

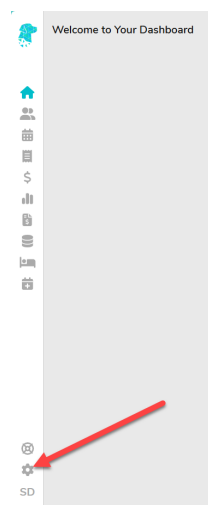
Adding Procedures and Procedure Defaults (Hospital)

Adding bookings into FYDO is quick and straightforward – particularly when **Procedure Notes Defaults** are set up correctly.

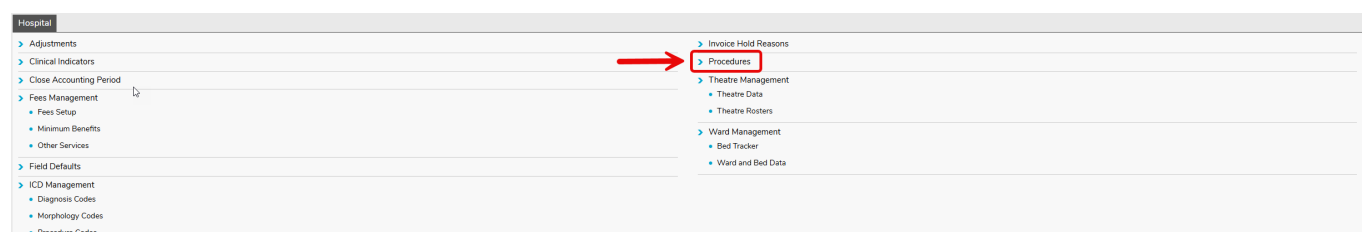
This feature enables facilities to automatically populate multiple fields on the **Edit Appointment Screen** based on the selected procedure.

The following instructions will guide you through setting up procedures to streamline the booking process and reduce manual data entry, saving time and minimising the risk of errors.

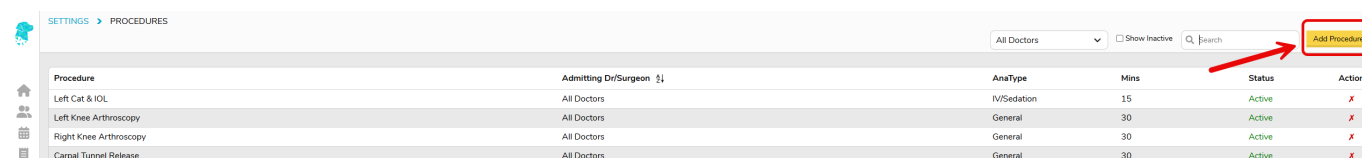
Go to **Settings**



Select **Procedures**



Click **Add Procedure**



1. Complete the **Procedure Name** – This will appear in the **Procedure Notes** dropdown on the **Edit Appointment Screen**.



2. Select an **Anaesthetic Type** – Choose the anaesthetic type that applies to the procedure.

3. Enter the **Minutes** – This sets the default appointment length for the procedure.

4. Assign a **Doctor**– Select the doctor(s) who perform the procedure.

5. Select the **Booking Code 1** - Use this if you'd like to default the primary booking code, especially helpful for sites integrating with an EMR.
6. Select the **Booking Code 2** - Add a secondary booking code if required.
7. Add **Items** - As you add each item, a new line will appear to allow entry of multiple items relevant to the procedure.
8. Add **Other Services** - If the procedure involves prostheses or other quotable services, enter them here. As with items above, a new line will display with each entry, allowing multiple codes to be added as needed.
9. Click **Save**.

[SETTINGS](#) > [PROCEDURES](#) > [ADD PROCEDURES](#)

1

2

3

4

5

6

Procedure

Ana Type

Mins

Doctor

Status Active

Booking Code 1

Booking Code 2

Items 7

Code	Description	Band	Action
			X

Other Services 8

Code	Description	Action
		X

9

Save

Cancel

[SETTINGS](#) > [PROCEDURES](#) > [EDIT PROCEDURES](#)

Procedure

Ana Type

Mins

Doctor

Status Active

Booking Code 1

Booking Code 2

Bilateral Grommets + Tonsillectomy

General

45

PIERCE, Hawkeye

GROM - Grommets

Items

Code	Description	Band
41789	Tonsils or tonsils and adenoids, removal of, in a patient aged less than 12 years (including any examination of the postnasal space and nasopharynx and the infiltration of local anaesthetic), not being a service to which item 41764 applies (Anaes.)	3
41632	Middle ear, insertion of tube for drainage of (including myringotomy), other than a service associated with a service to which item 41626 applies (Anaes.)	2
41632	Middle ear, insertion of tube for drainage of (including myringotomy), other than a service associated with a service to which item 41626 applies (Anaes.)	2

Other Services

Code	Description
BQ004	Ventilation Tubes / Grommet
BQ004	Ventilation Tubes / Grommet

Edit

Procedures will now be listed in the **Procedure Notes** on the **Make and Edit Appointment Screens**.

Procedures that are specifically linked to the doctor that is selected, will also be identified.

