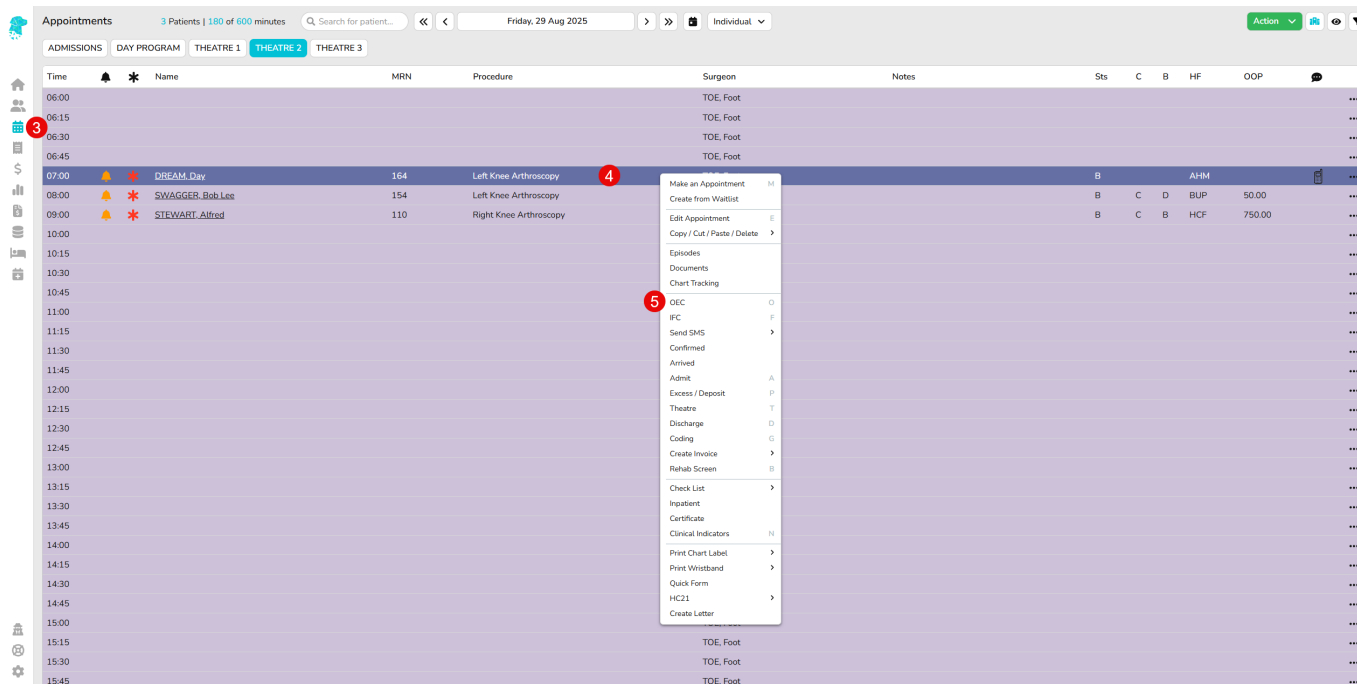
**Name as listed with Medicare needs to be entered here**

**Name as listed with the Health Fund needs to be entered here**

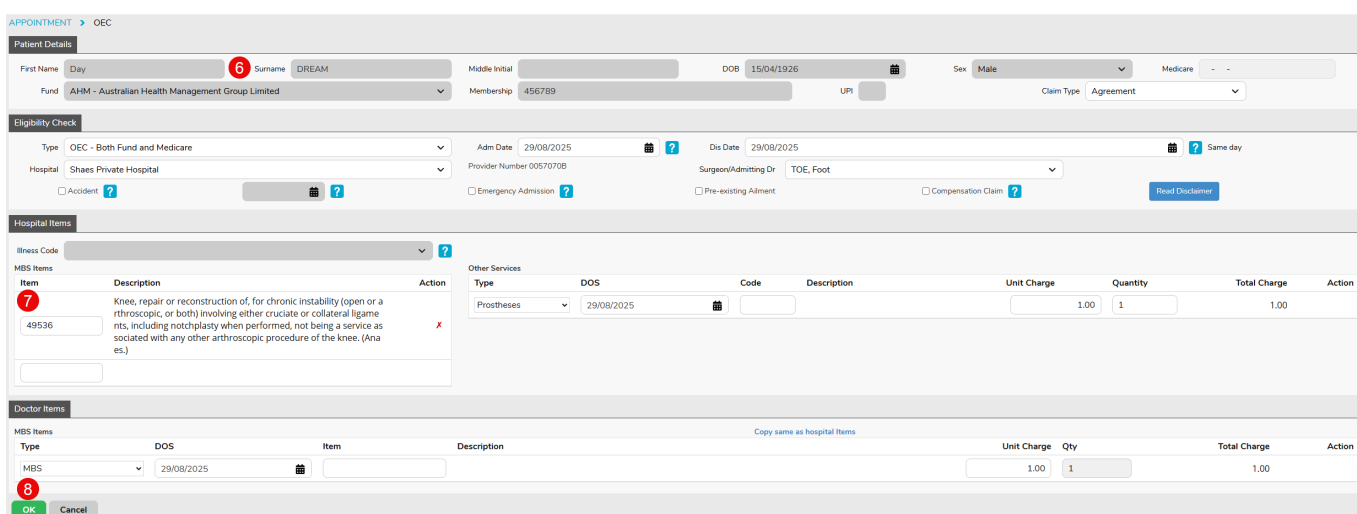
## Online Eligibility Check - OEC (Hospital)

