

# Hospital Data Extracts Setup

Each month you will be required to submit data of patient discharges to various agencies. This data submission is mandatory and is required approximately two weeks into the following month.

Hospitals are required to submit data to:

- PHDB [Private Hospital Data Bureau]
- HCP [Hospital Casemix Protocol]
- State health departments also require data – you only need to submit data to the state the facility is located in

## **PHDB - Private Hospital Data Bureau**

This data is collected by the Commonwealth. FYDO easily collects this information during the admission and discharge process, and at the end of month you can run a report to export this data to a file in the format PHDB requires.

Once FYDO produces the file, you will need to upload this file to the Data Submission Portal (DSP). To arrange access to the DSP please email [hcp@health.gov.au](mailto:hcp@health.gov.au) with the following details:

- Facility Provider Number
- Facility Name
- Facility Address
- Facility Phone
- Name of data submitter (an individual)
- Email where verification reports can be sent to

For more information, please contact PHDB on:

Phone: [02 6289 8058](tel:0262898058)

Email: [hcp@health.gov.au](mailto:hcp@health.gov.au)

Visit the PHDB website [click here](#).

## **HCP - Hospital Casemix Protocol**

This monthly data submission is in a similar format to the PHDB file, however this data is sent to the patient's health fund. FYDO can produce a file at the end of each month for each health fund. If in the month of March there were no discharges for Medibank, then FYDO will not produce a file for Medibank.

You will need to contact each health fund and request access to their portal so that you can submit this data at the end of each month. *There is only one portal for the entire Australian Health Service Alliance (AHSA) group. For a list of health funds that are part of AHSA, [click here](#).*

Below are some of the funds you may need to report to, and how to request access:

- AHSA portal [click here](#)
- BUPA portal, send an email to [hcp@bupa.com.au](mailto:hcp@bupa.com.au)
- HCF portal [click here](#)

- Medibank portal [click here](#)
- NIB portal [click here](#)
- Mildura Health, send an email to [hcp@mdhf.com.au](mailto:hcp@mdhf.com.au)
- Hunter Health Insurance (formerly Cessnock Districts Health), send an email to [enquiries@cdhbf.com.au](mailto:enquiries@cdhbf.com.au)
- Latrobe Health, send an email to [hcp@lhs.com.au](mailto:hcp@lhs.com.au)
- St Lukes Health, send an email to [hcpdata@stlukes.com.au](mailto:hcpdata@stlukes.com.au)

## State Health Departments

The state your facility resides in also requires data at the end of each month. Like PHDB and HCP data, FYDO makes this easy each month. FYDO is able to create a file in the format your state requires. Each state has a different file format.

You will need to contact the representative in your state and request access, and instructions on where to submit your file each month.

### NSW Health - Phisco data

Contact: Roman Leszczynski

Phone: [02 9391 9995](tel:0293919995)

Email: [iscos@doh.health.nsw.gov.au](mailto:iscos@doh.health.nsw.gov.au)

Email: [Roman.Leszczynski@health.nsw.gov.au](mailto:Roman.Leszczynski@health.nsw.gov.au)

### VIC Health - VAED

Phone: [03 9096 8595](tel:0390968595)

Email: [hdss.helpdesk@dhhs.vic.gov.au](mailto:hdss.helpdesk@dhhs.vic.gov.au)

Website for more information [click here](#).

### QLD Health - QHAPDC

Phone: [07 3708 5679](tel:0737085679)

Email: [QHIPSMAIL@health.qld.gov.au](mailto:QHIPSMAIL@health.qld.gov.au)

For more information [click here](#).

### WA Health - HMDS

Phone: [08 9222 4362](tel:0892224362) (Inpatient Data Collections)

Email: [DoH.AdmittedDataCollection@health.wa.gov.au](mailto:DoH.AdmittedDataCollection@health.wa.gov.au)

### ACT Health

Phone: [02 6205 5249](tel:0262055249)

Email: [dsd.informationmanagementhub@act.gov.au](mailto:dsd.informationmanagementhub@act.gov.au)

Email: [Prathima.Karri@act.gov.au](mailto:Prathima.Karri@act.gov.au)

For more information [click here](#).

## TAS Health

Contact: Cynthia Rogers

Phone: [03 6166 1081](tel:0361661081)

For more information [click here](#).

## SA Health - ISAAC

Email: [Health.ISAACSubmissions@sa.gov.au](mailto:Health.ISAACSubmissions@sa.gov.au)

For more information [click here](#).

## Cancer Registers

### NSW & ACT

Email: [information@cancerinstitute.org.au](mailto:information@cancerinstitute.org.au)

Phone: [02 8374 5600](tel:0283745600)

For more information [click here](#).

### VIC

Email: [vcr@cancervic.org.au](mailto:vcr@cancervic.org.au)

For more information [click here](#).

