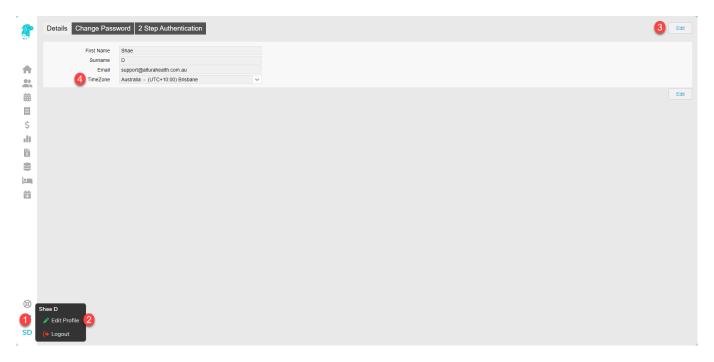
## How to change user's timezone

Need to change your timezone? Read on to learn how!

*Note: This setting is unique to the user. Therefore, each user will need to check their own timezone settings.* 

- 1. Hover over the **profile icon** (Your Initials)
- 2. Click on Edit Profile.
- 3. Select **Edit**
- 4. Select the desired **TimeZone**.



Click Save and you're all done! You have successfully updated your TimeZone on this profile.



# **Adding MBS Item Numbers - Hospital**

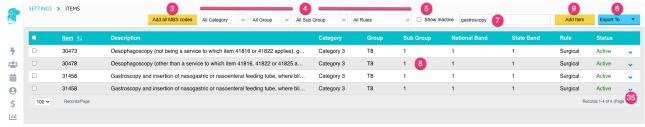
Adding or amending an MBS item in FYDO for the purpose of updating descriptions, adding facility specific cosmetic codes or removing items that are no longer needed.

The item numbers are updated in FYDO with each National Procedure Bandings Update.

Facilities will be responsible for updating the Theatre Band (State) according to their relevant contracts.

1. Go to **Settings** 

2. Select Items from the General menu



- 3. **Add all MBS Codes** will update all items in your FYDO system according to the current National Procedure Bandings.
- 4. Use the **filters** to search specific categories or groups etc
- 5. Use the **Show Inactive** tick box to view any items that have been made inactive in the database
- 6. Use the **Export To** option to export the list that is shown on the screen to an Excel spreadsheet
- 7. Use the **Search** field to find a specific item number or key word to determine if the item is already in the system. *All items that include the searched information in the description will also appear*
- 8. If the required item number displays, **double click** anywhere on the line to open the information
- 9. If the required item number doesn't appear, and it needs to be added, click **Add Item**



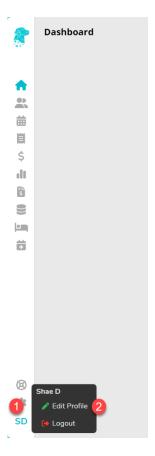
- 10. Add the item number, or desired code, into the **Number** *NB*. This field will never be editable after it has been created & saved
- 11. Add the description for the item into the **Procedure Name** (*The Number & Procedure Name fields are both mandatory fields that are required to add an item*)
- 12. The **Notes** field is available for any notes that may be required that relate to the item. It has no effect on how the item number is billed or displayed & can only be seen by navigating to this screen
- 13. **Linked Procedures** give the ability to add ICD procedure code base items to link to this item number. This can make coding the ICD procedures easier. (Hovering over the for the explanation of this field at any time)
- 14. **Category, Group & Sub Group** are fields that will pre-populate when a real MBS item number is added. FYDO will look up all these values, from the MBS Schedule, and import them. These values will be updated whenever a new MBS update is loaded & there is no need to edit these manually
- 15. **Item Type** is a field that can help categorise the item being entered. (*NB. These Item Types can be added by going to Settings, Item Types & clicking Add Item Type)*. This field allows the user to allocate items to a group (e.g., cardiology, consults etc) and to run reports on the items that are grouped together by the category
- 16. **Qty on Hand** can be used in conjunction with the item type
- 17. **Modal** is not required for hospitals (this is a clinic related field)
- 18. **Rule** is used to determine the rules to apply step downs etc for doctor billing
- 19. **100% Rebate** is to be ticked when the Medicare benefit is 100%, rather than 85% for in room services and is only applicable for doctor billing

