



Obtaining ATSI Statistical Data (Hospital)

From time to time, it will be necessary to report on Aboriginal & Torres Strait Islander statistics. FYDO makes this extremely easy using the Episode Stats report.

1. Select **Reports** from the main menu
2. Select **Episode Stats**

3. In the **Group By (Primary)** field select **Indigenous**
4. Select the date range required in the **From & To** fields
5. Click **Update**


The report will give you the total number & percentage total of episodes that fall under each category.



SMS Template Examples

FYDO allows users to easily & efficiently send SMS/Text Messages to patients' & pick-up contacts. Templates can be added to FYDO to allow users to send different types of pre-set messages with the click of a button.

SMS templates use "tokens" to draw information from the patients' appointment & populate the message with the patients' relevant information.

Below are some examples of text message templates that facilities can use, along with the tokens that will need to be added to ensure the templates work for all patients.

SMS Templates can be added to FYDO by following the instructions in this link:

[Adding SMS Templates to FYDO](#)

Pre-Admission Text

Dear <<patFirstN>>, Your appointment at <<EpLoc>> with <<EpDocTitle>> <<EpDocLastN>> on <<EpDayL>> <<EpAdmDate>> will be at <<Time12h>>. Please reply YES to confirm your appointment. Many Thanks



Payment Reminder

Dear <<patFirstN>>, When you arrive for your appointment with <<EpDocTitle>> <<EpDocLastN>> on <<EpAdmDate>> your out of pocket expense will be \$<<EpExcessCo>>. This is payable on admission. Please reply YES to confirm you are aware of your hospital fee or call <<EpPhone>> if you have any queries. Many Thanks



Preadmit Paperwork Reminder

Dear <<patFirstN>>, Please click on the link below to complete your admission forms for your appointment on <<EpAdmDate>> at <<Time12h>>. **Add preadmit URL in here.**



Fasting Times

Dear <<patFirstN>>, In preparation for your procedure on <<EpAdmDate>> at <<Time12h>> please ensure you cease eating food at <<TimeFF12h>> and have no further fluid after <<TimeFW12h>>. Please contact <<EpLoc>> on <<EpPhone>> if you have any queries. Many Thanks



Patient Experience Survey

Dear <<patFirstN>>, Thank you for visiting <<EpLoc>> on <<EpAdmDate>>. If you would like to give feedback regarding your admission, please follow the link below. **Add patient survey URL in here.**



Dear <<patfirstn>>, Thank you for attending <<EpLoc>>. We are committed to continuous improvement and would value your feedback. Please click on the following link to complete our online survey. **Add URL to patient survey here.**



Pre-Operative Phone Call Reminder

Dear <<patFirstN>>, Please contact <<EpLoc>> on <<EpPhone>> to speak with our nurses regarding your appointment on <<EpAdmDate>>. Many Thanks



Change of Admission Time

Dear <<patFirstN>>, Your admission time for your appointment on <<EpAdmDate>> has changed. Please now arrive at <<EpLoc>> at <<Time12h>>. Many Thanks



Post-Operative Message

Dear <<patFirstN>>, We hope you are recovering well following your procedure at <<EpLoc>> on <<EpAdmDate>>. Please contact us on <<EpPhone>> if you have any concerns or queries. Many Thanks



Estimated Pick Up Time for Patient

Dear <<patFirstN>>, your admission time on <<EpAdmDate>> will be <<Time12h>>. We anticipate that you will be ready for collection from <<EpLoc>> at <<TimeP12h>>.



