

# 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

Start From **October 2024**

MONTH	SUBMITTED FORMS	INCOMPLETE FORMS	PATIENT SIGN UPS
OCTOBER	0	0	0
NOVEMBER	0	0	0
DECEMBER	0	0	0
JANUARY	0	0	0
FEBRUARY	1	1	2
MARCH	1	1	1

The Credits tab there is the ability to:

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

CREDIT REMINDERS: 1st Reminder at 100, 2nd Reminder at 50.

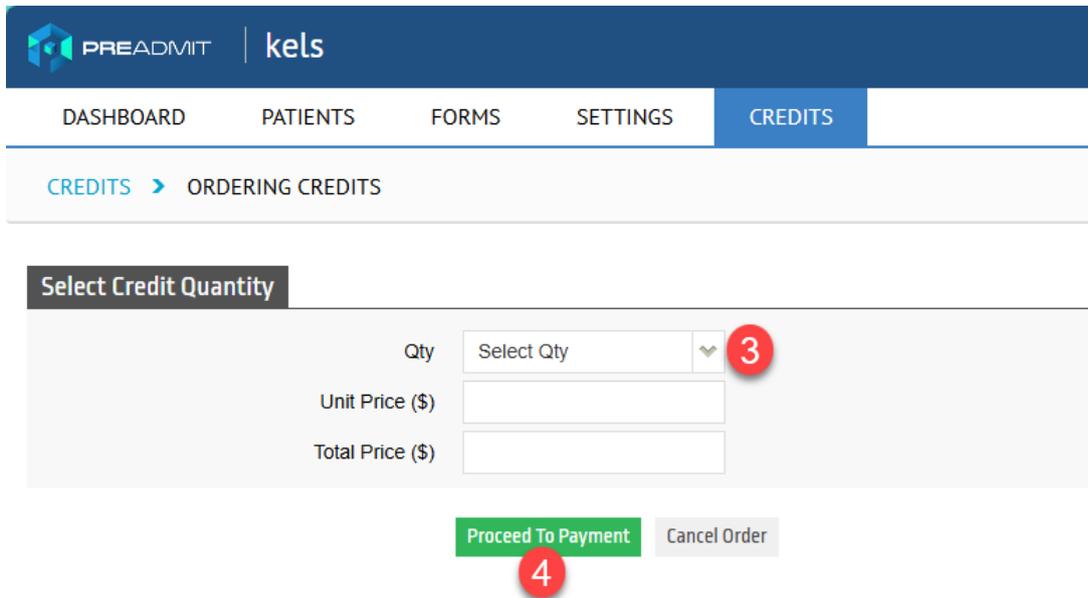
Invoice ID	Date of Purchase ↑	Qty	Amount Paid (\$)	GST (%)	Transaction ID	Status	User	Action
PRE-4529	19/02/2025 09:56 PM	20	0.00	0.00	Complimentary	Complimentary	Troy (ACSS)	

Records 1-1 of 1 (Page 1 of 1)

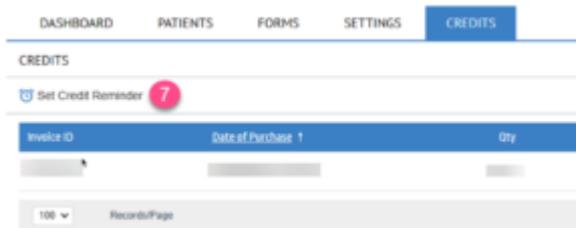
2. To **Order Credits** select the yellow button on the far right that says 'Order Credits'.

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**.



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.



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.*



## [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 Appointments Recalls Accounts Episodes Communication Chart Tracking Documents Clinical Edit Bill Patient ...

**Kelvin KNIGHT**

Patient ID 253  
Sex Male  
Age 65  
Language English  
Pending 0.00

**Allergies**

**Alert**

**Notes**

**Document Alert**

**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

**Referring Details**

Previous Referrals Referring Doctor Referral To Referral Date Period First Consult Site Referral (global) Open Access

**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

Permission	ON	OFF
View	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Edit	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Add	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Clinical	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Clinical (Delete any)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Clinical (Delete own only)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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

Patient Details Appointments Recalls Accounts Episodes Communication Chart Tracking Documents Clinical Edit Bill Patient ...

**Kelvin KNIGHT**

Patient ID 253  
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**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 DVA Auth. Date