Back to Appointments / Make Appointment

POPPY, Princess

MRN 209

File No -

DOB 01/01/1999 (26)

Sex Female

Mobile 0400 000 000

Medicare 4292-45116-6

Veterans -

Allergies

Tape - Rash

Alert

-

Notes

-

Document Alert

-

Booking Details

Location Shaes Private Hospital

Theatre/List Theatre 3 Roster Select Roster

Dr/Surgeon

Surgical Assistant

Other Surgical Assistant

Anaesthetist

Anaesthetic (Primary) General Anaesthetic

Appointment Date 04/11/2025 Time 11:00 Adm #

Appointment Type Super Special Make Recurring Mins 30

Procedure Notes

Bilateral Grommets + Tonsillectomy

Other Notes

Carpal Tunnel

Carpal Tunnel Release

Cataract

Checklist

Cataract

Colonoscopy

Colonoscopy & Gastroscopy

Endoscopic Carpal Tunnel Release

Patient Category

Accom Type FPI I

Provisional DRG Program Status Start Select Episode

Bed Notes

Booking Code 1 Booking Code 2

Food Instructions

Fasting Food Fasting Fluids

Planned Time in Theatre Admission Time Procedure Time

Program NHTP No Inv Hold

Flags ☐ New Patient ☐ Intern Billing ☐ Medical Only ☒ MHR consent

Once a selection is made, you will notice that all pre-set defaults will populate on the screen. Allowing staff to simply complete ONE field, instead of having to enter the data in to ALL THOSE FIELDS!

Back to Appointments / Make Appointment

POPPY, Princess

MRN 209

File No -

DOB 01/01/1999 (26)

Sex Female

Mobile 0400 000 000

Medicare 4292-45116-6

Veterans -

Allergies

Tape - Rash

Alert

-

Notes

-

Document Alert

-

Booking Details

Location Shaes Private Hospital

Theatre/List Theatre 3 Roster Select Roster

Dr/Surgeon

Surgical Assistant

Other Surgical Assistant

Anaesthetist

Anaesthetic (Primary) General Anaesthetic

Appointment Date 04/11/2025 Time 11:00 Adm #

Appointment Type Super Special Make Recurring Mins 45

Procedure Notes

Bilateral Grommets + Tonsillectomy

Other Notes

B I U A

Checklist

☐ OEC Received ☐ OEC Checked ☐ Pre-Admission Contacted ☐ IFC Created ☐ IFC Signed

☐ Admission Form Received ☐ Chart Ready ☐ Consent Received ☐ Post-Discharge Contacted ☐ Documents Scanned

Patient Category

Day Only Start at Day 1 Discharge 0

Accom Type

Accom - Medical Room Type Private

Provisional DRG

Program Status Start Select Episode

Bed Notes

Booking Code 1 GROM - Grommets Booking Code 2

Food Instructions

Fasting Food Fasting Fluids

Planned Time in Theatre Admission Time Procedure Time

Program NHTP No Inv Hold

Flags ☐ New Patient ☐ Intern Billing ☐ Medical Only ☒ MHR consent

Fund Details

Health Fund MPL - Medibank Private Limited

Membership No. 12345678A UPI Excess 0.00 Co-pay 0.00 UI 0.00

Insurance Status Full Fee Claim Details

Items

Code	Description	Band	Session
41789	Tonsils or tonsils and adenoids, removal of, in a patient aged less than 12 years...	3	1
41632	B Middle ear, insertion of tube for drainage of (including myringotomy), other than a...	2	1
41632	B Middle ear, insertion of tube for drainage of (including myringotomy), other than a...	2	1

Other Services

Code	Description	Qty	Date of Srv	Send Invoice To
BQ004	Ventilation Tubes / Grommet	1	04/11/2025	Health Fund
BQ004	Ventilation Tubes / Grommet	1	04/11/2025	Health Fund
		0		

Referring Details

Previous Referrals COLLIE, Border

Referring Doctor COLLIE, Border - 1202354X Add Referring Doctor Referral To

Referral Date 01/10/2025 Period 12 First Consult Site Referral (global) Open Access

For assistance with setting up Procedures to better suit your facilities workflow, contact our friendly support staff:

Email: support@alturahealth.com.au
Phone: (02) 9632 0026

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**.

The screenshot shows the 'Episodes' screen for patient SWAGGER, Bob Lee (08/12/1975 - 49). The top navigation bar includes 'Patient Details', 'Appointments', 'Recalls', 'Accounts', 'Episodes' (selected), 'Communication', 'Chart Tracking', 'Documents', and 'Clinical'. A search bar and buttons for 'Print' and 'Export To' are also present. The main table lists transactions with columns: No., Adm #, Adm. Date, Dis. Date, Status, Nights, Procedure, Other Notes, Fund, Surgeon, and Location. Below this, there's a section for 'Admission Date: 06/06/2025 | Invoices for Admission: 864' with a table of invoices. A red arrow points to the 'Split Transaction' option in the menu of the first invoice (582).

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

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	U/I	\$150.00	\$0.00	\$0.00	\$150.00	06/06/2025 6:56 AM	Shae Darr (Altura)

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	-		\$-650.00	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)

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

The 'Split Transaction' pop-up form asks 'How would you like this transaction split?'. It has two 'Amount' input fields. The first field contains '-650.00' and is highlighted with a red arrow. The second field contains '0.00'. Below these fields, the total amount '\$ -650.00' is displayed in red. At the bottom, there are 'Cancel' and 'Save' buttons.

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.