Estimated Pick Up Time for Pick Up Person

Dear <<PUfirstn>>, we anticipate that <<patFirstN>> will be ready for collection from <<EpLoc>> at <<TimeP12h>>. Please alert staff at reception when you arrive. Many Thanks



Pick Up Person - Patient Ready

Dear <<PUfirstn>>, <<patFirstN>> is now ready to be collected from <<EpLoc>>, <<EpLocAdd1>> <<EpLocSub>>. Please report to reception on arrival. Many Thanks



Dear <<PUfirstn>>, Please return to <<EpLoc>> at <<EpLocAdd1>> <<EpLocAdd2>> <<EpLocSub>> as <<patFirstN>> is now ready to be discharged. Many Thanks



Outstanding Account

Dear <<patFirstN>>, following your procedure at <<EpLoc>> your account was finalised & there is now an outstanding amount payable by you. Please call <<EpPhone>> to arrange payment. Many Thanks



Hospital Invoicing / Billing an Episode - Simple

Once the episode is complete, an invoice can be raised to a health fund or patient.
For an invoice to be raised, the episode needs to be:

- Admitted
- Discharged
- Theatre Complete tick box checked (*depending on the facility requirements*)
- Coding Grouped (*depending on the facility requirements*)

1. Open the **Appointments Screen** and locate the required episode
2. **Right Click** to reveal the menu & select **Create Invoice**



3. The **Create Invoice** page will display with the following necessary information:



- a. All patient information specific to the episode
- b. Billing information including:
 - Billing Type
 - Theatre Times
- c. Procedure Items being billed
- d. Other Services being billed
- e. The **Bill To** feature allows other services to be billed to the patient or a third-party company, even if the main invoice is being billed to a health fund. Selecting **Patient** from this dropdown will create a separate invoice/invoice number for the patient account
- f. The **Financial Notes & Episodes notes** fields will reflect notes that have been entered into the patients' Episodes screen.

4. As long as all required information has been previously entered into the **Theatre Screen**, there should be few reasons that anything on the Create Invoice page needs to be amended

5. Click **Proceed to see charges**



6. The invoice information is displayed, including:
 - Accounting Period (That the revenue will be applied to)
 - Bill Type
 - ECLIPSE transmission status

7. The **Accommodation** charges will be shown

8. The **Theatre & Other Services Charges** will be displayed

9. **GST** can be amended with a **Right Click** in the **GST Field**

10. Custom **Invoice Messages** are able to be added. (*Invoice Message Templates can also be added in **Settings > Invoice / IFC Messages**, so that they can easily be selected from the dropdown list*)

11. Invoice template can be selected

12. **Print & Save** can be selected when the invoice isn't able to be sent via ECLIPSE & the user requires a printed or PDF copy of the invoice

13. **Save** can be selected when the invoice **is** able to be transmitted electronically via ECLIPSE & the user does not require a hard copy of the invoice

Once the user has selected Save for an invoice that can be transmitted electronically via ECLIPSE, they will then need to send this invoice by following the FYDO wiki instructions

[Claiming Hospital - Not Yet Sent](#)

For a more detailed explanation of FYDO invoicing please see:

[Hospital Invoicing / Billing an Episode Detailed](#)

[Hospital Invoicing / Billing an Episode - Detailed](#)

Once the episode is complete, an invoice can be raised to a health fund or patient. For an invoice to be raised, the episode needs to be Admitted & Discharged. Depending on the requirements that the facility has stipulated in System Configuration, the Theatre Complete tick box may need to be ticked in order to confirm the item numbers are correct for billing. And the episode may need to be Grouped in order for billing to be able to be done.

A simple invoicing & billing explanation can be found at:

[Hospital Invoicing / Billing an Episode - Simple](#)

