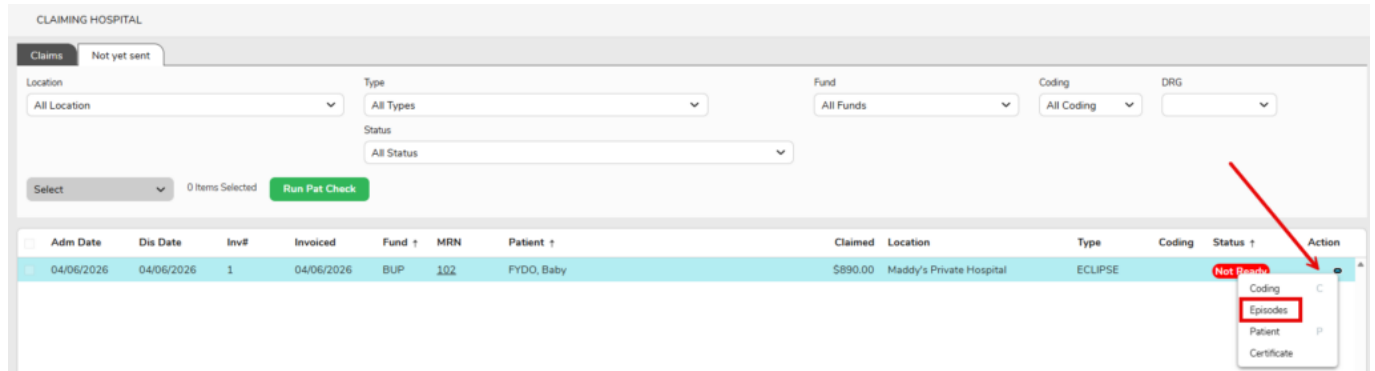


Changing an Eclipse Claim to Paperbase

In some instances, a facility will need to change a claim from ECLIPSE to Paper Base. This may occur if they are required to send it manually, rather than electronically, to the fund.

1. In **Claiming Hospital > Not Yet Sent**, ensure the required claim is highlighted blue & then right-click on the line

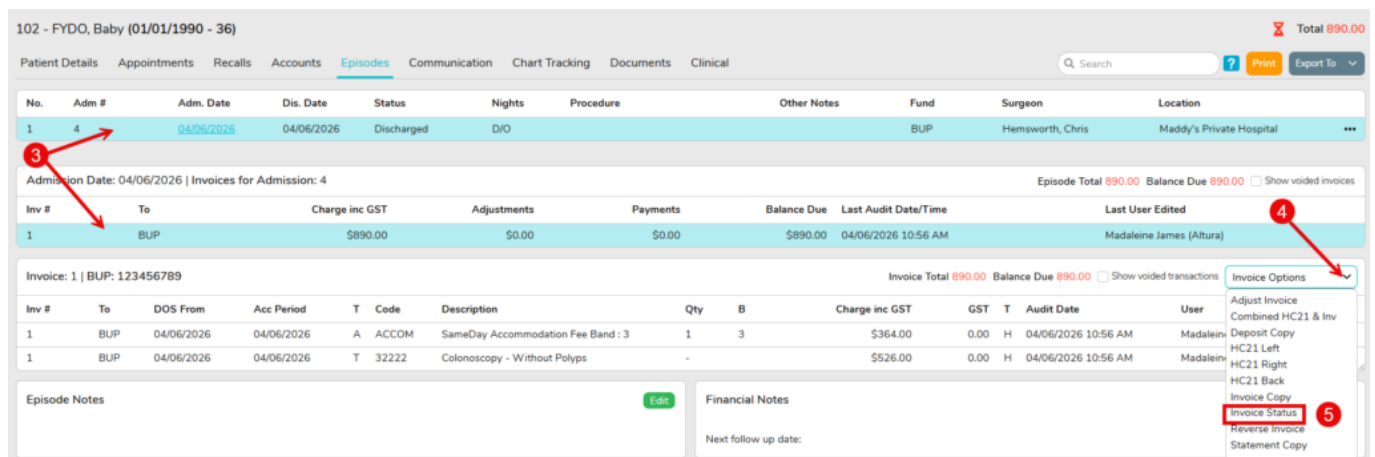
2. Select **Episodes**



3. Ensure a line from the required invoice is selected & shaded light blue

4. Click on the **Invoice Options** dropdown

5. Select **Invoice Status**



6. Use the Type dropdown

7. Select **Paperbase**

8. Click **Save**

Invoice Status



MRN 102

Patient Baby FYDO

Inv # 1

To BUPA Australia

Invoice not yet sent via ECLIPSE.

Type

ECLIPSE

Status

Ready

ECLIPSE

Paperbase

Cancel

Reset Invoice

Save

9. When returning to **Not Yet Sent** the claim should now show as Paperbase and the user will be able to **Mark as Sent**.

Status ↑	Action
Ready	
Ready	Coding C
Ready	Episodes
Ready	Patient P
Ready	Mark as Sent M
Ready	Certificate

Processing Admissions with Multiple Treating Doctors

As ECLIPSE does not support admissions under multiple doctors, FYDO must be configured and used in the same way.

Patients must therefore be admitted under the **primary admitting doctor only**, with all admission details recorded within the same episode.

Where multiple procedures are performed by different doctors in different theatre visits, these should be managed using **multiple theatre admissions** within the episodes Theatre Screen.

The doctor who performed each individual procedure can then be recorded within the **Coding** screen, which is the only area where procedure-level doctor allocation is supported.

Back to Appointments / Make Appointment

BOON, Benson

MRN 213

File No -

DOB 25/06/2002 (23)

Sex Male

Mobile 0400 494 029

Medicare -

Veterans -

Allergies

Nil

Alert

Wheelchair

Booking Details

Location Shaes Private Hospital

Theatre/List Theatre 1 Roster Select Roster

1 Dr/Surgeon HOUSE, Dr Greg

2 Surgical Assistant MURPHY, Dr Shaun

Other Surgical Assistant

Anaesthetist SLEEP, Dr Great

Anaesthetic (Primary) IV/Sedation Anaesthetic

Appointment Date 19/05/2026 Time 07:00 AM Adm #

Appointment Type Standard 20 Make Recurring Mins 30

Procedure Notes Colonoscopy + Face Lift

Other Notes

1. Book the patient into FYDO with the **Primary Admitting Doctor** listed in the **Dr/Surgeon** field
2. If you'd like to document the **Secondary Surgeon** for completeness of records, they can be entered into the **Surgical Assistant** field. *N.B this field isn't transmitted electronically via ECLIPSE, and the secondary surgeon cannot be identified in the electronic claim in any way as that isn't supported.*
3. Patient is **Admitted** as usual under the Primary Admitting Doctor
4. If all procedures are performed in the **one theatre visit**, all **Items** can be entered together under the **First** visit to theatre
5. If the patient requires **two visits to theatre** to have each procedure performed separately, the **Multiple Visit to Theatre** dropdown can be utilised to enter the additional visits
6. **Multiple Visits to Theatre** will be identified with the **Multiple** icon

Appointments / Theatre Screen

Total: \$2,049.80 Cancel Save & Continue Save & Exit

MRN 213 - BOON, Benson DOB 25/06/2002 (23) Sex Male FileNo Fund AUH Location Shaes Private Hospital (QLD)

