

Results of an OEC


If you have not submitted an OEC yet, please see our guide found [here](#)

To find your **OEC**, first access the **Documents** from that patients record.



You will see a list of all the recorded documents for this patient. The **OEC's** that were returned will have the **Name** and **Type** of **OEC**. Select one to view a preview. These documents can be printed or saved as needed, but will always be kept here within the patient record.



The first part of your **OEC** contains some patient information, as well as the **Medicare** and **Fund** status on the check. It will also show the **Explanation**, on our **OEC** below we can see that the patient is eligible, but subject to conditions: 

Health Fund Assessment

The next part of the **OEC** details exactly what the patient is eligible for. We can see any **Excess or Co Payments**, as well as a description of each of what the patients cover is limited to. *Any **Excess** shown here will be automatically updated in the **Appointments** screen for this patient.*



Just below the excess and co payment information, you will find the final details of the **OEC**. The fund will detail the members cover and the description will mention services that are excluded. There is also space for **Benefit Limitations** and **Exclusions**, if your **OEC** shows the patient as not having cover, these fields will detail what the exclusions are and why the patient is not covered.



Finally, there is a field for any **Other Services** that were checked, such as **Prosthesis** items.





Searching for a Patient


In Fydo, there are a few different ways we can search a patient.

Patient Other Show Deceased 

Depending on if we have **Patient** or **Other** selected, there are different filters available. An easy way to see this, is to hover your mouse over the blue question mark.

Patient Other Show Deceased  

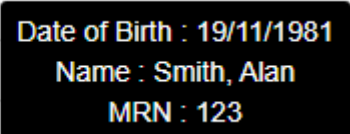
This will bring up a helpful menu like so:

Patient Other  

Date of Birth : 19/11/1981
Name : Smith, Alan
MRN : 123

Lets go over the two ways to search, and the filters associated with them.

Patient:

 Patient Other  

Date of Birth : 19/11/1981
Name : Smith, Alan
MRN : 123

Date of Birth: Search by Date of Birth

Name: A search by **Last Name,First Name**

There are a few different ways to use this filter, here are some examples of how I can search for the patient Alan Smith.

- **Last Name Only:** Smith,
- **First Name Only:** ,Alan
- **Partial Search:** Sm,Al
- **Full Name:** Smith,Alan

While there are a few different ways to search for a patient, some searches will narrow the results greatly compared to others, try out a few to see what works best for you.

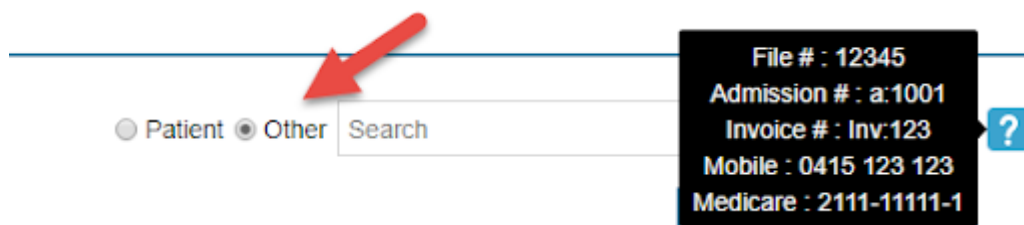
MRN: A search by the patient's **Medical Record Number**

Please note that you can search for a **partial** number. In the case of Alan Smith and his **MRN** of **123**; we can search a few different ways.

- **Full Number: 123**
- **Partial Number: 23 or 12**

Searching for the full number will narrow your results down compared to a partial search.

Other:



File #: The file number of the patient. Can be set in the **Patient Details**.

| Patient Details | | | | | |
|-----------------|-------|----------|-------|-------------|------|
| Patient # | 3444 | File Num | 12345 | External ID | 7210 |
| Title | Mr | Gender | Male | | |
| First Name | Alan | | | Mi | |
| Last Name | SMITH | | | | |

Admission #: Admission number for the patient (this is a number for patients that have Hospital episodes). Can be found in **Episodes**, from the **Patient Details** screen.

