

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 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:02 6289 8058)

Email: 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
- HCF portal [click here](#)

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

VIC Health - VAED

Phone: [03 9096 8595](tel:0390968595)
 Email: 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
 For more information [click here](#).

WA Health - HMDS

Phone: [08 9222 4362](tel:0892224362) (Inpatient Data Collections)
 Email: DoH.AdmittedDataCollection@health.wa.gov.au

ACT Health

Phone: [02 6205 5249](tel:0262055249)
 Email: dsd.informationmanagementhub@act.gov.au
 Email: 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
For more information [click here](#).

Cancer Registers

NSW & ACT

Email: information@cancerinstitute.org.au
Phone: [02 8374 5600](tel:0283745600)
For more information [click here](#).

VIC

Email: 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](#)

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
------------------	----------------------------	------------------------------

ACA Health		
<i>ECLIPSE code: ACA</i>	P: 1300 368 390	P: 1300 368 390
<i>HCP code: ACA</i>	acahealthit@acahealth.com.au	acahealthit@acahealth.com.au
Alliance (AHSA)	P: 03 9813 4088	
	access@ahsa.com.au	
AHM		P: 1300 560 680
<i>ECLIPSE code: AHM</i>	P: 1300 524 456	Eclipse@medibank.com.au
<i>HCP code: AHM</i>	Eclipse@medibank.com.au	<i>AHM and Medibank have the same support team</i>
Australian Unity		
<i>ECLIPSE code: AUH</i>	P: 1800 035 360	P: 1800 035 360
<i>HCP code: AUF</i>		dgilder@australianunity.com.au
BUPAE	P: 134 135F: 1300 130 623 for sending claims	
<i>CLIPSE code: BUP</i>	manuallydr.billing@bupa.com.au	
<i>HCP code: BUP</i>	Only for sending claims with Problems / Rejections	P: 134 135
	gapscheme@bupa.com.au	gordon.barrett@bupa.com.au
	Only for if you are unable to fax	
CBHS		
Corporate Health & CBHS Health Fund		
<i>ECLIPSE code: CBC & CBH</i>	P: 1300 654 123	P: 1300 654 123
<i>HCP code: CBC & CBH</i>	providers@cbhs.com.au	access@cbhs.com.au
		Alternatively
		julie.mckinnon@cbhs.com.au
Hunter Health Insurance		
(Formerly known as 'Cessnock' or 'CDHBF Health')	P: 02 4990 1385	P: 02 4990 1385
	enquiries@hunterhi.com.au	CDH.BenefitsFund@Hunterhi.com.au
<i>ECLIPSE code: CDH</i>		
<i>HCP code: CDH</i>		
CUA Health Limited		
<i>ECLIPSE code: CHF</i>	P: 1300 499 260	P: 1300 499 260
<i>HCP code: CPS</i>	cuahealth@cuahealth.com.au	cuahealth@cuahealth.com.au
		Alternatively
		karen.coventry@cua.com.au
Defence Health		
<i>ECLIPSE code: DHF</i>	P: 1800 656 329	P: 1800 656 329
<i>HCP code: AHB</i>		providerrelations@defencehealth.com.au
Doctors Health Fund		
<i>ECLIPSE code: AMA</i>	P: 1800 226 586	P: 1800 226 586
<i>HCP code: AMA</i>		lesley.rutter@doctorshealthfund.com.au
Emergency Services Health		
(also managed by Police Health)	P: 1300 703 703	P: 1300 703 703
	F: 1300 151 152	providerenquiries@eshealth.com.au
<i>ECLIPSE code: ESH</i>		
<i>HCP code: SPE</i>		
GMHBA		
<i>ECLIPSE code: GMH</i>	P: 1300 446 422	P: 1300 446 422
<i>HCP code: GMH</i>	F: (03) 5222 7478	Jamie-LeeGardham@gmhba.com.au
		joannesheldon@gmhba.com.au
GU Health (FAI)		
<i>ECLIPSE code: FAI</i>	P: 1800 249 966	providers@honeysucklehealth.com.au
<i>HCP code: FAI</i>	corporate@guhealth.com.au	

