

SMS Template Examples

FYDO allows users to easily & efficiently send SMS/Text Messages to patients' & pick-up contacts. Templates can be added to FYDO to allow users to send different types of pre-set messages with the click of a button. SMS templates use "tokens" to draw information from the patients' appointment & populate the message with the patients' relevant information.

Below are some examples of text message templates that facilities can use, along with the tokens that will need to be added to ensure the templates work for all patients.

SMS Templates can be added to FYDO by following the instructions in this link:

[Adding SMS Templates to FYDO](#)

Pre-Admission Text

Dear <<patFirstN>>, Your appointment at <<EpLoc>> with <<EpDocTitle>> <<EpDocLastN>> on <<EpDayL>> <<EpAdmDate>> will be at <<Time12h>>. Please reply YES to confirm your appointment. Many Thanks

Text

Dear Georgy, Your appointment at Shaes Private Hospital with Dr PIERCE on Wednesday 23/08/2023 will be at 09:40 AM. Please reply YES to confirm your appointment. Many Thanks

Payment Reminder

Dear <<patFirstN>>, When you arrive for your appointment with <<EpDocTitle>> <<EpDocLastN>> on <<EpAdmDate>> your out of pocket expense will be \$<<EpExcessCo>>. This is payable on admission. Please reply YES to confirm you are aware of your hospital fee or call <<EpPhone>> if you have any queries. Many Thanks

Text

Dear Georgy, When you arrive for your appointment with Dr PIERCE on 23/08/2023 your out of pocket expense will be \$300.00. This is payable on admission. Please reply YES to confirm you are aware of your hospital fee or call 07 5444 4444 if you have any queries. Many Thanks

Preadmit Paperwork Reminder

Dear <<patFirstN>>, Please click on the link below to complete your admission forms for your appointment on <<EpAdmDate>> at <<Time12h>>. **Add preadmit URL in here.**

Text

Dear Georgy, Please click on the link below to complete your admission forms for your appointment on 23/08/2023 at 09:40 AM. <https://www.preadmit.com.au/patient/kelsey>

Fasting Times

Dear <<patFirstN>>, In preparation for your procedure on <<EpAdmDate>> at <<Time12h>> please ensure you cease eating food at <<TimeFF12h>> and have no further fluid after <<TimeFW12h>>. Please contact <<EpLoc>> on <<EpPhone>> if you have any queries. Many Thanks

Text

Dear Georgy, In preparation for your procedure on 23/08/2023 at 09:40 AM please ensure you cease eating food at 03:40 AM and have no further fluid after 07:40 AM. Please contact Shaes Private Hospital on 07 5444 4444 if you have any queries. Many Thanks

Patient Experience Survey

Dear <<patFirstN>>, Thank you for visiting <<EpLoc>> on <<EpAdmDate>>. If you would like to give feedback regarding your admission, please follow the link below. **Add patient survey URL in here.**

Text

Dear Georgy, Thank you for visiting Shaes Private Hospital on 23/08/2023. If you would like to give feedback regarding your admission, please follow the link below.
<https://www.patientexperience.com.au/patient/shaesprivatehospital>

Dear <<patfirstn>>, Thank you for attending <<EpLoc>>. We are committed to continuous improvement and would value your feedback. Please click on the following link to complete our online survey. **Add URL to patient survey here.**

Text

Dear Georgy, Thank you for attending Shaes Private Hospital. We are committed to continuous improvement and would value your feedback. Please click on the following link to complete our online survey.
<https://www.patientexperience.com.au/patient/shaesprivatehospital>

Pre-Operative Phone Call Reminder

Dear <<patFirstN>>, Please contact <<EpLoc>> on <<EpPhone>> to speak with our nurses regarding your appointment on <<EpAdmDate>>. Many Thanks

Text

Dear Georgy, Please contact Shaes Private Hospital on 07 5444 4444 to speak with our nurses regarding your appointment on 23/08/2023. Many Thanks