Colonscopy

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). The top navigation bar includes 'Patient Details', 'Appointments', 'Recalls', 'Accounts', 'Episodes' (selected), 'Communication', 'Chart Tracking', 'Documents', and 'Clinical'. A search bar and buttons for 'Print' and 'Export To' are also present. The main table lists transactions with columns: No., Adm #, Adm. Date, Dis. Date, Status, Nights, Procedure, Other Notes, Fund, Surgeon, and Location. Transaction 582 is highlighted. Below the table, there are sections for 'Admission Date: 06/06/2025 | Invoices for Admission: 864' and 'Invoice: 582 | BUP: 123456'. A red arrow points to the 'Reallocate Transaction' option in the menu for transaction 582.

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 the 'Re-allocate Deposit/Payment - 154 - Bob Lee SWAGGER' pop-up. The title bar includes a close button (X). The main text says 'Select which episode and/or invoice you want to link the deposit of \$-150.00 to.' Below this is a table with columns: Adm. Date, Adm #, Epi #, T, Inv #, Fund Name, and Admitting Dr. The table lists various transactions. A red arrow points to the 'Link Payment' button at the bottom right of the pop-up.

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
- 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:

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	U/I	-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	U/I	-50.00	0.00	-50.00
Total Allocated:							0.00	

Save Cancel

Your New FYDO Dashboard!

We're excited to announce the launch of a **long-awaited update** to your FYDO Dashboard!

The first stage of this update will deliver valuable new content, and allow you to click on links to find helpful information, including:

- **FYDO Updates** – Stay informed with the latest news and insights.
- **FYDO Information** – Have Altura Health contact information at your fingertips.
- **Feature Spotlights** – Learn more about existing FYDO features you may not be using yet!
- **New Feature Announcements** – Be the first to know when new tools and enhancements go live.

Welcome to Your Dashboard

Feature Highlight

FYDO + Preadmit - An unbeatable combination!

Our advanced Preadmit feature simplifies patient onboarding by providing a seamless digital preadmission process. FYDO + Preadmit is the perfect package to ensure a smoother experience for both patients and staff while meeting compliance requirements. Click here for more info on how Preadmit can benefit your facility!

Learn more

Recent Changes

Preadmit Patient Alerts

26 minutes ago

Theatre Roster Updates

6 days ago

SA Cancer Registry Screen

1 day ago

Quick Links

fydo@alturahealth.com.au

(02) 9632 0026

FYDO Wiki Manual

FYDO Hospital Updates

FYDO Clinic Updates

We know many of you have been eagerly awaiting this Dashboard refresh, and this is just the beginning! We'll continue expanding and refining it to give you faster, easier access to the information you need.

Thank you for being part of the FYDO journey — we're thrilled to keep building better solutions for you!

If you have any questions or feedback, feel free to reach out to our Altura Health Team.

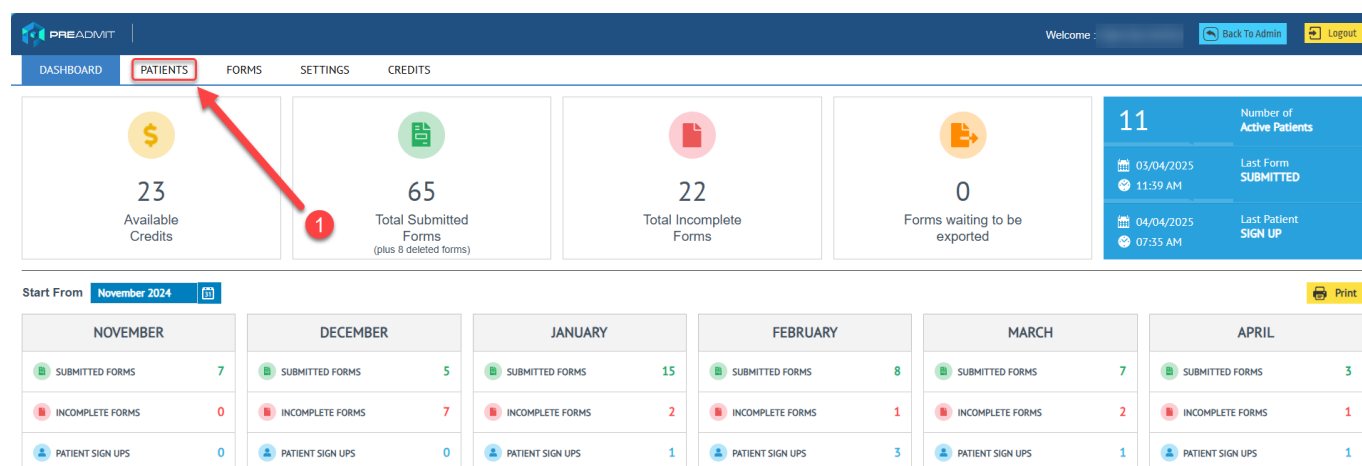
Preadmit - Unblocking a Patient

Patients will have their access to the preadmit portal **temporarily suspended** after 5 incorrect password attempts. If this occurs, they will need to wait **10 minutes** before attempting to log in again. [REDACTED]

If they continue to attempt to log in with the incorrect password, their account will be **permanently suspended**. If this occurs, they will need to contact the hospital directly to have their account **Unblock**. [REDACTED]

If a patient calls and needs to be unblocked, follow these instructions.

Log into your **Hospital Preadmit Portal** and navigate to the **Patients Tab**.