HBF <i>ECLIPSE</i> <i>code: HBF</i> <i>HCP code: HBF</i>	P: 1300 810 475 expresspayqueries@hbf.com.au	P: 1300 810 475 lorraine.hort@hbf.com.au
HIF (Health Insurance Fund of Australia Limited) <i>ECLIPSE</i> <i>code: HIF</i> <i>HCP code: HIF</i>	P: 1300 134 060 claims@hif.com.au	P: 1300 134 060 michelle.peacock@hif.com.au
HCF <i>ECLIPSE</i> <i>code: HCF</i> <i>HCP code: HCF</i>	P: 1800 670 302 medicoverenquiry@hcf.com.au	P: 1800 670 302 MFarlow@hcf.com.au (Maria) Alternatively dfernandez@hcf.com.au (David)
Health Care Insurance <i>ECLIPSE</i> <i>code: HCI</i> <i>HCP code: HCI</i>	P: 1800 804 950	P: 1800 804 950 jamie.gillam@hcilt.com.au
Health Partners <i>ECLIPSE</i> <i>code: SPS</i> <i>HCP code: SPS</i>	P: 1300 113 113	P: 1300 113 113 hospitalclaims@healthpartners.com.au davids@healthpartners.com.au
Health.com.au <i>ECLIPSE</i> <i>code: HEA</i> <i>HCP code: HEA</i>	P: 1300 199 802	P: 1300 199 802 hospitalteam@health.com.au Alternatively Catherine.Ngo@health.com.au Gemma.Oliver@health.com.au">Gemma.Oliver@health.com.au
Latrobe <i>ECLIPSE</i> <i>code: LHS</i> <i>HCP code: LHS</i>	P: 1300 362 144 E: info@lhs.com.au	P: 1300 362 144 tan@lhs.com.au
Medibank <i>ECLIPSE</i> <i>code: MPL</i> <i>HCP code: MPL</i>	P: 1300 130 460	P: 1300 130 460 medibankhospital.network@medibank.com.au
Mildura <i>ECLIPSE</i> <i>code: MDH</i> <i>HCP code: MDH</i>	P: 03 5023 0269 providers@mildurahealthfund.com.au	P: 03 5023 0269 eclipse@mildurahealthfund.com.au
MO Health <i>ECLIPSE</i> <i>code: MYO</i> <i>HCP code: MYO</i>	P: 1800 333 004	P: 1800 333 004 Vaibhav.Makin@aia.com
Navy Health <i>ECLIPSE</i> <i>code: NHB</i> <i>HCP code: NHB</i>	P: 1300 217 736 query@navyhealth.com.au	query@navyhealth.com.au
NIB <i>ECLIPSE</i> <i>code: NIB</i> <i>HCP code: NIB</i>	P: 1300 853 530 medigap@nib.com.au Overseas Claims: internationalclaims@nib.com.au	P: 1300 853 530 hospitaleclipse@nib.com.au provrel@nib.com.au
Nurse and Midwives <i>ECLIPSE</i> <i>code: NMW</i> <i>HCP code: NMW</i>	P: 1300 344 000 submit.claim@nmhealth.com.au	P: 1300 344 000 EclipseClaims@nmhealth.com.au Alternatively George.Drakakis@nmhealth.com.au dianne.roe@teachershealth.com.au
OneMediFund <i>ECLIPSE</i> <i>code: OMF</i> <i>HCP code: OMF</i>	P: 1800 148 626 F: 1300 673 406	P: 1800 148 626 info@onemedifund.com.au
Peoplecare Health Insurance <i>ECLIPSE</i> <i>code: LHM</i> <i>HCP code: LHM</i>	P: 1800 808 690	P: 1800 808 690 info@peoplecare.com.au

Phoenix Health*ECLIPSE*

P: 1800 028 817

*code: PHF**HCP code: PWA*

P: 1800 028 817

enquiries@phoenixhealthfund.com.auinfo@peoplecare.com.au**Police Health**

(also managed by

Emergency

P: 1800 603 603

Services Health)

F: 1800 008 554

*ECLIPSE**code: POL**HCP code: SPE*

P: 1800 603 603

providerenquiries@policehealth.com.au**Queensland****Country***ECLIPSE*

P: 1800 813 415

*code: QCH**HCP code: QCH*

P: 1800 813 415

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**Reserve Bank****health***ECLIPSE*