Admission No. 1354 EpiNo. 16 Admission Date/Time 19/05/2026 06:00 Discharge Date/Time - Dr/Surgeon HOUSE, Greg Speciality Gastroenterologist Anaesthetist SLEEP, Great

Procedure Notes Colonoscopy + Face Lift Other Notes +

Theatre Visits

Visit to Theatre No Unplanned

ASA Score Planned Time in Theatre

4 First Date 19/05/2026 200 mins

Pre-Op Anaesthetic Start 11:30

Time In Theatre 11:30

Surgical Time Out

Procedure Start

Procedure Finished

Time Out Theatre 14:50

Scrub Nurse Nurse/Assistant Surgical Assistant MURPHY, Dr Shaun

Scout Nurse Other Nurse/Assistant Other Surgical Assistant

Theatre Information

Recovery 1 Stage 1 Recovery Nurse

Recovery 2 Stage 2 Recovery Nurse

Recovery 3 Stage 3 Recovery Nurse

Ready for Ward Ready for Pickup

Invoice On Hold Theatre On Hold

Pathology Nil Pathology # of Specimens

Items

Code	Description	Band	Action
32229	Removal of one or more polyps during colonoscopy, in association with a service to...	3	
32222	Endoscopic examination of the colon to the caecum by colonoscopy, for a patient: (a)...	2	
45588	Meloplasty (excluding browlifts and chinlift platysmiplasties), bilateral, if: (a) surgery...	7	

Appointments / Theatre Screen

MRN 213 - BOON, Benson DOB 25/06/2002 (23) Sex Male FileNo Fund AUH Location Shaes Private Hospital (QLD)

Admission No. 1354 EpiNo. 16 Admission Date/Time 19/05/2026 06:00 Discharge Date/Time - Dr/Surgeon HOUSE,Greg Speciality Gastroenterologist Anaesthetist SLEEP,Great

Procedure Notes Colonoscopy + Face Lift Other Notes +

5 Theatre Visits **6** Theatre Information

Visit to Theatre: No Unplanned... ASA Score Planned Time in Theatre

Anaesthetic Start: **Second** Date: 19/05/2026 165 mins

Time In Theatre: 15:00 Anaesthetic Type: IV/Sedation

Surgical Time Out Procedure Start Procedure Finished Time Out Theatre: 17:45

Recovery 1 Stage 1 Recovery Nurse Recovery 2 Stage 2 Recovery Nurse Recovery 3 Stage 3 Recovery Nurse

Ready for Ward Ready for Pickup Invoice On Hold Theatre On Hold Pathology Nil Side Pathology # of Specimens

Items

Code	Description	Band	Action
45588	Meloplasty (excluding browlifts and chinlift platysmaplasties), bilateral, if: (a) surgery...	7	

7. The **Coding Screen** allows for each **Procedure Code** to be assigned to a specific **Surgeon/Dr.** This is the only place in FYDO that allows for each doctor to be documented against the procedure code they performed.

APPOINTMENTS > CODING SCREEN

MRN 213 - BOON, Benson DOB 25/06/2002 (23) Sex Male FileNo Fund AUH Location Shaes Private Hospital (QLD)

Admission No. 1354 EpiNo. 16 Admission Date/Time 19/05/2026 06:00 Discharge Date/Time Patient not discharged yet Dr/Surgeon HOUSE,Greg Speciality Gastroenterologist Anaesthetist SLEEP,Great

Procedure Notes Colonoscopy + Face Lift Other Notes +

Diagnosis

Coder: S (Altura) Copy Previous Coding: Select Episode Coding on Hold

#	Type	Code	Description	Cluster	Indicator	Action
1						X

Procedure

Anaesthetic Type: IV/Sedation Anaesthetic Type Visit to Theatre: No Unplanned Visit to Thi Show MBS Coding Assist

#	Code	Description	Surgeon/Dr	Date	Location	Action
1	32093-00	Fibreoptic colonoscopy to caecum w PP	House, Greg	19/05/2026		X
2	45588-00	Facelift, bilateral	Murphy, Shaun	19/05/2026		X
3						X

All other discharge and billing processes for this episode will function as normal.

[Creating a Hospital Quote \(IFC\)](#)

FYDO allows you to produce an Informed Financial Consent (IFC) for a patient that is not entered into your database.

This feature is particularly helpful in enabling the facility to provide patients with quotes prior to them scheduling their appointment.

To create a hospital quote for a new patient that does not already have an appointment booked in FYDO, navigate to the **Patient List** screen, selecting **Create Hospital IFC**

Patient List

Search for patient... Show Deceased Show Archived Create Clinic IFC Create Hospital IFC Create Patient

Surname	First Name	Address	Suburb	State	DOB	Age	MRN	File No.	Archived
GRANGER	Hermione	Suite 5, Gryffindor Corridor	HOGWARTS	QLD	29/03/1999	27	105	-	-
POTTER	Harry	Suite 7, Gryffindor Corridor	HOGWARTS	QLD	29/03/2020	6	106	-	-
SMURF	Pappa	1 Smurf Lane	BRISBANE	QLD	25/12/1950	75	102	-	-
WEASLEY	Ronald	-	-	-	19/01/2001	25	107	-	-

Here, you will need to input the patient and procedure details:

1. Title
2. First Name
3. Surname
4. Date of birth
5. Select the patients funding source
6. Confirm the correct hospital location
7. Doctor/ surgeon
8. Date of admission and discharge
9. Length of time the procedure will be
10. The type of anesthetic to be used
11. Enter all required MBS item numbers/ items
12. Enter all required prosthetics, consumables or other services
13. Create IFC

Patient / Informed Financial Consent - Hospital

Patient and Episode Details

1 Title Miss 2 First Name Hermoine 3 Surname Granger

4 DOB 01/04/2000 Sex F:Female Address Line 1 Address Line 2

Medicare No. Ref Suburb State Postcode

Mobile Home 5 Fund U1 - Un-Insured Accounts Membership

Work Status Full Fee Date Joined Excess 0.00 Co-payment 0.00 Uninsured Amt 0.00 Default Benefit 0.00

Fund Table Verification #

6 Location Alinas Private Hospital 7 Doctor/Surgeon MOUSE, Mickey Anaesthetic

Adm Date 02/04/2026 8 Dis Date 02/04/2026 Start at Day 1 9 Theatre Mins 30 10 Anaesthetic IV/Sedation

Accom Room Type Bill Type Default Procedure

Bursary Bursary Fund Bursary Level 0

MBS/Items 11 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	

Other Services 12

Item	Description	Qty	Action
AL005	DUOVISC VISCOELASTIC SYSTEM	1	
CZ043	COMBIVISC	1	

13 Create IFC Cancel

Now you have created the IFC, check the patient details and items are correct.

The charges will be populated from the contract fees entered to FYDO for the funding source chosen for this quote.

If you need to add a discount to the hospital fee, you can do this here by entering a % or **amount** you would like to discount the total fee by.

You can also add a message to the quote by selecting the **IFC Message** dropdown to select a preset message, or you can create your own by choosing **Custom Message**.

If there is any information you would like to amend, select **Edit IFC**.