Change of Admission Time

Dear <<patFirstN>>, Your admission time for your appointment on <<EpAdmDate>> has changed. Please now arrive at <<EpLoc>> at <<Time12h>>. Many Thanks

Text

Dear Georgy, Your admission time for your appointment on 23/08/2023 has changed. Please now arrive at Shaes Private Hospital at 09:40 AM. Many Thanks

Post-Operative Message

Dear <<patFirstN>>, We hope you are recovering well following your procedure at <<EpLoc>> on <<EpAdmDate>>. Please contact us on <<EpPhone>> if you have any concerns or queries. Many Thanks

Text

Dear Georgy, We hope you are recovering well following your procedure at Shaes Private Hospital on 23/08/2023. Please contact us on 07 5444 4444 if you have any concerns or queries. Many Thanks

Estimated Pick Up Time for Patient

Dear <<patFirstN>>, your admission time on <<EpAdmDate>> will be <<Time12h>>. We anticipate that you will be ready for collection from <<EpLoc>> at <<TimeP12h>>.

Text

Dear Georgy, your admission time on 23/08/2023 will be 09:40 AM. We anticipate that you will be ready for collection from Shaes Private Hospital at 01:40 PM.

Estimated Pick Up Time for Pick Up Person

Dear <<PUfirstn>>, we anticipate that <<patFirstN>> will be ready for collection from <<EpLoc>> at <<TimeP12h>>. Please alert staff at reception when you arrive. Many Thanks

Text

Dear Pammy, we anticipate that Georgy will be ready for collection from Shaes Private Hospital at 01:40 PM. Please alert staff at reception when you arrive. Many Thanks

Pick Up Person - Patient Ready

Dear <<PUfirstn>>, <<patFirstN>> is now ready to be collected from <<EpLoc>>, <<EpLocAdd1>> <<EpLocSub>>. Please report to reception on arrival. Many Thanks

Text

Dear Pammy, Georgy is now ready to be collected from Shaes Private Hospital, 1 Sunshine Place SUNSHINE ACRES. Please report to reception on arrival. Many Thanks

Dear <<PUfirstn>>, Please return to <<EpLoc>> at <<EpLocAdd1>> <<EpLocAdd2>>
<EpLocSub>> as <<patFirstN>> is now ready to be discharged. Many Thanks

Text

Dear Pammy, Please return to Shaes Private Hospital at 1 Sunshine Place SUNSHINE ACRES as Georgy is now ready to be discharged. Many Thanks

Outstanding Account

Dear <<patFirstN>>, following your procedure at <<EpLoc>> your account was finalised & there is now an outstanding amount payable by you. Please call <<EpPhone>> to arrange payment. Many Thanks