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

1. 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.
2. It is also advised that the Online Patient Verification (OPV) be performed before the OEC (see "OPV" instructions)
3. Navigate to the Appointments screen and locate the patient you wish to perform the eligibility check for
4. Right click on the patient to expand the menu
5. Select **OEC**



6. The OEC screen will open & the patient & appointment details will be populated with the information already entered into the system
7. 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.  
For procedures that do not have a specific MBS (*e.g. dental procedures*) ensure any fund specific items are removed, and the **Illness Code** field is then activated to allow checks to be performed for particular procedure types.
8. 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***

The screenshot shows a web-based appointment booking system. The interface is divided into several sections:

- Left Panel:** Patient information including MRN (164), File No, DOB (15/04/1926), Sex (Male), Mobile (0411 111 111), Medicare, and Veterans status. There are also sections for Allergies (Bees), Alert (IDDM), and Notes.
- Booking Details:** Location (Shaes Private Hospital), Theatre/List (Theatre 2), Roster (06:00), Dr/Surgeon (TOE, Dr Foot), Surgical Assistant, Other Surgical Assistant, Anaesthetist (STARR, Dr Ringo), Anaesthetic (Primary) (General), Appointment Date (29/08/2025), Time (07:00), Adm # (1004), Appointment Type (Standard 15), Procedure Notes (Left Knee Arthroscopy), and Other Notes (B I U A).
- Fund Details:** Health Fund (AHM - Australian Health Management Group Limited), Membership No. (456789), UPI, Excess (500.00), Co-pay (0.00), and UH (0.00). There is a red circle with the number '11' next to the Excess field.
- Items:** A table with columns for Code, Description, Band, and Session. One item is listed: Code 49536, Description 'Knee, repair or reconstruction of, for chronic instability (open or arthroscopic, or bot...', Band 5, Session 1.
- Other Services:** A table with columns for Code, Description, Qty, Date of Srv, and Send Invoice To. The Qty field is currently set to 0.
- Checklist:** A series of checkboxes for various tasks: OEC Received, OEC Checked, Pre-Admission Contacted, IFC Created, IFC Signed, Admission Form Received, Chart Ready, Consent Received, Post-Discharge Contacted, and Documents Scanned.