- 20. **R-Type** is to be ticked if the item requires a referral. NB. This only relates to radiology/imaging items for doctor billing
- 21. **Stock Item** is not required for hospitals (this is a clinic related field)
- 22. **Ask Quantity** is not required for hospitals (this is a clinic related field)
- 23. Use the following to ensure the item is classified correctly, according to the relevant banding & accommodation types:
  - Theatre Band (National) will be updated by FYDO automatically
  - Theatre Band (State)
  - Day Type will be updated by FYDO automatically
  - Patient Class will be updated by FYDO automatically
  - DVA Accommodation
- 24. Tick **Same Day Accom Band 1 Override** if the item number can only have a band 1 accommodation billed in conjunction with it, regardless of the anaesthetic type or length of procedure
- 25. Tick **Accom Item** if the item being entered is required to be billed as an accommodation fee, as per the health fund contract
- 26. Tick **Eclipse Code Mapping** if the code being entered requires mapping to be able to be sent via Eclipse for billing. E.g., COL1, PKG38 or D001
- 27. Tick **Item Excluded from PSG** to exclude the item from the IHC PSG/MSG segment when being sent via eclipse. E.g., for NIB endoscopy claims
- 28. Tick **Miscellaneous/ADA Code** if the item is required to show in the Miscellaneous code section for data submission, instead of in the MBS code section. Commonly used for dental codes
- 29. Tick **Timebase** if this item is required to be billed according to the time it takes. Ticking this box will alert the system to look in the Timebase Fees set up for the chargeable fee
- 30. Click Save
- 31. To **Deactivate** an item number, follow steps 1-4 above & click **Edit**
- 32. Un-tick the **Active** box & the word will change to **Inactive**
- 33. Click **Save**
- 34. To **Re-Activate** an item, simply tick the **Inactive** box again & click **Save**
- 35. To remove an item number all together click on the Blue Drop Down Arrow on the right of the screen (as seen in the first image above) and click **Delete item**
- 36. You will be asked to confirm that you want to delete the item. Click Yes

## Resetting a Users Mobile Number

If a user needs to amend the mobile number, that is used for 2 step authentication, they can follow the instructions below.

Using the email option for 2 Step Authentication will allow you to received the code via email to be able to log in without the old mobile number. Once logged in you will be able to:



- 1. Hover over the **User** icon (Your Initials)
- 2. Select Edit Profile
- 3. Select 2 Step Authentication tab
- 4. Click **Edit**
- 5. Select **Yes** to the question **Would you like to reset mobile?**
- 6. Click Save

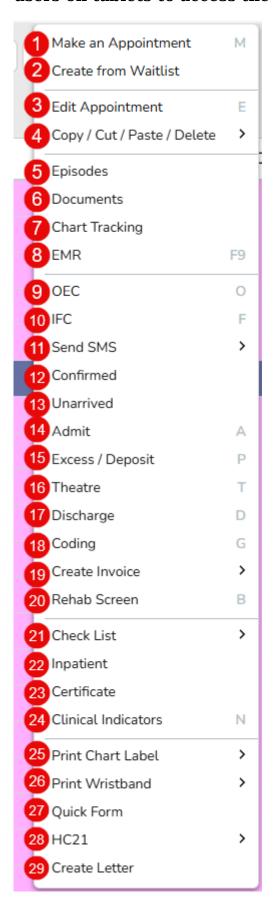


The next time you log in you will be prompted to set a new mobile number.

