

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:

[FYDO DRG Import Demo File](#)

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	Summary Rate	IP Rate	CWO	SS Trim	SS Fee	LS1 From	LS1 To	LS1 Fee	LS2 From	LS2 To	LS2 Fee	LS3 From	LS3 To	LS3 Fee	TRF Trim	TRF Disc	Summary Rate	IP Rate	CWO	SS Trim	SS Fee	LS1 From	LS1 To	LS1 Fee	LS2 From	LS2 To	LS2 Fee	LS3 From	LS3 To	LS3 Fee	TRF Trim	TRF 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.

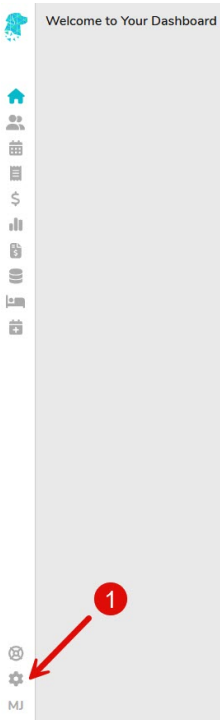
How to Format an Excel File for DRG Upload

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**

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

4 Edit Export To

Same Day Accommodation Fees				Theatre Banding Charges			
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	

Band	Current Fees			Old Fees		
	Full Fee	Full Fee Rebate	Full Fee	Full Fee	Full Fee Rebate	
1A	100.00	100.00	100.00	100.00	100.00	
1	150.00	150.00	150.00	150.00	150.00	
2	200.00	200.00	200.00	200.00	200.00	
3	900.00	900.00	900.00	900.00	900.00	
4	400.00	400.00	400.00	400.00	400.00	
5	500.00	500.00	500.00	500.00	500.00	
6	600.00	600.00	600.00	600.00	600.00	
7	700.00	700.00	700.00	700.00	700.00	
8	800.00	800.00	800.00	800.00	800.00	
9A	0.00	0.00	0.00	0.00	0.00	

- Update **Start of Current Fee** and **End of Current Fee** dates
- 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

5

6 Save Cancel

Mo Tu We Th Fr Sa Su

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30

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

Band	Current Fees			Old Fees		
	Full Fee	Full Fee Rebate	Full Fee	Full Fee	Full Fee Rebate	
1	100.00	100.00	100.00	100.00	100.00	
2	150.00	150.00	150.00	150.00	150.00	
3	200.00	200.00	200.00	200.00	200.00	
4	900.00	900.00	900.00	900.00	900.00	
5	400.00	400.00	400.00	400.00	400.00	
6	500.00	500.00	500.00	500.00	500.00	
7	600.00	600.00	600.00	600.00	600.00	
8	700.00	700.00	700.00	700.00	700.00	
9A	800.00	800.00	800.00	800.00	800.00	
	0.00	0.00	0.00	0.00	0.00	

- Click **DRG Fees** tab
- Click **Edit**

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

7

8 Edit Export To

Q Search

DRG	Current														Old															
	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		
C08Z	1,500.00	3,000.00	0.00	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0.00	1,500.00	3,000.00	0.00	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00

- 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*
- 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

10 Save Cancel

9

More Actions

Click to Move All Current Fees to Old Fees Import Fees

DRG	Current														Old															
	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		
C08Z	1,500.00	3,000.00	0.00	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0.00	1,500.00	3,000.00	0.00	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00
	0.00	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0.00	0.00	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00

11. Click **Edit**
12. Click **More Actions** and 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

Save Cancel

More Actions 12

Click to Move All Current Fees to Old Fees

Import Fees

DRG	Same Day Rate	IP Rate	CWO	SS Trm	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 Trm	TFR Disc	Same Day Rate	IP Rate	CWO	SS Trm	SS Fee	LS 1 From	LS 1 To	LS 1 Fee	LS 2 From	LS 2 To	LS 2 Fee	LS 3 From	
COBZ	1,500.00	3,000.00	0.00	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0.00	1,500.00	3,000.00	0.00	0	0.00	0	0	0.00	0	0	0.00	0	0
	0.00	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0.00	0.00	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0