Once all the information is confirmed as correct, ensure you have the correct **Template** selected and **Save & Print**

Patient / Informed Financial Consent - Hospital

Name: GRANGER, Hermoine DOB: 01/04/2000 Location: Alinas Private Hospital Doctor: MOUSE, Mickey
Fund: U1 - Un-Insured Accounts Status: Full Fee Dates: 02/04/2026 - 02/04/2026 Default Benefit: 0.00
Excess: 0.00 Co-payment: 0.00

Item	Description	Charges inc GST	GST	Rebate	Bursary
ACCOM	SameDay Accommodation Fee Band : 3	300.00	27.27	0.00	0.00 X
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.)	3,500.00	318.18	0.00	0.00 X
AL005	DUOVISC VISCOELASTIC SYSTEM	89.00	0.00	0.00	0.00 +
CZ043	COMBIVISC	89.00	0.00	0.00	0.00 +

Apply Discount Percentage: 0.00 % Amount: 0.00

Sub-Total: 3,978.00 345.45 0.00 0.00
Total: 3,978.00 345.45 0.00 0.00

Excess + Co-pay + Default Benefit: 0.00 Patient Gap: 3,978.00 Bursary: 0.00 Total out of Pocket: 3,978.00

IFC Message: Send IFC to Patient Portal Overwrite existing IFC

Copies: 1 Template: IFC-Hospital-Uninsured

Your quote will then download ready for you to provide to the patient.

Alinas Private Hospital

PHONE
FAX
ABN
PROVIDER NUMBER

**IMPORTANT INFORMATION ABOUT YOUR UPCOMING ADMISSION
PLEASE READ CAREFULLY**

Patient Name	Granger, Hermoine	Date of Surgery	02/04/2026
Date of Birth	01/04/2000		
Health Fund	Un-Insured Accounts -		
Surgeon	MOUSE, Mickey		

DETAILS OF PROPOSED SURGERY AND ESTIMATED COSTS

Note

ITEM	DESCRIPTION	CHARGE	REBATE	OUT OF POCKET
ACCOM	SameDay Accommodation Fee Band : 3	\$300.00	\$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.)	\$3,500.00	\$0.00	
AL005	DUOVISC VISCOELASTIC SYSTEM	\$89.00	\$0.00	
CZ043	COMBIVISC	\$89.00	\$0.00	
TOTAL		\$3,978.00	\$0.00	\$3,978.00

If you need to create a quote for a patient who has a medical record in FYDO but does not have an appointment booked yet, you can do this from the **Patient Details** screen by selecting the three dots on the top right-hand side of the screen, then selecting **IFC Hospital**.

106 - POTTER, Harry (29/03/2020 - 6) * Total 0.00

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

Harry POTTER

Patient ID 106

Sex Male

Age 6

Language English

Pending 0.00

Allergies

Gluten

Alert

Notes

Document Alert

Newborns

Patient Details

Title Master | Pronouns | File Number | External ID

First Name Harry | Middle Name | Previous Name

Last Name POTTER | Date of Birth 29/03/2020 | DOB Estimate

Preferred Name | Gender Man, or boy, or male

Sex Male | Address Suite 7, Gryffindor Corridor | HOGWARTS | QLD | 4000

Mobile 0422-222-222 | SMS Opt Out | Home | Work | Email

Referring Details

Previous Referrals

Referring Doctor | Referral To

Referral Date | Period | First Consult | Site Referral (global) | Open Access

Personal Information

Marital Status Never married (Single) | Occupation

Employment Status Student | Employer

Indigenous Status Not Stated | Australian South Sea Islander

Language English | Country of Birth England | Religion | Interpreter

Medicare / DVA

Medicare Number | Ref | Expiry | Eligibility

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

Entitlement Cards

Card Type | Card Number | Expiry

Health Fund

Fund Name BUP - BUPA Australia

Membership No. 456789 | UPI | Insurance Status | Full Fee

Alias Name | Alias Surname

Online Patient Verification (OPV)

Type Health Fund | As at 02/04/2026 | OPV Check

Last Medicare Check | Last Health Fund Check

Location

Health Identifier

Health Identifier Number | MHR consent | IHI Check

Status | Record Status | Last Verified

Other Contacts

Relationship Care | Title Mrs

First Name Minerva | Last Name McGonagall

Address Teacher Tower | Suburb HOGWARTS | State QLD | Postcode 4000

This will prepopulate the patients personal and fund details requiring you to only input the planned procedure details:

1. Confirm the correct hospital location
2. Doctor/ surgeon
3. Date of admission and discharge
4. Length of time the procedure will be
5. The type of anesthetic to be used
6. Enter all required MBS item numbers/ items
7. Enter all required prosthetics, consumables or other services
8. Create IFC

Patient / Informed Financial Consent - Hospital

Patient and Episode Details

Title Master | First Name Harry | Surname POTTER

DOB 29/03/2020 | Sex M-Male | Address Line 1 Suite 7, Gryffindor Corridor | Address Line 2

Medicare No. | Ref | Suburb HOGWARTS | State QLD | Postcode 4000

Mobile 0422-222-222 | Home | Fund BUP - BUPA Australia | Membership 456789

Work | Status Full Fee | Date Joined | Excess 0.00 | Co-payment 0.00 | Uninsured Amt 0.00 | Default Benefit 0.00

Fund Table | Verification #

1 Location Almas Private Hospital | 2 Doctor/Surgeon | 3 Adm Date 02/04/2026 | Dis Date 02/04/2026 | 4 Theatre Mins 60 | 5 Anaesthetic General

Accom | Room Type | Bill Type Default | Procedure

Bursary | Bursary Fund | Bursary Level 0

MBS/Items 6

Item	Description	Band	Action

Re-order Item Numbers

Other Services 7

Item	Description	Qty	Action
		0	

8 Create IFC Cancel

Once you have confirmed the details are correct, select **Save** to save this directly to the patients **Documents** tab, or **Save & Print** to save directly to the patients **Document** tab as well as make it available immediately to view and print.

NIB Type C Billing (SDEX)

The process of billing NIB Type C procedures, to accommodate the **SDEX item**, has been simplified in FYDO.

To accommodate the easier workflow, development work has been completed to restructure how FYDO processes these claims, ensuring they can continue to be transmitted electronically and paid successfully via ECLIPSE.

As part of this update:

- It will no longer be necessary to manually add **SDEX as an item number** to each claim
- FYDO will automatically populate and transmit the required information in the correct segments in line with NIB's updated requirements



1. **Settings > Health Fund Fees > Fund: NIB > Other Settings** tab.

Review the two options below to ensure the setting aligns with your NIB contract stipulations:

- **When Type C - Charge Theatre fees** is to be selected if your contract allows theatre fees for the Type C item number.
- **When Type C - ignore Type C accom fee** is to be selected if the contract allows for the regular accommodation band (1 to 4) to be billed, instead of the specific Type C Accommodate Fee.

A screenshot of a software interface showing the 'Other Settings' tab. At the top, there are two dropdown menus: 'Shaes Private Hospital' and 'Fund NIB - NIB Health Funds Limited'. Below these are several tabs: 'Same Day Fees', 'Other Settings', 'Casebase Fees', 'Casebase Multi Item Fees', and 'Tim'. The 'Other Settings' tab is highlighted with a red box. Underneath, there are two checkboxes: 'When Type C - Charge Theatre fees' and 'When Type C - ignore Type C accom fee'. The second checkbox has a blue question mark icon next to it.