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

## [Move a Patient Appointment Time \(Hospital\)](#)

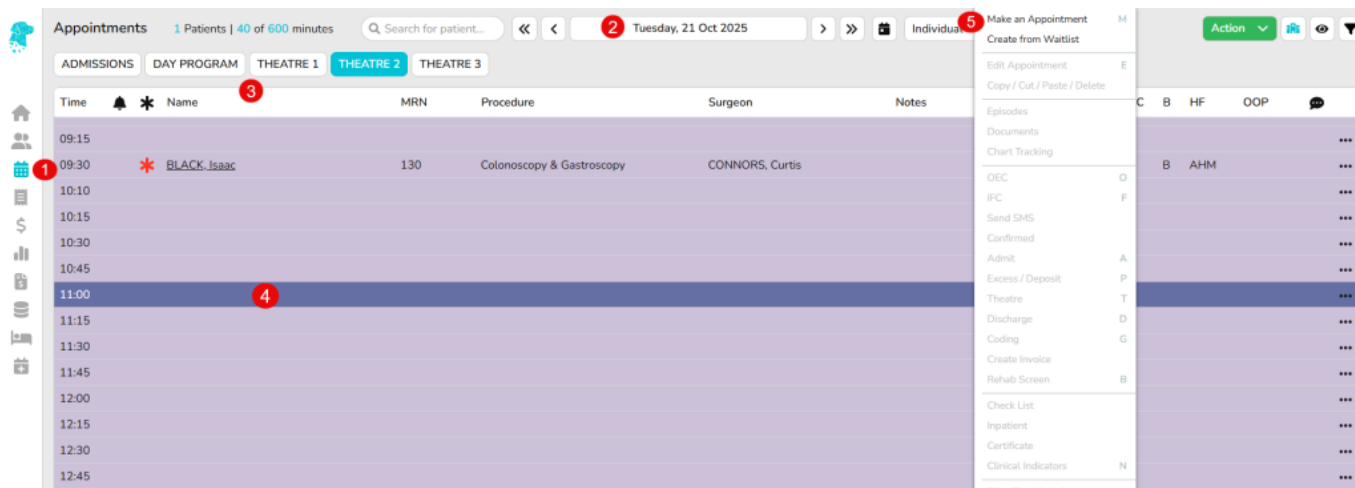
**If a patients admission time changes, there are numerous ways to amend. Any one of the below options will work (you do not have to do ALL of these options in order)**

1. Select the patient, **click, hold & drag** their booking to the new admission time
2. **Right-Click** and select **Edit Appointment**.  
Type the new appointment time in the **Time** field & click **Save**
3. **Right-Click** and hover over **Copy/Cut/Paste/Delete**  
Select **Cut Appointment**  
Click on the new appointment time, **Right-Click** and hover over **Copy/Cut/Paste/Delete**  
Select **Paste Appointment**  
Once the Edit Appointment screen appears, select **Save**.
4. To copy a booking select the appropriate booking  
**Right-Click** and hover over **Copy/Cut/Paste/Delete**  
Select **Copy Appointment**  
Select the desired appointment date & time for the duplicate  
**Right-Click** and again hover over **Copy/Cut/Paste/Delete**  
Select **Paste Appointment**.

The screenshot displays a software interface for managing hospital appointments. On the left, a sidebar contains navigation icons and a list of appointment times from 08:00 to 11:15. The main area shows a grid of appointments for 'Tuesday, 21 Oct 2025'. A context menu is open over a booking at 09:30, listing actions such as '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', and 'Inpatient'. A sub-menu is also visible, highlighting 'Copy Appointment', 'Cut Appointment', 'Paste Appointment', and 'Delete Appointment'. The appointment being edited is for '130' at 'Colonoscopy & Gastroscopy' by 'CONNORS, Curtis'.

## [Making a Patient Hospital Booking](#)

**After creating a Theatre Roster patients can be booked.**



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 right-click 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 patient 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 a Theatre Roster has 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
4. Navigate to the admission date, theatre & time to locate
5. Right click to expand the options & select **IFC**

Appointments 4 Patients | 120 of 600 minutes 3 Search for patient... Friday, 29 Aug 2025 Individual

Time	Name	MRN	Procedure	Surgeon	Notes	Sts	C	B	HF	OOP
06:00				EYES, Bright						
06:30				EYES, Bright						
07:00	AURELIUS, Marcus	194	Left Cat & IOL	EYES, Bright		B				BUP
07:30	DASILVA, Lightning	165	Right Cat & IOL	EYES, Bright		B				BUP
08:30	PEEP, Bo	129	Left Cat & IOL	EYES, Bright		B			MPL	200.00
09:00	SHEEP, Bo	185	Left Cat & IOL	EYES, Bright		B			AHM	200.00
09:30				EYES, Bright						
10:00				EYES, Bright						
10:30				EYES, Bright						
11:00				EYES, Bright						
11:30				EYES, Bright						
12:00				EYES, Bright						
12:30				EYES, Bright						
13:00				EYES, Bright						
13:30				EYES, Bright						
14:00				EYES, Bright						
14:30				EYES, Bright						
15:00				EYES, Bright						
15:30				EYES, Bright						

6. Patient & admission details will be pre-populated into the IFC screen
7. 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
8. Leaving the **Bill Type** set to **Default** will allow FYDO to decide how the fees need to be raise, in accordance with the health fund contracts entered into the system
9. Click **Create IFC** to see the charges raised for each item