# <u>Hospital Appointments Screen - Right Click</u> <u>Menu</u>

Most functions available in the Appointments Screen can be accessed by selecting the required episode & using your mouse to right click. This menu can also be accessed with a single click on the appointment time which allows

#### users on tablets to access the menu as well.



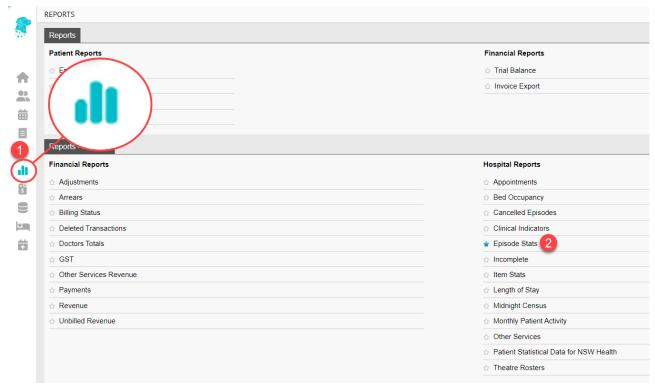
- 1. Make an Appointment allows users to add a booking
- 2. Create from Waitlist allows a booking to be made using a patient on the Waitlist
- 3. Edit Appointment allows users to amend an existing booking

- 4. Copy / Cut / Paste / Delete allows users to copy, cut or past an existing booking or delete
- 5. **Episodes** gives a list of all episodes for the selected patient, along with financial information
- 6. **Documents** displays all documents that have been generated in or scanned into FYDO
- 7. **Chart Tracking** allows for chart movement to be tracked
- 8. **EMR** will be displayed if the facility integrates with an external Electronic Medical Record system
- 9. **OEC** is where users will go to perform an Online Eligibility Check for the patient for that admission
- 10. **IFC** is where users will go to generate an Informed Financial Consent for the episode
- 11. **Send SMS** gives the user the option to send an SMS to the patient or to their pickup person
- 12. **Confirmed** gives users the option to make appointments as confirmed
- 13. **Arrived / Unarrived** gives users the ability to mark patients as arrived as they present to the facility
- 14. **Admit** is the page where the admission time & information is recorded
- 15. **Excess/Deposit** is where a receipt for a patient payment can be generated
- 16. **Theatre** is where all the theatre times, item numbers and other services etc. are recorded
- 17. **Discharge** is the page where the discharge time & information is recorded
- 18. **Coding** is the page that the relevant diagnosis & procedure codes are entered & where the episode can be grouped
- 19. **Create Invoice / Other Service Only Invoice** is where users will go to invoice the episode
- 20. **Rehab Screen** is used for recording rehabilitation information
- 21. **Check List** allows users to mark off tasks easily & efficiently as they are complete e.g., OEC, IFC, Consent Form etc
- 22. **Inpatient** is where information regarding scheduled inpatient procedures, bed allocation & leave can be recorded
- 23. **Certificate** is where Type C, Type B, psychiatric etc certificates can be entered into FYDO to be transmitted electronically via ECLIPSE
- 24. **Clinical Indicators** is where certain indicators relating to the episode can be recorded. This feature allows for efficient collation of statistical data
- 25. **Print Chart Label** is where labels can be printed for the patient chart
- 26. **Print Wristband** is where a wristband label can be printed for the patient
- 27. **Quick Form** allows users to print other forms that have been loaded into the database. For example, Discharge Summaries
- 28. **HC21 (Left, Right and Back)** for the patient to sign (*left*), for the facility to complete and sign (*right*) and for the surgeon to complete if a certificate is required (*back*)
- 29. Create Letter allows users to create letters in FYDO from preloaded templates

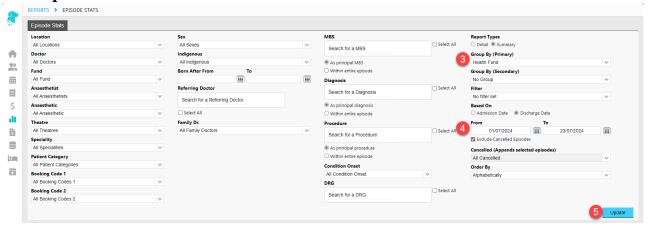
## **Obtaining ATSI Statistical Data (Hospital)**

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.