2. The Type C Accommodation Fee must be configured, as it will be used and reported within the Single Value Benefit (Casebase Fee) segment. This can be found in the **Same Day Fees** tab.

Same Day Accommodation Fees

Band	Current Fees			Old Fees		
	Full Fee	Basic Fee	Full Fee Rebate	Full Fee	Basic Fee	Full Fee Rebate
1	100.00	100.00	100.00	0.00	0.00	0.00
2	200.00	200.00	200.00	0.00	0.00	0.00
3	300.00	300.00	300.00	0.00	0.00	0.00
4	400.00	400.00	400.00	0.00	0.00	0.00
C	100.00	100.00	100.00	0.00	0.00	0.00

3. NIB Type C procedures are now required to be billed on a **per diem basis**. When using the **Create Invoice** screen, please ensure that the billing type is set to **Default** or **Per Diem**. FYDO will convert the per diem Type C bed fee into the required Single Value Benefit (Casebase Fee) segment, applying the appropriate mapping code.

The screenshot shows the 'Create Invoice' interface. At the top, 'Send Invoice To' is set to 'NIB - NIB Health Funds Limited'. The 'Billing Type' dropdown is highlighted with a red box and set to 'Default'. 'Accommodation Type' is set to 'Accom - Medical'. Below this, 'Status' is 'Full Fee' and 'Anaesthetic' is 'General'. The 'Procedure Items' table below shows one item: '35554' with description 'C VAGINA, DILATATION OF, as an independent procedure including any associated consultation (Anaes.)', dated '10/03/2026', with 'Band' '1' and 'Band Type' 'National'.

If you require any further clarification, please don't hesitate to reach out.

Combine Invoice & HC21 in One PDF

Have you ever needed to produce a single PDF for a health fund that includes the **Invoice, HC21 Left** signed by the patient AND **HC21 Right** signed by the hospital representative?

Maybe you even need to add a **Type C Certificate** into the file!

FYDO has made this process easy, with a feature that does it all for you! Follow the steps below to learn how.

1. Upload a **completed HC21 Left** document to the patients **Documents** (or any document that needs to be included. e.g. Type C or Acute Care Certificate)

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

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

All Document Type Show deleted documents Search Admission Select Admission Date Import Scan New Letter

Document Name	Type	Adm Date	MHR	Created
HC21 - Signed	Document	31/07/2025		08/08/2025
IFC 2025-05-22	IFC	22/05/2025		22/05/2025
AdmissionForm_001	Admission Form	28/01/2025		28/01/2025

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

NATIONAL PRIVATE PATIENT HOSPITAL CLAIM FORM

Private Health Fund Case Hospital Shaes Private Hospital
 Grouped 00101000 Hospital
 Member Number 00101000 Member Number 147

MEMBER INFO (MPL/SHAE/SHAE) (Show and print members (1/1))

Given Name of Member LUCY Surname (MPL/SHAE/SHAE)
 Membership Number 658 Level of Cover Full Fee
 Membership of Patient to Member Patients Default Date of Birth 21/01/1977 Age 47
 Family Name of Member Surname (MPL/SHAE/SHAE)
 Given Name of Member
 Residential Address
 Postcode
 Is this a permanent address? Yes No Email
 Signature Name Street Mobile 0429 500 300
 Adding a member child to your family membership? Yes No Date of Birth / /
 Family Name Given Name
 Full name of Admitting Medical Practitioner BLACK, DINA

EXPLANATION CONCERNING CLAIM (To be completed by the patient or a consultant if the patient is not able to complete (please tick (X) if correct))

Do you have admission to claim compensation or damages (including business interruption)? Yes No
 Do you have a claim for compensation or damages?
 Did the injury or condition occur at work, going to or from work or as a result of being at work?
 Did the compensation result from a motor vehicle accident?
 Did the compensation result from any other type of accident?
 Does the accident occur or condition arise from a motor vehicle accident? (If yes, please tick (X) in box 1 and 2)
 If yes, name of relevant institution
 Has patient used the services of a hospital? Date patient first consulted a doctor for symptoms
 How the financial implications of your hospital admission will be addressed?
 Have you signed an Election Form to elect to be treated as a private patient? (private systems, members only)

(I/We hereby declare and warrant that all the above information provided is complete and correct under the pain to my best knowledge)
 I/We certify the hospital, or any other institution associated with this benefit/claim, have, done or about to do the following:
 (1) I/We certify the hospital, or any other institution, including the Hospital General Personal Information as required by the Health Care Act 2002, to be a health care provider for the purposes of providing private health insurance to members of the health care system.
 (2) I/We certify that the hospital is a health care provider for the purposes of providing private health insurance to members of the health care system.
 Received: Signature Date 14/08/2024

2. Navigate to **Episodes**
3. Ensure the correct **Episode** is selected
4. Ensure the correct **Invoice** is selected
5. Utilise the **Invoice Options** dropdown
6. Select **Combined HC21 & Inv**

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

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

No. Adm # Adm. Date Dis. Date Status Nights Procedure Other Notes Fund Surgeon Location

31	965	31/07/2025	31/07/2025	Discharged	D/O	Hysteroscopy		MPL	Connors, Curtis	Shaes Private Hospital
28	924	09/07/2025	12/07/2025	Discharged	3	Knee Replacement		MPL	Doctor, Test	Shaes Private Hospital
27	845	22/05/2025	22/05/2025	Discharged	D/O			MPL	Black, Jack	Shaes Private Hospital
25	809	20/04/2025	23/04/2025	Discharged	3			MPL	Hab, Rea	Shaes Private Hospital
29	947	08/04/2025	08/04/2025	Discharged	D/O			MPL	Eyes, Bright	Shaes Private Hospital

Admission Date: 31/07/2025 | Invoices for Admission: 965 Episode Total 1,589.00 Balance Due 1,089.00 Show voided invoices

Inv #	To	Charge inc GST	Adjustments	Payments	Balance Due	Last Audit Date/Time	Last User Edited
644	MPL	\$1,589.00	\$0.00	\$-500.00	\$1,089.00	08/08/2025 2:02 PM	Shae Darr (Aitura)

Invoice: 644 | MPL: 987654321 Invoice Total 1,589.00 Balance Due 1,089.00 Show voided transactions

Inv #	To	DOS From	Acc Period	T	Code	Description	Qty	B	Charge inc GST	GST	T	Audit Date	User
644	MPL	31/07/2025	31/07/2025	D	DEPOS	Excess Payment: Cash	-		\$-500.00	0.00	H	31/07/2025 5:48 AM	Shae Darr
644	MPL	31/07/2025	31/07/2025	A	ACCOM		1	3	\$0.00	0.00	H	31/07/2025 5:30 AM	Shae Darr
644	MPL	31/07/2025	31/07/2025	R	I18B	Other Knee Interventions, Minor Comple...	-		\$1,589.00	0.00	H	31/07/2025 5:30 AM	Shae Darr