1. Navigate to the **Appointments Screen**
2. Use the **Search** field to locate the required episode or
3. Use the **Calendar** to select required date & **Theatre Tabs** to select required theatre
4. Locate required episode & **Right Click** to reveal the menu
5. Select **Create Invoice**
6. The **Create Invoice** page will display with the following necessary information:
 - a. All patient information specific to the episode
 - b. The health fund being invoiced
 - c. **Billing Type** can usually be left as default. This allows FYDO to review the fees entered for the health fund & bill accordingly by **Casebase, Per Diem** or **DRG**
 - d. The Status of the invoice being billed: either Full Fee or Basic Fee
 - e. The Accommodation Type
 - f. The anaesthetic type being billed
 - g. The theatre times that the invoice will be based on
 - h. The Mode of Separation
 - i. The items being billed
 - j. The **Other Services** being billed
 - k. The **Re-order Item Numbers** tick box allows users to keep the item numbers in the order they have been entered in. However, if this box is checked, then FYDO will order the item numbers from highest to lowest banding
 - l. The **Bill To** feature allows other services to be billed to the patient or a third-party company, even if the main invoice is being billed to a health fund. Selecting **Patient** from this dropdown will create a separate invoice/invoice number for the patient account
 - m. The **Financial Notes & Episodes notes** fields will reflect notes that have been entered into the patients' Episodes screen.
7. As long as all required information has been previously entered into the **Theatre Screen**, there should be few reasons that anything on the Create Invoice page needs to be amended
8. Click **Proceed to see charges**
9. The **Accounting Period** date, which the revenue will be applied to, is displayed. *(The default date that is selected in this field is set in Settings > System Configuration)*
10. The **Bill Type** that has been used will be displayed
11. The invoice's ability to be transmitted via ECLIPSE will be shown with the tick box
12. The **Accommodation** charges will be displayed
13. The **Theatre & Other Services Charges** will be displayed

14. **GST** will be displayed if the fees for that item have been set up to include GST. Otherwise, users are able to calculate the GST amount by **Right Clicking** in the **GST Field**
15. Custom **Invoice Messages** are able to be added & the user is able to type the required messages. However, Invoice Message Templates can also be added in Settings > Invoice / IFC Messages so that they can easily be selected from the dropdown list
16. FYDO allows for multiple Invoice Templates to be added. A default template can be set, but if another template is required, it can be selected from the Template dropdown
17. **Print & Save** can be selected when the invoice isn't able to be sent via ECLIPSE & the user requires a printed or PDF copy of the invoice
18. **Save** can be selected when the invoice **is** able to be transmitted electronically via ECLIPSE & the user does not require a hard copy of the invoice

Once the user has selected Save for an invoice that can be transmitted electronically via ECLIPSE, they will then need to send this invoice by following the FYDO wiki instructions [Claiming Hospital - Not Yet Sent](#)






[Opening the Theatre on a Non-Standard Day / Weekend](#)

FYDO allows users to have the available theatre times & default appointments to be set for every day. However, sometimes facilities will have the need to open a theatre on a day that it would usually not be opened on. This can easily be done in FYDO by adding a Non-Standard Day to your theatre by following the instructions below.

1. Open **Settings**
2. Select **Theatre Data**
3. Double Click on the required Theatre
4. Select tab **Add Non-Std Days**
5. Selected the required **Date** or click the **Close Day** tickbox to close the theatre for a day that is usually open
6. Select the **Start Time** that the theatre will be available from
7. Select the **End Time** that the theatre will be available to
8. Once the Start Time & End Time have been entered, the appointments will populate with the Default Appointment Type for this theatre
9. The **Appointment Type** can be amended using the dropdown under the **Type** column
10. Once all required settings are added, click **Save**
11. Once Non-Standard dates have been added, a new tab **View Non-Std Days** will be available where users are able to view all non-standard entries
12. The user is able to **View** the appointment times
13. The non-standard day is also able to be **Deleted** by selecting the checkbox on the left to display the bin

[Unadmit or Undischarge a Hospital Episode](#)


If an episode is accidentally admitted or discharged, the user can Un-admit or Un-discharge following the steps below.