To search for the below **Admission**, I would have to search: **a:1497**

| Patient Details | Other | Appointments | Recalls | Accou | Episodes | Communica |
|-----------------|-------|--------------|------------|------------|----------|-----------|
| No. | Adm # | Adm. Date | Dis. Date | Sts | Nights | |
| 3 | 1497 | 23/01/2019 | 23/01/2019 | Discharged | D/O | |
| 2 | 1234 | 31/05/2018 | 31/05/2018 | Discharged | D/O | |
| 1 | 1004 | 04/10/2017 | 04/10/2017 | Discharged | D/O | |

Invoice #: If the patient has been billed, you can search by an **Invoice Number**. This can be found in **Accounts**, from the **Patient Details** screen if you are a **Medical Practice**. For **Hospitals**, this can be found in **Episodes**, similar to the **Admission #**

| Inv# ↑ | Date of Service | Doctor |
|--------|-----------------|--------|
| 12573 | 25/08/2014 | |

To search for the above **Invoice**, I would have to search: **Inv:12573**

Mobile: Mobile number of the patient.

Medicare: Medicare number of the patient.

[Merging Duplicate Patients](#)

When creating a patient, if the details are similar enough to a patient already in Fydo, you will receive the following message.

Patient Details ✕

A similar patient was found in the database
MRN - **3445** Test Tester
with DOB - 01/01/1990
and Address - 123 Test Street,

Do you still wish to save this patient or cancel?

This message is Fydo taking measures to ensure you do not create duplicate patients. As you can see in this example, it is letting me know a similar patient was found. For Fydo to try to match existing patients, you will need to enter a minimum of:

- **First Name and Last Name**
- **Date of Birth**

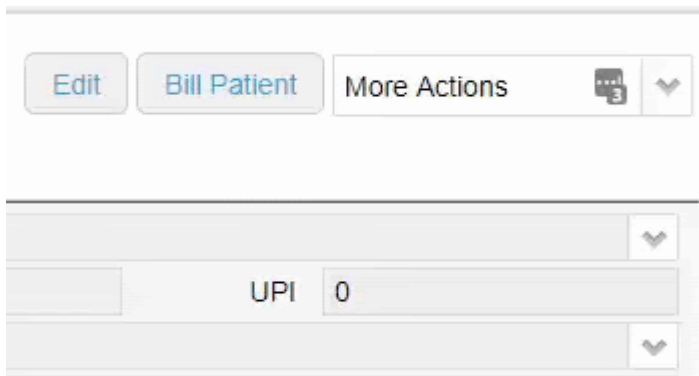
If you enter just the first and last name, it will not try to find similar patients, you do need to enter the date of birth for the check to occur.

Despite this, you may realise at some point that you have a duplicate patient. If you run into this issue, read ahead to find out how to **merge** the patients together.