**Entitlement Cards**

Card Type Card Number Expiry

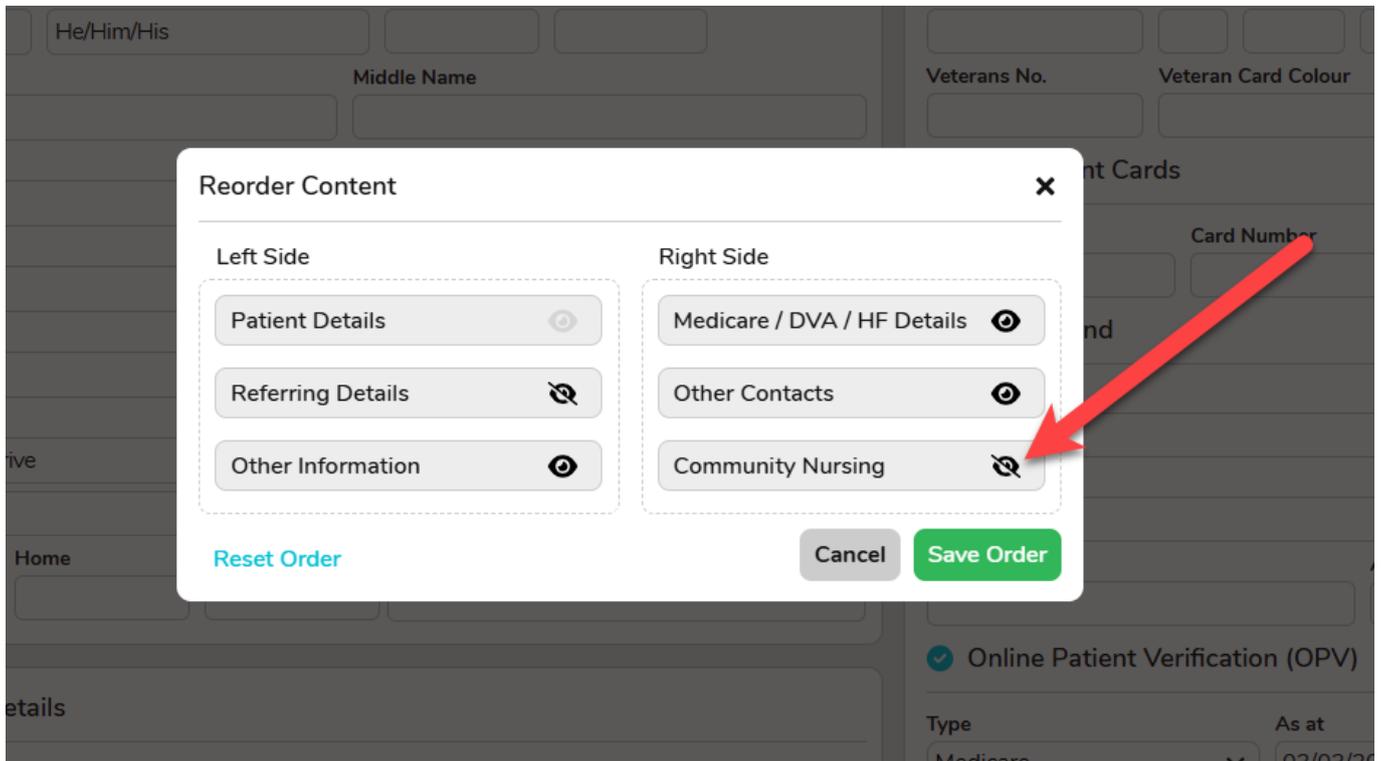
**Health Fund**

Fund Name

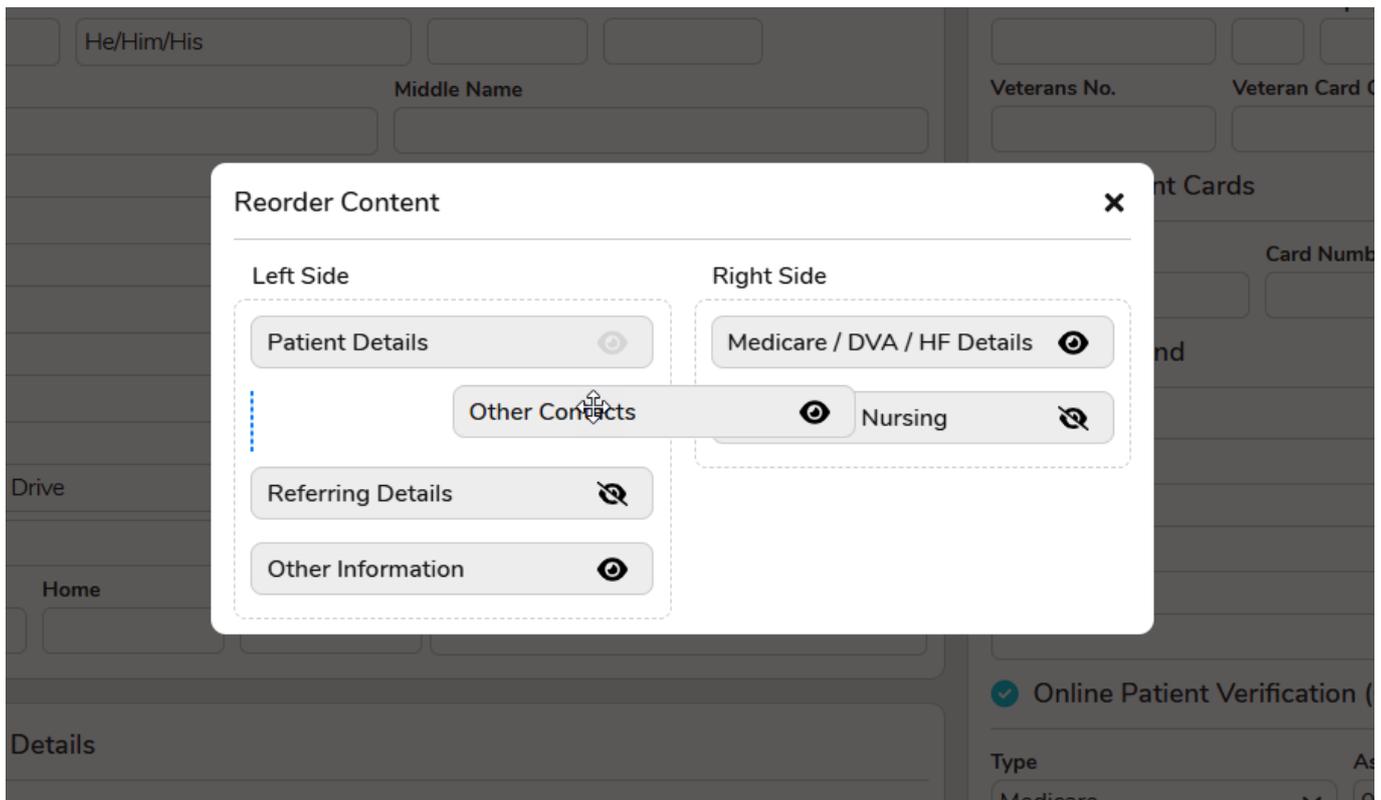
**Menu**

- Edit Patient E
- Bill Patient B
- OPV V
- OEC O
- Label L
- Merge M
- Picture P
- Audit Logs A
- Reorder Content**
- EMR F9
- Delete Patient D

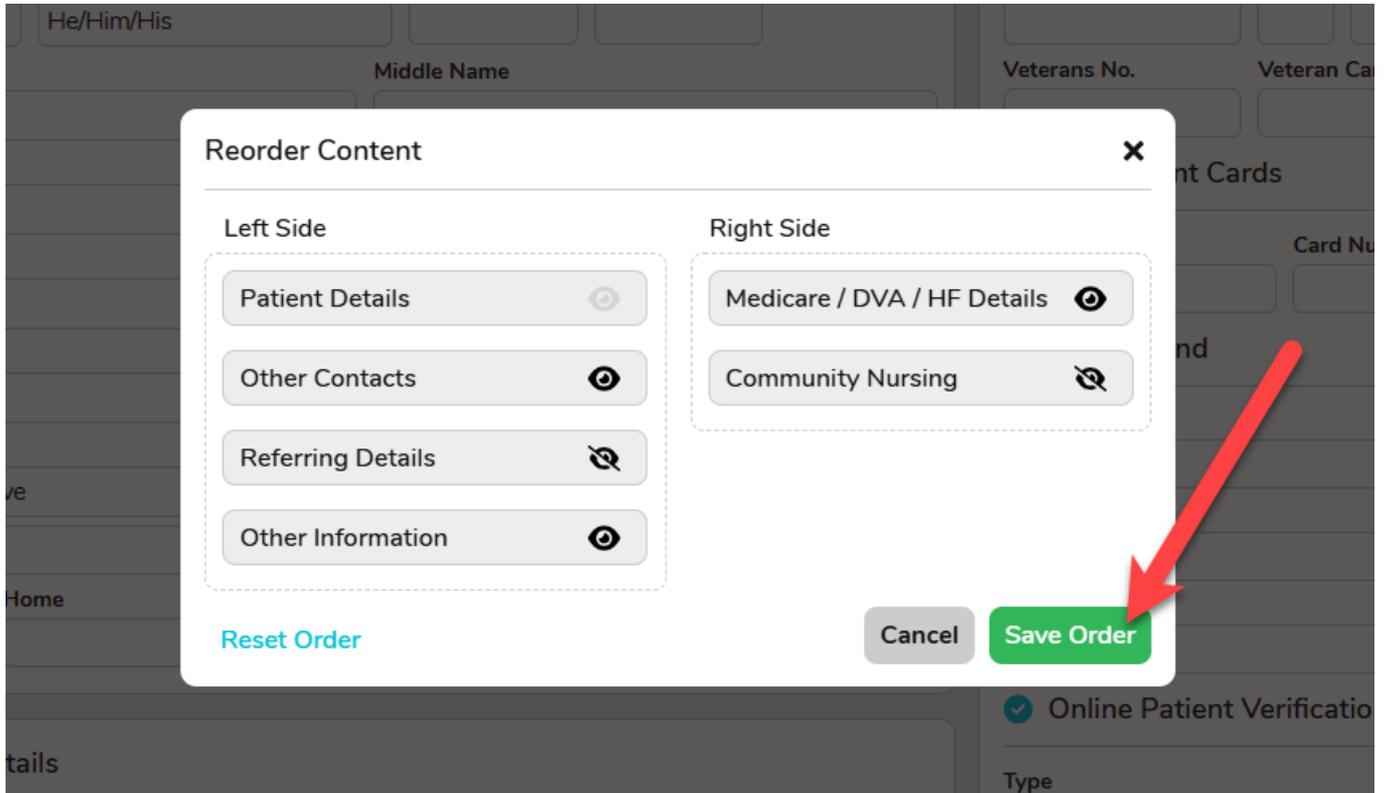
This allows users to choose which groups of information are visible and hide irrelevant details using the eye icon.



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.



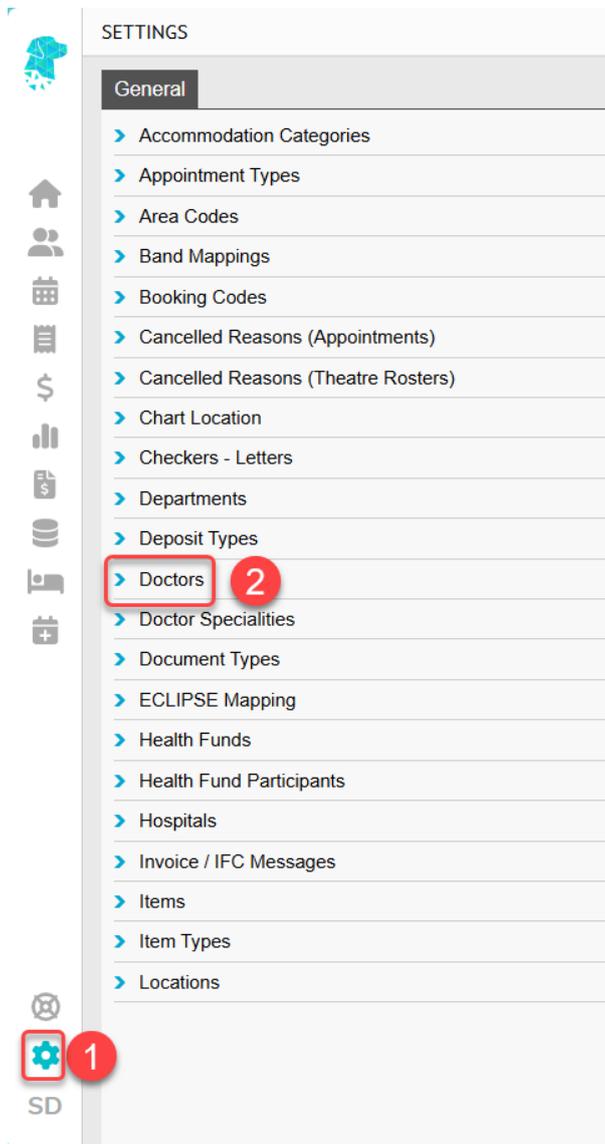
Once the desired order has been selected, click **Save Order** and the view will be displayed whenever the **Patient Screen** is opened.



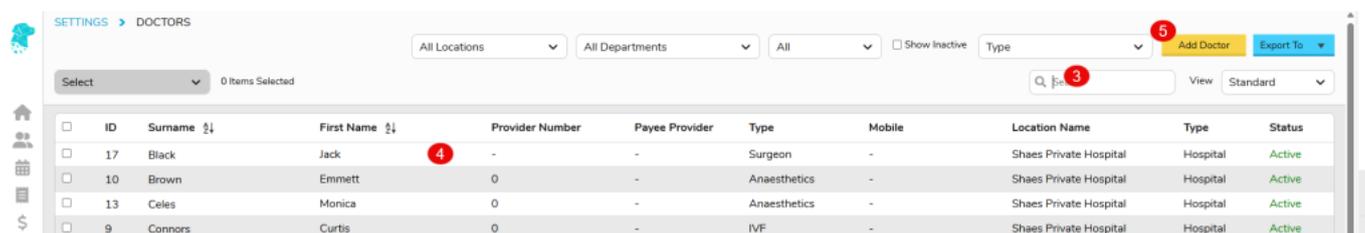
## [Adding or Editing Doctors - Hospital](#)

Adding Doctors or Surgeons to FYDO can be easily done by a user that has the required access level.

1. Navigate to **Settings**
2. Select **Doctors**



3. Use the **Search** field to find a specific doctor
4. To **Edit** a doctor already entered, simply **double click** on their line
5. To **Add** a new doctor select **Add Doctor**



6. For **multi-location** databases, you will be required to select the **Location** that the doctor is to be added to.

## Select a Location



Location Please select a location

OK

Cancel

7. Minimum details required to add a doctor are **First Name**, **Surname** and **Speciality**.

SETTINGS > DOCTORS > ADD DOCTOR

Doctor Details Other

Doctor Details

Dr Code \_\_\_\_\_ Title \_\_\_\_\_

Location Shaes Private Hospital Hospital

Provider \_\_\_\_\_

Date of Birth \_\_\_\_\_ Age \_\_\_\_\_

Dr ABN - - - Sex \_\_\_\_\_

Speciality (WA) \_\_\_\_\_ ?

Speciality IVF ?