For instructions on how to **Extract Hospital Data from FYDO** visit our wiki page:  
[Hospital Data Extraction](#)

For instructions on how to **Re-Extract Hospital Data from FYDO** visit our wiki page:  
[Re-Submitting a Hospital Data Extraction](#)

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## [Medicare and Fund Contacts - Dealing with Rejections](#)

### Medicare & DVA

Organisation	Phone/ Email
Medicare	P: 1800 700 199F: 02 9895 3190
MBS Interpretation	P: 13 21 50E: askMBS@health.gov.au
DVA	P: 1300 550 017

### Health Funds

Fund name	Contact for clinics	Contact for hospitals
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**ACA Health**

*ECLIPSE code:* P: 1300 368 390  
*ACA* acahealthit@acahealth.com.au  
*HCP code: ACA*

P: 1300 368 390  
[acahealthit@acahealth.com.au](mailto:acahealthit@acahealth.com.au)

**Alliance (AHSa)**  
P: 03 9813 4088  
access@ahsa.com.au

**AHM**

*ECLIPSE code:* P: 1300 524 456  
*AHM* [Eclipse@medibank.com.au](mailto:Eclipse@medibank.com.au)  
*HCP code: AHM*

P: 1300 560 680  
[Eclipse@medibank.com.au](mailto:Eclipse@medibank.com.au)  
AHM and Medibank have the same support team

**Australian Unity**

*ECLIPSE code:* P: 1800 035 360  
*AUH*  
*HCP code: AUF*

P: 1800 035 360  
[dgilder@australianunity.com.au](mailto:dgilder@australianunity.com.au)

**BUPA**

*ECLIPSE code:* P: 134 135F: 1300 130 623 for  
*BUP* manuallydr.billing@bupa.com.au  
*HCP code: BUP* **Only** for sending claims with  
Problems / Rejections  
[gapscheme@bupa.com.au](mailto:gapscheme@bupa.com.au)  
**Only** for if you are unable to fax

P: 134 135  
[gordon.barrett@bupa.com.au](mailto:gordon.barrett@bupa.com.au)

**CBHS****Corporate Health & CBHS Health Fund**

*ECLIPSE* P: 1300 654 123  
*code: CBC &* [providers@cbhs.com.au](mailto:providers@cbhs.com.au)  
*CBH*  
*HCP code: CBC*  
*& CBH*

P: 1300 654 123  
[access@cbhs.com.au](mailto:access@cbhs.com.au)  
Alternatively  
[julie.mckinnon@cbhs.com.au](mailto:julie.mckinnon@cbhs.com.au)

**Hunter Health Insurance**

(Formally known as 'Cessnock' or 'CDHBF Health')  
*ECLIPSE* P: 02 4990 1385  
*code: CDH* [enquiries@hunterhi.com.au](mailto:enquiries@hunterhi.com.au)  
*HCP code: CDH*

P: 02 4990 1385  
[CDH.BenefitsFund@Hunterhi.com.au](mailto:CDH.BenefitsFund@Hunterhi.com.au)

**CUA Health Limited**

*ECLIPSE* P: 1300 499 260  
*code: CHF* cuahealth@cuahealth.com.au  
*HCP code: CPS*

P: 1300 499 260  
[cuahealth@cuahealth.com.au](mailto:cuahealth@cuahealth.com.au)  
Alternatively  
[karen.coventry@cua.com.au](mailto:karen.coventry@cua.com.au)

**Defence Health**

*ECLIPSE* P: 1800 656 329  
*code: DHF*  
*HCP code: AHB*

P: 1800 656 329  
[providerrelations@defencehealth.com.au](mailto:providerrelations@defencehealth.com.au)

**Doctors Health Fund**

*ECLIPSE* P: 1800 226 586  
*code: AMA*  
*HCP code: AMA*

P: 1800 226 586  
[lesley.rutter@doctorshealthfund.com.au](mailto:lesley.rutter@doctorshealthfund.com.au)

**Emergency Services Health**

(also managed by Police Health)  
*ECLIPSE* P: 1300 703 703  
*code: ESH* F: 1300 151 152  
*HCP code: SPE*

P: 1300 703 703  
[providerenquiries@eshealth.com.au](mailto:providerenquiries@eshealth.com.au)

**GMHBA**

*ECLIPSE* P: 1300 446 422  
*code: GMH* F: (03) 5222 7478  
*HCP code: GMH*

P: 1300 446 422  
[Jamie-LeeGardham@gmhba.com.au](mailto:Jamie-LeeGardham@gmhba.com.au)  
[joannesheldon@gmhba.com.au](mailto:joannesheldon@gmhba.com.au)

**GU Health (FAI)**

*ECLIPSE* P: 1800 249 966  
*code: FAI* [corporate@guhealth.com.au](mailto:corporate@guhealth.com.au)  
*HCP code: FAI*

providers@honeysucklehealth.com.au

**HBF**

*ECLIPSE* P: 1300 810 475  
*code: HBF* [expresspayqueries@hbf.com.au](mailto:expresspayqueries@hbf.com.au)  
*HCP code: HBF*

P: 1300 810 475  
[lorraine.hort@hbf.com.au](mailto:lorraine.hort@hbf.com.au)

**HIF**(Health Insurance Fund of Australia Limited)  
*ECLIPSE*  
*code: HIF*  
*HCP code: HIF*

P: 1300 134 060  
[claims@hif.com.au](mailto:claims@hif.com.au)

P: 1300 134 060  
[michelle.peacock@hif.com.au](mailto:michelle.peacock@hif.com.au)

**HCF**

*ECLIPSE* P: 1800 670 302  
*code: HCF* [medicoverenquiry@hcf.com.au](mailto:medicoverenquiry@hcf.com.au)  
*HCP code: HCF*

P: 1800 670 302  
[MFarlow@hcf.com.au](mailto:MFarlow@hcf.com.au) (Maria)  
Alternatively  
[dfernandez@hcf.com.au](mailto:dfernandez@hcf.com.au) (David)

**Health Care Insurance**

*ECLIPSE* P: 1800 804 950  
*code: HCI*  
*HCP code: HCI*

P: 1800 804 950  
[jamie.gillam@hcilt.com.au](mailto:jamie.gillam@hcilt.com.au)