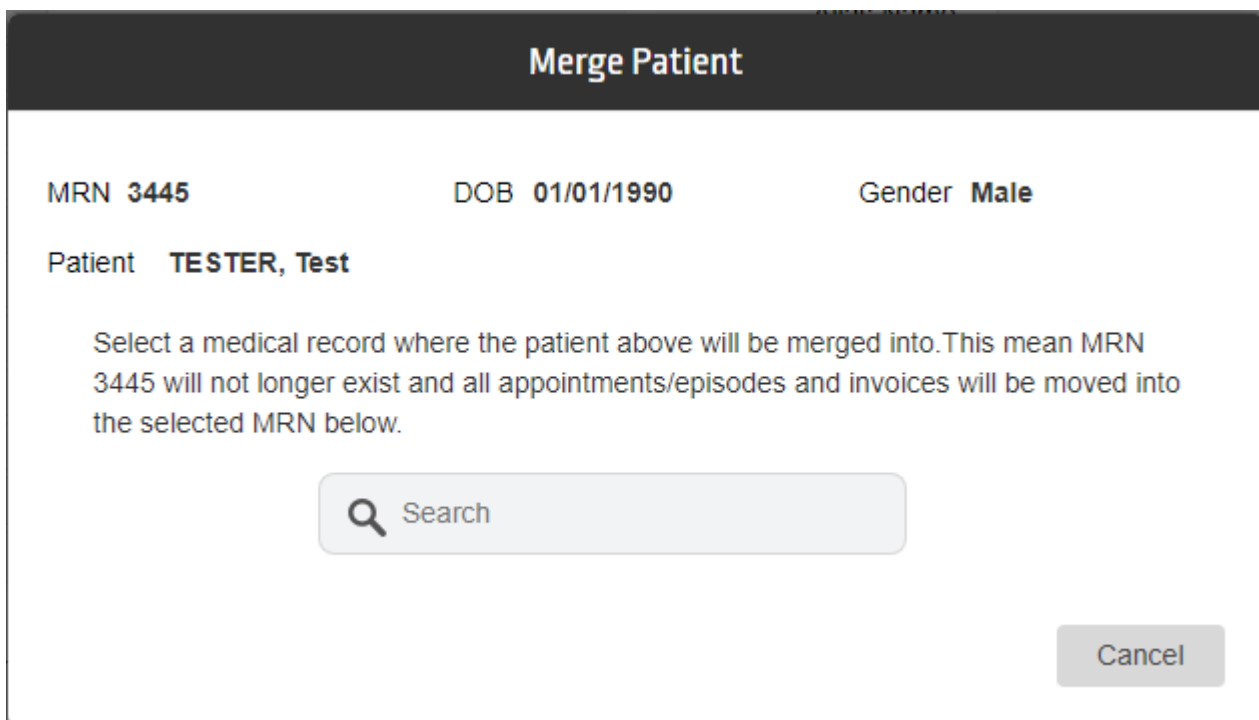
How to Merge Patients

First search the patient/MRN that will become obsolete, after this process, & open their Patient Info Screen.

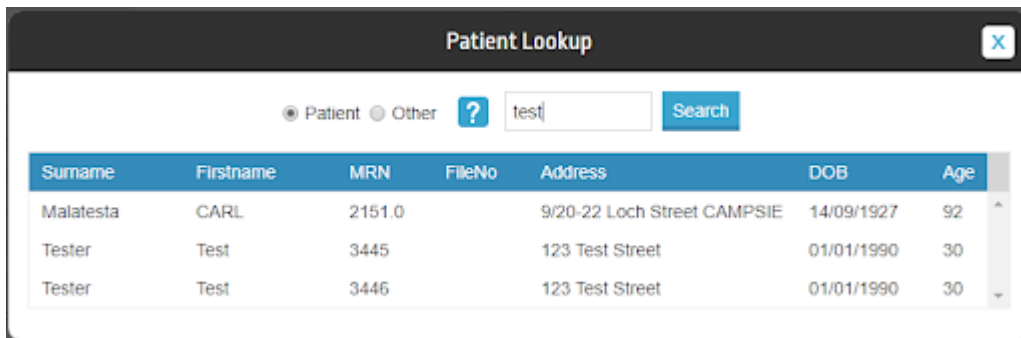
In the top right hand corner of the **Patient Details** screen you will see a drop down menu called **More Actions**.



You will now see a screen with the patient's details and a search bar.