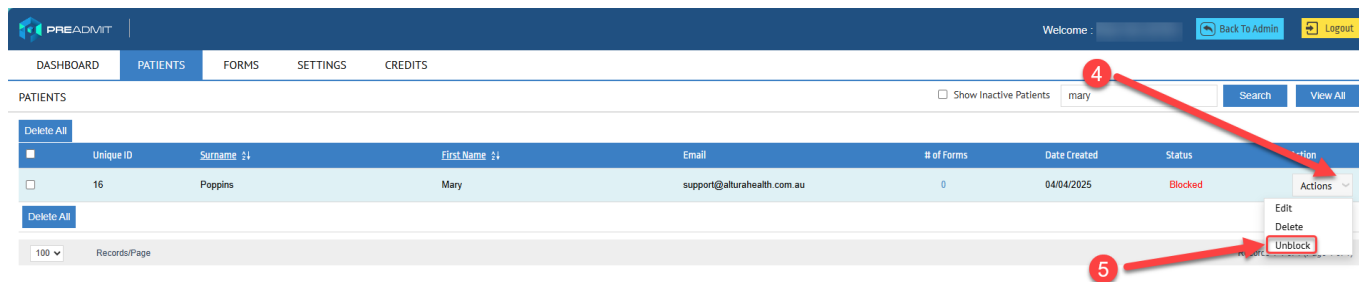


Find the required patient, utilising the **Search** field if required.

The patient will appear as **Blocked** if they have exceeded the initial 10-minute restriction and continued to attempt to log in.

Unique ID	Surname	First Name	Email	# of Forms	Date Created	Status	Action
16	Poppins	Mary	support@alturahealth.com.au	0	04/04/2025	Blocked	Actions

To unblock the patient, click on the **Actions** dropdown and select **Unblock**.



Patient will then need to follow the steps in the below PDF document to **reset their password**.

You are able to **download the below PDF** and send it to the patient if required.

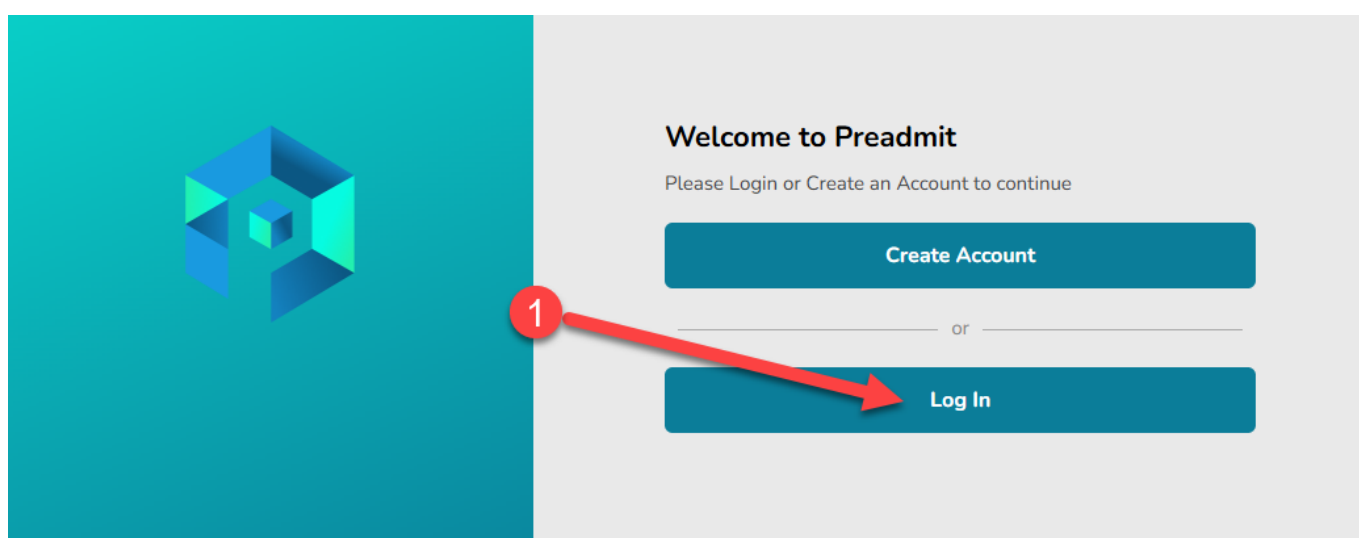
[Preadmit - Resetting Patient Password - Patient InstructionsDownload](#)

[Preadmit - Resetting Password - Patient Instructions](#)