Type \_\_\_\_\_ ?

AHPRA \_\_\_\_\_ Expiry Date \_\_\_\_\_

Prescriber \_\_\_\_\_

Clinic Dr -- Select Doctor --

Certificates / Licenses

Notes \_\_\_\_\_

Working With \_\_\_\_\_

Status  Active

Insurance

8. Add in as much information as you would like. *Provider numbers can be required for data extract and claiming purposes.*

9. Doctors assigned the **Speciality** of **Anaesthetics** will be displayed in the **Anaesthetist** field throughout FYDO and won't be admitting doctors.

10. All other Specialities (*including customised ones, added by the facility*) will be included in the **Doctor/Surgeon** dropdowns in FYDO.

SETTINGS > DOCTORS

All Locations All Departments All Show Inactive Type Add Doctor Export To

Select 0 Items Selected Search View Dates

ID	Surname	First Name	AHPRA	Insurance	Credentialing	WWC	Fluroscan	Hand Hygiene	Colon	Radio Use	Status
17	Black	Jack	23/10/2025	13/11/2025	30/09/2025	-	-	-	-	-	Active
10	Brown	Emmett	15/04/2026	04/02/2026	04/10/2028	-	-	-	-	-	Active
13	Celes	Monica	09/12/2025	17/09/2025	15/11/2025	-	-	-	-	-	Active

FYDO gives the option to view all the doctor's expiry dates for **AHPRA**, **Insurance** and **Credentialing**. These dates can be displayed by selecting **View > Dates**. These dates are colour coded to allow easy identification if they are expiring soon:

- [Redacted]

- [Redacted]

- **Black Date > Not due to expire for over 3 months**

SETTINGS > DOCTORS

All Locations All Departments All Show Inactive Type Add Doctor Export To

Select 0 Items Selected

Search View Dates

ID	Surname	First Name	AHPRA	Insurance	Credentialing	WWC	Fluroscan	Hand Hygiene	Colon	Radio Use	Status
17	Black	Jack	23/10/2025	13/11/2025	30/09/2025	-	-	-	-	-	Active
10	Brown	Emmett	15/04/2026	04/02/2026	04/10/2028	-	-	-	-	-	Active
13	Celes	Monica	09/12/2025	17/09/2025	15/11/2025	-	-	-	-	-	Active

Users are able to export the Doctors List to Excel or PDF if required.

## SMS Automation in FYDO

Stay connected with your patients effortlessly with the new **Automated SMS** feature in FYDO! This feature allows you to automatically send SMSs to patients before and after their admissions, at timeframes that work for you!

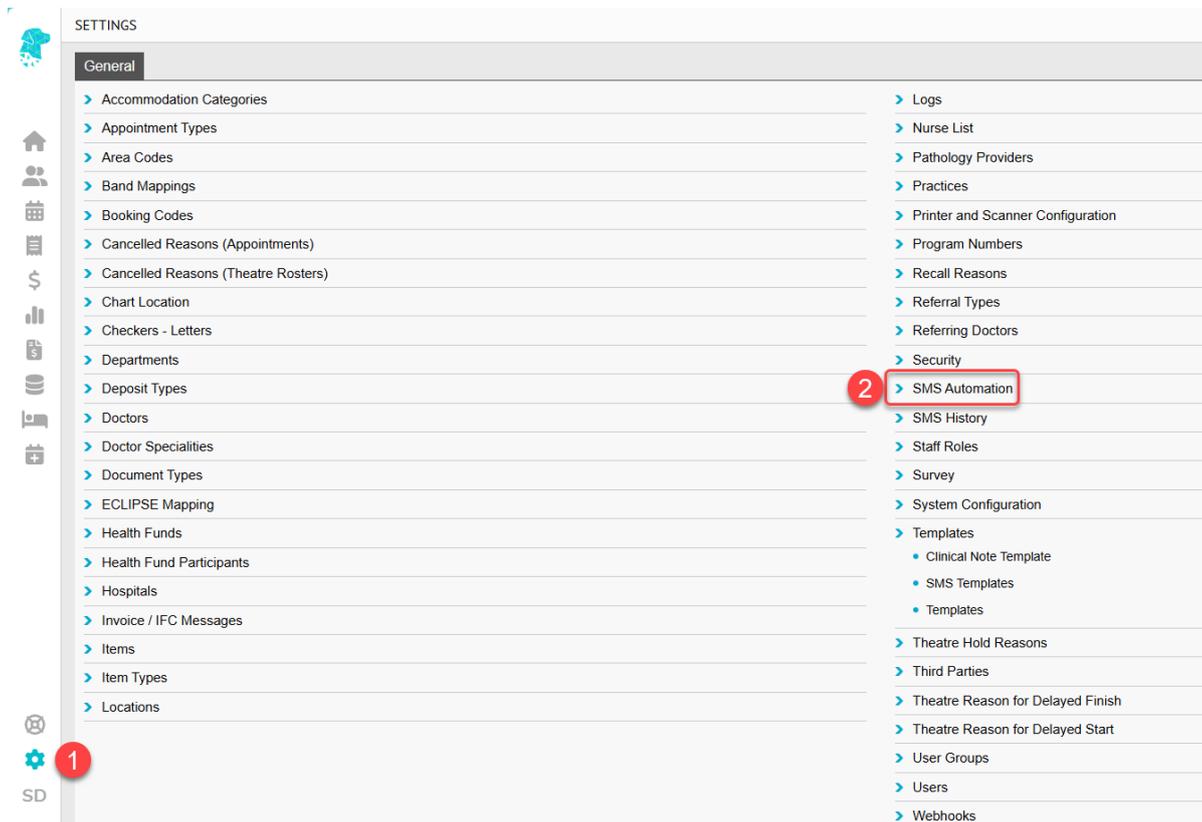
- Need to send patients their admission times? Done.
- Need to remind patients to complete their Admission Form? No problem.
- Want to send a Post-Discharge follow-up or request feedback via a Patient Survey? It's all possible!

[support@alturahealth.com.au](mailto:support@alturahealth.com.au)

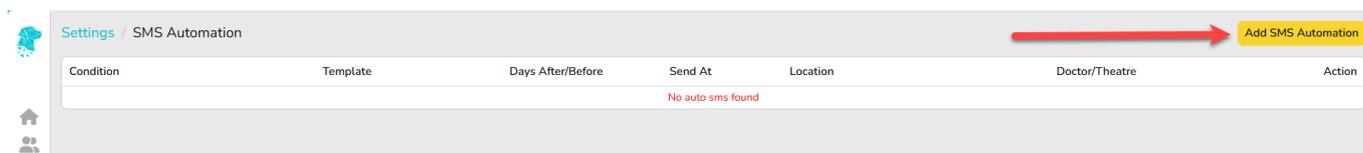
To start using the **Automated SMS** feature, here's what you'll need to have in place:

- **An SMS Account:** You'll need an SMS account set up in FYDO. If you're not sure whether you already have one, contact our team.
- **SMS Templates:** You'll need to set up SMS Templates. Detailed instructions are available on our [Adding SMS templates - FYDO Wiki](#)
- **SMS Automation:** Once your templates are ready, you'll need to set up SMS Automation in the FYDO Settings. Let's walk through that now!

1. Navigate to **Settings**
2. Select **SMS Automation**



### 3. Click **Add SMS Automation**



4. Select the **Condition**. (We will go into detail on each of the **Conditions** later in the instructions and explain what field in FYDO governs their status)
5. Select the required **Template**
6. Select the **Number of Days Before** or **After** the episode that you'd like the SMS to be sent
7. Select the **Time** that you'd like the SMS sent
8. Select the **Location** for Multi-Location databases. (Single location databases will not need to amend this field)
9. Select the specific **Theatre** if this Automated SMS is only going to apply to one. Otherwise leave the selection as **All Theatres**
10. Click **Setup Auto SMS**

**SMS Automation**

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**Condition**  
To Confirm Appointment **4** ▼

**Template**  
Pre-Admission Text **5** ▼

**Days Before** **6** 0 **Send At** **7** 06:37 PM

**Location** **8** Shaes Private Hospital ▼ **Doctor/Theatre** **9** All Theatres ▼

**10**

Cancel Setup Auto SMS

## To Confirm Appointment

This type of SMS automation is triggered by the **Confirmed** field in the **Edit Appointment Screen** of each episode. When the Automated SMS Condition is set to **To Confirm Appointment** this field will be checked before sending, to ensure the message is only sent to appointments that haven't been confirmed yet.

Appointments / Edit Appointment

FLINSTONE, Frederick

MRN 167  
File No -  
DOB 02/02/1954 (71)  
Sex Male  
Mobile 0400 494 029  
Medicare -  
Veterans -

**Allergies**  
Nil

**Alert**  
Diabetic

**Notes**  
-

**Document Alert**  
-

**Booking Details**

Location Shaes Private Hospital  
Theatre/List Theatre 1 Roster Select Roster  
Dr/Surgeon HOUSE, Dr Greg  
Surgical Assistant MURPHY, Dr Shaun  
Other Surgical Assistant PIERCE, Dr Hawkeye  
Anaesthetist STARR, Dr Ringo  
Anaesthetic (Primary) General Anaesthetic  
Appointment Date 17/02/2025 Time 09:00 Adm # 715  
Appointment Type Standard 30 Make Recurring Mins 30  
Procedure Notes Left Knee Arthroscopy  
Other Notes  
 OEC Received  OEC Checked  Pre-Admission Contacted  
 IFC Completed  Admission Form Received  Chart Ready  
 Consent Received  Post-Discharge Contacted  Documents Scanned  
 Patient Category Low Only Start at Day 1 Discharge 0  
 Accom Type Accom - Medical Room Type Private  
 Provisional DRG Program Status Start Select Epo...  
 Bed Notes  
 Cancelled Confirmed Arrived Time  
 Booking Code 1 Booking Code 2  
 Food Instructions

For example, the automated SMS feature will check for appointments scheduled in the next two days that haven't been confirmed. It will send the selected SMS template at 9am.