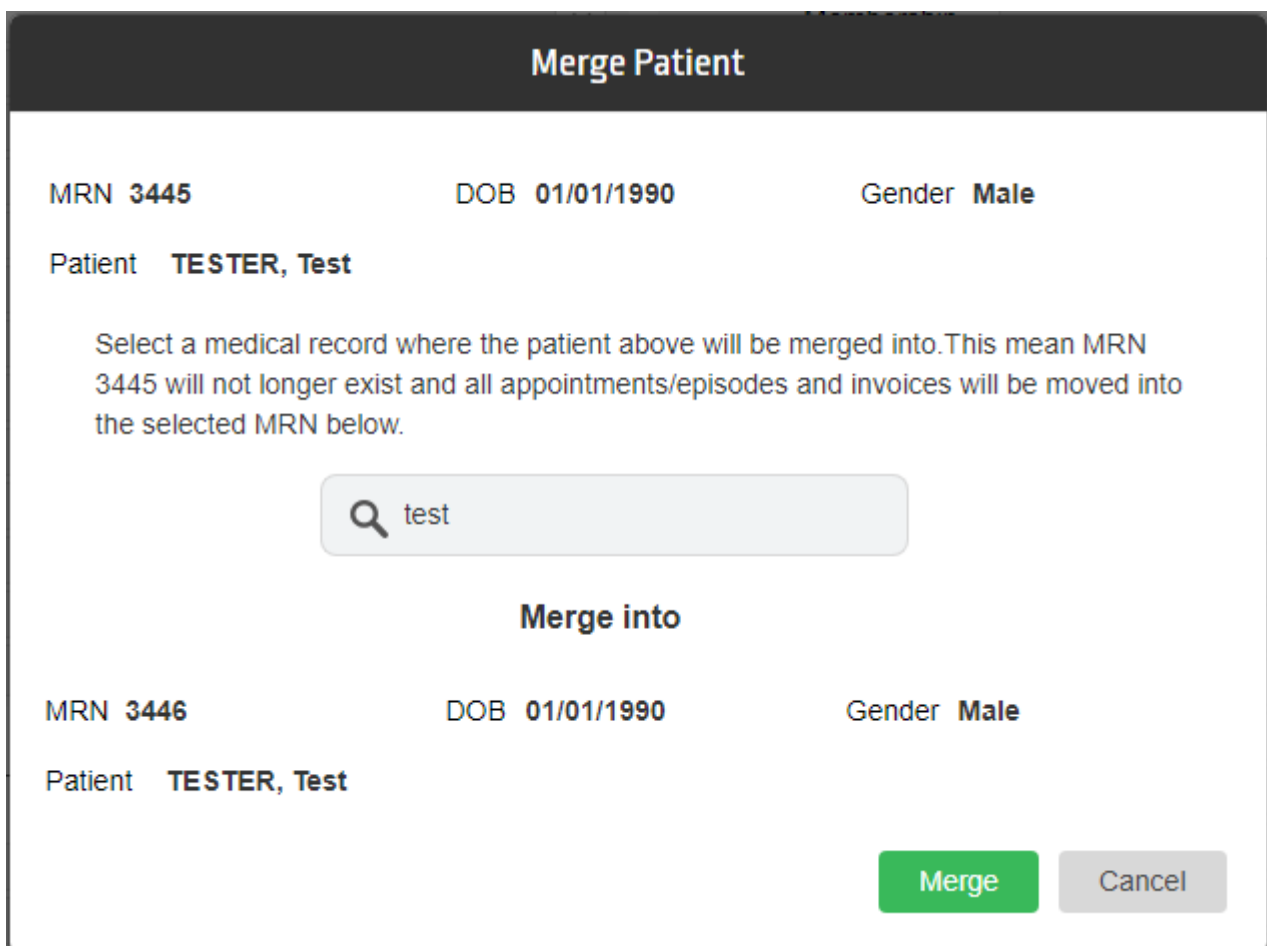


Simply search for the patient you wish to merge the current one with. You will see the **Patient Lookup** box, containing any patients found.



The **Patient Lookup** menu also has all the regular ways to search for a patient.