Appointments / Informed Financial Consent - Hospital

Patient and Episode Details 6

Title Mr First Name Marcus Surname AURELIUS  
 DOB 08/12/1954 Sex M-Male Address Line 1 123 Roman Road Address Line 2  
 Medicare No. Ref Suburb ROME State QLD Postcode 4343  
 Mobile 0400-000-000 Home Fund BUP - BUPA Australia Membership 12345678  
 Work Status Full Fee Date Joined Excess 500.00 Co-payment 0.00 Uninsured Amt 0.00 Default Benefit 0.00  
 Fund Table Verification #

Location Shaes Private Hospital Doctor/Surgeon EYES, Bright Anaesthetist SLEEP, Great  
 Adm Date 29/08/2025 Dis Date 29/08/2025 Start at Day 1 Theatre Mins 30 Anaesthetic IV/Sedation  
 Accom Accom - Surgical Room Type Private Bill Type Default Procedure Left Cat & IOL  
 Bursary Bursary Fund Bursary Level 0

MBS/Items 7 Re-order Item Numbers

Item	Description	Band	Action
42702	Lens extraction and insertion of intraocular lens, excluding surgery performed for the correction of refractive ...	6	
42740	Intravitreal Injection of Therapeutic Substances, or the removal of vitreous humour for diagnostic purposes, 1 ...	3	

Other Services

Item	Description	Qty	Action
AL025	AcrySof Multipiece Models MN60MA, MN60AC	1	
AL005	DUOVISC VISCOELASTIC SYSTEM	1	
VU001	Jetring	1	
		0	

Create IFC Cancel

10. Contracted fees will be displayed
11. Patient out of pocket will be displayed
12. **IFC Message** gives the ability to add a customised message. Use the dropdown to select **Custom Message** & type the message in the field below
13. 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 - Hospital

Name: AURELIUS, Marcus      DOB: 08/12/1954      Location: Shaes Private Hospital      Doctor: EYES, Bright  
Fund: BUP - BUPA Australia      Status: Full Fee      Dates: 29/08/2025 - 29/08/2025      Default Benefit: 0.00  
Excess: 500.00      Co-payment: 0.00

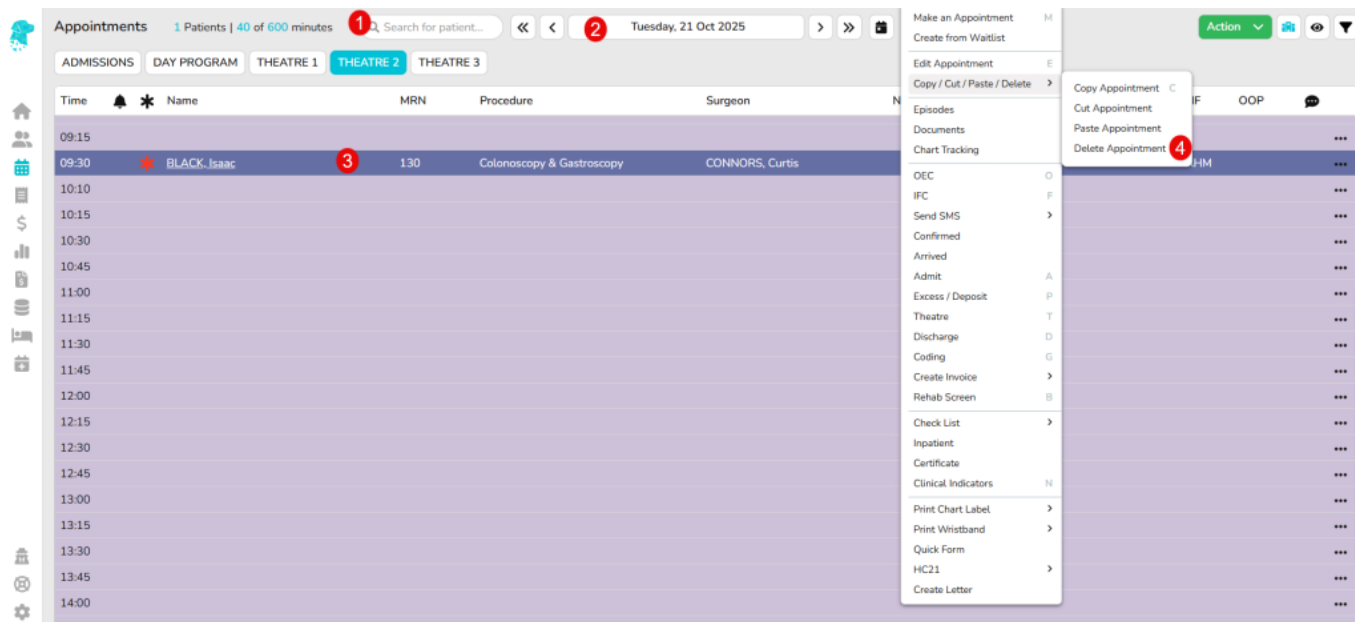
Item	Description	Charges inc GST	GST	Rebate	Bursary
ACCOM	SameDay Accommodation Fee Band : 3	600.00	0.00	600.00	0.00
42702	Lens extraction and insertion of intraocular lens, excluding surgery performed for the correction of refractive error except for anisometropia greater than 3 dioptres following the removal of cataract in the first eye (Anaes)	600.00	0.00	600.00	0.00
42740	Intravitreal Injection of Therapeutic Substances, or the removal of vitreous tumour for diagnostic purposes, 1 or more of, as a procedure associated with other intraocular surgery. (Anaes)	0.00	0.00	0.00	0.00
AL025	AcrySof Multispiece Models MN60MA, MN60AC	232.00	0.00	232.00	0.00
AL005	DUOVISC VISCOELASTIC SYSTEM	66.00	0.00	66.00	0.00
VU001	Jetring	152.00	0.00	152.00	0.00
Apply Discount Percentage: 0.00 %      Amount: 0.00		Sub-Total: 1,650.00		0.00	
		Total: 1,650.00		0.00	
		Excess + Co-pay + Default Benefit: 500.00		Patient Gap: 0.00	
				Bursary: 0.00	
				Total out of Pocket: 500.00	

