[Hospital Health Fund Fees – Importing DRG Fees](#)

FYDO now has the option to import DRG 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.

Or click the link below to download a blank template:

[DRG Import Sample](#)

Using the same column titles as can be seen in this spreadsheet example.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	DRG	ChargeSD	ChargeIP	CWO	SSTrim	SSFee	LS1From	LS1To	LS1Fee	LS2From	LS2To	LS2Fee	LS3From	LS3To	LS3Fee	TRF	TRFDisc	GST	exclpros	ExcludePrivateRoom
2																				

Column headings need to be:
A – DRG
B – ChargeSD
C – ChargeIP
D – CWO
E – SSTrim
F – SSFee
G – LS1From
H -LS1To
I – LS1Fee
J – LS2From
K – LS2To
L – LS2Fee
M – LS3From
N – LS3To
O – LS3Fee
P – TRF
Q – TRFDisc
R – GST
S – Exclpros
T – ExcludePrivateRoom

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

DRG	Sameday Rate	IP Rate	CWO	SS Trim	SS Fee	LS 1 From	LS 1 To	LS 1 Fee	LS 2 From	LS 2 To	LS 2 Fee	LS 3 From	LS 3 To	LS 3 Fee	TFR Trim	TFR Disc	Sameday Rate	IP Rate	CWO	SS Trim	SS Fee	LS 1 From	LS 1 To	LS 1 Fee	LS 2 From	LS 2 To	LS 2 Fee	LS 3 From	LS 3 To	LS 3 Fee	TFR Trim	TFR Disc	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 DRG 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 DRG tab or section in the contract
3. Remove any lines above the DRG 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 DRG 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**

5. Update **Start of Current Fee** and **End of Current Fee** dates
6. Click **Save**

7. Click **DRG Fees** tab
8. Click **Edit**

9. Click **More Actions** and select **Click to move all Current fees to Old** and follow instructions – *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**

11. Click **Edit**
12. Click **More Actions** and select **Import Fees**

13. Click **Fee Type** and select **Current File**

14. Click **Upload DRG Fees File** and locate the relevant Excel file to be uploaded
15. Click **Upload**
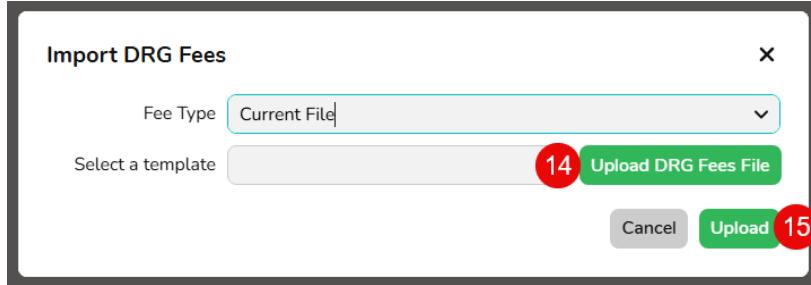
16. DRG items and fees will populate into the DRG Fees tab
17. Click **Save**
18. Select **Print** to print or download, then **conduct a spot check with the contract to ensure fees have populated correctly**

Note: If a DRG 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.

Amending a User's Email Address

There may be instances when a user needs to change their FYDO log in email address. This can be done by the user themselves by following the steps below.
The only exception is the Subscriber who is unable to change their email address themselves & will need to contact FYDO Support if amendments need to be made.

1. Hover over **User Profile** *(Your Initials)*
2. Select **Edit Profile**
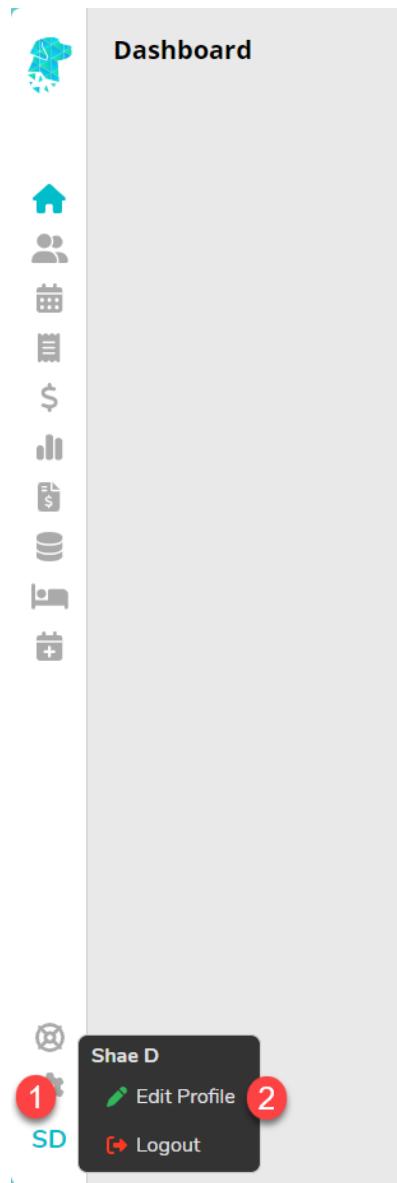
3. Select **Edit**
4. Amend **Email**
5. Click **Save**