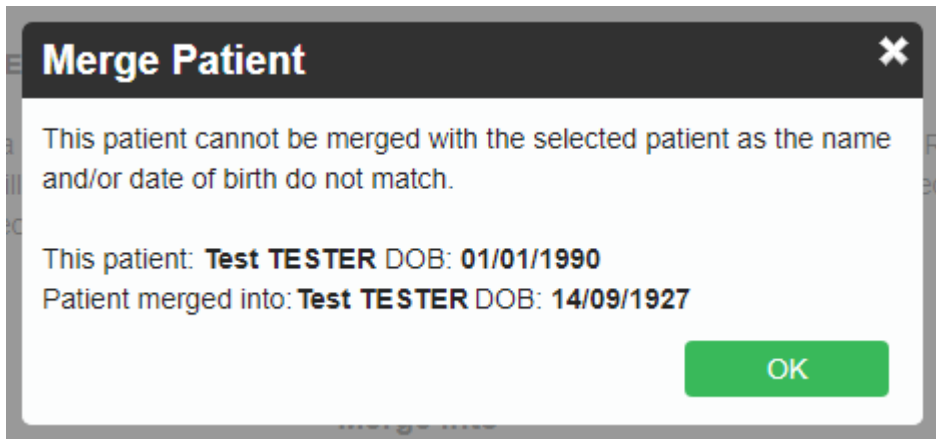
Select the patient you wish to merge the current one with and you will now see the previous **Merge Patient** screen with additional details of the patients to be merged



Ensure the patients being merged are correct, as this process cannot be undone if an error is made.

Now click the green **Merge** button, and you are all done! The patients have now been merged.

Should you try to **merge** two patients with **differing** details, Fydo will stop you with the following error message.

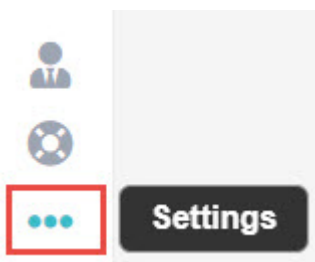


As you can see, the patients here have differing **Date of Births**, so Fydo will not let me merge them.

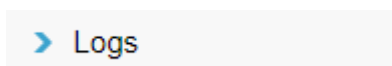
The Audit Log

The **Audit Log**, is a log Fydo stores to keep track of which user has performed which action. In the case of merging, we will be able to see which user has performed the merge, as well as the details of said merge.

To access the **Audit Log**, first select **Settings**



Then **Logs** from the menu



You will now see the **Audit Log**:

| Username | Message | Date Created |
|-----------------|--|-----------------------|
| Michelle Romero | Login - Michelle Romero | 08/05/2020 1:34:44 PM |
| Michelle Romero | Patient Merge - Test TESTER - MRN: 3445 merged into MRN: 3446. MRN: 3445 will no longer exist. | 07/05/2020 4:23:30 PM |
| Michelle Romero | Login - Michelle Romero | 07/05/2020 1:25:55 PM |

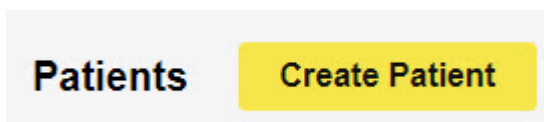
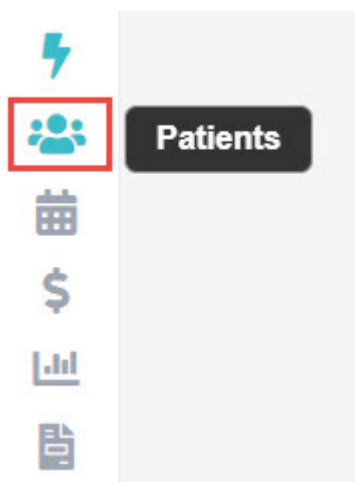
This screen shows us some important information such as:

- **Username:** The user who performed the action
- **Message:** What happened, in the above case we have some logins and the patient that was merged.
- **Date created:** The date this action happened, as well as the time.

If you ever need to confirm what has happened in Fydo, the Audit Log is the perfect place to check.

[How to Create a Patient](#)

To get started, head to the **Patient** menu, and click '**Create Patient**'



You will see the **Patient Details** screen, here we can enter relevant information such as: **Name**, **Gender**, **Date of Birth**, **Address**, **Contact details**, **Medicare/DVA Numbers** and **Health Fund Membership**.