IFC Message:       Send IFC to Patient Portal      Overwrite existing IFC      Copies: 1      Template: IFC - New      Cancel      Edit IFC      Save      Save & Print

## 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 **Copy/Cut/Paste/Delete** and then select **Delete Appointment**



5. You will be prompted to **confirm** that you are sure you want to delete the appointment

6. Click **Yes**

7. [Redacted]

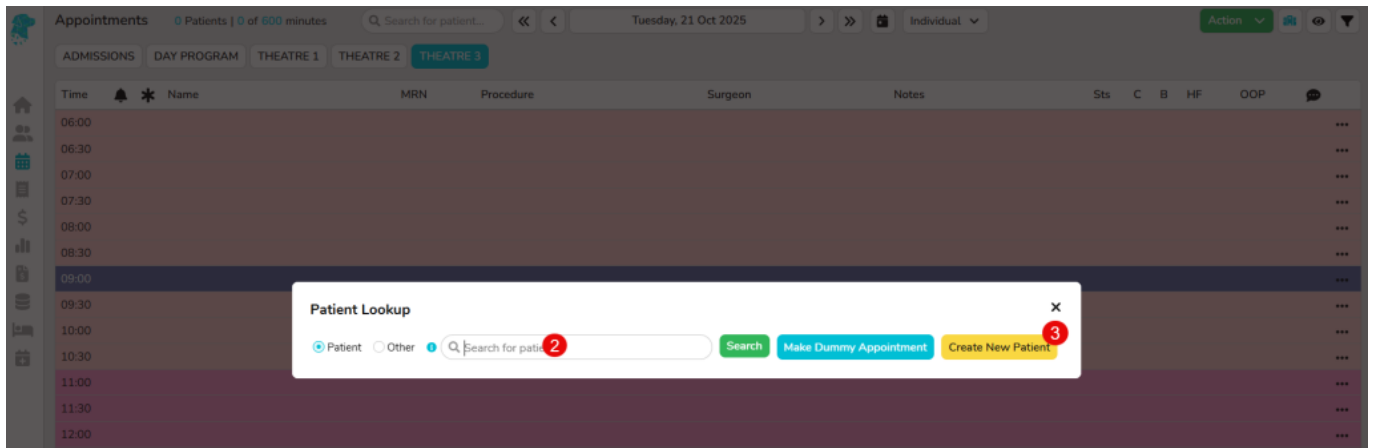
If statistical information on the cancellation is required, then please see instructions on how to **Cancel a Booking** at <https://wiki.fydo.cloud/cancel-a-booking/>