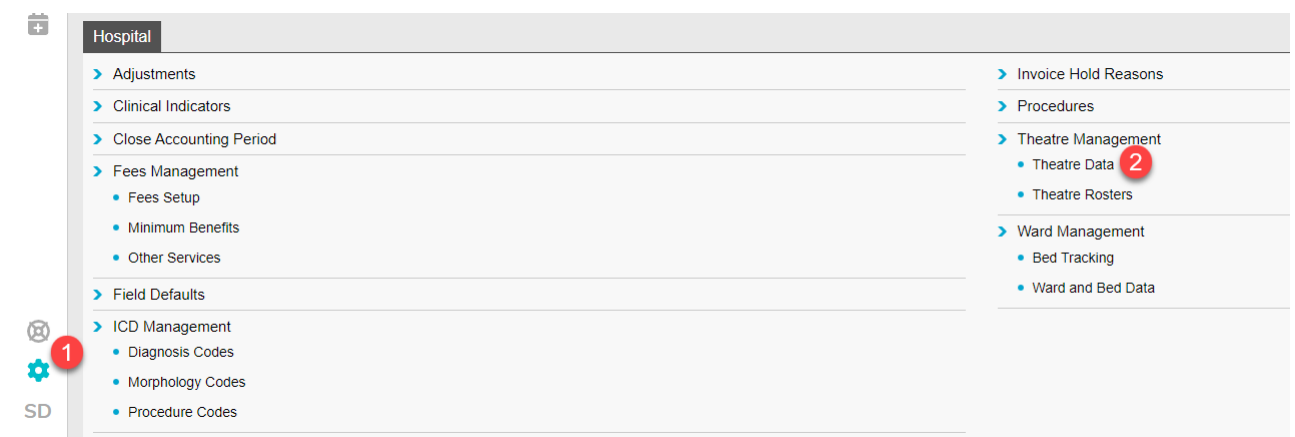
Text

Dear Georgy, following your procedure at Shaes Private Hospital your account was finalised & there is now an outstanding amount payable by you. Please call 07 5444 4444 to arrange payment. Many Thanks

Opening the Theatre on a Non-Standard Day / Weekend

FYDO allows users to have the available theatre times & default appointments to be set for every day. However, sometimes facilities will have the need to open a theatre on a day that it would usually not be opened on. This can easily be done in FYDO by adding a Non-Standard Day to your theatre by following the instructions below.

1. Open **Settings**
2. Select **Theatre Data**



3. Double Click on the required Theatre

SETTINGS > THEATRE DATA

All Locations ☐ Show Inactive [Add Theatre](#)

ID	Name	Colour	Alternate Week	Remarks	Location Name	Status
1	Theatre 1		No		Shaes Private Hospital	Active
2	Theatre 2		No		Shaes Private Hospital	Active
3	Theatre 3		No		Shaes Private Hospital	Active

100 Records/Page Records 1-3 of 3 (Page 1 of 1)

- Select tab **Add Non-Std Days**
- Selected the required **Date** or click the **Close Day** tickbox to close the theatre for a day that is usually open
- Select the **Start Time** that the theatre will be available from
- Select the **End Time** that the theatre will be available to
- Once the Start Time & End Time have been entered, the appointments will populate with the Default Appointment Type for this theatre
- The **Appointment Type** can be amended using the dropdown under the **Type** column
- Once all required settings are added, click **Save**

SETTINGS > THEATRE DATA > ADD NON-STD DAYS - THEATRE 1 - (SHAES PRIVATE HOSPITAL)

Configuration Standard Week Alternate Week **Add Non-Std Days**

Non Standard Day for 20/08/2023 ☐ Close Day

Start Time 08:00
End Time 12:00

[Save](#) [Cancel](#)

[Reset to Default Template](#)

Start	Length	Available	Type
08:00	30	<input checked="" type="checkbox"/>	Standard 30
08:30	30	<input checked="" type="checkbox"/>	Standard 30
09:00	30	<input checked="" type="checkbox"/>	Standard 30
09:30	30	<input checked="" type="checkbox"/>	Standard 30
10:00	30	<input checked="" type="checkbox"/>	Standard 30
10:30	30	<input checked="" type="checkbox"/>	Standard 30
11:00	30	<input checked="" type="checkbox"/>	Standard 30
11:30	30	<input checked="" type="checkbox"/>	Standard 30

- Once Non-Standard dates have been added, a new tab **View Non-Std Days** will be available where users are able to view all non-standard entries
- The user is able to **View** the appointment times
- The non-standard day is also able to be **Deleted** by selecting the checkbox to the left of the date then selecting the blue bin symbol above the date.