For the below example, let's say today is Monday:

- The system will check all appointments scheduled for Wednesday and send the SMS to those without an entry in the **Confirmed** field.
- FYDO will also scan for any late additions to appointments within the two-day window to ensure these patients also receive the SMS.

### SMS Automation

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**Condition**  
To Confirm Appointment ▼

**Template**  
Pre-Admission Text ▼

**Days Before** 2 **Send At** 09:00 AM

**Location** Shaes Private Hospital ▼ **Doctor/Theatre** All Theatres ▼

## Post Discharge

This SMS automation is based on the **Discharge Date**. Once an episode is discharged, the SMS will be sent at the designated timeframe **after** the discharge date.

For example, if today is Monday and a patient is discharged at 1pm, they will receive the automated **Post Discharge SMS** one day after their discharge date. In this case, the SMS will be sent on Tuesday at 9am.

### SMS Automation

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**Condition**  
Post Discharge ▼

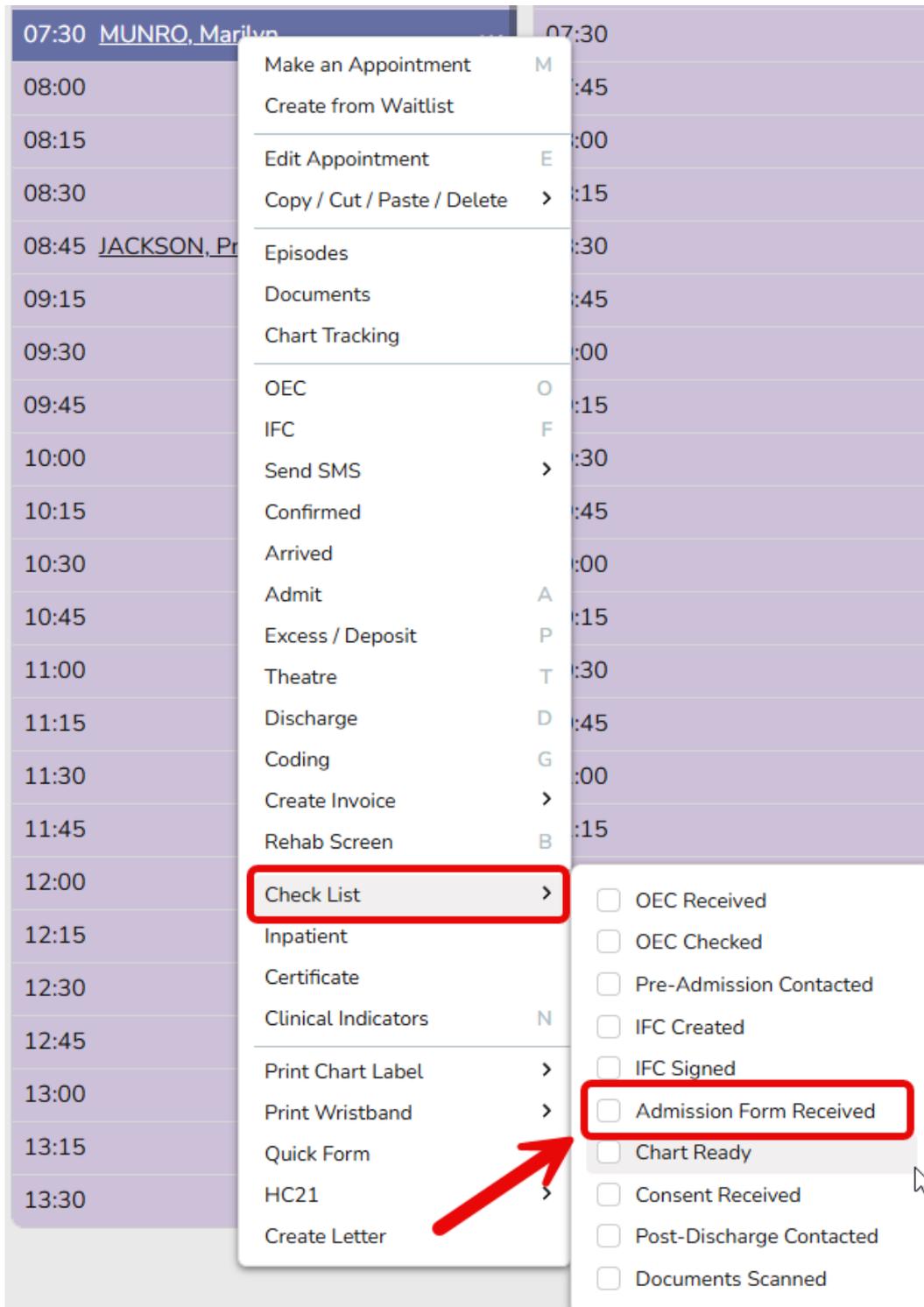
**Template**  
Post-Operative Message ▼

**Days After** 1 **Send At** 09:00 AM

**Location** Shaes Private Hospital ▼ **Doctor/Theatre** All Theatres ▼

# Admission Form Not Received

This automated SMS is triggered based on the **Admission Form Received** Check List item. If the checkbox is marked for a patient's admission, they will not receive the automated SMS. This means the SMS will only be sent to patients who have not yet completed their admission form!



With the check box now automatically ticked when patients completed Online Preadmit Paperwork is committed, following up with patients who still need to complete this task has never been easier!

For the below example, if a patient is booked for Monday, they will receive their **Admission Form Not Received** reminder on Sunday at 8am, the day before their scheduled admission.

## SMS Automation

**Condition**  
Admission Form Not Received

**Template**  
Preadmit Paperwork Reminder

**Days Before**  
1

**Send At**  
08:00 AM

**Location**  
Shaes Private Hospital

**Doctor/Theatre**  
All Theatres

Cancel Setup Auto SMS

Keep in mind, you can set up **multiple SMS Automations!** So, if you want to remind patients every day until they submit their admission form, you can easily do that!



Let's look at a demo setup for streamlining patient communication! Automating these SMS reminders can really help improve patient engagement and reduce the administrative burden on staff. Here's an example of how it can work and why it's effective:

Condition	Template	Days After/Before	Send At	Location	Doctor/Theatre	Action
Admission Form Not Received	Preadmit Paperwork	4	9:00 AM	Shaes Private Hospital	All	...
Admission Form Not Received	Preadmit Paperwork Reminder	2	10:00 AM	Shaes Private Hospital	All	...
To Confirm Appointment	Pre-Admission Text	1	8:30 AM	Shaes Private Hospital	All	...
Post Discharge	Post-Operative Message	1	9:30 AM	Shaes Private Hospital	All	...
Post Discharge	Patient Survey	5	8:00 AM	Shaes Private Hospital	All	...

100 Records/Page Records 1-5 of 5 (Page 1 of 1)

### 1. Online Pre-Admission Form Link (4 days before admission)

This gives patients a head start in completing their required paperwork. The fact that it only contacts those who haven't already submitted the form is a great way to avoid unnecessary follow-ups and potential annoyance for patients who are already on top of their forms.

### 2. Follow-Up Reminder for Admission Forms (2 days before admission)

A reminder just before the deadline to submit the form ensures that those who missed the first notification get another nudge, but again, it avoids bothering anyone who's already completed the form. A gentle follow-up can help improve compliance.

### 3. **Pre-Procedure Confirmation (1 day before admission)**

This is crucial for making sure patients are prepared with all the details - admission time, fasting instructions, what to do when they arrive, and appointment confirmation. It helps patients feel more confident and organized the day before their procedure.

### 4. **Post-Discharge Check-In (1 day after discharge)**

Checking in on patients after they leave the hospital can show that you care about their recovery, making them feel supported and giving you an opportunity to catch any concerns early. Helping you meet your post-discharge obligations.

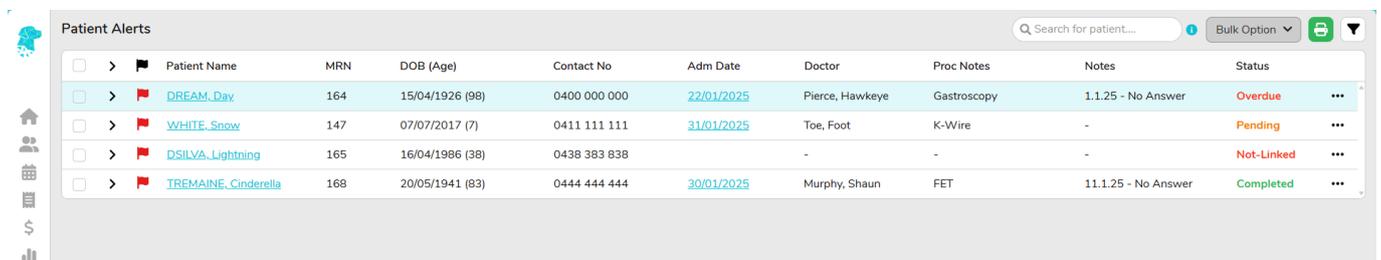
### 5. **Patient Survey Link (5 days post-discharge)**

Asking for feedback via a patient survey is a great way to gather insights on their experience and identify any areas for improvement. Giving them a little time to settle into their recovery before asking for feedback might result in more thoughtful responses. Automating this follow up ensures all patients are given the opportunity to participate in providing feedback.

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## Patient Alerts - with Preadmit & FYDO

**Patient Alerts** is a new feature in FYDO that displays a list of high-risk patients and their associated conditions, helping you address potential issues before admission.