---

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

**There are several ways to do this, but the most common method is during the appointment booking process.**

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
ADMITTED	Never	-	-	-	-	0	169		>
AURELIUS	Marcus	123 Roman Road	Rome	QLD	08/12/1954	70	194		>
BLACK	Isaac	55 Five Mile Road	Five Mile	QLD	08/08/2018	7	130		>
BOND	Mary	1007 Bond Ave	BOND UNIVERSITY	QLD	03/04/1958	67	120		>
BRANSON	Richard	22 Necker Way	BADU ISLAND	QLD	18/07/1950	75	112		>

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**

## Cancel a Hospital Booking

## If a patient cancels their appointment

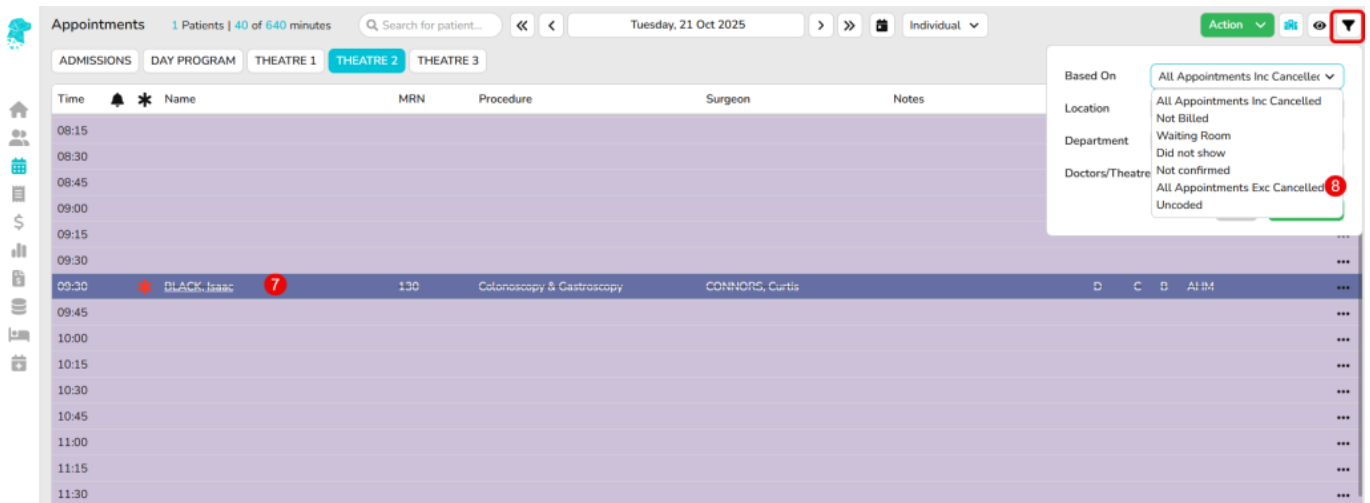
1. Search for the patient **OR**
2. Navigate to the date & theatre that the patient is booked for
3. Select the patient & **right click** to open menu
4. Select **Edit Episode**

5. 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*)
6. Click **Save**

7. The patient will now be displayed with a strikethrough & the appointment time will be

available to book another patient

- To view your screen without the cancelled patients, use the Filter Dropdown **Based On** and select **All Appointments Exc Cancelled**



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



Depending on how far a patient is along their journey, there are different ways to handle a cancelled episode. For example, a patient who cancels before arriving at the facility will need to be handled differently than one who cancelled after admission.

The facility should determine the most appropriate option for each individual scenario. Below are a few options for processing these cases in FYDO:



If the patient **did not arrive at the facility** and was **not admitted**, the standard cancellation instructions above will apply. The episode will not be admitted and will simply be cancelled.

If the patient **did arrive** and was **admitted but did not proceed**, the facility can choose to revert the **episode back to a booking** by **Un-discharging** and **Un-admitting** the episode. Again, this will be up to the facility to decide if this is required depending on how far the patient journey progressed. This can be done via the **Episodes Screen** by utilising the **Right-Click Menu**.

Back to Appointments / 114 - SQUAREPANTS, Spongebob (13/07/2020 - 5)

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

No.	Adm #	Adm. Date	Dis. Date	Status	Nights	Procedure	Other No
58	1100	<a href="#">17/10/2025</a>	-	Admitted	0	Colonoscopy	
56	1026	<a href="#">08/09/2025</a>	08/09/2025	Discharged	D/O	Carpal Tunnel Release	
55	977	<a href="#">06/08/2025</a>	06/08/2025	Discharged	D/O	Colonoscopy & Gastro	
54	954	<a href="#">28/07/2025</a>	28/07/2025	Discharged	D/O	Left Cat & IOL	
48	859	<a href="#">03/06/2025</a>	03/06/2025	Discharged	D/O	Colonoscopy & Gastro	

Admission Date: 17/10/2025 | Invoices for Admission: 1100

Inv #	To	Charge inc GST	Adjustments	Payments
				No invo

- Admission
- Edit Appointment
- Theatre
- Leave
- Clinical Indicators
- Un-admit**
- Quick Form
- Other Services Only
- Remove Episode

The patient may need to be **refunded** any moneys paid, or the facility may choose to keep it and apply to another admission down the track.