**Health Partners**

*ECLIPSE* P: 1300 113 113  
*code: SPS*  
*HCP code: SPS*

P: 1300 113 113  
[hospitalclaims@healthpartners.com.au](mailto:hospitalclaims@healthpartners.com.au)  
[davids@healthpartners.com.au](mailto:davids@healthpartners.com.au)

**Health.com.au**

*ECLIPSE* P: 1300 199 802  
*code: HEA*  
*HCP code: HEA*

P: 1300 199 802  
[hospitalteam@health.com.au](mailto:hospitalteam@health.com.au)  
Alternatively  
[Catherine.Ngo@health.com.au](mailto:Catherine.Ngo@health.com.au)  
[Gemma.Oliver@health.com.au](mailto:Gemma.Oliver@health.com.au)

**Latrobe**

*ECLIPSE* P: 1300 362 144  
*code: LHS* E: [info@lhs.com.au](mailto:info@lhs.com.au)  
*HCP code: LHS*

P: 1300 362 144  
[tan@lhs.com.au](mailto:tan@lhs.com.au)

**Medibank**

*ECLIPSE* P: 1300 130 460  
*code: MPL*  
*HCP code: MPL*

P: 1300 130 460  
[medibankhospital.network@medibank.com.au](mailto:medibankhospital.network@medibank.com.au)

**Mildura**

*ECLIPSE* P: 03 5023 0269  
*code: MDH* [providers@mildurahealthfund.com.au](mailto:providers@mildurahealthfund.com.au)  
*HCP code: MDH* [eclipse@mildurahealthfund.com.au](mailto:eclipse@mildurahealthfund.com.au)

**MO Health**

*ECLIPSE* P: 1800 333 004  
*code: MYO*  
*HCP code: MYO*

P: 1800 333 004  
[Vaibhav.Makin@aia.com](mailto:Vaibhav.Makin@aia.com)

**Navy Health**

*ECLIPSE* P: 1300 217 736  
*code: NHB* [query@navyhealth.com.au](mailto:query@navyhealth.com.au)  
*HCP code: NHB*

[query@navyhealth.com.au](mailto:query@navyhealth.com.au)

**NIB**

*ECLIPSE* P: 1300 853 530  
*code: NIB* [medigap@nib.com.au](mailto:medigap@nib.com.au)  
*HCP code: NIB* Overseas Claims:  
[internationalclaims@nib.com.au](mailto:internationalclaims@nib.com.au)

P: 1300 853 530  
[hospitaleclipse@nib.com.au](mailto:hospitaleclipse@nib.com.au)  
[provrel@nib.com.au](mailto:provrel@nib.com.au)

**Nurse and Midwives**

*ECLIPSE* P: 1300 344 000  
*code: NMW* [submit.claim@nmhealth.com.au](mailto:submit.claim@nmhealth.com.au)  
*HCP code: NMW*

P: 1300 344 000  
[EclipseClaims@nmhealth.com.au](mailto:EclipseClaims@nmhealth.com.au)  
Alternatively  
[George.Drakakis@nmhealth.com.au](mailto:George.Drakakis@nmhealth.com.au) [dianne.roe@teachershealth.com.au](mailto:dianne.roe@teachershealth.com.au)

**OneMediFund**

*ECLIPSE* P: 1800 148 626  
*code: OMF* F: 1300 673 406  
*HCP code: OMF*

P: 1800 148 626  
[info@onemedifund.com.au](mailto:info@onemedifund.com.au)

**Peoplecare Health Insurance**

*ECLIPSE* P: 1800 808 690  
*code: LHM*  
*HCP code: LHM*

P: 1800 808 690  
[info@peoplecare.com.au](mailto:info@peoplecare.com.au)

**Phoenix Health**

*ECLIPSE* P: 1800 028 817  
*code: PHF*  
*HCP code: PWA*

P: 1800 028 817  
[enquiries@phoenixhealthfund.com.au](mailto:enquiries@phoenixhealthfund.com.au)  
[info@peoplecare.com.au](mailto:info@peoplecare.com.au)

**Police Health**

(also managed by  
Emergency  
Services Health) P: 1800 603 603  
*ECLIPSE* F: 1800 008 554  
*code: POL*  
*HCP code: SPE*

P: 1800 603 603  
[providerenquiries@policehealth.com.au](mailto:providerenquiries@policehealth.com.au)

**Queensland****Country**

*ECLIPSE* P: 1800 813 415  
*code: QCH*  
*HCP code: QCH*

P: 1800 813 415  
[rharding@qccu.com.au](mailto:rharding@qccu.com.au)

**TUH(Queensland  
Teachers)**

*ECLIPSE* P: 1300 360 701  
*code: QTU*  
*HCP code: QTU*

P: 1300 360 701  
[alice.caldwell@tuh.com.au](mailto:alice.caldwell@tuh.com.au)

**Reserve Bank**

**health**  
*ECLIPSE* P: 1800 027 299  
*code: RBH* F: 1300 309 704  
*HCP code: RBH*

P: 1800 027 299  
[info@myrbhs.com.au](mailto:info@myrbhs.com.au)

**RT Health**

*ECLIPSE* P: 1300 886 123 (option 5)  
*code: RTH* [access@rthealthfund.com.au](mailto:access@rthealthfund.com.au)  
*HCP code: RTE*

P: 1300 886 123  
[hospitals@rthealthfund.com.au](mailto:hospitals@rthealthfund.com.au)

**St Lukes**

*ECLIPSE* P: 1300 651 988  
*code: SLM*  
*HCP code: SLM*

P: 1300 651 988  
[general@stlukes.com.au](mailto:general@stlukes.com.au)