NEW PATIENT BEING CREATED

Patient Details **Other**

Patient Details

| | | | | | |
|-----------------|------------------------|----------|----------------------|--------------|--------------------------|
| Patient # | <input type="text"/> | File Num | <input type="text"/> | External ID | <input type="text"/> |
| Title | Mr | Gender | Male | | |
| First Name | John | | | Mi | <input type="text"/> |
| Last Name | SMITH | | | | |
| Pref. Name | <input type="text"/> | | | | |
| Address | 123 ACSS Street | | | | |
| | <input type="text"/> | | | | |
| Suburb | HOME BUSH | State | NSW | Postcode | 2140 |
| Mailing Address | <input type="text"/> | | | | |
| | <input type="text"/> | | | | |
| Suburb | <input type="text"/> | State | <input type="text"/> | Postcode | <input type="text"/> |
| Date of Birth | 01/01/1990 | Age | 30 | DOB Estimate | <input type="checkbox"/> |
| Mobile | 0412-345-678 | Home | (02)1234-5678 | Work | () - |
| Email | John.Smith@test.com.au | | | | |

Medicare/DVA Details

| | | | | | |
|------------------|----------------------|---------------------|----------------------|-----|---------|
| Medicare Number | 2111-11111-1 | Ref | 1 | Exp | 05/2025 |
| Eligibility | <input type="text"/> | | | | |
| Veterans No. | <input type="text"/> | Veteran Card Colour | <input type="text"/> | | |
| DVA Auth.No | <input type="text"/> | DVA Auth. Date | <input type="text"/> | | |
| Entitlement Card | <input type="text"/> | Exp | <input type="text"/> | | |

Health Fund

| | | | | | |
|------------------|----------------------|---------------|----------------------|--|--|
| Fund Name | BUP - BUPA Australia | | | | |
| Membership | 123456 | UPI | <input type="text"/> | | |
| Insurance Status | Full Fee | | | | |
| Alias Name | <input type="text"/> | Alias Surname | <input type="text"/> | | |

Referring Details

The **Referring Details** section gives us a few options.

1. Select a previous referral for this patient.
2. Search for an existing doctor in Fydo to use.
3. Create a new doctor.

Begin by searching for the doctor, either by **Name** or by **Provider Number**.

Referring Details

Previous Referrals ▼

Referring Doctor

ADD REFERRING DOCTOR

Referral Date
 Period
 First Consult

Referral To

Site Referral (global)
 Active

ADD ANOTHER REFERRAL
EDIT REFERRAL

Select the doctor you need as the referral, then the date of the referral, and you are all set!

Don't have the referring doctor in your system? Read below to see how to add them.

Adding a Referring Doctor

Click on the 'Add Referring Doctor' button to be taken to the doctor creation page.

Here we can enter any relevant details for the doctor. Things such as their:

- **Provider Number**
- **Name**
- **Practice Name (Optional)**
- **Speciality**
- **Contact Details (Optional)**

Referring Doctor Details

| | | | |
|---------------|--|-----------------|--|
| Number | <input style="width: 95%;" type="text"/> | Provider Number | <input style="width: 95%;" type="text" value="123456AF"/> <input type="help"/> |
| Title | <input style="width: 100%;" type="text" value="Dr"/> | | |
| First Name | <input style="width: 100%;" type="text" value="Test"/> | | |
| Surname | <input style="width: 100%;" type="text" value="Doctor"/> | | |
| Practice Name | <input style="width: 100%;" type="text" value="The ACSS Test Practice"/> ▼ | | |
| Address | <input style="width: 100%;" type="text" value="123 ACSS Street"/> | | |
| Suburb | <input style="width: 150px;" type="text" value="HOMEBUSH"/> | NSW | <input style="width: 50px;" type="text" value="2140"/> |
| Phone | <input style="width: 150px;" type="text" value="()-"/> | Fax | <input style="width: 150px;" type="text" value="()-"/> |

| | |
|------------|---|
| Type | <input style="width: 95%;" type="text" value="GP"/> ▼ <input type="help"/> |
| Speciality | <input style="width: 100%;" type="text"/> |
| Email | <input style="width: 100%;" type="text" value="Test.Dr@test.com.au"/> |
| Mobile | <input style="width: 100%;" type="text" value="- -"/> |
| Created On | <input style="width: 100%;" type="text" value="26/03/2020"/> |
| Birthdate | <input style="width: 100%;" type="text" value="01/01/1990"/> <input type="calendar"/> |
| Status | <input checked="" type="checkbox"/> Active |