If the patient was admitted and progressed partway through their journey, the more appropriate option may be to **complete the episode** by **admitting** and **discharging** them. Depending on how far they progressed, you may need to populate the **Visit to Theatre** field with **No Theatre Procedure Performed** when discharging the episode.

APPOINTMENTS > DISCHARGE \* Total: \$838.00 Save Cancel

MRN 130 - BLACK, Isaac DOB 08/08/2018 (7) Sex Male FileNo Fund AHM Location Shaes Private Hospital (QLD)

Admission No. 1103 EpiNo. 7 Admission Date/Time 21/10/2025 06:00 Discharge Date/Time 21/10/2025 16:00 Dr/Surgeon CONNORS, Curtis Speciality IVF Anaesthetist HARRISON, George

Procedure Notes Colonoscopy & Gastroscopy Other Notes

Discharge Date: 21/10/2025 Discharge Time: 12:00

HCP and PHDB data

Mode Of Separation: Other (includes discharge to usual residence)

Transferred To: [Empty]

Transfer Out Code: Unknown

Visit to Theatre: **No Theatre Procedure Performed**

Palliative Care: Palliative Care Not required

Days in Palliative Care: 0

Was Patient Involuntary at anytime? No Involuntary Days: 0

Days in ICU: 0 Hrs in ICU: 0

Number HITH Visits: 0 Hrs on Mechanical Vent: 0

Decease Date: [Empty] Time: [Empty] Autopsy: [Empty]

Cause of Death: [Empty]

State Specific

Mode of Separation: Home/Usual residence

Funding Source/Arrangmt: Private health insurance

Chargeable Status: Private Single

Compensable Status: None of the above

1st Adm for P.C.T: [Empty]

Prev.Spec.Non-Admitted P.C.T: [Empty]

Save Cancel

As every discharged patient is reported to the Department of Health, a **principal diagnosis code is mandatory**. If the facility opts to admit and discharge the episode, it will need to be **coded**. Please confirm the correct process with your coder. However, as an example, there would typically be a **primary diagnosis code**, and an additional diagnosis code explaining why the procedure was cancelled.

APPOINTMENTS > CODING SCREEN

MRN 130 - BLACK, Isaac    DOB 08/08/2018 (7)    Sex Male    File No    Fund AHM    Location Shaes Private Hospital (QLD)

Admission No. 1103    Epi No. 7    Admission Date/Time 21/10/2025 06:00    Discharge Date/Time 21/10/2025 16:00    Dr/Surgeon CONNORS, Curtis    Speciality IVF    Anaesthetist HARRISON, George

Procedure Notes Colonoscopy & Gastroscopy    Other Notes

Example of diagnosis codes that explain why the procedure was cancelled

#	Code	Description	Indicator	Action	
1	P - Principal Diagnosis	H40.2	Primary angle-closure glaucoma	Y - Condition present on admission	X
2	P - Principal Diagnosis	Z53.1	Proc not done pt dechn oth & unsp reason		X

Procedure

Anaesthetic Type IV/Sedation

Surgeon/Dr Connors, Curtis    Date 21/10/2025    Location

Save & Continue    Save    Cancel

When raising an invoice, please be aware that if an **accommodation band** is billed, it is implied to the health fund that the patient received an anaesthetic. In this instance, an **anaesthetic procedure code** must also be included in the coding screen. Facilities will need to check their individual health fund contracts in order to decide if they can raise a charge for the particular admission.

## Cancellation Reasons

Facilities may be required to collect different cancellation information for benchmarking, auditing, accreditation, and reporting purposes. FYDO makes this easy through **customisable Appointment Cancellation Reasons**.

Statistics such as **Cancelled After Arrival**, **Cancelled Within 24 Hours**, **Facility Cancellation** and other site-specific categories can all be configured as **Cancelled Reasons (Appointments)**. Once configured, these reasons can be utilised in reporting to provide visibility into why appointments are being cancelled and identify trends over time.