Invoice Options
 Adjust Invoice
Combined HC21 & Inv
 Deposit Copy
 HC21 Left
 HC21 Right
 HC21 Back
 Invoice Copy

7. Select the **HC21 Left** document that you had previously loaded into the patients **Documents** in step 1. And any certificate that also need to be included in the single PDF file.
8. Click **Print Invoice**

HC21 & Invoice Copy ✕

Adm Date	Invoice No	Billed To	Balance Due
31/07/2025	644	Health Fund	\$1,089.00

7

	Document	Type	Adm Date
<input checked="" type="checkbox"/>	HC21 - Signed	Document	31/07/2025
<input type="checkbox"/>	IFC 2025-05-22	IFC	22/05/2025
<input type="checkbox"/>	AdmissionForm_001	Admission Form	28/01/2025

Send Invoice To: Health Fund ▼

Template: Invoice ▼

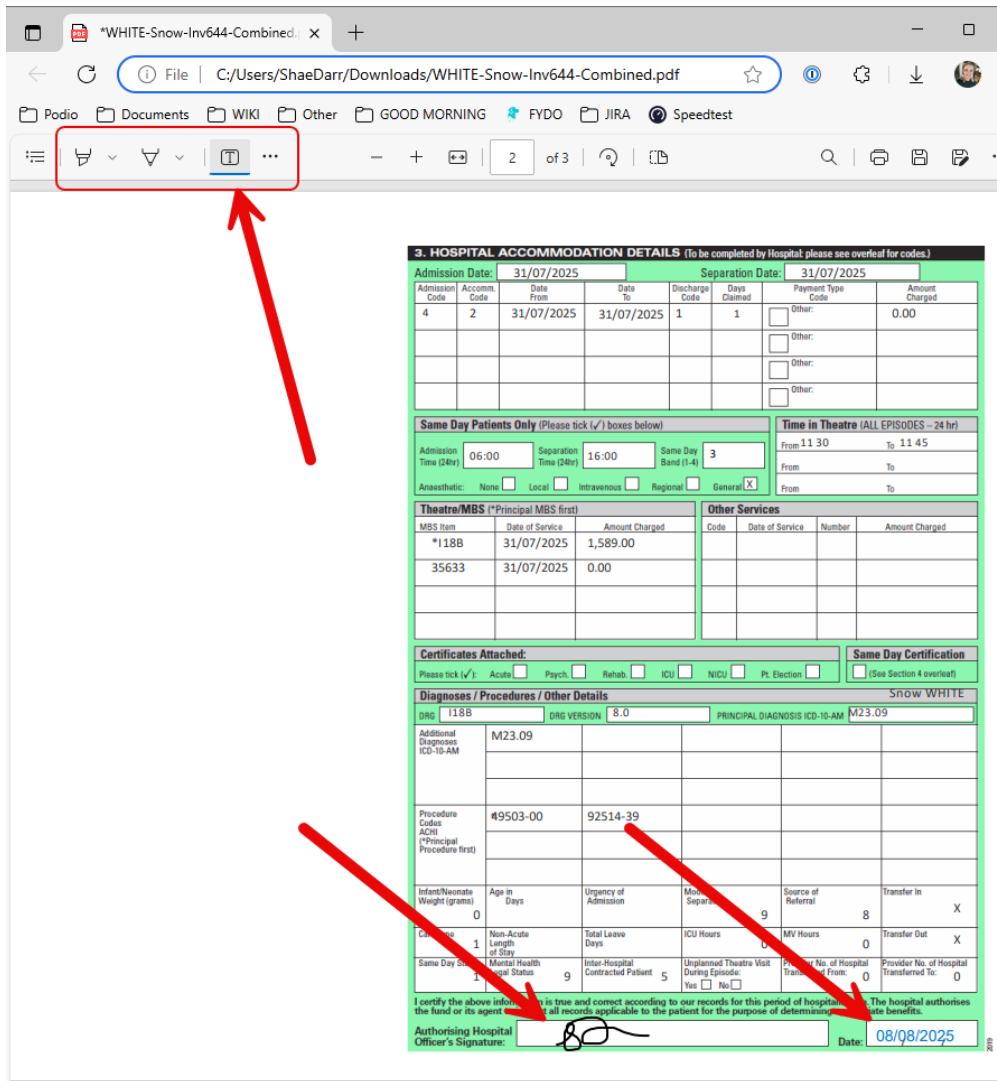
Message: ▼

8
Cancel
Print Invoice

FYDO will produce a **single PDF** that includes:

- **Invoice**
- **HC21 Right**
- **Documents** that were selected

The **HC21 Right** will need to have the **Authorising Hospital Officer's Signature** and **Date** added. Most PDF programs will allow this electronically.

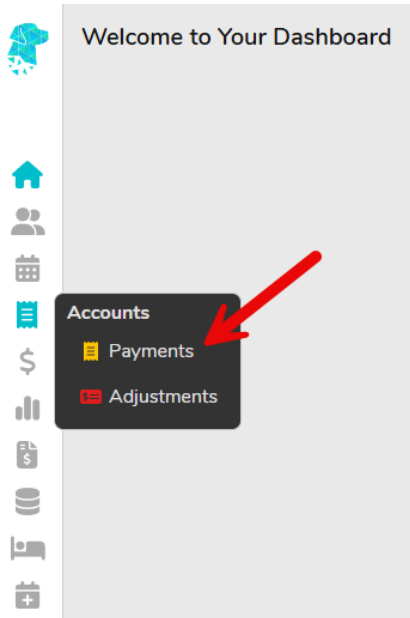


Save the document and submit to the health fund.

Receipt a Manual Hospital Remittance

When health funds or companies pay for accounts with a manual remittance (*I.E it isn't electronic through ECLIPSE*) the payment still needs to be received in FYDO. These instructions will explain how to do that:

From the **Accounts** Tab, select **Payments**



Populate all required fields as per below:

1. Ensure **Payment Date** is correct
2. Add **Payment Type**
3. Type **Amount** received
4. Document the **Drawer** who made the payment
5. Add a **Reference No.** if required
6. If payment is made via **Cheque**, add the **Bank** and **Branch**
7. Utilise **Click to Search for an Individual Account** to search for patients and manually add them to the payment.
Continue to use this feature to add multiple patients.
8. Once all entries have been added, ensure the payment isn't **Out of Balance**
9. Click **Save**

 A screenshot of a web application interface for "Payments". The breadcrumb trail shows "ACCOUNTS > PAYMENTS". The form has several sections:

- Form Fields:**
 - Location: Private Hospital (dropdown)
 - Payment Date: 04/12/2025 (calendar icon)
 - Payment Type: (dropdown)
 - Amount: 0.00 (input)
 - Drawer: (input)
 - Reference No.: (input)
 - Bank: (input)
 - Branch: (input)
 - TIP:
- Search and Table:**
 - A link "Click to Search for an Individual Account" (marked with a red 7) is above a table.
 - The table has columns: Inv#, Patient Name, MRN, Fund, Outstanding, Allocated.
 - The table is currently empty with the text "No invoices found" in red.
- Summary and Actions:**
 - Summary: Total Allocated: 0.00, Total Payment: 0.00, Out of Balance: 0.00 (marked with a red 8).
 - Buttons: "Save" (green, marked with a red 9) and "Cancel" (grey).