P: 1800 027 299

*code: RBH**HCP code: RBH*

P: 1800 027 299

info@myrbhs.com.au**RT Health***ECLIPSE*

P: 1300 886 123 (option 5)

code: RTHaccess@rthealthfund.com.au*HCP code: RTE*

P: 1300 886 123

hospitals@rthealthfund.com.au**St Lukes***ECLIPSE*

P: 1300 651 988

*code: SLM**HCP code: SLM*

P: 1300 651 988

general@stlukes.com.au**Teachers****Federation***ECLIPSE*

P: 1300 728 188

*code: TFH**HCP code: NTF*

Alternatively, try:

elizabeth.cashman@teachershealth.com.auGeorge.Drakakis@nmhealth.com.audianne.roe@teachershealth.com.au**Transport****Health***ECLIPSE*

P: 1300 806 808

*code: TFS**HCP code: TFS*

P: 1300 806 808

hospitals@transporthealth.com.au**Westfund***ECLIPSE*

P: 1300 937 838

code: WFDmedicalbenefits@westfund.com.au

P: 1300 937 838

sharpg@westfund.com.au

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 **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

1

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

Amir Balouchi (ACSS)
(Backend)

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

The screenshot shows a form for a patient referral. The fields are as follows:

- Type: GP
- Speciality: (dropdown menu)
- Email: drgriswold@mypractise.com.au
- Mobile: 0400-111-222
- Alternate Phone1: () -
- Alternate Phone2: () -
- Created On: 11/11/2025
- Birthdate: 01/01/1990 (with a calendar icon)
- Status: Active (with a checked checkbox)

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.

The search bar includes the following options:

- Patient
- Other
- Search input field
- Show Deceased
- Help icon (blue question mark)

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.



This will bring up a helpful menu like so:



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

Patient:



Date of Birth: Search by Date of Birth

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

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

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

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

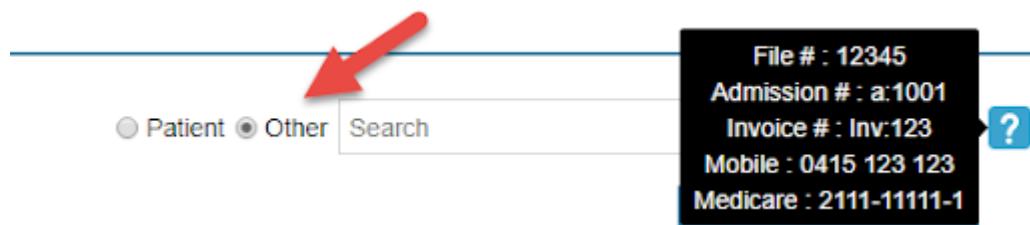
MRN: A search by the patient's **Medical Record Number**

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

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

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

Other:



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

Patient Details

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

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

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

Patient Details		Other	Appointments	Recalls	Accounts	1	Episodes	Communications			
No.	Adm #	Adm. Date	Dis. Date	Sts	Nights						
3	2	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	All	3	Service Type	All
Inv# ↑	Date of Service	Doctor		
12573	25/08/2014			

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

Mobile: Mobile number of the patient.

Medicare: Medicare number of the patient.

Merging Duplicate Patients

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

Patient Details

A similar patient was found in the database

MRN - **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?

Yes **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**

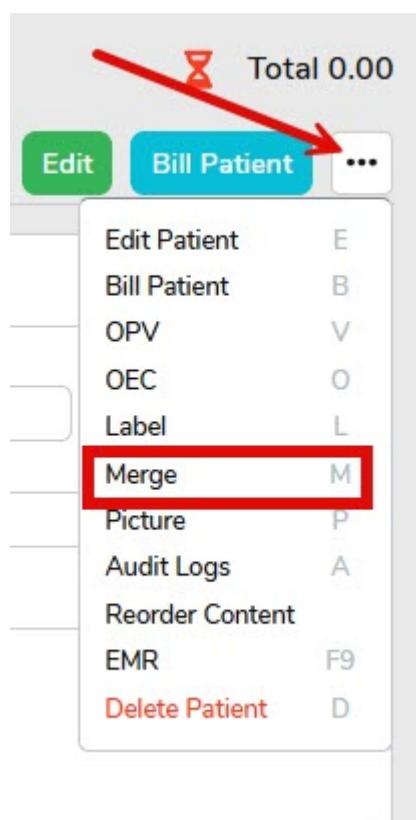
If you enter just the first and last name, it will not try to find similar patients, you do need to enter the date of birth for the check to occur.