1. Navigate to the appointment that needs to be Un-admitted and/or Un-discharged
2. Use the **Right Click Menu** to select **Episodes**

3. If the episode has been admitted, **& discharged**, Right Click on the required Episode and select
Un-discharge

4. The user will be asked to **Confirm** that they are sure they want to un-discharge the episode.

5. The Right Click process will need to be repeated to then **Un-admit** the episode

6. The user will again be prompted to **confirm** that they want to un-admit the episode.

7. Once this process has been followed, click **Back to Appointments** and the episode will have been returned to the status of **B** for **Booked**


[Hospital Cancer Registry Data](#)

FYDO gives users the ability to enter Cancer Registry information & export the data for ease of submission.

Once the coding has been entered, by following the instructions on [Hospital Coding](#), you are able to click on the **Cancer Registry** icon.

 This will open up a screen that allows you to **Add Cancer Information**.

 Once in the Cancer Registry screen, enter all relevant information for your state & click **Save**.



 The Cancer Registry Data can then be exported in the same manner that you export all your monthly data.

For more information on Data Extracts, see [Hospital Data Extracts](#)

[Hospital Health Fund Fees - Same Day Fees](#)

Set Up

When new contracts are negotiated with health funds, amended fees need to be loaded into FYDO to facilitate a seamless IFC & Billing process.

1. Fees can be entered in **Settings > Hospital > Fees Setup**

2. For multi location databases, ensure the correct **Location** is selected
3. Use the **Fund** drop down to select the required health fund
4. The **Start of Current Fee** date indicates the date that the **Current Fees** will be utilised from. Any episode from before the start date will utilise the **Old Fees**
5. The **End of Current Fee** date indicates the date that the **Current Fees** will expire. Users will still be able to create IFC's for admissions after the End of Current Fee date. However, the system will prohibit billing for episodes that fall after this date. *(This date isn't mandatory. However, it is a good way to ensure accounts aren't accidentally billed at outdated prices)*
6. The **Same Day Fees** tab contains the **Same Day Accommodation Fees** and the **Theatre Banding Charges**
7. Users are also given the ability to **Print** the health fund fees, for the selected fund
8. To edit these fees, click the **Edit** button

9. Once in edit mode, you will be able to amend the **Start of Current Fee & End of Current Fee** dates to indicate when the new contract fees apply
10. Use the **More Actions** drop down to **Click to Move Current Fees to Old Fees before the new fees are entered**. This will replicate all the current accommodation fees into the **Old Fees** columns
11. Enter the new fees in the **Full Fee** column for the corresponding bands. *(C is for Type C procedures)*
12. Once all Full Fees are entered, use the **More Actions** dropdown, and select **Click to Move Charge into Full Rebate**. This will copy all fees from the **Full Fee** column over into the **Full Fee Rebate** *(Do not do this step for un-insured fees or for other 'funds' that don't attract a rebate)*
13. Depending on the contract agreement, facilities may need to add the **Full Fee** amount into the **Basic Fee** column. This can easily be done by using the **More Actions** drop down.
14. Repeat the same steps 10 > 12 for the **Theatre Banding Charges** on the right side of the screen
15. Click **Save**

For further information on how to set up fees, please visit our pages:

[Other Settings](#)

[Casebase Fees](#)

[Casebase Multi Fees](#)

[DRG Fees](#)

[Overnight Accommodation Fees](#)



[Hospital Health Fund Fees - Other Settings](#)

When new contracts are negotiated with health funds, amended fees need to be loaded into FYDO to facilitate a seamless IFC & Billing process.

The **Other Settings** tab allows the entry of the **Banding Percentages Breakdown**, along with more specific information regarding health fund contracts.