[Split Transaction/Payment \(Hospital\)](#)

If a payment has been receipted in one transaction but needs to be allocated to two separate invoice numbers or episodes, you can follow these instructions to "split" the payment into the two required amounts:

Navigate to the **Episodes Screen** and locate the payment that needs to be amended. Utilise the menu icon (*three dots on the transaction line*) to select **Split Transaction**.

A pop-up will appear, displaying the total amount of the original transaction in the **top line**.

Enter the amount you wish to allocate to the **first receipt** in the top line. The **second Amount field** will automatically populate with the remaining balance.

Colonoscopy

Split Transaction

How would you like this transaction split?

Amount

Amount

\$ -650.00

Click **Save**.

The original transaction will now appear as two separate lines.

Back to Appointments / 154 - SWAGGER, Bob Lee (08/12/1975 - 49) * 📢 ⌚ Total 5,925.00

Patient Details Appointments Recalls Accounts **Episodes** Communication Chart Tracking Documents Clinical 🔍 Search ? Print Export To ▾

No.	Adm #	Adm. Date	Dis. Date	Status	Nights	Procedure	Other Notes	Fund	Surgeon	Location
21	864	06/06/2025	06/06/2025	Discharged	D/O	Left Cat & IOL		BUP	Eyes, Bright	Shaes Private Hospital
20	856	02/06/2025	02/06/2025	Discharged	D/O	Gastroscopy		BUP	Doctor, New	Shaes Private Hospital
17	821	02/05/2025	02/05/2025	Discharged	D/O	Colonoscopy test	bmi 44	BUP	Eyes, Bright	Shaes Private Hospital
16	818	01/05/2025	01/05/2025	Discharged	D/O	Gastroscopy		BUP	Eyes, Bright	Shaes Private Hospital
15	780	27/03/2025	27/03/2025	Discharged	D/O	Colonoscopy		BUP	Connors, Curtis	Shaes Private Hospital

Admission Date: 06/06/2025 | Invoices for Admission: 864 Episode Total 1,448.00 Balance Due 798.00 Show voided invoices

Inv #	To	Charge inc GST	Adjustments	Payments	Balance Due	Last Audit Date/Time	Last User Edited
582	BUP	\$1,298.00	\$0.00	\$-650.00	\$648.00	06/06/2025 6:56 AM	Shae Darr (Altura)
583	UII	\$150.00	\$0.00	\$0.00	\$150.00	06/06/2025 6:56 AM	Shae Darr (Altura)

Invoice: 582 | BUP: 123456 Invoice Total 1,298.00 Balance Due 648.00 Show voided transactions Invoice Options ▾

Inv #	To	DOS From	Acc Period	T	Code	Description	Qty	B	Charge inc GST	GST	T	Audit Date	User
582	BUP	06/06/2025	06/06/2025	D	DEPOS	Co-Payment: EFTPOS	-		\$-150.00	0.00	H	06/06/2025 6:55 AM	Shae Darr (Altura)
582	BUP	06/06/2025	06/06/2025	D	DEPOS	Co-Payment: EFTPOS	-		\$-500.00	0.00	H	06/06/2025 6:55 AM	Shae Darr (Altura)
582	BUP	06/06/2025	06/06/2025	A	ACCOM	SameDay Accommodation Fee Band : 4	1	4	\$400.00	0.00	H	06/06/2025 6:56 AM	Shae Darr (Altura)
582	BUP	06/06/2025	06/06/2025	T	42702	Lens extraction and insertion of intraocul...	-	6	\$600.00	0.00	H	06/06/2025 6:56 AM	Shae Darr (Altura)
582	BUP	06/06/2025	06/06/2025	O	AL025	AcrySof Multipiece Models MN60MA, M...	1	6	\$232.00	0.00	H	06/06/2025 6:56 AM	Shae Darr (Altura)
582	BUP	06/06/2025	06/06/2025	O	AL005	DUOVISC VISCOELASTIC SYSTEM	1	6	\$66.00	0.00	H	06/06/2025 6:56 AM	Shae Darr (Altura)

Please see our wiki page for instructions on how to **Reallocate the Transaction** to another invoice or episode for this patient.

[Reallocate Transaction \(Hospital\)](#)

[Reallocate a Transaction \(Hospital\)](#)

In some instances, a payment may need to be reallocated to another invoice or episode for the patient.

If the transaction needs to be split into two amounts before reallocation, please refer to our wiki page for instructions on how to **Split Transaction/Payment (Hospital)**.

[Split Transaction/Payment \(Hospital\)](#)

To reallocate a payment, navigating to the **Episodes Screen** and locating the relevant payment. Utilise the menu icon (*three dots on the transaction line*) to select **Reallocate Transaction**.

The screenshot shows the 'Episodes' screen for patient 154 - SWAGGER, Bob Lee (08/12/1975 - 49). It displays a table of transactions with columns for No., Adm #, Adm. Date, Dis. Date, Status, Nights, Procedure, Other Notes, Fund, Surgeon, and Location. Below this is an 'Invoices for Admission: 864' summary table with columns for Inv #, To, Charge inc GST, Adjustments, Payments, Balance Due, Last Audit Date/Time, and Last User Edited. A second table shows 'Invoice: 582 | BUP: 123456' with columns for Inv #, To, DOS From, Acc Period, T Code, Description, Qty, B, Charge inc GST, GST, T, Audit Date, and User. A red arrow points to the 'Reallocate Transaction' option in a dropdown menu next to a transaction line.

A pop-up will appear displaying all of the patient’s other invoices across all admissions. This is particularly useful when reallocating a deposit from one episode to another - for example, in the case of a cancelled procedure.

The screenshot shows a 'Re-allocate Deposit/Payment - 154 - Bob Lee SWAGGER' pop-up window. The window title is 'Re-allocate Deposit/Payment - 154 - Bob Lee SWAGGER'. Below the title is a message: 'Select which episode and/or invoice you want to link the deposit of \$-150.00 to.' Below this is a table with columns for Adm. Date, Adm #, Epi #, T, Inv #, Fund Name, and Admitting Dr. The table lists several invoices, with the second row (06/06/2025, 864, 21, P, 583, Un-Insured Accounts, EYES, Bright) highlighted in blue. A red arrow points to this row. At the bottom right of the pop-up are 'Cancel' and 'Link Payment' buttons.

Once the appropriate invoice is selected, click **Link Payment**.

In the example below, the \$150 deposit has been reallocated from **Invoice 582** to **Invoice 583**.