When you are done, click the green **Save** button.



When you are done creating your patient, again click the green **Save** button.

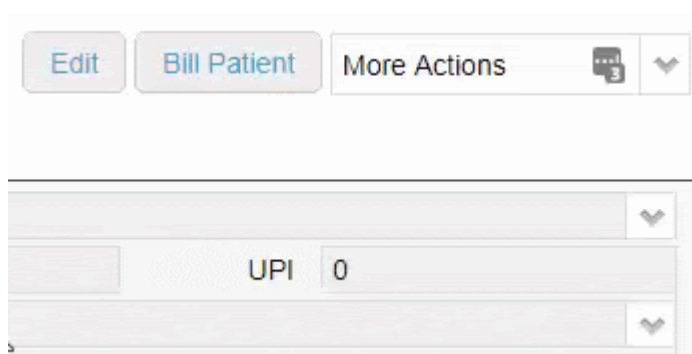


All done! We have created our first patient.

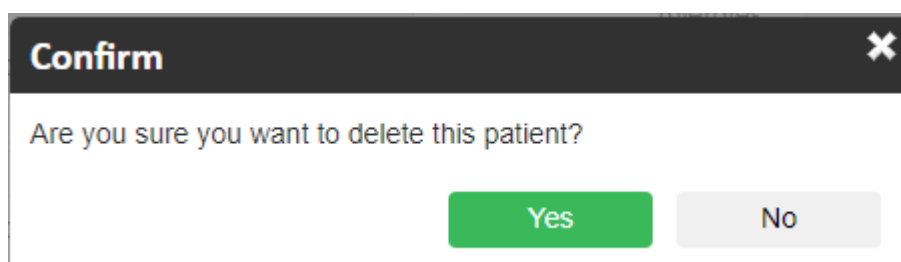
To understand the importance of an **Online Patient Verification**, and how to do one yourself: [Click Here](#)

[Deleting a Patient](#)

From the **Patient Details**, select the more actions drop down, then **Delete Patient**

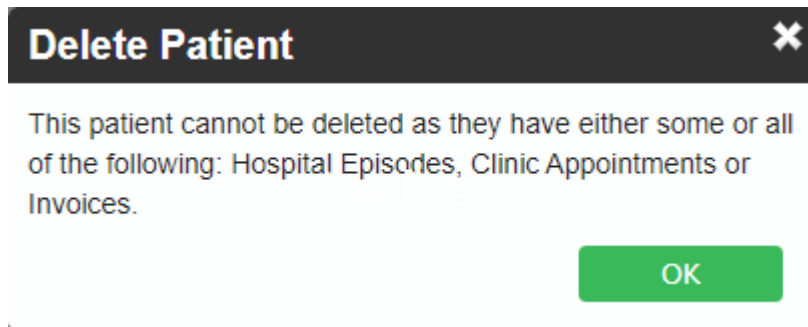


You will see the confirmation box. If you wish to proceed, click **Yes**



Done! The patient has now been deleted.

You might also run into the following message when trying to delete a patient:




As the message states the patient may have one or more things stopping the deletion; things such as:

- **Outstanding Hospital Episodes**
- **Appointments**
- **Outstanding Invoices**

If you wish to delete this patient, you will have to resolve any of the above issues first.

The Audit Log

The **Audit Log**, is a log that Fydo stores to keep track of which user has performed which action. In the case of a patient being deleted, we will be able to see which user has deleted the patient, as well as the patient's details.