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



Search for 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

Cancel

Merge 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 patient, test Search

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**

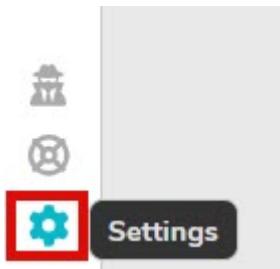
OK

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

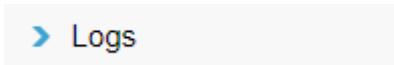
The Audit Log

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	

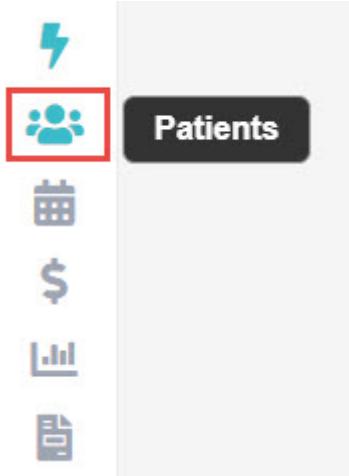
This screen shows us some important information such as:

- **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**'



Patients

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	HOMEBUSH	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	UPI
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 <input type="button" value="Period"/> 12 <input type="button" value="First Consult"/>
Referral To	Search for a Referral To
<input type="checkbox"/> Site Referral (global) <input checked="" type="checkbox"/> Active	
ADD ANOTHER REFERRAL EDIT REFERRAL	

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

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

Adding a Referring Doctor

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

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

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

Referring Doctor Details

Number	<input type="text"/>	Provider Number	123456AF	
Title	Dr			
First Name	Test			
Surname	Doctor			
Practice Name	The ACSS Test Practice			
Address	123 ACSS Street			
Suburb	HOMEBUS	NSW	2140	
Phone	(0-	Fax	(0-	

Type	GP		
Speciality			
Email	Test.Dr@test.com.au		
Mobile	- - -		
Created On	26/03/2020		
Birthdate	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

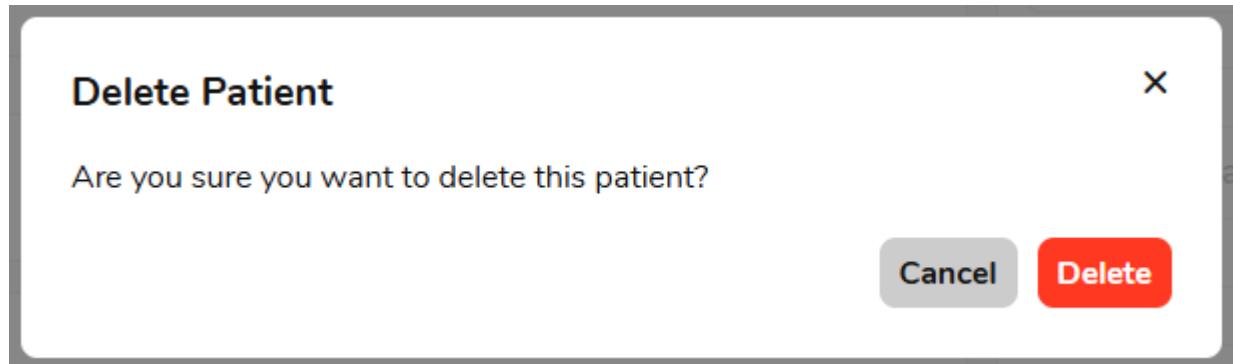
All done! We have created our first patient.