**Teachers  
Federation**

*ECLIPSE* P: 1300 728 188  
*code: TFH*  
*HCP code: NTF*

P: 1300 728 188  
[elizabeth.cashman@teachershealth.com.au](mailto:elizabeth.cashman@teachershealth.com.au)  
Alternatively, try:  
[EclipseClaims@teachershealth.com.au](mailto:EclipseClaims@teachershealth.com.au)  
[George.Drakakis@nmhealth.com.au](mailto:George.Drakakis@nmhealth.com.au)  
[dianne.roe@teachershealth.com.au](mailto:dianne.roe@teachershealth.com.au)

**Transport  
Health**

*ECLIPSE* P: 1300 806 808  
*code: TFS*  
*HCP code: TFS*

P: 1300 806 808  
[hospitals@transporthealth.com.au](mailto:hospitals@transporthealth.com.au)

**Westfund**

*ECLIPSE* P: 1300 937 838  
*code: WFD* [medicalbenefits@westfund.com.au](mailto:medicalbenefits@westfund.com.au)  
*HCP code: WFD*

P: 1300 937 838  
[sharp@westfund.com.au](mailto:sharp@westfund.com.au)

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## Closing the Accounting Period

Closing the 'Accounting Period' refers to **locking down your financial figures** up to a **given date** (usually the end of the month) so that they **cannot be changed**.

We **do not** recommend closing the accounting period for the last month, on the first day of the

current month. Rather, give yourself seven to ten days to get your figures to a point where you are happy. That is, after all rejections and adjustments are made.

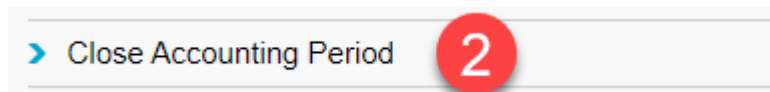
In other words, it ensures that the figures seen on your revenue report run out of FYDO match the figures seen on your bank account, to the cent. And that those figures then cannot be amended in FYDO.

So let's see where the accounting period is closed.

Start off by going over to settings.



Then, click **Close Accounting Period**.



Enter the date you wish to **lock your figures** to and hit **Save**.

## Close Accounting Period



By locking the account period, transactions with an accounting period on or prior to the date below, will not be able to be modified nor deleted.