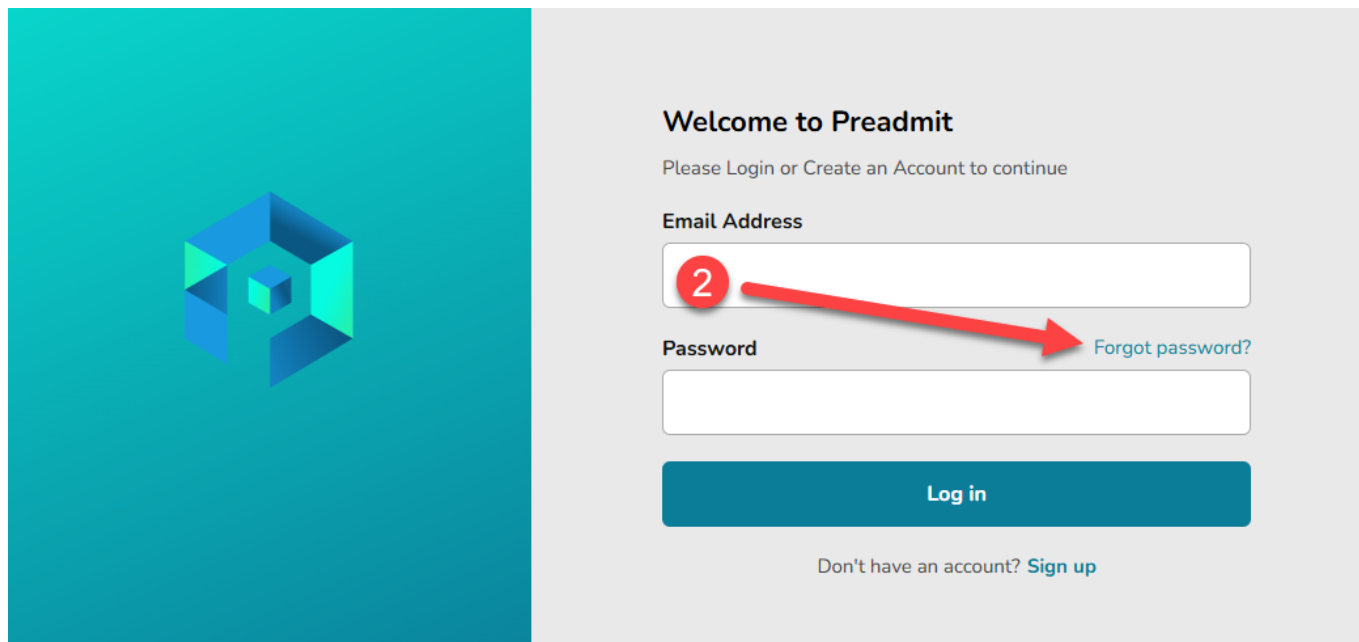
Access to the preadmit portal will be **temporarily suspended** after 5 incorrect password attempts. If this occurs, please wait **10 minutes** before attempting to log in again.

If you continue to attempt to log in with the incorrect password, your account will be **permanently suspended**. If this occurs, you will need to contact the hospital you are attending to have them **Unblock** your account.

You will then be able to navigate to the **Patient Preadmit Portal** and click **Log In**.



Click **Forgot Password?**



The image shows a login page for 'Preadmit'. On the left is a teal background with a 3D geometric logo. On the right is a light gray form area. The form has a heading 'Welcome to Preadmit', a subtext 'Please Login or Create an Account to continue', and two input fields: 'Email Address' and 'Password'. A red circle with the number '2' is next to the email field, and a red arrow points from it to a 'Forgot password?' link. Below the password field is a 'Log in' button. At the bottom is a link 'Don't have an account? Sign up'.

Welcome to Preadmit

Please Login or Create an Account to continue

Email Address

2

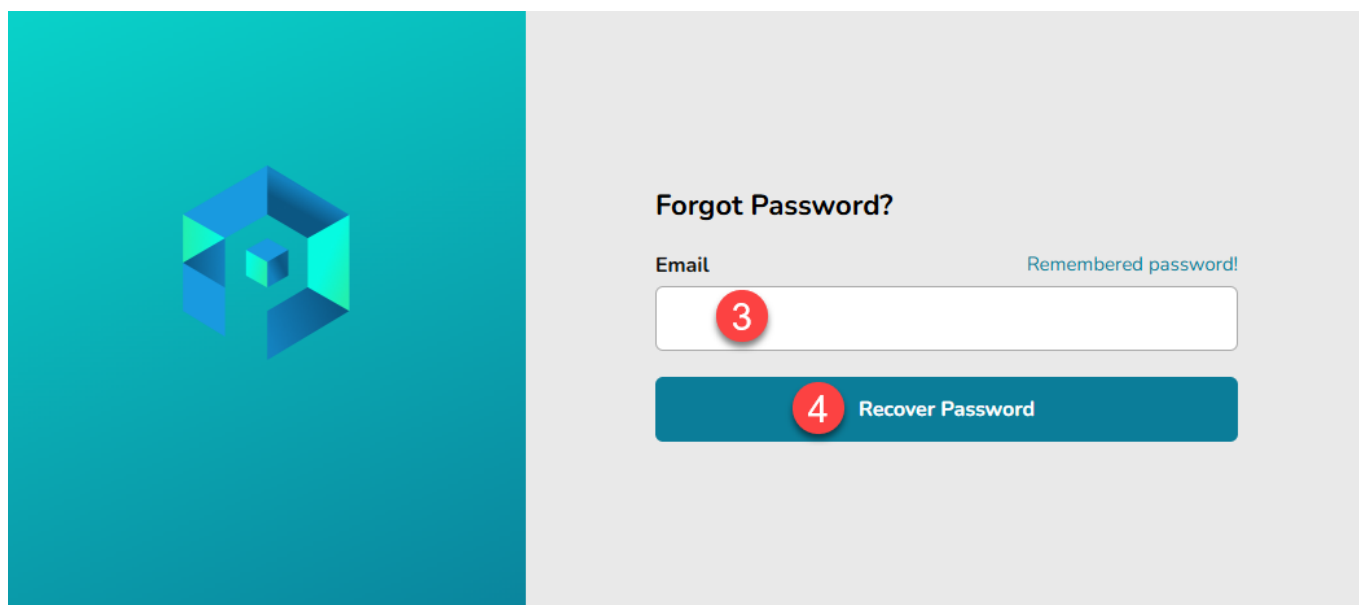
Password

Forgot password?

