[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

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

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

Non Standard Day for 04/11/2025 ☐ Close Day ⑤

Reset to Default Template

Start Time 08:00 ⑥

End Time 12:00 ⑦

⑩ **Save** Cancel

④

Start	Length	Available	Type	
⑧ 08:00	30	☑	Standard 30	⑨ ⌄
08:30	30	☑	Standard 30	⌄
09:00	30	☑	Standard 30	⌄
09:30	30	☑	Standard 30	⌄
10:00	30	☑	Standard 30	⌄
10:30	30	☑	Standard 30	⌄
11:00	30	☑	Standard 30	⌄
11:30	30	☑	Standard 30	⌄

11. 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
12. The user is able to **View** the appointment times
13. 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.

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

⑪

1 Item Selected 🗑 From 04/11/2025 📅 To 04/12/2025 📅

| ☑ Date	Day of the Week	View
⑬ ☑ 09/11/2025	Sunday	View ⑫

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.
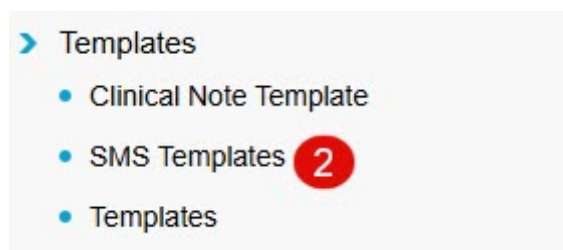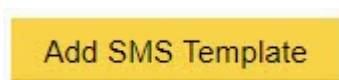

This reveals the SMS templates currently available. By default, an **Appointment Reminder** template will be available to you.

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.

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.

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.**
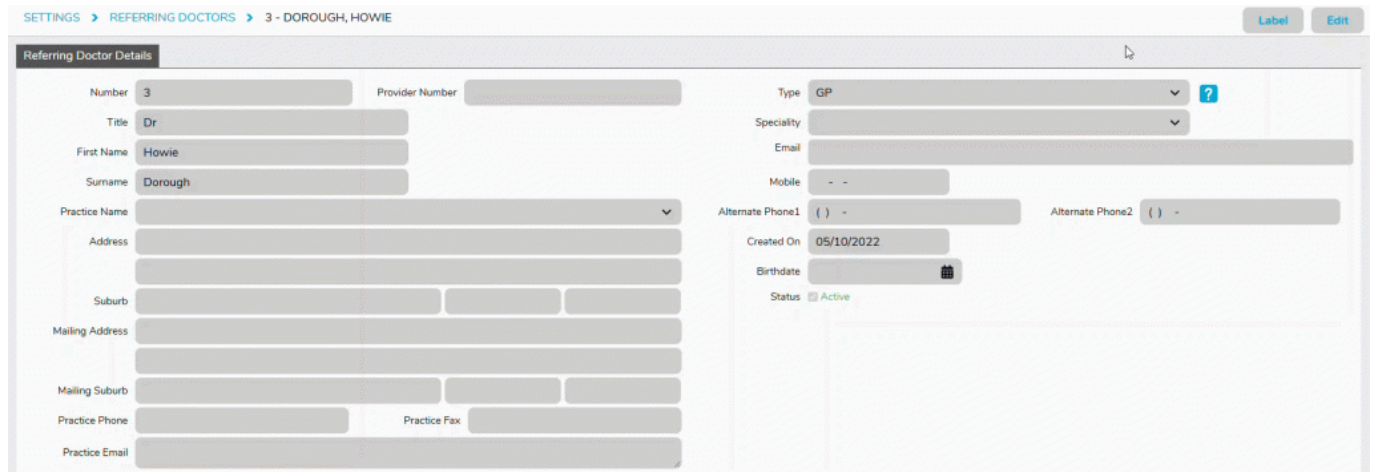
1.Click on **Settings**

2. Then, **Referring Doctors**

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.
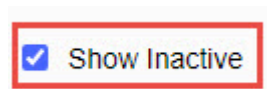
4. You will now see the details for this doctor, click on **Edit** on the top right-hand corner of the page.

Simply untick the **Active** box next to **Status** as shown below.

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

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

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		Provider Number	123456AA
Title	Dr		
First Name	Clark		
Surname	Griswold		
Practice Name	Dr Griswold's Medical Centre		
Address	1 Long Street		
Suburb	LEEDERVILLE	WA	6007
Mailing Address			
Mailing Suburb			
Practice Phone	(00)5555-6666	Practice Fax	()-
Practice Email			

Type	GP ?
Speciality	
Email	
	drgriswold@mypractise.com.au
Mobile	0400-111-222
Alternate Phone1	( ) -	Alternate Phone2	( ) -
Created On	11/11/2025
Birthdate	01/01/1990
Status	✓ 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.

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.