	Patient Name	MRN	DOB (Age)	Contact No	Adm Date	Doctor	Proc Notes	Notes	Status
<input type="checkbox"/>	DREAM_Day	164	15/04/1926 (98)	0400 000 000	22/01/2025	Pierce, Hawkeye	Gastroscopy	1.1.25 - No Answer	Overdue
<input type="checkbox"/>	WHITE_Snow	147	07/07/2017 (7)	0411 111 111	31/01/2025	Toe, Foot	K-Wire	-	Pending
<input type="checkbox"/>	DSILVA_Lightning	165	16/04/1986 (38)	0438 383 838	-	-	-	-	Not-Linked
<input type="checkbox"/>	TREMAINE_Cinderella	168	20/05/1941 (83)	0444 444 444	30/01/2025	Murphy, Shaun	FET	11.1.25 - No Answer	Completed

Patient Alerts are configured within your hospital's Preadmit Portal:

- **You decide which questions to ask the patients.**
- **You determine the criteria that triggers a Patient Alert.** For Example:
  - BMI over 30
  - The patient indicating they have diabetes
  - Family history of cardiac issues
- **Patients answer these questions online** while completing their Preadmission Questionnaire.
- **Any high-risk responses are flagged** and displayed [REDACTED] for

immediate review.

✓ 2 - Health History 3

**Alerts Test**

Height \*  
185

Weight \*  
120

BMI  
35.06

Diabetes \*  
 Yes  
 No

Cardiac Issues \*  
 Yes  
 No

Patient Alerts streamline the preadmission process by enabling hospitals to gather critical information effortlessly and early:

- **Convenient for patients:** Patients can complete the questionnaire at a time that suits them, rather than waiting for a nurse's call.
- **Time-efficient for Clinical Staff:** Reviewing patient responses online reduces the need for lengthy phone calls.
- **Proactive consultation:** Doctors and anaesthetists can be consulted about high-risk cases BEFORE speaking with the patient, minimising the need for follow-up calls.

1. Continue using your existing **Preadmit Portal Link**
2. Patients complete the online questionnaire **at their convenience**, and responses are sent directly to **FYDO**
3. **Link** and **Commit** preadmit forms as usual. (*Instructions available [here](#)*)

The screenshot shows the 'Preadmit Holding Bay' interface. On the left, there is a table with columns: Received, Patient, Date of Birth, F, Doctor, and Admission. Two rows are visible:

Received	Patient	Date of Birth	F	Doctor	Admission
11/09/2024	BOND, Mary	03/04/1958	1	-	24/09/2024
13/08/2024	SWAGGER, Bob Lee	08/12/1975	1	-	18/09/2024

On the right, a preview of an admission form is shown for 'Shaе's Private Hospital'. The form includes fields for 'Planned admission date' (24/09/2024) and 'Patient details' (Title: Miss, Given Name: Mary, Family Name: Mary, Address: Bond University, QLD, Postcode: 4229).

4. **Responses without alerts** are attached to the patient's FYDO file under **Documents**.
5. **High-risk responses** are displayed in the Patients Alert for review by Clinical Preadmission Staff.
6. To access the Patient Alerts Screen, navigate to **Data I/O** and select **Patient Alerts**.

The screenshot shows the 'Dashboard' interface. A red arrow points to the 'Data I/O' menu, which is open and displays the following options:

- Data Extracts
- PreAdmit Holding Bay
- Report Holding Bay
- Patient Alerts** (highlighted with a red box)
- Visicode Import
- Letter Editor
- Claims Import
- Billing Sheets

7. **Key Features of the Patient Alerts Screen** include the top-right menu which allows users to:
  - a. **Search:** Find specific patients quickly.
  - b. **Print** a screenshot of the page
  - c. **Filter:** Based on their **Status**

7

8

9

10

	Patient Name	MRN	DOB (Age)	Contact No	Adm Date	Doctor	Proc Notes	Notes	Status
<input type="checkbox"/>	<a href="#">DREAM_Day</a>	164	15/04/1926 (98)	0400 000 000	<a href="#">22/01/2025</a>	Pierce, Hawkeye	Gastroscopy	-	Overdue
<input type="checkbox"/>	<a href="#">WHITE_Snow</a>	147	07/07/2017 (7)	0411 111 111	<a href="#">28/01/2025</a>	Toe, Foot	K-Wire	-	Pending
<input type="checkbox"/>	<a href="#">DSILVA_Lightning</a>	165	16/04/1986 (38)	0438 383 838	-	-	-	-	Not-Linked
<input type="checkbox"/>	<a href="#">TREMAINE_Cinderella</a>	168	20/05/1941 (83)	0444 444 444	<a href="#">30/01/2025</a>	Murphy, Shaun	FET	-	Completed

8. **Arrow** or **Flag** icon will display the high-risk triggers.
9. **Patients Name Link**: Go directly to the Patient Details Screen.
10. **Important Information**: Regarding episode and patient can be viewed.
11. The **Status** indicates what action is require for the patient:
  - a. **Overdue**: Admission Date is in the past.
  - b. **Pending**: Linked to a current episode but not yet completed.
  - c. **Not-Linked**: Not linked to any episode.
  - d. **Completed**: Actioned and removed from the default view (*can be filtered back in if needed, as shown in step 7.c. above*).

11

12

	Patient Name	MRN	DOB (Age)	Contact No	Adm Date	Doctor	Proc Notes	Notes	Status
<input type="checkbox"/>	<a href="#">DREAM_Day</a>	164	15/04/1926 (98)	0400 000 000	<a href="#">22/01/2025</a>	Pierce, Hawkeye	Gastroscopy	-	Overdue
<input type="checkbox"/>	<a href="#">WHITE_Snow</a>	147	07/07/2017 (7)	0411 111 111	<a href="#">28/01/2025</a>	Toe, Foot	K-Wire	-	Pending
<input type="checkbox"/>	<a href="#">DSILVA_Lightning</a>	165	16/04/1986 (38)	0438 383 838	-	-	-	-	Not-Linked
<input type="checkbox"/>	<a href="#">TREMAINE_Cinderella</a>	168	20/05/1941 (83)	0444 444 444	<a href="#">30/01/2025</a>	Murphy, Shaun	FET	-	Completed

12. The menu, on the right, gives users a number of options, including:
  - a. Create a **New Letter**.
  - b. **Link** or **Un-Link** alerts to an Episode.
  - c. Adding or Editing **Notes** shown on the Patient Alerts Screen
  - d. **Mark as Completed** once the entry has been actioned
  - e. Navigate to related screens, such as **Patient Record, Episodes Screen, Documents Screen or Appointments**.

12

	Patient Name	MRN	DOB (Age)	Contact No	Adm Date	Doctor	Proc Notes	Notes	Status
<input type="checkbox"/>	<a href="#">DREAM_Day</a>	164	15/04/1926 (98)	0400 000 000	<a href="#">22/01/2025</a>	Pierce, Hawkeye	Gastroscopy	1.1.25 - No Answer	Overdue
<input type="checkbox"/>	<a href="#">WHITE_Snow</a>	147	07/07/2017 (7)	0411 111 111	<a href="#">28/01/2025</a>	Toe, Foot	K-Wire	-	Pending
<input type="checkbox"/>	<a href="#">DSILVA_Lightning</a>	165	16/04/1986 (38)	0438 383 838	-	-	-	-	Not-Linked
<input type="checkbox"/>	<a href="#">TREMAINE_Cinderella</a>	168	20/05/1941 (83)	0444 444 444	<a href="#">30/01/2025</a>	Murphy, Shaun	FET	11.1.25 - No Answer	Completed

- A Pre-op Record
- B Un-link to Episode
- C Edit Notes
- D Mark as Completed
- E Patient Record
- Episode
- Documents
- Go to Appointment

It is so easy to get started! Our team will take care of the entire setup process for you, ensuring that Patient Alerts integrate seamlessly into your workflow. With everything handled by us, you can focus on providing the best care while benefiting from improved communication and efficiency.

**Contact us today!**

Email: [preadmit@alturahealth.com.au](mailto:preadmit@alturahealth.com.au)

Phone: (02) 9632 0026

We are continuously improving FYDO, and the new Patient Alerts feature is no different! Upcoming enhancements include:

- **Permission/Access** Level for the screen.
- Automatically mark **Pre-Admission Contacted** when entry in Patient Alert screen is completed.
- Add the option to show the **Flags** in **Custom Views** on the Appointments Screen.

---

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

FYDO now has the option to import Casebase Fees from an Excel file.

**It is important to note that the file must be an Excel file and must be set out in the same way as the sample template below.** There is also a link below to download a blank template:

[Casebase Fee Import Sample](#)



	A	B	C	D	E	F	G	H	I	J	K
1	MBS	Casebase	Procedure	Type	DVA	OutlierDays	OutlierRate	GST	ExclOS	IgnoreStepDown	ExcludePrivateRoom
2											

Column headings need to be:

A - MBS

B - Casebase

C - Procedure

D - Type

E - DVA

F - OutlierDays

G - OutlierRate

H - GST

I - ExclOS

J - IgnoreStepDown

K - ExcludePrivateRoom

The above layout reflects the content, and order of information, that is displayed on the Casebase Fees tab in FYDO.

Current				Old						
MBS	Casebase	Procedure	Type	DVA	Outlier Days	Outlier Rate	Ignore StepDown	GST	Exclude Other Services	Exclude Private Room

If the file is not formatted in this way, with the exact column titles, the data will not be able to be imported into FYDO or will upload into the wrong fields.