Log in

Don't have an account? [Sign up](#)

Enter the patients **Email Address** and click **Recover**.



The image shows a 'Forgot Password?' form. On the left is the same teal background and logo as the previous form. On the right is a light gray form area. The form has a heading 'Forgot Password?', an 'Email' input field, and a 'Remembered password!' link. A red circle with the number '3' is next to the email field. Below the email field is a 'Recover Password' button. A red circle with the number '4' is next to the button.

Forgot Password?

Email

Remembered password!

3

4 Recover Password

Check your email address for a link to **reset your password**.

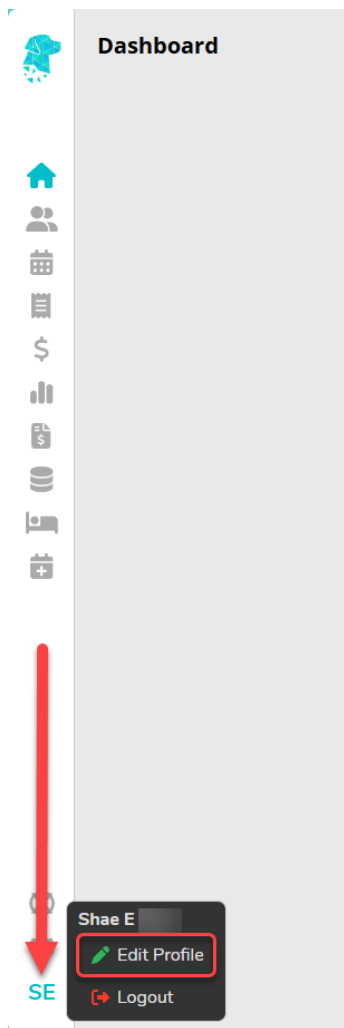
Updating a Username

There may be instances when a user needs to change their name in FYDO. This can be done by the user themselves, by following the steps below.

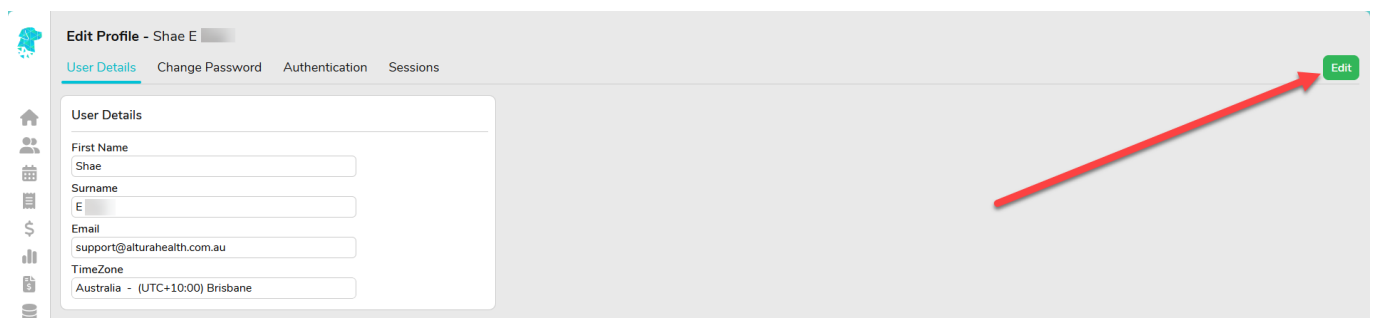


1. Hover over **User Profile** (*Your Initials*)

2. Select **Edit Profile**



3. While on the **User Details** tab, select **Edit**



4. Amend the required **First Name** or **Surname** fields

5. Click **Save**

Edit Profile - Shae E Darr

User Details | Change Password | Authentication | Sessions

User Details

First Name: Shae
Surname: Testing
Email: support@alturahealth.com.au
Timezone: Australia - (UTC+10:00) Brisbane

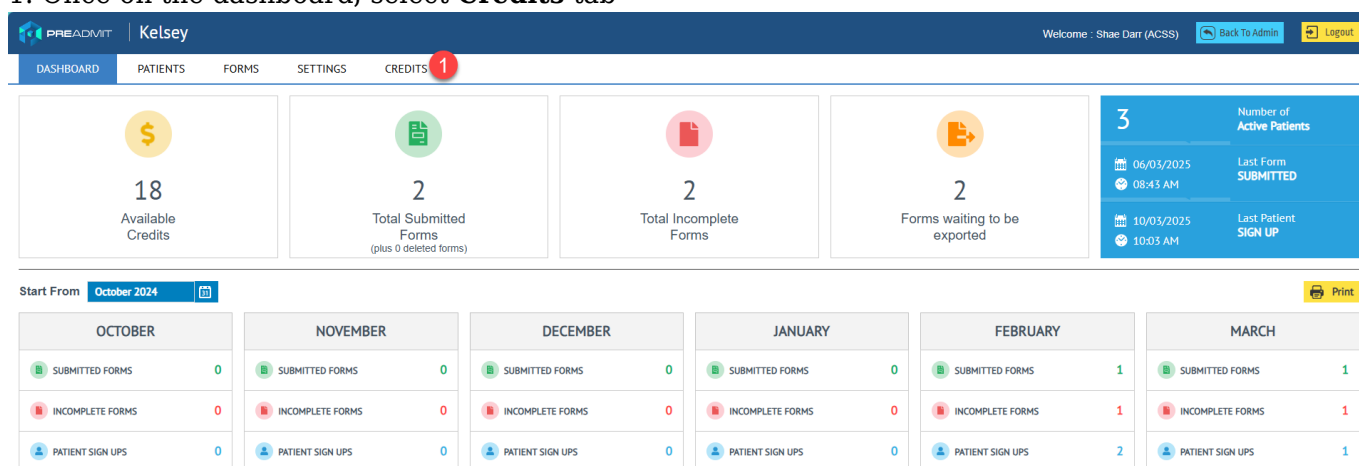
Cancel Save

Preadmit Hospital Portal - Ordering Credits

For patients to submit online pre-admission forms the facility will need to purchase credits.