To access the **Audit Log**, first select **Settings** then **Logs** 

This will take us to the **Audit Log**.

Here we will be able to see what has happened within **Fydo**.

| Username | Message | Date Created |
|-----------------|---|-----------------------|
| Michelle Romero | Patient Delete - Test TESTER - MRN: 3446 has been deleted | 11/05/2020 3:09:07 PM |

In the above example, we can see the log on a patient that was deleted. This log shows us key information such as:

- **Username:** The User who performed the action
- **Message:** What happened, above we can see the patient was deleted; it displays the patients name and MRN
- **Date created:** The date this action happened, including the time

If you ever need to confirm what has happened in Fydo, the **Audit Log** is the perfect place to check.

[Online Patient Verification - OPV](#)

An Online Patient Verification (**OPV**) is a check you should perform before billing a patient, to avoid potential rejections. This function will check the details you have entered against the records Medicare, DVA or a Health Fund have on their system.

Please Note: *A passing OPV does not mean the claim will be paid. It merely means the patient has, or had a membership at the date of the OPV.*

How to perform an OPV

FYDO will automatically run an OPV check, if all the correct information is entered, when an appointment is saved. However the OPV can also be done manually if required.

First, head to the **Patient Details**. At the bottom of the record you will see the **Eligibility Screen** as shown below.



Please Note: *If the Last Medicare and Health Fund Check fields have a red date, this means the last check was more than 3 months ago. If they have a green date, it was done in the past 3 months.*

Simply select the following:

1. Type: There are a few different types of verifications that can be performed, depending on what is needed. The image below outlines those options:



2. Date: The date of an OPV is quite important, by default it begins at the current date. It is possible a patient may fail an OPV at the current date, but at the Date of Service, they were passing. This could be the case if a patient is deceased, or has since changed their membership.

Now simply click the green **Check** button, and you have started the verification.



*Alternatively, you may also use a shortcut on your keyboard: **V***

Outcomes of an Online Patient Verification

There are three main outcomes of an OPV.

1. Successful

If the OPV is successful, you will see the fields that were validated highlighted in green, like so.

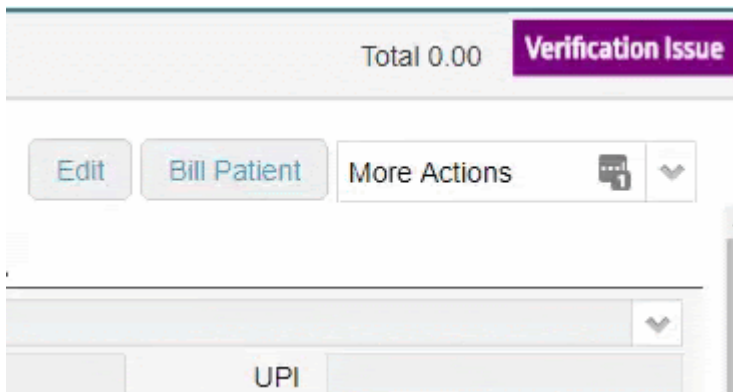


2. Successful with a Verification Issue

You may perform an OPV, and the fields you verified are outlined in green, however you may notice a blinking purple button signifying a Verification Issue!



If you notice this button, Fydo has run into an issue during the verification. Simply hover your mouse over it to see the results.



An issue like this means that the data Fydo has submitted to medicare was close enough to the correct details, that Medicare has gone ahead and provided us with the correct information.

We recommend running the OPV again, to confirm if it will pass without issue.

3. Failing an OPV

As above, you may again notice the blinking Verification Issue button.

However, this message is different:

Total **940.40** **Verification Issue**

Medicare - The card number and/or patient details submitted did not match Medicare Australia's checks. Please verify the details and resubmit with additional information if available.

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

This usually occurs when the details you have do not match what Medicare or the Health Fund have on record. You should double check the details you have, and possibly follow up with the patient.