For more information on adding **Same Day Fees**, please see our page

[Hospital Health Fund - Same Day Fees Setup](#)

1. Fees can be entered in **Settings > Hospital > Fees Setup**

2. For multi-location databases, ensure the correct **Location** is selected
3. Use the **Fund** drop down to select the required health fund
4. The **Start of Current Fee** date indicates the date that the **Current Fees** will be utilised from. Any episode from before the start date will utilise the **Old Fees** (*See Same Day Fee Instructions to amend these dates*)
5. The **End of Current Fee** date indicates the date that the **Current Fees** will expire. Users will still be able to create IFC's for admissions after the End of Current Fee date. However, the system will prohibit billing for episodes that fall after this date. (*This date isn't mandatory. However, it is a good way to ensure accounts aren't accidentally billed at outdated prices*)
6. Select the **Other Settings** tab
7. Click **Edit**
8. Enter all details relevant to the particular contract (*hover over the  for further details & information pertaining to the relevant field*)
9. Enter the **Theatre Banding Percentages** to ensure the system calculates the percentage breakdown of the subsequent theatre items correctly. If there are old fees entered, ensure that the percentage breakdown is also entered in the **Old** column
10. Enter the **Casebase Banding Percentages** to ensure the system calculates the percentages breakdown for subsequent casebase items correctly. If there are old fees entered, ensure that the percentage breakdown is also entered in the **Old** column
11. Enter all **Miscellaneous Fees** relevant to the particular contract
12. Click **Save**

For further information on how to set up fees, please visit our pages:

[Casebase Fees](#)

[Casebase Multi Fees](#)

[DRG Fees](#)

[Overnight Accommodation Fees](#)

[Hospital Health Fund Fees - Casebase Fees](#)

When new contracts are negotiated with health funds, amended fees need to be loaded into FYDO to facilitate a seamless IFC & Billing process.

The **Casebase Fees** tab allows the entry of any contracted **All Inclusive Procedure Fees**.

For more information on adding Same Day Fees, please see our page
[Hospital Health Fund Fees - Same Day Fee Set Up](#)

1. Fees can be entered in **Settings > Hospital > Fees Setup**
2. For multi-location databases, ensure the correct **Location** is selected
3. Use the **Fund** drop down to select the required health fund
4. The **Start of Current Fee** date indicates the date that the **Current Fees** will be utilised from. Any episode from before the start date will utilise the **Old Fees** (*See Same Day Fee Instructions to amend these dates*)
5. The **End of Current Fee** date indicates the date that the **Current Fees** will expire. Users will still be able to create IFC's for admissions after the End of Current Fee date. However, the system will prohibit billing for episodes that fall after this date. (*This date isn't mandatory. However, it is a good way to ensure accounts aren't accidentally billed at outdated prices*)
6. Select the **Casebase Fees** tab
7. Click **Edit**
8. If entering an amended contract, use the **Actions** dropdown to select **Move to Old Charge before the new fees are entered**. This will replicate the Current fees across to the Old Fees columns
9. Use the bottom row to **add new items**
10. Use the to remove any items that are no longer required
11. Enter the item number in the **MBS** column
12. Enter the casebase fee, listed in the contract, in the **Casebase** column
13. If there is a procedure fee associated with the item number, it can be entered into the **Procedure** column
14. Select the relevant **Type** for the item being added.
Standard will prompt FYDO to bill just the fee documented in the Casebase column & no accommodation fee will be added
PerDiem-Proc will add an the relevant accommodation fee to the procedure fee
PerDiem-Case will add the relevant accommodation fee to the casebase fee
15. The **DVA** column is where the DVA codes are added (e.g. the "**H**" codes etc.). NB. All DVA items, with an associated item number, will need to be entered with the item number in the MBS column & will need to be billed using the MBS item number. FYDO will then send the associated DVA code via ECLIPSE to ensure claims are transmitted successfully
16. Tick the **GST** box if the fee that has been entered is **inclusive of GST**
17. Tick the **Exclude Other Services** box if the other services/prosthesis are unable to have a charge raised when billed with the item number. E.g., If a contract stipulates that any prosthesis used is included in the casebase fee. *NB for this function to work, each applicable prosthesis code will need the **Exclude fee when billing** tick box ticked.*
18. Once all details have been entered click **Save**

For further information on how to set up fees, please visit our pages:

[Other Settings](#)

[Casebase Multi Fees](#)

[DRG Fees](#)

[Overnight Accommodation Fees](#)