This can be done from your hospitals Preadmit Portal.

1. Once on the dashboard, select **Credits** tab



The Credits tab there is the ability to:

- Order credits
- Set credit reminders
- See available credits
- View past credit purchases

PREADMIT | Kelsey

Welcome : Shae Darr (ACSS) | Back To Admin | Logout

DASHBOARD | PATIENTS | FORMS | SETTINGS | CREDITS

CREDITS

Credit Reminders: 1st Reminder at 100, 2nd Reminder at 50 | Submit | Cancel

TOTAL ACQUIRED CREDITS: 20 | AVAILABLE CREDITS: 18 **A**

Invoice ID	Date of Purchase	Qty	Amount Paid (\$)	GST (%)	Transaction ID	Status	User	Action
PRE-4529 D	19/02/2025 09:56 PM	20	0.00	0.00	Complimentary	Complimentary	Troy (ACSS)	

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

2. To **Order Credits** select the yellow button on the far right that says 'Order Credits'.

PREADMIT | Kelsey

Welcome : Shae Darr (ACSS) [Back To Admin](#) [Logout](#)

DASHBOARD PATIENTS FORMS SETTINGS **CREDITS**

CREDITS

From Date To Date Search View All **Order Credits** 2

Credit Reminders 1st Reminder at 100 2nd Reminder at 50 [Submit](#) [Cancel](#)

TOTAL ACQUIRED CREDITS : 20 AVAILABLE CREDITS : 18

Invoice ID	Date of Purchase	Qty	Amount Paid (\$)	GST (%)	Transaction ID	Status	User	Action
PRE-4529	19/02/2025 09:56 PM	20	0.00	0.00	Complimentary	Complimentary	Troy (ACSS)	

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

3. **Select the Qty** that you would like to purchase, and the **Unit Price** and **Total Price** will automatically populate.
4. Click **Proceed to Payment**.

PREADMIT | kels

DASHBOARD PATIENTS FORMS SETTINGS **CREDITS**

CREDITS > ORDERING CREDITS

Select Credit Quantity

Qty 3

Unit Price (\$)

Total Price (\$)

[Proceed To Payment](#) 4 [Cancel Order](#)

5. You will then be prompted to enter in the credit card details
6. Click **Submit Credits Order** and the credits will be added to the account as soon as the payment is processed.
7. Click **Set Credit Reminder** on the top left-hand side of the screen to set when you would like to receive reminders about how many credits there are remaining.

DASHBOARD PATIENTS FORMS SETTINGS **CREDITS**

CREDITS

[Set Credit Reminder](#) 7

Invoice ID	Date of Purchase	Qty

100 Records/Page

8. Then enter when you would like to receive the first and second **Credit Reminders**.

This will send notification emails when the number of credits drops to the amount that you have stipulated. A reminder will also be sent when there are 0 credits remaining.

DASHBOARD PATIENTS FORMS SETTINGS **CREDITS**

CREDITS

Credit Reminders 8 1st Reminder at 1st Alert 2nd Reminder at 2nd Alert [Submit](#) [Cancel](#)

Invoice ID	Date of Purchase	Qty	Amount Paid (\$)

Re-Order Patient Screen

Users can customise the **Patient Screen** and display the details that are most relevant to them!

253 - KNIGHT, Kelvin ~ Kel (16/05/1959 - 65) Total 0.00

Patient Details

Title: Mr, Pronouns: He/Him/His, File Number: , External ID:

First Name: Kelvin, Middle Name: , Last Name: KNIGHT, Previous Name:

Preferred Name: Kel, Date of Birth: 16/05/1959, DOB Estimate: ☐

Sex: Male, Gender: Man, or boy, or male

Address: 123 The Lakes Drive, Suburb: FOUNTAIN LAKES, State: VIC, Postcode: 3000

Mobile: , Home: , Work: , Email:

Medicare / DVA

Medicare Number: , Ref: , Expiry: , Eligibility:

Veterans No.: , Veteran Card Colour: , DVA Auth.No: , DVA Auth. Date:

Entitlement Cards

Card Type: , Card Number: , Expiry:

Health Fund

Fund Name:

Membership No.: , UPI: , Insurance Status:

Alias Name: , Alias Surname:

Online Patient Verification (OPV)

Type: Medicare, As at: 03/03/2025, OPV Check:

Last Medicare Check:

Location: Shaes Private Hospital

Health Identifier:

Access to this feature is managed at the User Group level, via **Settings > User Groups**, by amending the option under **Patient** for **Reorder**.