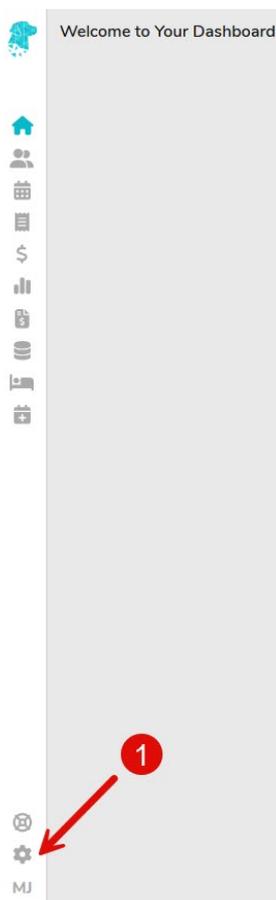
## How to Format an Excel File for Casebase Fee Upload

Data from a Health Fund contract can be transferred into the relevant columns of the template, or a copy of a contract can be modified using the following steps:

1. Save a copy of the contract (do not edit the master copy)
2. Go to Casebase Fee tab or section in the contract
3. Remove any lines above the header table so that there is only one header row
4. Delete any columns that do not contain the required information as per the images above
5. Ensure the names and order of all columns and the header row match the template exactly

## How to Upload Casebase Fee File into FYDO

1. Go to **Settings** & select **Fees Setup**



2. Choose your location from the dropdown menu (only applicable to multi-site users)

3. Select required **Fund**

4. Ensure **Same Day Fees** tab is selected and Click **Edit**

Band	Current Fees			Old Fees		
	Full Fee	Basic Fee	Full Fee Rebate	Full Fee	Basic Fee	Full Fee Rebate
1	100.00	100.00	100.00	100.00	100.00	100.00
2	200.00	200.00	200.00	200.00	200.00	200.00
3	600.00	600.00	600.00	600.00	600.00	600.00
4	400.00	400.00	400.00	400.00	400.00	400.00
C	100.00	100.00	100.00	100.00	100.00	100.00

5. Update **Start of Current Fee** and **End of Current Fee** dates

6. Click **Save**

Band	Current Fees			Old Fees		
	Full Fee	Basic Fee	Full Fee Rebate	Full Fee	Basic Fee	Full Fee Rebate
1	100.00	100.00	100.00	100.00	100.00	100.00
2	200.00	200.00	200.00	200.00	200.00	200.00
3	600.00	600.00	600.00	600.00	600.00	600.00
4	400.00	400.00	400.00	400.00	400.00	400.00
C	100.00	100.00	100.00	100.00	100.00	100.00

7. Click **Casebase Fees** tab

8. Select **Edit**

MBS	Casebase	Procedure	Type	DVA	Outlier Days	Outlier Rate	Casebase	Procedure	Type	DVA	Outlier Days	Outlier Rate	Ignore StepDown	GST	Exclude Other Services	Exclude Private Room
13212	1,500.00	0.00	Standard	0	0	0.00	1,000.00	0.00	Standard	0	0	0.00		✓		✓
13215	500.00	0.00	Standard	0	0	0.00	500.00	0.00	Standard	0	0	0.00				

9. Open the **Actions** dropdown and select **Move to Old Charges** - this step is optional, however it is recommended as it ensures that episodes prior to the new contract dates are billed at the appropriate rates, otherwise all unbilled episodes will be billed at the newly loaded rates

10. Click **Save**

Shaes Private Hospital Fund BUP - BUPA Australia Part of BUP Start of Current Fee 01/04/2023 End of Current Fee

Same Day Fees Other Settings Casebase Fees Casebase Multi Item Fees Timebase DRG Fees Overnight Accommodation Fees

Actions: Move to Old Charge, **Import Fees** (9)

MBS	Casebase	Procedure	Type	DVA	Outlier Days	Outlier Rate	Casebase	Procedure	Type	DVA	Outlier Days	Outlier Rate	Ignore StepDown	GST	Exclude Other Services	Exclude Private Room	Action
41632	1,000.00	0.00	Standard	0	0	0.00	0.00	0.00	Standard	0	0	0.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
41801	2,000.00	0.00	Standard	0	0	0.00	0.00	0.00	Standard	0	0	0.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
	0.00	0.00	Standard		0	0.00	0.00	0.00	Standard		0	0.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

11. Click **Edit** again
12. Utilise the **Actions** dropdown again to select **Import Fees**

Shaes Private Hospital Fund BUP - BUPA Australia Part of BUP Start of Current Fee 01/04/2023 End of Current Fee

Same Day Fees Other Settings Casebase Fees Casebase Multi Item Fees Timebase DRG Fees Overnight Accommodation Fees

Actions: Move to Old Charge, **Import Fees** (12)

MBS	Casebase	Procedure	Type	DVA	Outlier Days	Outlier Rate	Casebase	Procedure	Type	DVA	Outlier Days	Outlier Rate	Ignore StepDown	GST	Exclude Other Services	Exclude Private Room	Action
41632	1,000.00	0.00	Standard	0	0	0.00	0.00	0.00	Standard	0	0	0.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
41801	2,000.00	0.00	Standard	0	0	0.00	0.00	0.00	Standard	0	0	0.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
	0.00	0.00	Standard		0	0.00	0.00	0.00	Standard		0	0.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

13. Click **Fee Type** and select **Current File**
14. Click **Upload Fees File** and locate the relevant Excel file to be uploaded
15. Click **Upload**

Import Casebase Fees

13 Fee Type: Select Fee Type

Select a template: [Input Field] 14 Upload Fees File

15 Cancel 15 Upload

16. Casebase items and fees will populate into the Casebase Fees tab
17. Click **Save**
18. Select **Print** to print or download, then **conduct a spot check with the contract to ensure fees have populated correctly**

**Note:** If a Casebase item no longer exists in the new fees, but there was an old rate, the line will remain in the fees screen and Current will show as \$0 (Old will show the previous rate). If a DRG has a zero-dollar balance under the Current fees AND the Old fees, FYDO will automatically remove this line from the fees page, as it is no longer required.

# [My Health Record \(MHR\)](#)

This page is designed to guide your team through the process of connecting to My Health Record (MHR) via your FYDO account. It outlines the key steps to ensure a seamless integration, helping your hospital streamline the process of uploading of Discharge Summaries.

It will assist you in having everything needed for a smooth transition, allowing both staff and patients to benefit from a more connected healthcare experience.

Explore the page to ensure your team is ready for this important integration, and feel free to contact us with any questions at **(02) 9632 0026** or **support@alturahealth.com.au**

On the 28th of November 2023 we partnered with the **Australian Digital Health Agency** to present a webinar to our customers. This webinar provided essential information on the steps required for your hospital's integration with MHR.

Click the link below to access the slideshow from this presentation. It offers step-by-step instructions on tasks like **how to register a seed organisation, registering for PRODA, linking your Healthcare Identifiers to HPOS, registering your organisation for HPI-O, and more.**

[Implementing My Health Record in a Private Hospital or Day Surgery Webinar](#)

Additional information on how to register your organisation for My Health Record can be accessed [here](#).

## My Health Record Timeline

The [Advisory AS18/11: Implementing systems that can provide clinical information into the My Health Record system](#) outlines the timeframes for implementation of a system to upload Discharge Summaries to MHR.

As of January 2026, this advisory stated:

*To comply with Actions 1.17 and 1.18, health service organisation must:*

- *By June 2024, have developed a detailed plan that complies with:*
  - *all requirements of Part 5 of the Rule;*
  - *user of national patient and provider identifiers (IHIs, HPI-Os, HPI-Is); and,*
  - *user of standard national terminologies.*
- *By December 2024, have ongoing monitoring and evaluation of compliance with the requirements of Action 1.17 and 1.18.*

*Accrediting agencies are required to:*

- *Review evidence that:*

- From July 2024, the organisation has completed a gap analysis, has a detailed plan and the plan is being implemented
- From January 2025, the organisation has a system to monitor and evaluate compliance with Action 1.17 and 1.18.
- Rate Action 1.17 as met, only if the organisation demonstrates achievement of the specific requirements of the Action in the relevant year.
- Rate Action 1.18 as met only if the organisation demonstrates embedded processes in accordance with the specific requirements of the Action in the relevant year.
- Rate Actions 1.17 and 1.18 as met with recommendations if there is evidence of a gap analysis and finalised plan endorsed by executive and the plan is being implemented and monitored (NB. where these requirements are met, these actions may be rated 'met with recommendation' for no more than one accreditation cycle).

**Action 1.17** states:

The health service organisation works towards implementing systems that can provide clinical information into the My Health Record system that:

- Are designed to optimise the safety and quality of health care for patients
- Use national patient and provider identifiers
- Use standard national terminologies

**Action 1.18** states:

The health service organisation providing clinical information into the My Health Record system has processes that:

- Describe access to the system by the workforce, to comply with legislative requirements
- Maintain the accuracy and completeness of the clinical information the organisation uploads into the system

The information above outlines that, from January 2025, the health service organisation are expected to **works towards implementing** systems capable of providing clinical information to MHR. Additionally, organisations must have **processes that**

- **describe access to the system** and
- **maintain the accuracy and completeness of information the organisation uploads**

## What can you do to prepare for the MHR integration?

FYDO is now listed on the Australian Digital Health Agency's My Health Record Conformance Register, that can be found [here](#).

Facilities can now upload Discharge Summaries to MHR through FYDO, provided they have completed the following steps:

- Registered their organisation and obtained their **HPI-O**. Added their HPI-O to FYDO by following the instructions found [here](#).
- Collecting the individual **HPI-I's** of their doctors. Added the doctors HPI-I numbers to FYDO by following the instructions found [here](#).
- Review **Advisory AS18/11** to conduct the required gap analysis and ensure a detailed plan, policies and procedures are in place and being implemented that align with the requirements.
- Contact us here at Altura Health to obtain our **CSP number** so that you can link your **HPI-O** to it.

*Instructions on completing this can be found in **slide 51** of the MHR Webinar information pack [here](#).*

- **Set required access levels** for all staff to Upload and Remove Discharge Summaries from MHR. This can be done by an authorised staff member from your facility by navigating to **Settings > User Groups**.

Additional instructional pages to assist with the uploading of Discharge Summaries can be found below:

[Checking a patients Individual Healthcare Identifier \(IHI\)](#)  
[Uploading a Discharge Summary from FYDO to MHR](#)

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## [My Health Record - Uploading a Discharge Summary](#)

**Once your hospital is set up to upload Discharge Summaries to My Health Record (MHR), users will be able to follow these instructions in order to complete that task. Removing Discharge Summaries will also be covered.**

To upload a patient's Discharge Summary, ensure the **MHR Consent** box is selected in the associated appointment.