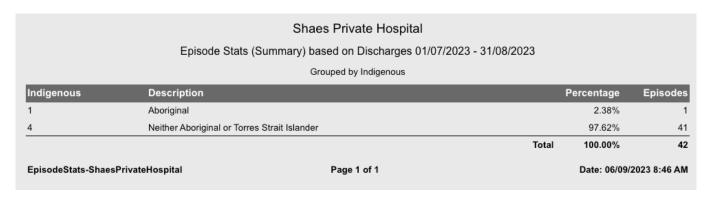
- 1. Select **Reports** from the main menu
- 2. Select **Episode Stats**



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

Text

Dear Georgy, Your appointment at Shaes Private Hospital with Dr PIERCE on Wednesday 23/08/2023 will be at 09:40 AM. Please reply YES to confirm your appointment. Many Thanks

#### **Payment Reminder**

Dear <<pre>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

Text

Dear Georgy, When you arrive for your appointment with Dr PIERCE on 23/08/2023 your out of pocket expense will be \$300.00. This is payable on admission. Please reply YES to confirm you are aware of your hospital fee or call 07 5444 4444 if you have any queries. Many Thanks

#### **Preadmit Paperwork Reminder**

Dear <<pre>Pear <<pre>Pear <<pre>Pease click on the link below to complete your admission forms for your appointment on <<EpAdmDate>> at <<Time12h>>. Add preadmit URL in here.

Text

Dear Georgy, Please click on the link below to complete your admission forms for your appointment on 23/08/2023 at 09:40 AM. https://www.preadmit.com.au/patient/kelsey

#### **Fasting Times**

Dear <<pre>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

Text

Dear Georgy, In preparation for your procedure on 23/08/2023 at 09:40 AM please ensure you cease eating food at 03:40 AM and have no further fluid after 07:40 AM. Please contact Shaes Private Hospital on 07 5444 4444 if you have any queries. Many Thanks

#### **Patient Experience Survey**

Dear <<pre>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.

Text

Dear Georgy, Thank you for visiting Shaes Private Hospital on 23/08/2023. If you would like to give feedback regarding your admission, please follow the link below.

https://www.patientexperience.com.au/patient/shaesprivatehospital

Dear <<pre>Pear <<pre>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.

Text

Dear Georgy, Thank you for attending Shaes Private Hospital. We are committed to continuous improvement and would value your feedback. Please click on the following link to complete our online survey. https://www.patientexperience.com.au/patient/shaesprivatehospital

#### **Pre-Operative Phone Call Reminder**

Dear <<pre>Pear <<pre>Pear <<pre>Phone

Dear <<pre>Phone

Thanks

Thanks

Text

Dear Georgy, Please contact Shaes Private Hospital on 07 5444 4444 to speak with our nurses regarding your appointment on 23/08/2023. Many Thanks

#### **Change of Admission Time**

Dear <<pre>Please now arrive at <<EpLoc>> at <<Time12h>>. Many Thanks

Text

Dear Georgy, Your admission time for your appointment on 23/08/2023 has changed. Please now arrive at Shaes Private Hospital at 09:40 AM. Many Thanks

#### **Post-Operative Message**

Dear <<pre>Pear Pear </pr

Text

Dear Georgy, We hope you are recovering well following your procedure at Shaes Private Hospital on 23/08/2023. Please contact us on 07 5444 4444 if you have any concerns or queries. Many Thanks

#### **Estimated Pick Up Time for Patient**

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

Text

Dear Georgy, your admission time on 23/08/2023 will be 09:40 AM. We anticipate that you will be ready for collection from Shaes Private Hospital at 01:40 PM.