Location **Eccles**

Accounting Period Locked to

21/09/2020

3



4

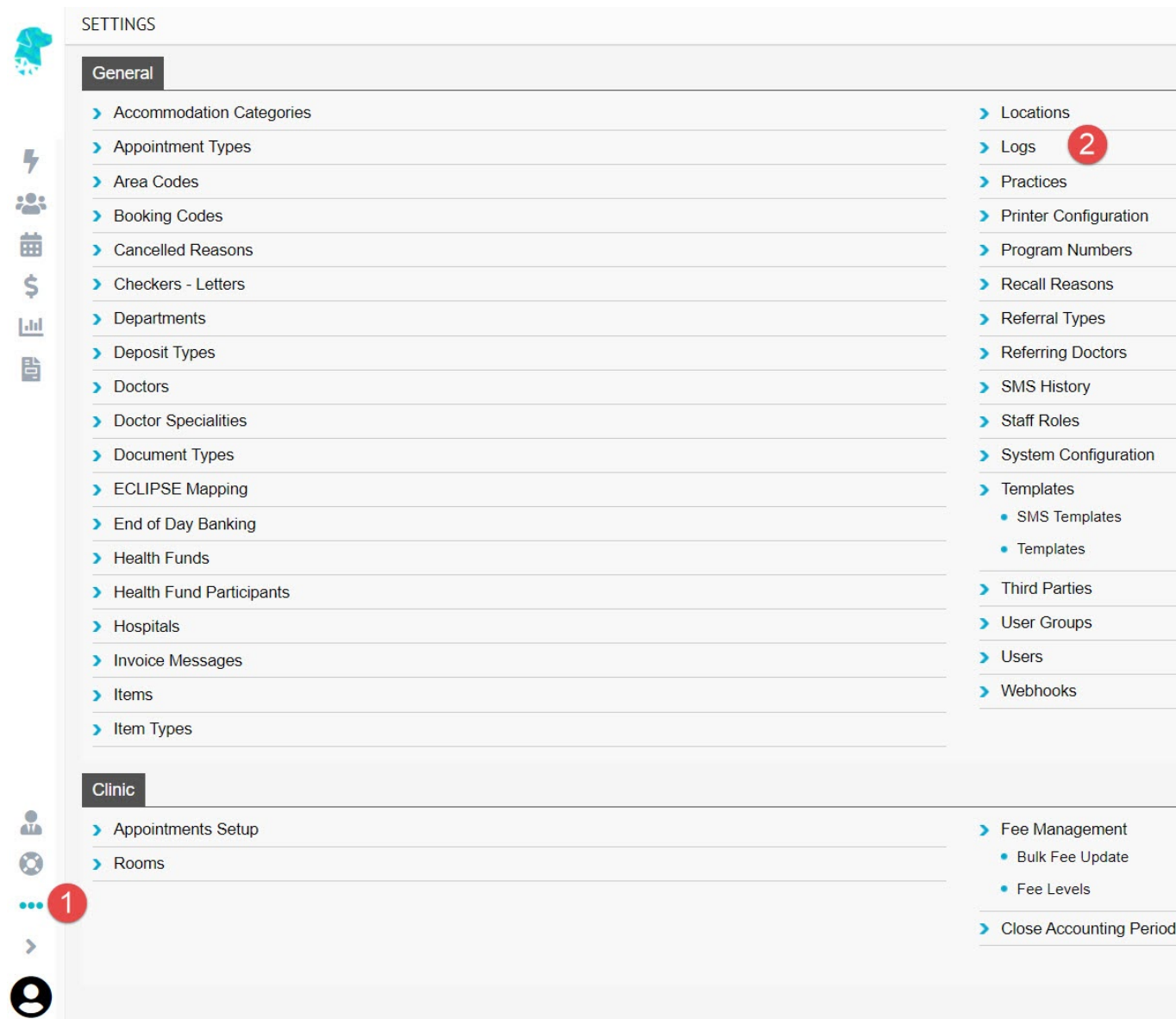
Save

Cancel

I should also mention that this action is recorded in FYDO's audit log, so you can see who closed the accounting period and when.

To view the audit log, go to **Settings**, then click on **Logs**.





**SETTINGS**

**General**

- > Accommodation Categories
- > Appointment Types
- > Area Codes
- > Booking Codes
- > Cancelled Reasons
- > Checkers - Letters
- > Departments
- > Deposit Types
- > Doctors
- > Doctor Specialities
- > Document Types
- > ECLIPSE Mapping
- > End of Day Banking
- > Health Funds
- > Health Fund Participants
- > Hospitals
- > Invoice Messages
- > Items
- > Item Types
- > Locations
- > Logs **2**
- > Practices
- > Printer Configuration
- > Program Numbers
- > Recall Reasons
- > Referral Types
- > Referring Doctors
- > SMS History
- > Staff Roles
- > System Configuration
- > Templates
  - SMS Templates
  - Templates
- > Third Parties
- > User Groups
- > Users
- > Webhooks

**Clinic**

- > Appointments Setup
- > Rooms
- > Fee Management
  - Bulk Fee Update
  - Fee Levels
- > Close Accounting Period

You will see a log similar to this when the accounting period is closed.

Amir Balouchi (ACSS)      Accounting period closed for Eccles [ID - 1] - changed from 21/09/2020 to 30/09/2020      20/10/2020 5:22:54 PM

## 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	<input type="text"/>		
Provider Number	<input type="text" value="123456AA"/>		
Title	<input type="text" value="Dr"/>		
First Name	<input type="text" value="Clark"/>		
Surname	<input type="text" value="Griswold"/>		
Practice Name	<input type="text" value="Dr Griswold's Medical Centre"/>		
Address	<input type="text" value="1 Long Street"/>		
Suburb	<input type="text" value="LEEDERVILLE"/>	<input type="text" value="WA"/>	<input type="text" value="6007"/>
Mailing Address	<input type="text"/>		
Mailing Suburb	<input type="text"/>	<input type="text"/>	<input type="text"/>
Practice Phone	<input type="text" value="(00)5555-6666"/>	Practice Fax	<input type="text" value="()-"/>
Practice Email	<input type="text"/>		

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	<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.

Save

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.

## [Searching for a Patient](#)

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

<input checked="" type="radio"/> Patient	<input type="radio"/> Other	Search	<input type="checkbox"/> Show Deceased	?
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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  ☐ Show Deceased ?

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.

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### Patient:



☒ Patient ☐ Other  ☐ Show Deceased ?

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:

☐ Patient ☒ Other Search

File # : 12345  
Admission # : a:1001  
Invoice # : Inv:123  
Mobile : 0415 123 123  
Medicare : 2111-1111-1

**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	Account	Episodes	Communications
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 #**

Account Status   3
 Service Type

Inv# ↑ <b>2</b>	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 - **176** Test PATIENT  
 with DOB - 01/01/2000  
 and Address - 123 Test Drive, REDCLIFFE, QLD, 4020

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.

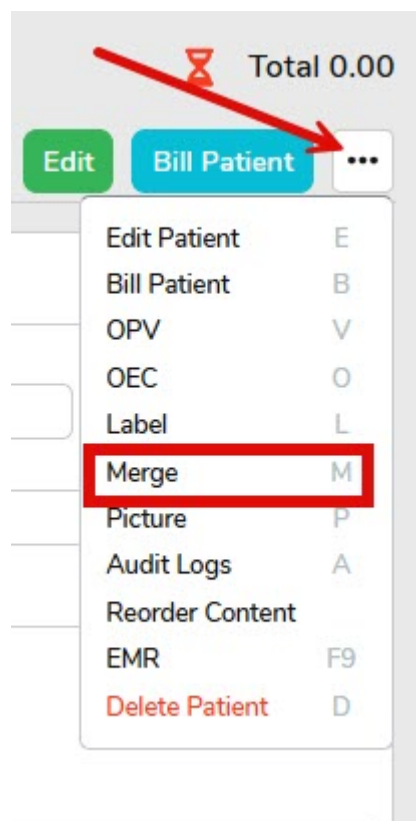
Despite this, you may realise at some point that you have a duplicate patient. If you run into this issue, read ahead to find out how to **merge** the patients together.

---

## 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 3 dots which will display a drop-down menu with a Merge option.



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

## Merge Patient

Select a medical record where MRN 192 will be merged into. This means MRN 192 will no longer exist, and all appointments/episodes and invoices will be moved to the selected MRN.