If the **MHR Consent** box is ticked on the patient screen, it will automatically be selected when the appointment is scheduled.

If the patient withdraws their consent for the Discharge Summary to be uploaded for a particular episode, the box on the **Edit Appointment Screen** should be unticked.

Back to Appointments / Edit Appointment

**BEACHES, Sandy**

MRN 199  
 File No -  
 DOB 10/04/1986 (39)  
 Sex Female  
 Mobile 0411 111 111  
 Medicare -  
 Veterans -

**Allergies**

**Alert**

**Notes**

**Document Alert**

**Booking Details**

Location Shaes Private Hospital  
 Theatre/List Theatre 3 Roster Select Roster  
 Dr/Surgeon PIERCE, Dr Hawkeye  
 Surgical Assistant  
 Other Surgical Assistant  
 Anaesthetist STARR, Dr Ringo  
 Anaesthetic (Primary) IV/Sedation Anaesthetic  
 Appointment Date 27/10/2025 Time 11:05 Adm # 1047  
 Appointment Type Special Make Recurring Mins 15  
 Procedure Notes Right Cat & IOL  
 Other Notes  
 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 - Medi... Room Type Private  
 Provisional DRG Program Status Start Select Epis...  
 Bed Notes  
 Cancelled Confirmed Arrived Time  
 Booking Code 1 Booking Code 2  
 Food Instructions  
 Fasting Food Fasting Fluids  
 Planned Time in Theatre Admission Time Procedure Time  
 Program NHTP No In fold  
 Flags  New Patient  Intern Billing  Medical Only  MHR consent

Once it is established that the MHR Consent box is ticked, navigate to the patient's **Documents**.

Utilise the **Import** or **Scan** feature to import a document into FYDO:

199 - BEACHES, Sandy (10/04/1986 - 39) Clinic 0.00 Hospital 0.00 Total 0.00

Patient Details Appointments Recalls Accounts Episodes Communication Chart Tracking **Documents** Clinical

All Document Type Show deleted documents Search Admission Select Admission Date

**Import** **Scan** **New Letter**

Document Name	Type	Adm Date	MHR	Created
AdmissionForm_001	Admission Form	-		04/12/2024

If you would like to use the **Create Letter** feature in FYDO to generate a Discharge Summary, do this from the **Right-Click Menu** on the **Appointments Screen** to ensure all episodic data is loaded into the document.

Ensure that the document is saved with a **Document Type** linked to **MHR Template > Discharge Summary (DISSU)**. This may need to be set up for your facility in **Documents > Documents Types**. (Reach out to our support staff for assistance with this)

A **Doctor** with a successfully verified **HPI-I** will also need to be allocated.

New Letter

Select a template DocFullName

Document Name DocFullName

Document Type Letter

Doctor

Admission

Referring Details

Previous Referrals

Referring Doctor Search for a Referring Doctor

Referring Date

Period

First Consult

Cancel Create Letter

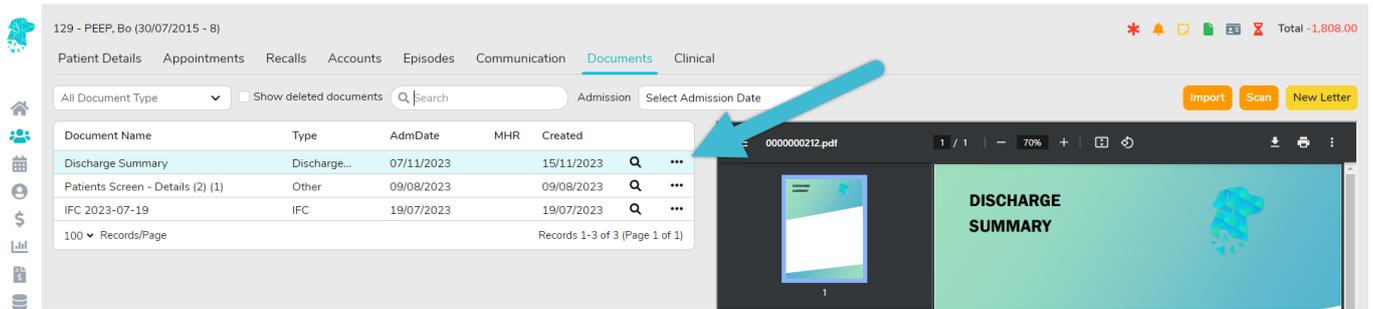
Attempting to upload a document that is not assigned a MHR Template type of 'Discharge Summary' will trigger an alert message. Only Discharge Summaries can be uploaded to MHR through FYDO.

MHR - Document Upload

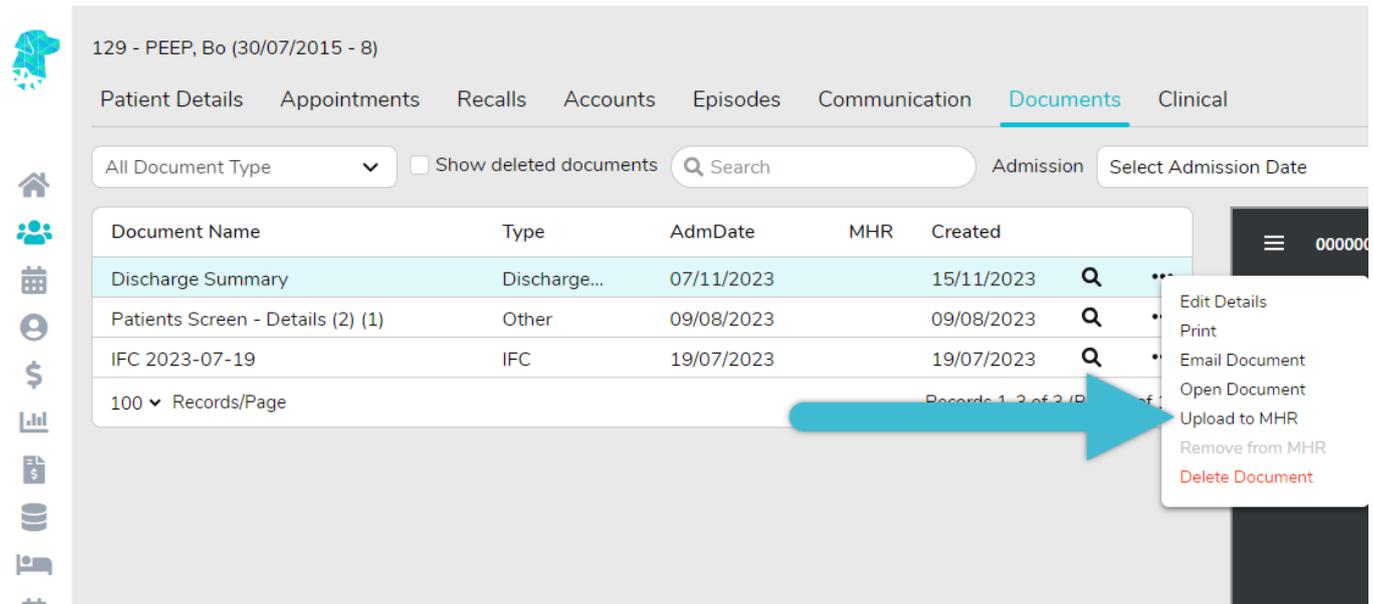
This document cannot be uploaded as we currently can only upload Discharge Summaries. Ensure the document type is set Discharge Summary in Settings > Document Types.

OK

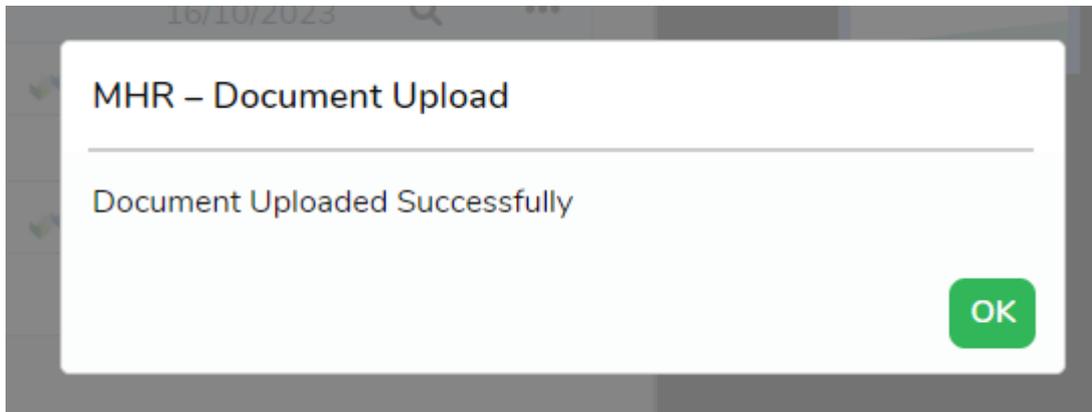
After the required document is uploaded, click the three dots to display the **Menu**.



Select **Upload to MHR**.



A confirmation message indicating a successful upload will be displayed.



Documents that have been uploaded can be identified by the MHR symbol.

129 - PEEP, Bo (30/07/2015 - 8)

Patient Details Appointments Recalls Accounts Episodes Communication Documents Clinical

All Document Type  Show deleted documents Search Admission Select Admiss

Document Name	Type	AdmDate	MHR	Created
Discharge Summary	Discharge...	07/11/2023		15/11/2023
Patients Screen - Details (2) (1)	Other	09/08/2023		09/08/2023
IFC 2023-07-19	IFC	19/07/2023		19/07/2023

100 Records/Page Records 1-3 of 3 (Page 1 of 1)

Documents can be **removed** from MHR by following the same process above and selecting **Remove from MHR**.

DocFullName	Document	11/10/2023		11/10/2023	Q	...
100	Records/Page	Records 1-8 of 8 (Page 1 of 1)				

- Edit letter
- Edit Details
- Print
- Email Document
- Open Document
- Upload to MHR
- Remove from MHR
- Delete Document

Confirm the removal by clicking **Yes**.