#### **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

Text

Dear Pammy, we anticipate that Georgy will be ready for collection from Shaes Private Hospital at 01:40 PM. 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

Text

Dear Pammy, Georgy is now ready to be collected from Shaes Private Hospital, 1 Sunshine Place SUNSHINE ACRES. 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

Text

Dear Pammy, Please return to Shaes Private Hospital at 1 Sunshine Place SUNSHINE ACRES as Georgy is now ready to be discharged. Many Thanks

#### **Outstanding Account**

Dear <<pre>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

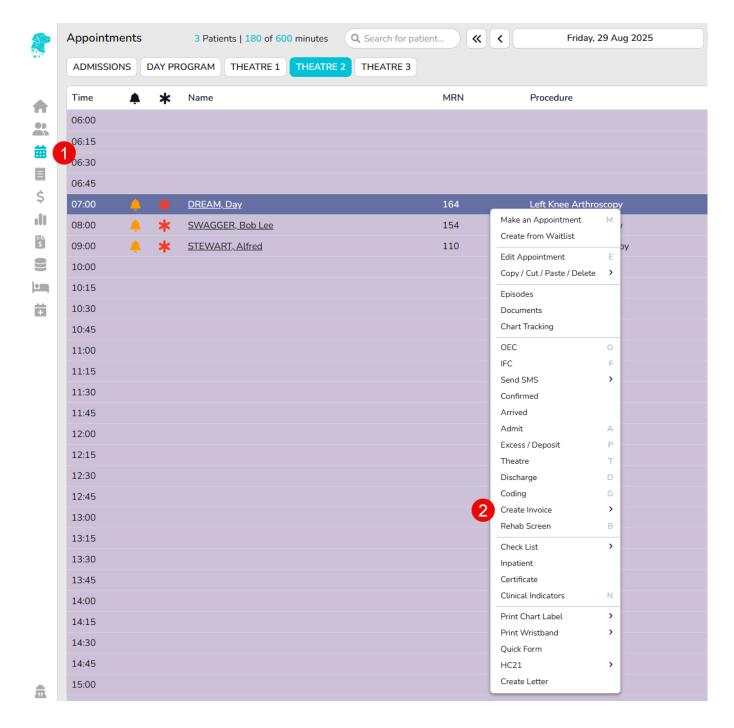
Text

Dear Georgy, following your procedure at Shaes Private Hospital your account was finalised & there is now an outstanding amount payable by you. Please call 07 5444 4444 to arrange payment. Many Thanks

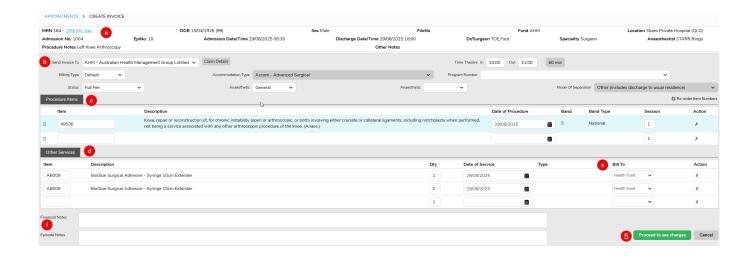
# <u>Hospital Invoicing / Billing an Episode - Simple</u>

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
  - Right Click to reveal the menu & select Create Invoice



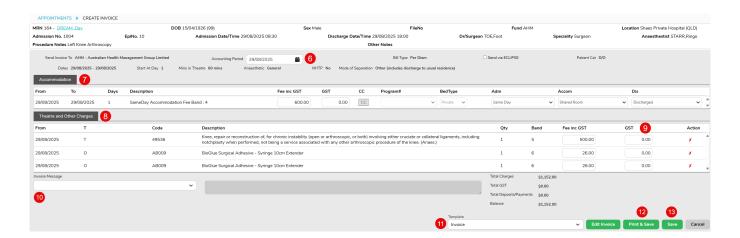
3. The **Create Invoice** page will display with the following necessary information:



- a. All patient information specific to the episode
- b. Billing information including:Billing Type

**Theatre Times** 

- c. Procedure Items being billed (drawn from Theatre Screen if entered)
- d. Other Services being billed (drawn from Theatre Screen if entered)
- 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.
- g. 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
- h. 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:

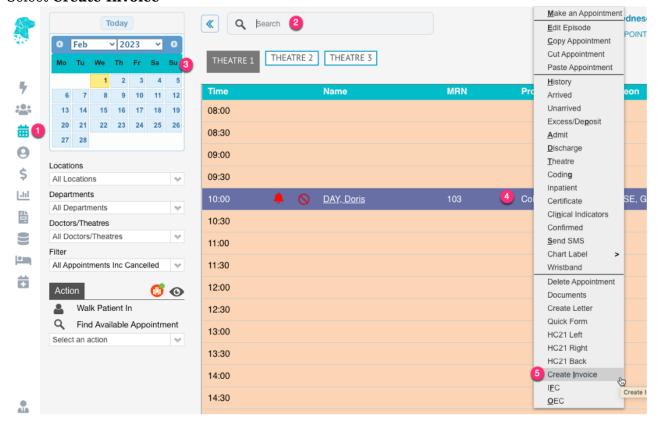
# <u>Hospital Invoicing / Billing an Episode -</u> Detailed

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.

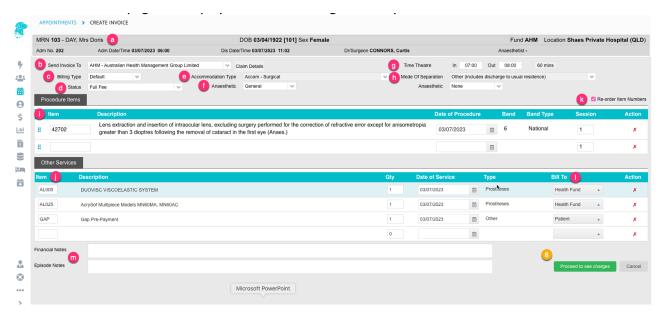
A simple invoicing & billing explanation can be found at:

Hospital Invoicing / Billing an Episode - Simple

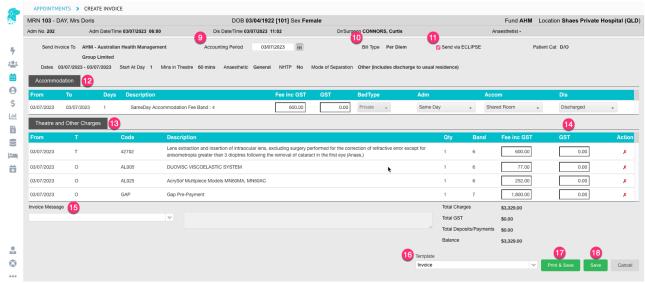
- 1. Navigate to the **Appointments Screen**
- 2. Use the **Search** field to locate the required episode or
- 3. Use the **Calendar** to select required date & **Theatre Tabs** to select required theatre
- 4. Locate required episode & **Right Click** to reveal the menu
- 5. Select Create Invoice



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
- 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**



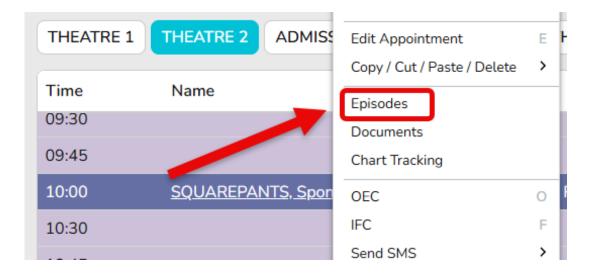
- 9. The **Accounting Period** date, which the revenue will be applied to, is displayed. (*The default date that is selected in this field is set in Settings > System Configuration*)
- 10. The **Bill Type** that has been used will be displayed
- 11. The invoice's ability to be transmitted via ECLIPSE 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 <a href="Claiming Hospital">Claiming Hospital</a> – Not Yet Sent