### Merge Information

MRN 192	→	MRN
DOB 01/01/2000	→	DOB
Sex	→	Sex
Patient PATIENT, Test	→	Patient

CancelMerge Patient

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

Patient Lookup

☒ Patient ☐ Other

Surname	Firstname	MRN	FileNo	Address	DOB	Age
PATIENT	Test	176		123 Test Drive REDCLIFFE	01/01/2000	25
PATIENT	Test	192		123 Test Drive SHORNCLIFFE	01/01/2000	25

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



## Merge Patient

🔍 patient, test

Select a medical record where MRN 192 will be merged into. This means MRN 192 will no longer exist, and all appointments/episodes and invoices will be moved to the selected MRN.

### Merge Information

MRN 192	→	MRN 176
DOB 01/01/2000	→	DOB 01/01/2000
Sex	→	Sex
Patient PATIENT, Test	→	Patient PATIENT, Test

Cancel

Merge Patient

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.

## Merge Patient

This patient cannot be merged with the selected patient as the name and/or date of birth do not match.

This patient: **Test PATIENT** DOB: **01/01/2001**  
Patient merged into: **Test PATIENT** DOB: **01/01/2000**

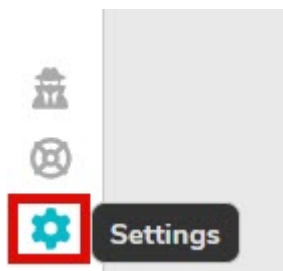
OK

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

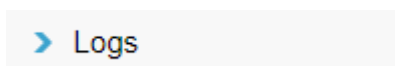
## The Audit Log

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	Action
Madaleine James (Altura) (Backend)	Patient Merge - Test PATIENT - MRN: 192 merged into MRN: 176. MRN: 192 will no longer exist.	02/07/2025 9:29:41 AM	

This screen shows us some important information such as:

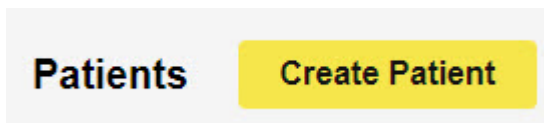
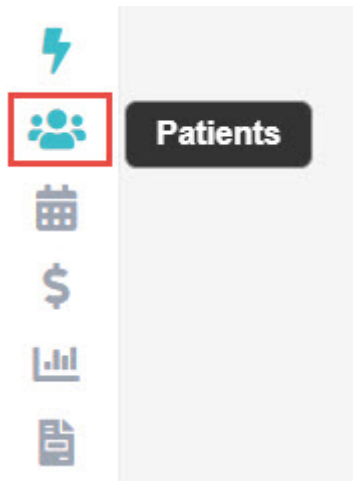
- **Username:** The user who performed the action
- **Message:** What happened, in the above case we have some logins and the patient that was merged.
- **Date created:** The date this action happened, as well as the time.

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 #		File Num		External ID	
Title	Mr	Gender	Male		
First Name	John			Mi	
Last Name	SMITH				
Pref. Name					
Address	123 ACSS Street				
Suburb	HOME BUSH	State	NSW	Postcode	2140
Mailing Address					
Suburb		State		Postcode	
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					
Veterans No.		Veteran Card Colour			
DVA Auth.No		DVA Auth. Date			
Entitlement Card			Exp		

Health Fund	
Fund Name	BUP - BUPA Australia
Membership	123456
Insurance Status	Full Fee
Alias Name	Alias Surname

## 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	Search for a Referring Doctor
ADD REFERRING DOCTOR	
Referral Date	03/05/2020
Referral To	Search for a Referral To
<input type="checkbox"/> Site Referral (global) <input checked="" type="checkbox"/> Active	
<a href="#">ADD ANOTHER REFERRAL</a> <a href="#">EDIT REFERRAL</a>	

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 type="text"/>	Provider Number	<input type="text" value="123456AF"/>	
Title	<input type="text" value="Dr"/>			
First Name	<input type="text" value="Test"/>			
Surname	<input type="text" value="Doctor"/>			
Practice Name	<input type="text" value="The ACSS Test Practice"/>			
Address	<input type="text" value="123 ACSS Street"/>			
Suburb	<input type="text" value="HOMEBUSH"/>	NSW	<input type="text" value="2140"/>	
Phone	<input type="text" value="()-"/>	Fax	<input type="text" value="()-"/>	

Type	<input type="text" value="GP"/>		
Speciality	<input type="text"/>		
Email	<input type="text" value="Test.Dr@&lt;u&gt;test.com.au&lt;/u&gt;"/>		
Mobile	<input type="text" value="- -"/>		
Created On	<input type="text" value="26/03/2020"/>		
Birthdate	<input type="text" value="01/01/1990"/>		
Status	<input checked="" type="checkbox"/> Active		

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

Save

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

Save

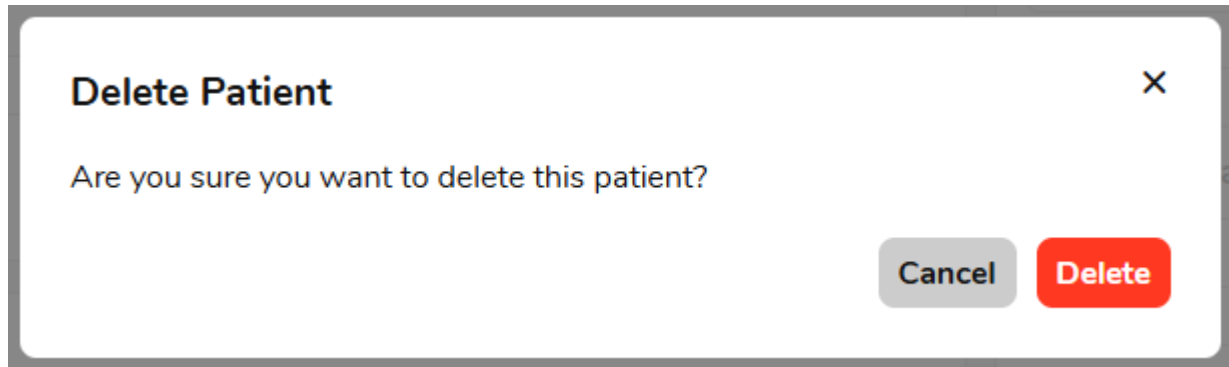
All done! We have created our first patient.