154 - SWAGGER, Bob Lee (08/12/1975 - 49) * 📢 ⌚ Total 5,925.00

Patient Details Appointments Recalls Accounts **Episodes** Communication Chart Tracking Documents Clinical Q Search ? Print Export To

No.	Adm #	Adm. Date	Dis. Date	Status	Nights	Procedure	Other Notes	Fund	Surgeon	Location
21	864	06/06/2025	06/06/2025	Discharged	D/O	Left Cat & IOL		BUP	Eyes, Bright	Shaes Private Hospital
20	856	02/06/2025	02/06/2025	Discharged	D/O	Gastroscopy		BUP	Doctor, New	Shaes Private Hospital
17	821	02/05/2025	02/05/2025	Discharged	D/O	Colonoscopy test	bmi 44	BUP	Eyes, Bright	Shaes Private Hospital
16	818	01/05/2025	01/05/2025	Discharged	D/O	Gastroscopy		BUP	Eyes, Bright	Shaes Private Hospital
15	780	27/03/2025	27/03/2025	Discharged	D/O	Colonoscopy		BUP	Connors, Curtis	Shaes Private Hospital

Admission Date: 06/06/2025 | Invoices for Admission: 864 Episode Total 1,448.00 Balance Due 798.00 Show voided invoices

Inv #	To	Charge inc GST	Adjustments	Payments	Balance Due	Last Audit Date/Time	Last User Edited
582	BUP	\$1,298.00	\$0.00	\$-500.00	\$798.00	06/06/2025 6:56 AM	Shae Darr (Altura)
583	U/I	\$150.00	\$0.00	\$-150.00	\$0.00	06/06/2025 6:56 AM	Shae Darr (Altura)

Invoice: 583 | U/I: 123456 Invoice Total 150.00 Balance Due 0.00 Show voided transactions Invoice Options

Inv #	To	DOS From	Acc Period	T	Code	Description	Qty	B	Charge inc GST	GST	T	Audit Date	User
583	U/I	06/06/2025	06/06/2025	D	DEPOS	Co-Payment: EFTPOS	-		\$-150.00	0.00	P	06/06/2025 6:55 AM	Shae Darr (Altura)
583	U/I	06/06/2025	06/06/2025	O	GAP	Gap Pre-Payment	1	7	\$150.00	0.00	P	06/06/2025 6:56 AM	Shae Darr (Altura)

Refund Adjustment via Episodes Screen (Hospital)

Navigate to the **Episodes Screen** and select the **invoice** that requires the refund. Utilise the **Invoice Options** dropdown to select **Adjust Invoice**.

154 - SWAGGER, Bob Lee (08/12/1975 - 49) * 📢 ⌚ Total 2,083.00

Patient Details Appointments Recalls Accounts **Episodes** Communication Chart Tracking Documents Clinical Q Search ? Print Export To

No.	Adm #	Adm. Date	Dis. Date	Status	Nights	Procedure	Other Notes	Fund	Surgeon	Location
19	846	23/05/2025	-	Admitted		Colonoscopy & Gastroscopy	BMI 44	BUP	House, Greg	Shaes Private Hospital
17	821	02/05/2025	02/05/2025	Discharged	D/O	Colonoscopy test	bmi 44	BUP	Eyes, Bright	Shaes Private Hospital
16	818	01/05/2025	01/05/2025	Discharged	D/O	Gastroscopy		BUP	Eyes, Bright	Shaes Private Hospital
15	780	27/03/2025	27/03/2025	Discharged	D/O	Colonoscopy		BUP	Connors, Curtis	Shaes Private Hospital
11	682	30/01/2025	30/01/2025	Discharged	D/O	Gastroscopy		BUP	Connors, Curtis	Shaes Private Hospital

Admission Date: 23/05/2025 | Invoices for Admission: 846 Episode Total 0.00 Balance Due -500.00 Show voided invoices

Inv #	To	Charge inc GST	Adjustments	Payments	Balance Due	Last Audit Date/Time	Last User Edited
573	U/I	\$0.00	\$0.00	\$-500.00	\$-500.00	22/05/2025 11:46 AM	Paula Martin (Altura)

Invoice: 573 | U/I: 123456 Invoice Total 0.00 Balance Due -500.00 Show voided transactions Invoice Options

Inv #	To	DOS From	Acc Period	T	Code	Description	Qty	B	Charge inc GST	GST	T	Audit Date	User
573	U/I	23/05/2025	22/05/2025	D	DEPOS	Deposit Applied: Credit Card	-		\$-500.00	0.00	P	22/05/2025 11:46 AM	Paula Martin (Altura)

Episode Notes Edit Financial Notes

Next follow up date:

Invoice Options
 Adjust Invoice
 Combined HC21 & Inv
 Deposit Copy
 HC21 Left
 HC21 Right
 HC21 Back
 Invoice Copy
 Invoice Status
 Reverse Invoice
 Statement Copy

1. The **Transaction Date** will populate as the current date but can be amended if required to reflect the actual date the refund was processed.
2. Select **Refund** in the **Type** field.
3. The **Payment Type** field is displayed allowing the facility to record how the refund was processed.
4. Add the **refund amount** to the corresponding **Allocated** field.
5. Click **Save**

ACCOUNTS > ADJUSTMENTS

SWAGGER, Bob Lee

Adjustment Details

Location: Shaes Private Hospital

Transaction Date: 02/12/2025

Type: Refund

Payment Type: Direct Deposit

Drawer: _____

Reference No.: _____

Bank: _____

Branch: _____

Click to Search for an Individual Account

Show All Invoices

MRN	Surname	First Name	Adm Date	Inv#	Fund	Balance	Allocated	Possible Balance
154	SWAGGER	Bob Lee	07/07/2025	664	BUP	2,500.00	0.00	2,500.00
154	SWAGGER	Bob Lee	28/07/2025	641	BUP	1,000.00	0.00	1,000.00
154	SWAGGER	Bob Lee	29/08/2025	718	UII	-50.00	0.00	-50.00
154	SWAGGER	Bob Lee	13/11/2025	724	BUP	-1,000.00	0.00	-1,000.00
154	SWAGGER	Bob Lee	13/11/2025	725	UII	-50.00	0.00	-50.00
Total Allocated:							0.00	

Save Cancel

Hospital Health Fund Fees - Importing Casebase Fees

FYDO now has the option to import Casebase Fees from an Excel file.

It is important to note that the file must be an Excel file and must be set out in the same way as the sample template below. There is also a link below to download a blank template:

[Casebase Fee Import Sample](#)



	A	B	C	D	E	F	G	H	I	J	K
1	MBS	Casebase	Procedure	Type	DVA	OutlierDays	OutlierRate	GST	ExclOS	IgnoreStepDown	ExcludePrivateRoom
2											

Column headings need to be:

- A - MBS
- B - Casebase
- C - Procedure
- D - Type
- E - DVA
- F - OutlierDays
- G - OutlierRate
- H - GST
- I - ExclOS
- J - IgnoreStepDown
- K - ExcludePrivateRoom

The above layout reflects the content, and order of information, that is displayed on the Casebase Fees tab in FYDO.

Current						Old						
MBS	Casebase	Procedure	Type	DVA	Outlier Days	Outlier Rate			Ignore StepDown	GST	Exclude Other Services	Exclude Private Room

If the file is not formatted in this way, with the exact column titles, the data will not be able to be imported into FYDO or will upload into the wrong fields.