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

Deleting a Patient

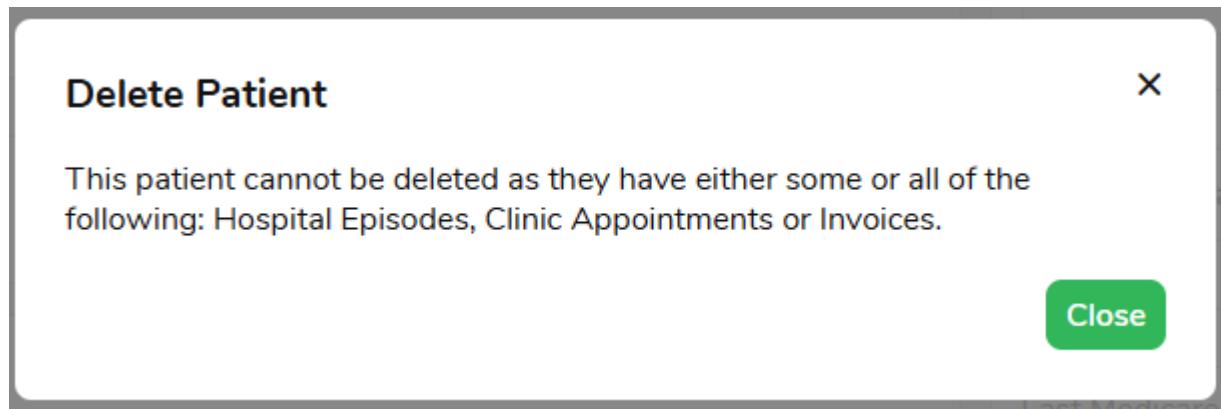
From the **Patient Screen**, select the more actions drop down, then **Delete Patient**

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:

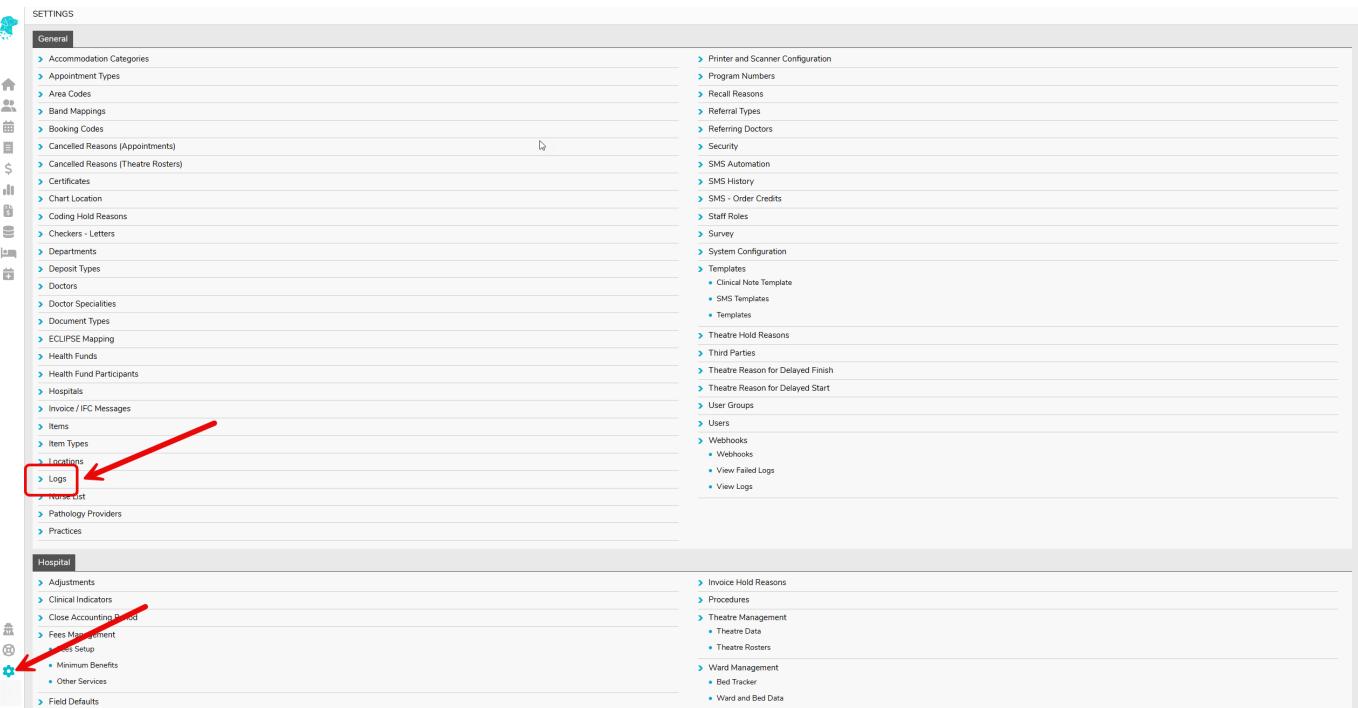
- **Outstanding Hospital Episodes**
- **Appointments**
- **Outstanding Invoices**