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

# Deleting a Patient

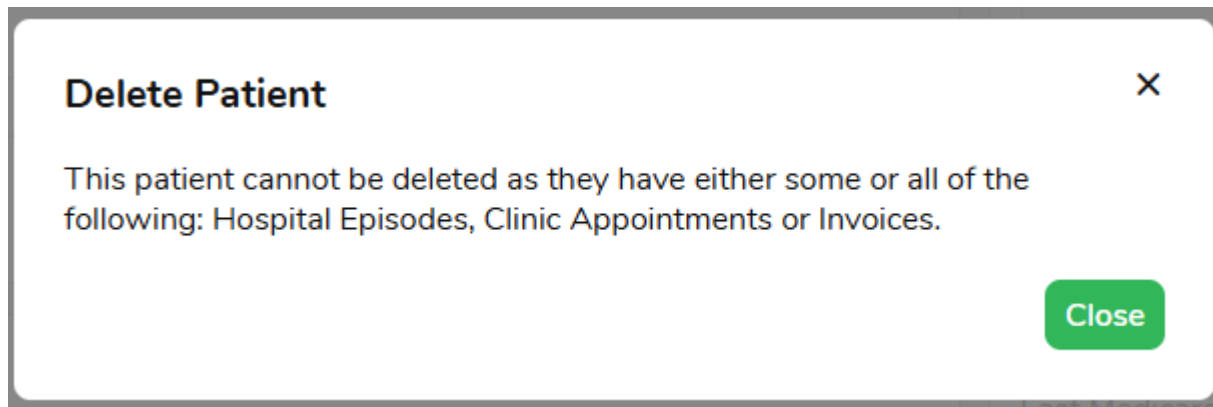
From the **Patient Screen**, select the more actions drop down, then **Delete Patient**

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**

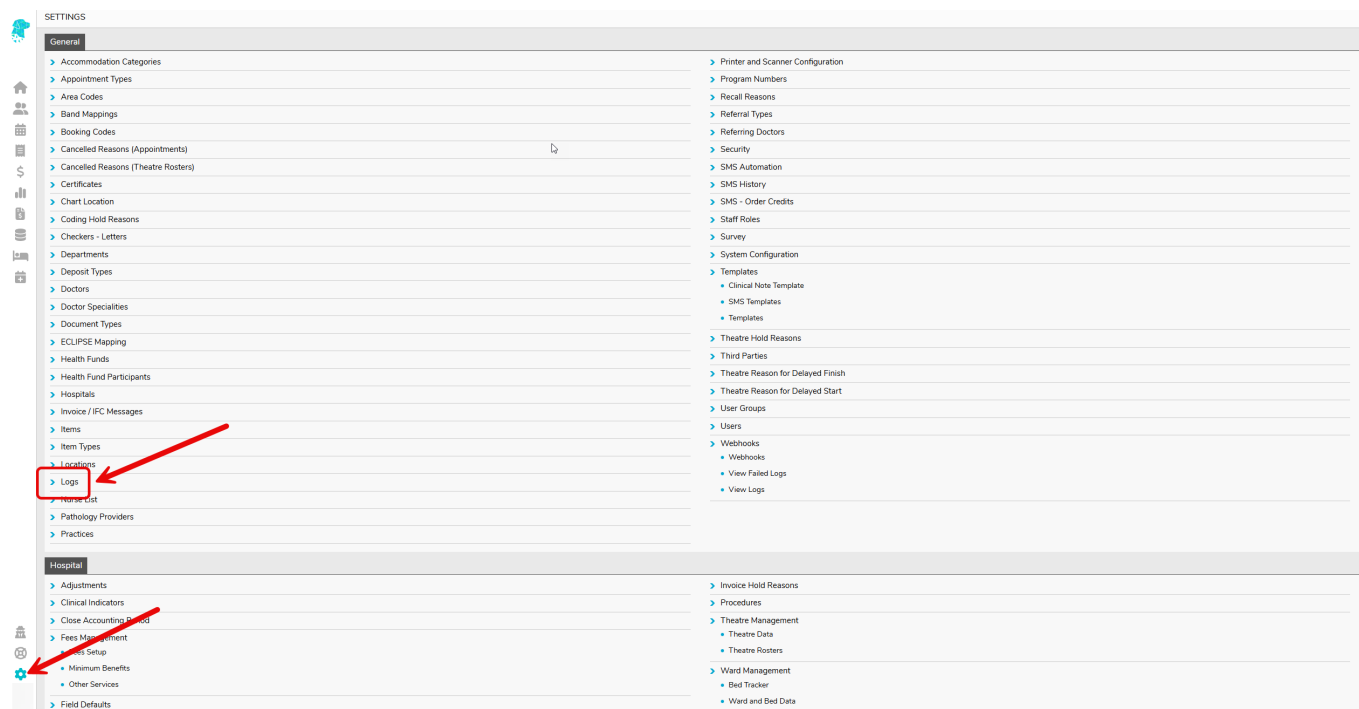
If you wish to delete this patient, you will have to resolve any of the above issues first.