The new email address will need to be used for log ins from there on.

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**.
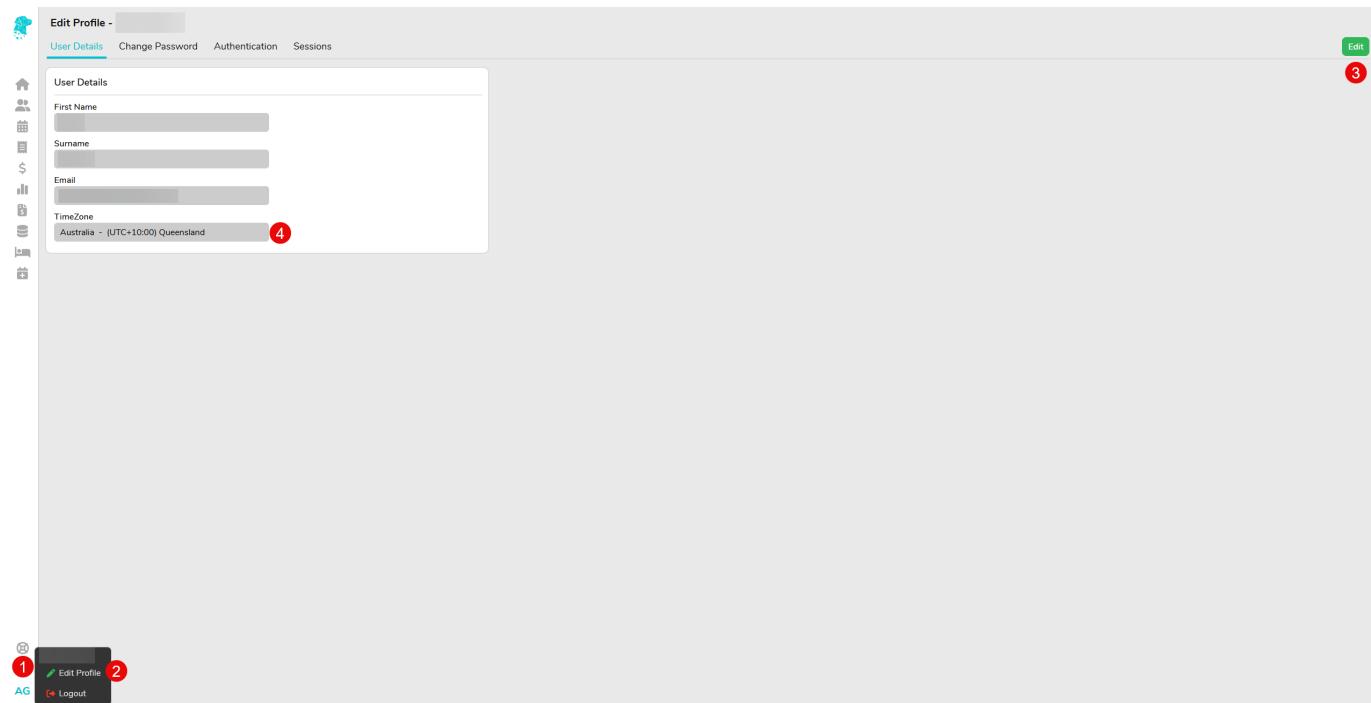
Click **Save** and you're all done! You have successfully updated your TimeZone on ***this profile.***
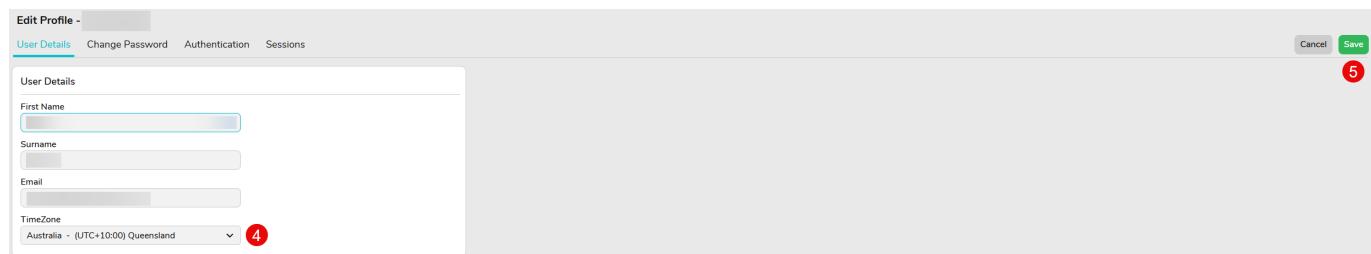
Adding MBS Item Numbers – Hospital