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.



The screenshot shows the 'SETTINGS' menu in Fydo. The 'General' section is expanded, showing various configuration items like 'Accommodation Categories', 'Appointment Types', and 'Logs'. The 'Logs' item is highlighted with a red box and has a red arrow pointing to it from the left. Another red arrow points from the 'Logs' link in the 'General' section to the gear icon in the top left corner. The 'Hospital' section is also visible, containing items like 'Adjustments', 'Clinical Indicators', and 'Logs'.

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
[REDACTED]	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

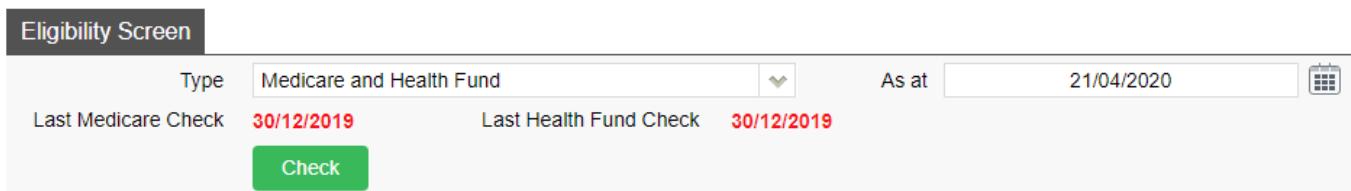
An Online Patient Verification (**OPV**) is a check you should perform before billing a patient, to avoid potential rejections. This function will check the details you have entered against the records Medicare, DVA or a Health Fund have on their system.

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 image shows the 'Eligibility Screen' interface. At the top, it says 'Eligibility Screen'. Below that, there are fields for 'Type' (set to 'Medicare and Health Fund'), 'Last Medicare Check' (set to '30/12/2019'), 'Last Health Fund Check' (set to '30/12/2019'), 'As at' (set to '21/04/2020'), and 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:

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

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

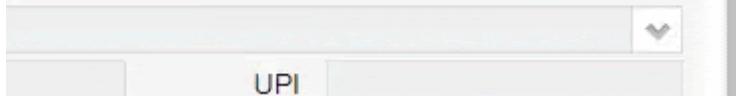
If the OPV is successful, you will see the fields that were validated highlighted in green, like so.

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!

Total 0.00	Verification Issue
  	
	

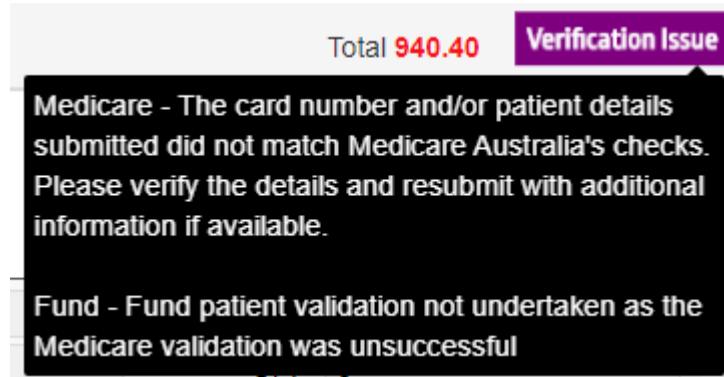
An issue like this means that the data Fydo has submitted to medicare was close enough to the correct details, that Medicare has gone ahead and provided us with the correct information.

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	
<<OECItem>>	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	