**MHR - Remove Document**

Are you sure you wish to remove this document from the patient's My Health Record?

**Yes** **Cancel**

A confirmation of successful removal will be displayed.

**MHR - Remove Upload**

Document Removed Successfully

**OK**

For more helpful information related to **My Health Record** visit our associated wiki pages to:

Add your **organisations** HPI-O to FYDO [here](#).

Add your **doctors** HPI-I to FYDO [here](#).

Check a **patients** IHI in FYDO [here](#).

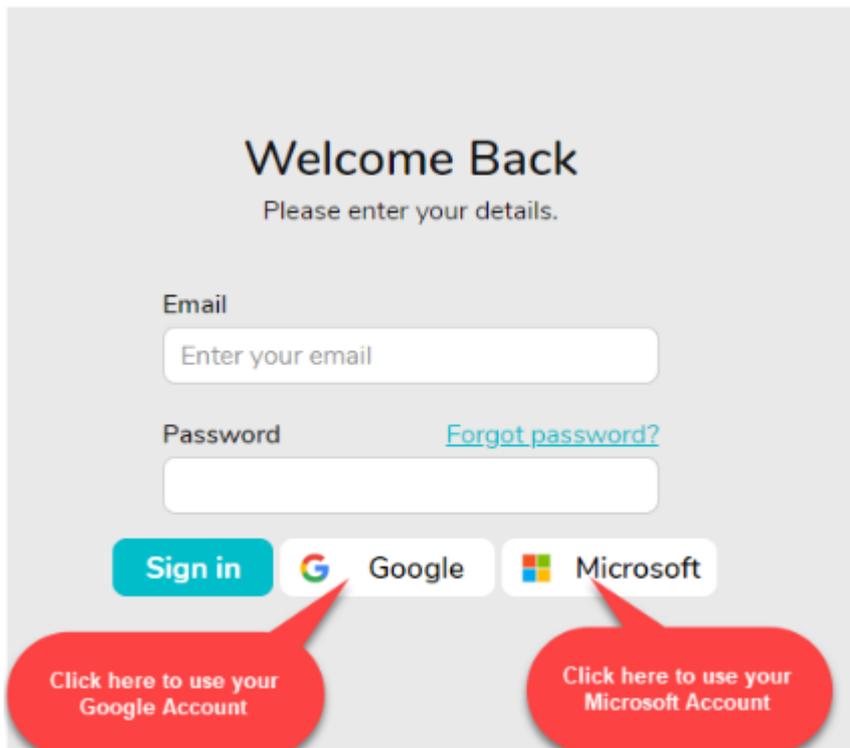
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## [Single Sign On \(SSO\) with FYDO](#)

At FYDO, we are committed to continuously enhancing the security and convenience of our platform for our valued customers. And because of that, we use Single Sign On (SSO) to FYDO! This feature will allow you to access FYDO using your existing credentials from Microsoft or Google, simplifying your login process while maintaining the highest level of security.

SSO is a secure authentication process that enables you to log in to multiple applications with a single set of credentials. By integrating SSO, we aim to provide you with a seamless and efficient log in experience.

When you log in, you will notice two buttons for Microsoft and Google account access, as pictured below.



If you are already logged into your browser with either a Google or Microsoft account, you can click on the applicable button to log in. This will take you directly to the FYDO dashboard or the Two-Step Verification Process via SMS, email, or an Authentication App as usual.

**Note-** The account you use must already be set up in FYDO to proceed.

If you are not already logged into your browser with an account, you will be prompted to **'Pick an**

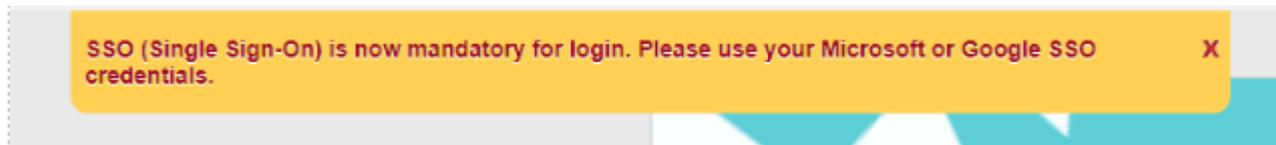
**account'** or **'Use another account'** as shown below. You will need to enter your password to proceed.



## Pick an account



You may still use your email and password to log in unless your FYDO account subscriber has forced SSO to be used. In that case, you may receive a message at the top of the screen, as shown:



If you receive the message above, please try using the Microsoft or Google buttons. If you still have problems logging in, **contact your FYDO account subscriber** (*the person in charge of FYDO at your facility*) before reaching out to Altura Health Support.

**If you have forgotten your Microsoft or Google password, please contact your IT department. This issue is separate from FYDO and cannot be addressed by Altura Health Support.**

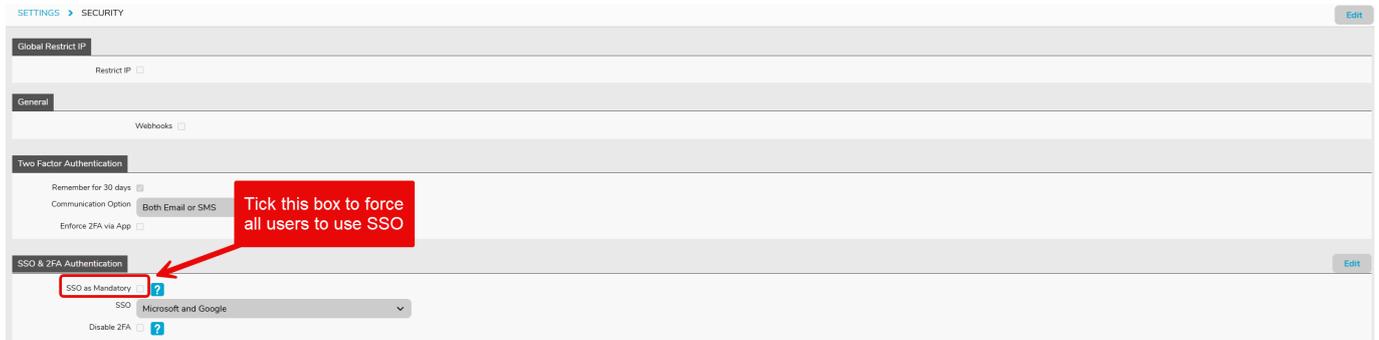
## How to enforce SSO in FYDO

SSO authentication can be enforced for all or selected users. Once SSO is enforced, an email invitation will be sent to the applicable user/s, advising them to activate their account via SSO. The user does not need to use the email invitation link; they can go directly to the FYDO website.

**Note:** Once a user is required to use SSO by their facility, their existing password will be deleted.

To enforce SSO for all users:

1. Go to **Settings > Security** and click **Edit**.
2. Tick the **SSO as Mandatory** tick box (as shown below) and click **Save**.



If, for any reason, some users are unable to authenticate using SSO, they can be reverted back to the standard email/password authentication method.

### To revert all users to email/password authentication:

1. Simply untick the **SSO as Mandatory** box in **Settings > Security**.

### To revert specific users to email/password authentication:

1. Go to **Settings > Users**
2. Double-click on required user
3. Click **Edit**
4. Untick **SSO Mandatory**
5. Click **Save**

Reverted users will receive another email invitation to set up their new password.

You can see which users have SSO enforced and whether they have successfully authenticated using SSO by going to **Settings > Users**.

Group	SSO	2FA App	Last Login
Subscriber	✓		04/12/2025
Full Access	✓		22/10/2025
Admin Management	✓		03/12/2025
Administration	✓		04/12/2025
Administration	✓		04/12/2025
Administration	✓		09/09/2025
Full Access	✓		19/09/2025
Clinical Staff	✓		21/10/2025
Clinical Staff	✗		-
Clinical Staff	✓		01/12/2025
Clinical Staff	✓		04/12/2025
Clinical Staff	✓		02/12/2025
Clinical Staff	✓		02/12/2025
Clinical Staff	✗		-
Clinical Staff	✓		04/12/2025
Clinical Staff	✗		-
Clinical Staff	✓		03/12/2025
Clinical Staff	✓		29/08/2025
Clinical Staff	✗		-
Clinical Staff	✗		-
Clinical Staff	✓		03/10/2025
Clinical Staff	✗		-
Clinical Staff	✗		-
Clinical Staff	✗		-
Clinical Staff			-
Clinical Staff	✗		-

- **SSO Blank:** User not forced to use SSO
  - **SSO Red Cross:** User forced to use SSO but not activated
  - **SSO Green Tick:** User has activated SSO
-

# [Hospital Data Extracts Reference Guides](#)

Each month you will be required to submit data of patient discharges to various agencies. Each entity has its own reporting requirements surrounding the data it collects. Below are links to each of their websites' reference guides that stipulate what information is required for submission.

State health departments also require data. However, you will only need to submit data to the state the facility is located in.

[PHDB \(Private Hospitals Data Bureau\)](#)

[HCP \(Hospital Casemix Protocol\)](#)

[QLD Health- QHAPDC](#)

[VIC Health - VAED](#)

[SA Health- APC](#)

[TAS](#)

[NT](#)

[WA Health- HMDS \(formerly HA22\)](#)

- [TCheck](#) - Validation Tool

**NSW - *No Website Available***

**Email: [MOH-phicolive@health.nsw.gov.au](mailto:MOH-phicolive@health.nsw.gov.au)**

For more instructions on **Hospital Data Extracts Setup** visit our wiki page:

[Data Extracts Setup](#)

For more instructions on **Extracting Hospital Data from FYDO** visit our wiki page:

[Hospital Data Extraction](#)

For more instructions on **Re-Extracting Hospital Data from FYDO** visit our wiki page"

[Re-Submitting a Hospital Data Extract](#)