SETTINGS > USER GROUPS > ADMINISTRATION

Group Details

Name: Administration, Description: Administration Employees, Status: ☒ Active

User Permissions

Patient

View: ☒ ON ☐ OFF, Edit: ☒ ON ☐ OFF, Add: ☒ ON ☐ OFF, Clinical: ☒ ON ☐ OFF, Clinical (Delete any): ☒ ON ☐ OFF, Clinical (Delete own only): ☒ ON ☐ OFF

Communication (Delete any): ☒ ON ☐ OFF i

Communication (Delete own only): ☒ ON ☐ OFF i

Communication (Edit): ☒ ON ☐ OFF

Delete: ☐ ON ☒ OFF

Merge: ☐ ON ☒ OFF

Reorder: ☐ ON ☒ OFF

Users with the appropriate access levels can customise the layout of the patient screen by navigating to any patient and selecting **Reorder Content** from the **Menu** in the top-right corner.

253 - KNIGHT, Kelvin ~ Kel (16/05/1959 - 65)

Total 0.00

Edit Bill Patient OPV OEC Label Merge Picture Audit Logs **Reorder Content** EMR Delete Patient

Patient Details

Title Mr Pronouns He/Him/His File Number External ID

First Name Kelvin Middle Name Last Name KNIGHT Previous Name

Preferred Name Kel Date of Birth 16/05/1959 DOB Estimate

Sex Male Gender Man, or boy, or male

Medicare / DVA

Medicare Number Ref Expiry Eligibility

Veterans No. Veteran Card Colour DVA Auth.No

Entitlement Cards

Card Type Card Number Expiry

Health Fund

Fund Name

This allows users to choose which groups of information are visible and hide irrelevant details using the eye icon.

Reorder Content

Left Side

Patient Details

Referring Details

Other Information

Right Side

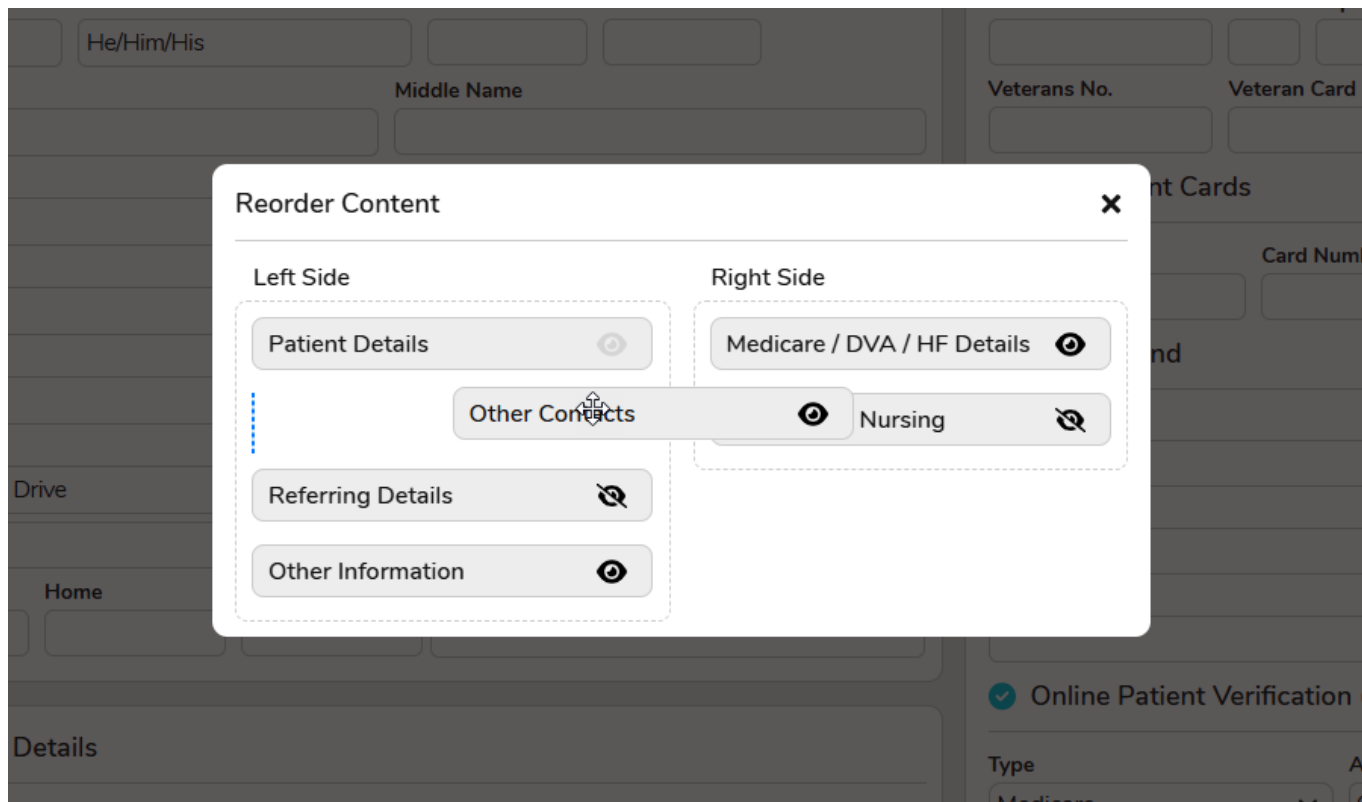
Medicare / DVA / HF Details

Other Contacts

Community Nursing

Reset Order Cancel Save Order

Information groups can also be **Reordered** by dragging them to the appropriate spot. The layout can be displayed across two columns or condense it into a single column if needed.



Once the desired order has been selected, click **Save Order** and the view will be displayed whenever the **Patient Screen** is opened.