Shaes Private Hospital Fund BUP - BUPA Australia Part of BUP Start of Current Fee 01/04/2023 End of Current Fee

Same Day Fees Other Settings Casebase Fees Casebase Multi Item Fees Timebase DRG Fees Overnight Accommodation Fees

4 Edit Export To

Same Day Accommodation Fees				Current Fees			Old Fees		
Band	Full Fee	Basic Fee	Full Fee Rebate	Full Fee	Basic Fee	Full Fee Rebate			
1	100.00	100.00	100.00	100.00	100.00	100.00			
2	200.00	200.00	200.00	200.00	200.00	200.00			
3	600.00	600.00	600.00	600.00	600.00	600.00			
4	400.00	400.00	400.00	400.00	400.00	400.00			
C	100.00	100.00	100.00	100.00	100.00	100.00			

Theatre Banding Charges				Current Fees			Old Fees		
Band	Full Fee	Full Fee Rebate	Full Fee	Full Fee	Full Fee Rebate				
1A	100.00	100.00	100.00	100.00	100.00				
1	150.00	150.00	150.00	150.00	150.00				
2	200.00	200.00	200.00	200.00	200.00				
3	900.00	900.00	900.00	900.00	900.00				
4	400.00	400.00	400.00	400.00	400.00				
5	500.00	500.00	500.00	500.00	500.00				
6	600.00	600.00	600.00	600.00	600.00				
7	700.00	700.00	700.00	700.00	700.00				
8	800.00	800.00	800.00	800.00	800.00				
9A	0.00	0.00	0.00	0.00	0.00				

- Update **Start of Current Fee** and **End of Current Fee** dates
- Click **Save**

Shaes Private Hospital Fund BUP - BUPA Australia Part of BUP Start of Current Fee 01/04/2023 End of Current Fee

Same Day Fees Other Settings Casebase Fees Casebase Multi Item Fees Timebase DRG Fees Overnight Accommodation Fees

5

6 Save Cancel

More Actions

Same Day Accommodation Fees				Current Fees			Old Fees		
Band	Full Fee	Basic Fee	Full Fee Rebate	Full Fee	Basic Fee	Full Fee Rebate			
1	100.00	100.00	100.00	100.00	100.00	100.00			
2	200.00	200.00	200.00	200.00	200.00	200.00			
3	600.00	600.00	600.00	600.00	600.00	600.00			
4	400.00	400.00	400.00	400.00	400.00	400.00			
C	100.00	100.00	100.00	100.00	100.00	100.00			

Theatre Banding Charges				Current Fees			Old Fees		
Band	Full Fee	Full Fee Rebate	Full Fee	Full Fee	Full Fee Rebate				
1A	100.00	100.00	100.00	100.00	100.00				
1	150.00	150.00	150.00	150.00	150.00				
2	200.00	200.00	200.00	200.00	200.00				
3	900.00	900.00	900.00	900.00	900.00				
4	400.00	400.00	400.00	400.00	400.00				
5	500.00	500.00	500.00	500.00	500.00				
6	600.00	600.00	600.00	600.00	600.00				
7	700.00	700.00	700.00	700.00	700.00				
8	800.00	800.00	800.00	800.00	800.00				
9A	0.00	0.00	0.00	0.00	0.00				

- Click **Casebase Fees** tab
- Select **Edit**

Shaes Private Hospital Fund URI - Un-Insured Accounts Start of Current Fee 01/01/2025 End of Current Fee 31/12/2025

Same Day Fees Other Settings Casebase Fees Casebase Multi Item Fees Timebase DRG Fees Overnight Accommodation Fees

7

8 Edit Export To

MBS	Casebase	Procedure	Type	DVA	Outlier Days	Outlier Rate	Casebase	Procedure	Type	DVA	Outlier Days	Outlier Rate	Ignore StepDown	GST	Exclude Other Services	Exclude Private Room
13212	1,500.00	0.00	Standard	0	0	0.00	1,000.00	0.00	Standard	0	0	0.00		✓	✓	
13215	500.00	0.00	Standard	0	0	0.00	500.00	0.00	Standard	0	0	0.00				

- Open the **Actions** dropdown and select **Move to Old Charges** - this step is optional, however it is recommended as it ensures that episodes prior to the new contract dates are billed at the appropriate rates, otherwise all unbilled episodes will be billed at the newly loaded rates
- Click **Save**

Shaes Private Hospital Fund BUP - BUPA Australia Part of BUP Start of Current Fee 01/04/2023 End of Current Fee

Same Day Fees Other Settings Casebase Fees Casebase Multi Item Fees Timebase DRG Fees Overnight Accommodation Fees

9

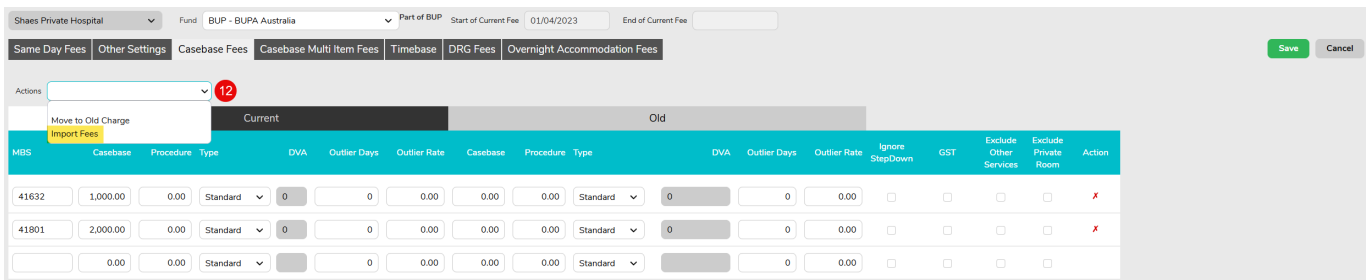
10 Save Cancel

Actions

Move to Old Charge Import Fees

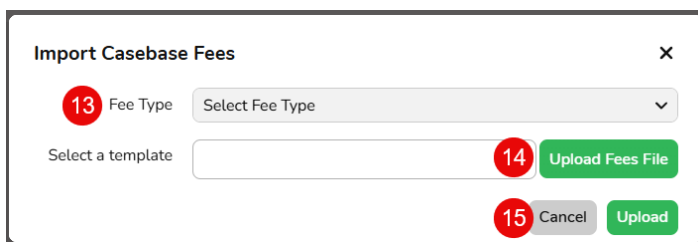
MBS	Casebase	Procedure	Type	DVA	Outlier Days	Outlier Rate	Casebase	Procedure	Type	DVA	Outlier Days	Outlier Rate	Ignore StepDown	GST	Exclude Other Services	Exclude Private Room	Action
41632	1,000.00	0.00	Standard	0	0	0.00	0.00	0.00	Standard	0	0	0.00					X
41801	2,000.00	0.00	Standard	0	0	0.00	0.00	0.00	Standard	0	0	0.00					X
	0.00	0.00	Standard		0	0.00	0.00	0.00	Standard		0	0.00					

11. Click **Edit** again
12. Utilise the **Actions** dropdown again to select **Import Fees**



13. Click **Fee Type** and select **Current File**

14. Click **Upload Fees File** and locate the relevant Excel file to be uploaded
15. Click **Upload**



16. Casebase items and fees will populate into the Casebase Fees tab
17. Click **Save**
18. Select **Print** to print or download, then **conduct a spot check with the contract to ensure fees have populated correctly**

Note: If a Casebase item no longer exists in the new fees, but there was an old rate, the line will remain in the fees screen and Current will show as \$0 (Old will show the previous rate). If a DRG has a zero-dollar balance under the Current fees AND the Old fees, FYDO will automatically remove this line from the fees page, as it is no longer required.