---

## 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
	Patient Delete - Daisy DUCK - MRN: 101 has been deleted

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.

The screenshot shows the 'Eligibility Screen' form. It has a title bar 'Eligibility Screen'. Below it, there are two main sections. The first section has a 'Type' dropdown menu set to 'Medicare and Health Fund', an 'As at' date field set to '21/04/2020', and a calendar icon. The second section has two date fields: 'Last Medicare Check' and 'Last Health Fund Check', both showing a red date '30/12/2019'. Below these fields is a green 'Check' button.

**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:

The screenshot shows a dropdown menu with the following options:

Concession Entitlement	CEV
Health Fund	PVF
Medicare	PVM
Medicare and Health Fund	OPV
Veterans – Card Number	PVV
Veterans – Personal Details	PVP

Below the list is a search bar containing the text 'Medicare and Health Fund' and a dropdown arrow.

**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.



Check

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.

Medicare/DVA Details	
Medicare Number	2111-11111-1 ✓
Ref	1
Exp	
Health Fund	
Fund Name	NIB - NIB Health Funds Limited
Membership	123456789 ✓
UPI	0

### 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!

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.

Total 0.00	Verification Issue	
Edit	Bill Patient	More Actions
UPI		

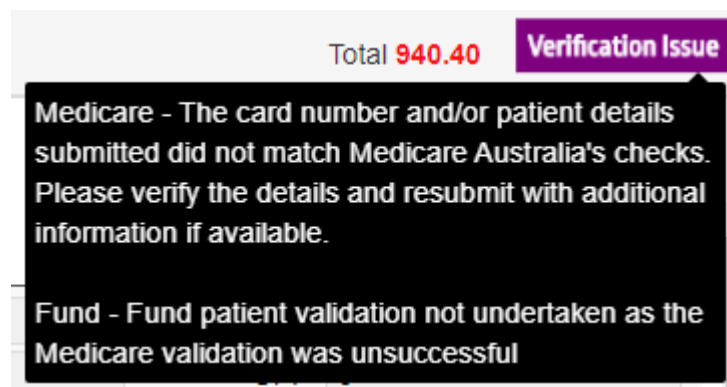
An issue like this means that the data Fydo has submitted to medicare was close enough to the correct details, that Medicare has gone ahead and provided us with the correct information.

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:



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.

---

## Tokens - OEC

Token Name	Data	Notes
<<mrn>>	Patient Medical Record Number	
<<firstname>>	Patient First Name	
<<initial>>	Patient Second Initial	
<<lastname>>	Patient Family Name	
<<dob>>	Patient Date of Birth	dd/mm/yyyy
<<sex>>	Patient Gender	1 - Male 2 - Female
<<SexDesc>>	Patient Gender Description	
<<AdmNum>>	Admission Number	

<<Fund>>	Fund Code	
<<Membership>>	Membership Number	
<<UPI>>	Fund UPI	
<<Facility>>	Facility Provider Number	
<<Accind>>	Accident Indicator	
<<AccDate>>	Accident Date	dd/mm/yyyy
<<AdmDate>>	Admission Date	dd/mm/yyyy
<<DisDate>>	Discharge Date	dd/mm/yyyy
<<SDInd>>	Same Day Indicator	
<<LOS>>	Length of Stay	
<<OECCode>>	Presenting Illness Code	
<<OECCDesc>>	Presenting Illness Description	
<<OECltem>>	Presenting Illness Item Number	
<<OECIDesc>>	Presenting Illness Item Description	
<<EAInd>>	Emergency Admission Indicator	
<<ComInd>>	Compensation Claim Indicator	
<<PEAInd>>	Pre-existing ailment Request Indicator	
<<tranId>>	Transaction ID	
<<OECType>>	OEC Type	
<<ReqDate>>	Date Requested	dd/mm/yyyy
<<ReqTime>>	Time Requested	

Token Name	Data	Notes
<<OECID>>	Account Reference ID	
<<AssCde>>	Claim Fund Assesment Code	A = Accepted
<<FinSts>>	Financial Status	Y = Financial
<<FundRef>>	Fund Reference ID	
<<FundSts>>	Fund Status Code	
<<FundStsText>>	Fund Status Text	
<<MedSts>>	Medicare Status Code	

<<MedStsText>>	Medicare Status Text
<<PEA>>	Pre-existing Ailment Potential Indicator
<<ProcessSts>>	Process Status Code
<<CoPay>>	CoPayment Amount
<<CoDesc>>	CoPayment Days Remaining
<<CoRem>>	CoPayment Description
<<Exc>>	Excess Amount
<<ExcDesc>>	Excess Amount Description
<<ExcBonus>>	Excess Bonus Amount
<<BenLim>>	Benefit Limitations
<<Exclusion>>	Exclusion Description
<<TableName>>	Table Name
<<TableDesc>>	Table Description
<<TableScale>>	Table Scale
<<ClaimExp>>	Response back from the Fund

#### Item Section for OEC

Token Name	Data	Notes
ID	Id	
Type	Type Code	
TypeDesc	Type Description	
Code	Code	
Charge	Charge Amount	
DOS	Date Of Service	dd/mm/yyyy
MBSRate	Schedule Fee	
HFCode	Service Fund Assessment Code	
HFamt	Fund Benefit Amount	
MedCode	Medicare Explanation Code	
MedText	Medicare Explanation Text	
MedAmt	Medicare Benefit Amount	