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 receive the code via email to be able to log in without the old mobile number. Once logged in you will be able to:
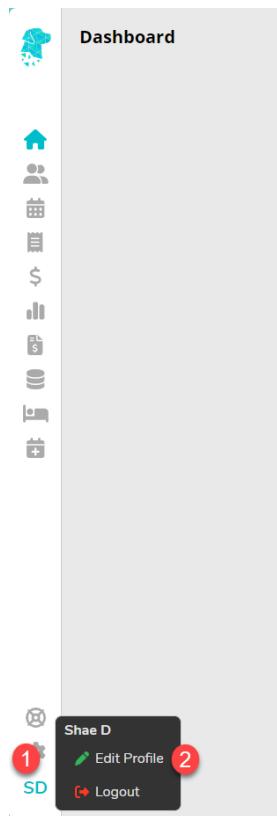
1. Hover over the **User** icon *(Your Initials)*
2. Select **Edit Profile**
3. Select the **Authentication** tab
4. Click **Edit**
5. Select **Yes, reset for next log login** to the question **Would you like to reset mobile?**
6. Click **Save**
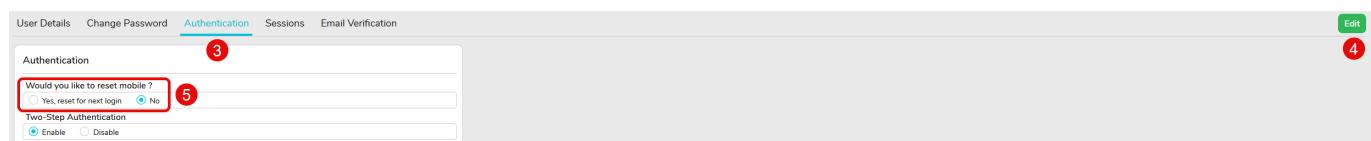
The next time you log in you will be prompted to set a new mobile number.

[Hospital Appointments Screen – Right Click Menu](#)

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	M
2	Create from Waitlist	
3	Edit Appointment	E
4	Copy / Cut / Paste / Delete	>
5	Episodes	
6	Documents	
7	Chart Tracking	
8	EMR	F9
9	OEC	O
10	IFC	F
11	Send SMS	>
12	Confirmed	
13	Unarrived	
14	Admit	A
15	Excess / Deposit	P
16	Theatre	T
17	Discharge	D
18	Coding	G
19	Create Invoice	>
20	Rehab Screen	B
21	Check List	>
22	Inpatient	
23	Certificate	
24	Clinical Indicators	N
25	Print Chart Label	>
26	Print Wristband	>
27	Quick Form	
28	HC21	>
29	Create Letter	

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.

Indigenous	Description	Percentage	Episodes
1	Aboriginal	50.00%	1
4	Neither Aboriginal or Torres Strait Islander	50.00%	1
	Total	100.00%	2

EpisodeStats-   PrivateHospital   Page 1 of 1   Date: 02/12/2025 11:55 AM

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

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 <<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 <<patFirstN>>, Please 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 <<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 <<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 <<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 <<patFirstN>>, Please contact <<EpLoc>> on <<EpPhone>> to speak with our nurses regarding your appointment on <<EpAdmDate>>. Many 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 <<patFirstN>>, Your admission time for your appointment on <<EpAdmDate>> has changed. 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 <<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

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 <<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 *(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:

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 to the left of the date then selecting the blue bin symbol above the date.