## <u>Unadmit or Undischarge a Hospital Episode</u>

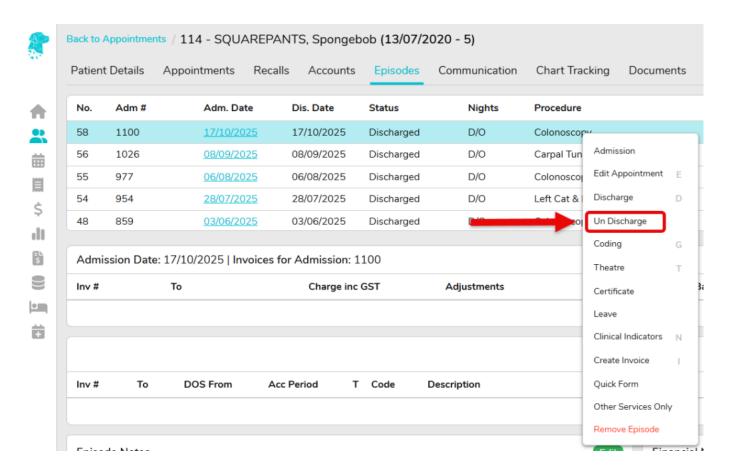
If an episode is accidentally admitted or discharged, the user can Un-admit or Un-discharge following the steps below.

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

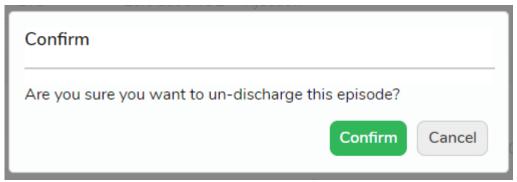


3. If the episode has been admitted, & discharged, Right Click on the required Episode and select

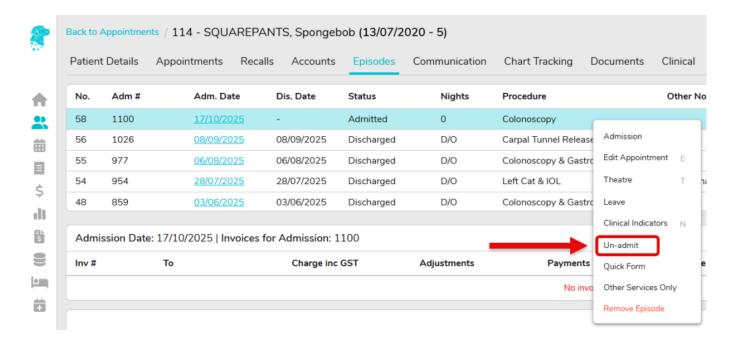
#### **Un-discharge**



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** 

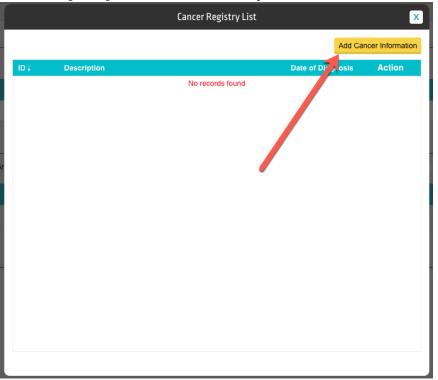
# **Hospital Cancer Registry Data**

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

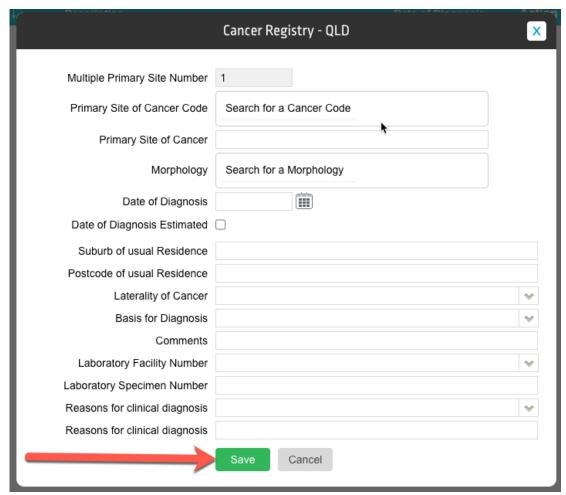
Once the coding has been entered, by following the instructions on <u>Hospital Coding</u>, you are able to click on the **Cancer Registry** icon.



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**