SETTINGS > THEATRE DATA > VIEW NON-STD DAYS - THEATRE 1 - (SHAES PRIVATE HOSPITAL)

Configuration Standard Week Alternate Week Add Non-Std Days **View Non-Std Days**

1 Item Selected From 13/08/2023 To 12/09/2023

<input checked="" type="checkbox"/>	Date	Day of the Week	View
<input checked="" type="checkbox"/>	20/08/2023	Sunday	View

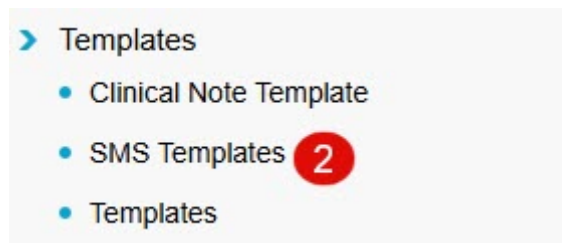
Adding SMS templates

Do you regularly SMS patients? If so, you can create custom SMS templates to save time typing up the message every time and to send tailored messages, complete with the patient's name, appointment time, serving doctor, and more.

To begin, first go to **Settings**.



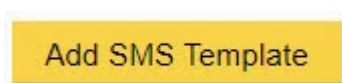
Then click on **SMS Templates** under the templates menu.



This reveals the SMS templates currently available. By default, an **Appointment Reminder** template will be available to you.

Adding a new SMS template

To add a new SMS template, click on the **Add SMS Template** button.



Then, select the SMS **Type**, enter the template **Name**, and type out the SMS content in the **Description** field.

ID	4
Type	Appointments 
Name	Appointment Reminder
Description	Hi <<patfirstn>>, this is a reminder of your appointment at the <<ListLocName>> breast screening clinic on <<listdate>> at <<listtime12h>>.

SMS Tokens

You can use 'SMS tokens' which are commands that look like: <<patfirstn>> to send tailored SMS messages. The aforementioned token for instance dynamically pulls the patient's first name.

There are SMS tokens for patient details, appointment details, doctor/ practice details, referral details, and more.

For a full list of tokens, click the link below:

<https://wiki.fydo.cloud/?s=tokens>

Once you're happy with the contents of your SMS template, click **Save** and you're done! Your new SMS template will be available next time you wish to send a custom SMS message.

Save

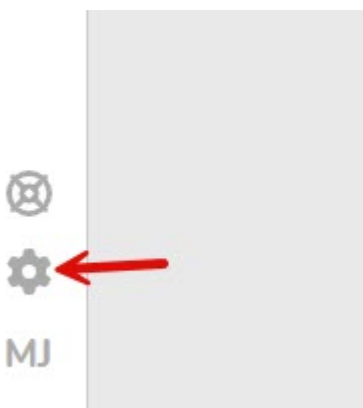
For some SMS Template ideas see our helpful wiki page

<https://wiki.fydo.cloud/sms-template-examples/>

Making a Referring Doctor Inactive

Need to delete or remove an existing referring doctor? Read ahead to find out how we can make them **Inactive**.