To ensure accurate reporting, your facility should configure the cancellation reasons required for your workflows and educate staff on when each cancellation reason should be used.

Follow the instructions below to set this up.

1. Navigate to **Settings**
2. Select **Cancelled Reasons (Appointments)**
3. Click **Add Cancelled Reasons (Appointments)** to add new cancellation reasons
4. Double click on an existing cancellation reason to amend it

**SETTINGS**

**General**

- > Accommodation Categories
- > Appointment Types
- > Area Codes
- > Band Mappings
- > Booking Codes
- > **Cancelled Reasons (Appointments)** 2
- > Cancelled Reasons (Theatre Rosters)
- > Certificates
- > Chart Location
- > Coding Hold Reasons
- > Checkers - Letters
- > Departments
- > Deposit Types
- > Doctors
- > Doctor Specialities
- > Document Types
- > ECLIPSE Mapping (Items)
- > ECLIPSE Mapping (Other Services)
- > Health Funds
- > Health Fund Participants
- > Hospitals
- > Invoice / IFC Messages 1
- > Item Types
- > Locations

**SETTINGS > CANCELLED REASONS (APPOINTMENTS)**

Show Inactive  3 Add Cancelled Reasons (Appointments) Export To

Code	Reason	Status	Action
2	Cancelled	Active	X
3	Cancelled After Arrival	Active	X
101	Cancelled Within 24 Hours	Active	X
103	Covid 4	Active	X
1	Did Not Attend	Active	X
102	Facility Cancellation	Active	X

100 Records/Page Records 1-6 of 6 (Page 1 of 1)

Utilise the correct Cancellation Reason when cancelling bookings, as per the instructions at the start of this page, and statistics than then be obtained from Reports.

1. Navigate to **Reports**
2. Select **Cancelled Episodes**
3. Simply run the report for the **date range required** for a comprehensive list of all cancelled procedures, or
4. Utilise the **Cancelled Reason** filter to obtain statistics on specific cancellation types

**REPORTS**

**Reports**

**Patient Reports**

- End of Day Banking
- Patient Stats
- Possible Double Payments
- Recalls

**Financial Reports**

- Adjustments
- Arrears
- Billing Status
- Billing Alerts
- Deleted Transactions
- Doctors Totals

**Financial Reports**

- Trial Balance
- Invoice Export

**Reports - Hospital**

**Financial Reports**

- Adjustments
- Arrears
- Billing Status
- Billing Alerts
- Deleted Transactions
- Doctors Totals

**Hospital Reports**

- Acute Certificate
- Appointments
- Bed Occupancy
- Cancelled Episodes
- Chart Tracking
- Clinical Indicators

**REPORTS > CANCELLED EPISODES**

**Cancelled Episodes**

Location: Shaes Private Hospital

Theatre: All Theatres

Doctor: All Doctors

Cancelled Reason: All Reasons

From - To: 01/01/2026 → 21/05/2026

Update

1 of 1

100%

Find | Next

**Shaes Private Hospital**

Cancelled Episode Report

Between 01/01/2026 and 21/05/2026

MRN	Patient Name	Admission	Doctor	Status	PatCat	Cancelled Reason	Procedure	Other Notes
222	BEACHES, Sandy	16/03/2026	BLACK, Jack	Booking	D/O	Cancelled After Arrival		
102	DEAN, James	09/02/2026	DOCTOR, Test	Booking	D/O	Cancelled	Colonoscopy	
167	FLINSTONE, Frederick	13/04/2026	BLACK, Jack	Discharged	D/O	Cancelled	Colonoscopy	
233	JEANS, Applebottom	05/03/2026	CONNORS, Curtis	Booking	D/O	Cancelled		
233	JEANS, Applebottom	04/03/2026	BLACK, Jack	Booking	D/O	Cancelled		
110	STEWARTS, Alfreds	21/01/2026	BLACK, Jack	Booking	D/O	Cancelled	Left Cat & IOL	
110	STEWARTS, Alfreds	24/03/2026	BLACK, Jack	Discharged	IP	Cancelled After Arrival	Carpal Tunnel	

Total Episode 7

CancelledEpisode-ShaesPrivateHospital Page 1 of 1 Date: 21/05/2026 6:19 AM

## 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: SMITH, John x [Add Referring Doctor](#)

Referral To: Search for a Referral To

Referral Date: 01/12/2025

Period: 12

First Consult

Site Referral (global):

Open Access:

Status:  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