1. Click on **Settings**



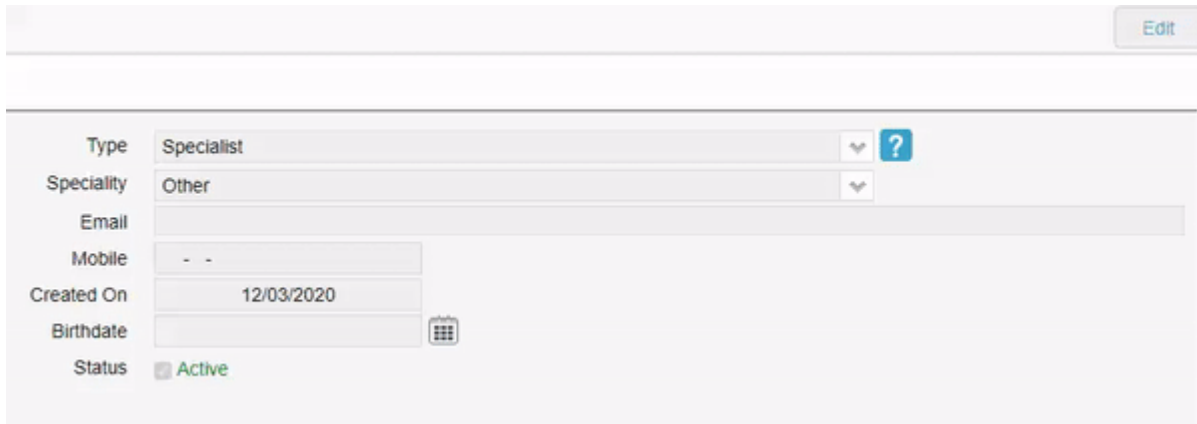
2. Then, **Referring Doctors**

[> Referring Doctors](#)

This will display a list of all the referring doctors you currently have.

3. Select the doctor you wish to make **Inactive** by clicking anywhere on their row in the list of doctors.

4. You will now see the details for this doctor, now click on **Edit** on the top right hand corner of the page. Simply untick the **Active** box next to **Status** as shown below.



The screenshot shows a form for editing a doctor's details. At the top right is an 'Edit' button. The form fields are: 'Type' (Specialist), 'Speciality' (Other), 'Email' (empty), 'Mobile' (- -), 'Created On' (12/03/2020), 'Birthdate' (empty with a calendar icon), and 'Status' (Active). The 'Status' field has a checkbox next to the word 'Active'.

Now the doctor has been made **Inactive**; you will not find them when searching for them, and they will not appear on the list of **Referring Doctors**.

If you wish to view the doctor again, or make them **Active** again, simply tick the **Show Inactive** box from the **Referring Doctors** screen.

☒ Show Inactive

You will now be able to see the doctor, and you can edit them as per normal, including making them **Active** again.

[Referring Doctors](#)

To access a list of the referring doctors you have added into Fydo simply follow the below steps:

1. Click on **Settings**



2. Then, **Referring Doctors**

[> Referring Doctors](#)

This will display a list of all the referring doctors you currently have.

To **add** a referring doctor, click the yellow **Add Referring Doctor** button on the top right hand corner of your screen:

Add Referring Doctor

To **Edit** the details of an existing doctor, simply click **anywhere** along the row for that doctor, and you will be taken to the edit screen:

To get started editing, click on the **Edit** button on the top right hand corner of the page.

Edit

Whether you decided to **Add** a new Referring Doctor, or **Edit** an existing one, you will be met with the same screen:

Referring Doctor Details

Number	13		Provider Number	123456AF	
Title	Dr				
First Name	Test				
Surname	Doctor				
Practice Name	The ACSS Test Practice				
Address	123 ACSS Street				
Suburb	HOME BUSH	NSW	2140		
Mailing Address					
Mailing Suburb					
Practice Phone	(04)1234-5678	Practice Fax	()-		
Practice Email	test.dr@test.com.au				

Type	GP		?
Speciality			
Email	test.dr@test.com.au		
Mobile	0412-345-678		
Alternate Phone1	() -	Alternate Phone2	() -
Created On	30/10/2023		
Birthdate	01/01/1990		
Status	<input checked="" type="checkbox"/> Active		

Simply fill out, or change the fields as needed.

Remember, the required fields for a referring doctor are:

- **Provider Number** - You can put a 0 if you do not have the number. Please note that you will need to enter it before submitting your claims, or you will run into rejections.
- **First Name and Surname**
- **Type (GP or Specialist)** - This affects the length of the referral, GP: 12 months, Specialist: 3 months.
- **Speciality (If Specialist is selected)**

While there are a few other fields, they are optional. You can also upload any Doctors files that may be applicable such as APHRA, Drivers Licence, etc.

Once you are happy with your changes, click the green **Save** button to lock them in.

A green rectangular button with the word "Save" in white text.

You are also able to **Create** and **Edit** referrals from within the **Patient Details**, should you wish to do so, please see our [Creating a Patient](#) wiki page.