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

Import DRG Fees ✕

Fee Type Select Fee Type 13 ▼

Select a template Upload DRG Fees File

Cancel Upload

Import DRG Fees ✕

Fee Type Select Fee Type 13 ▼

Select a template Current File
Old File ▼

Cancel Upload

14. Click **Upload DRG Fees File** and locate the relevant Excel file to be uploaded
15. Click **Upload**

Import DRG Fees

Fee Type: Current File

Select a template

Upload DRG Fees File

Cancel Upload

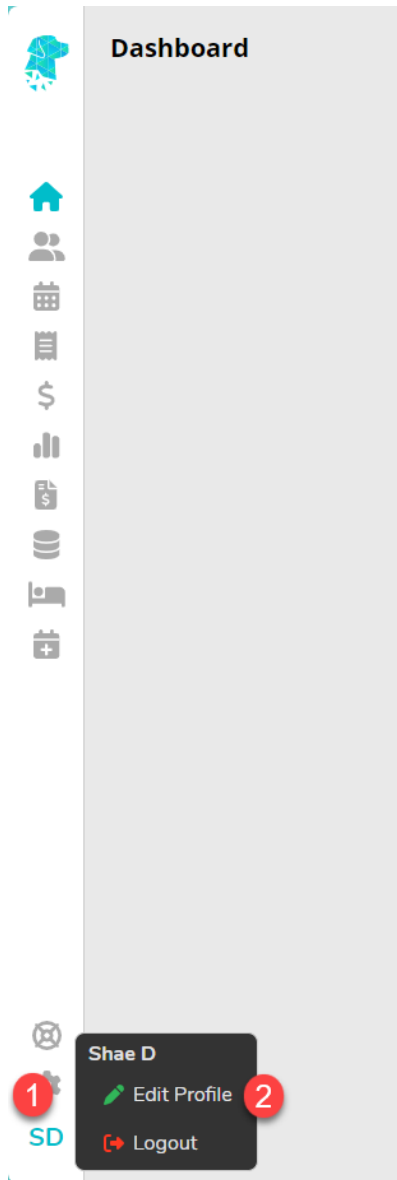
16. DRG items and fees will populate into the DRG Fees tab
17. Click **Save**
18. Select **Print** to print or download, then **conduct a spot check with the contract to ensure fees have populated correctly**

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.

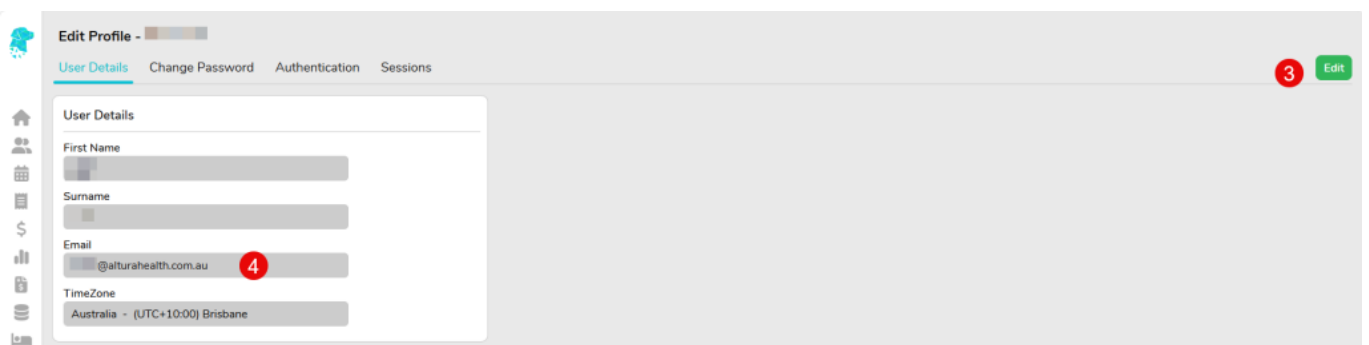
[Amending a User's Email Address](#)

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**



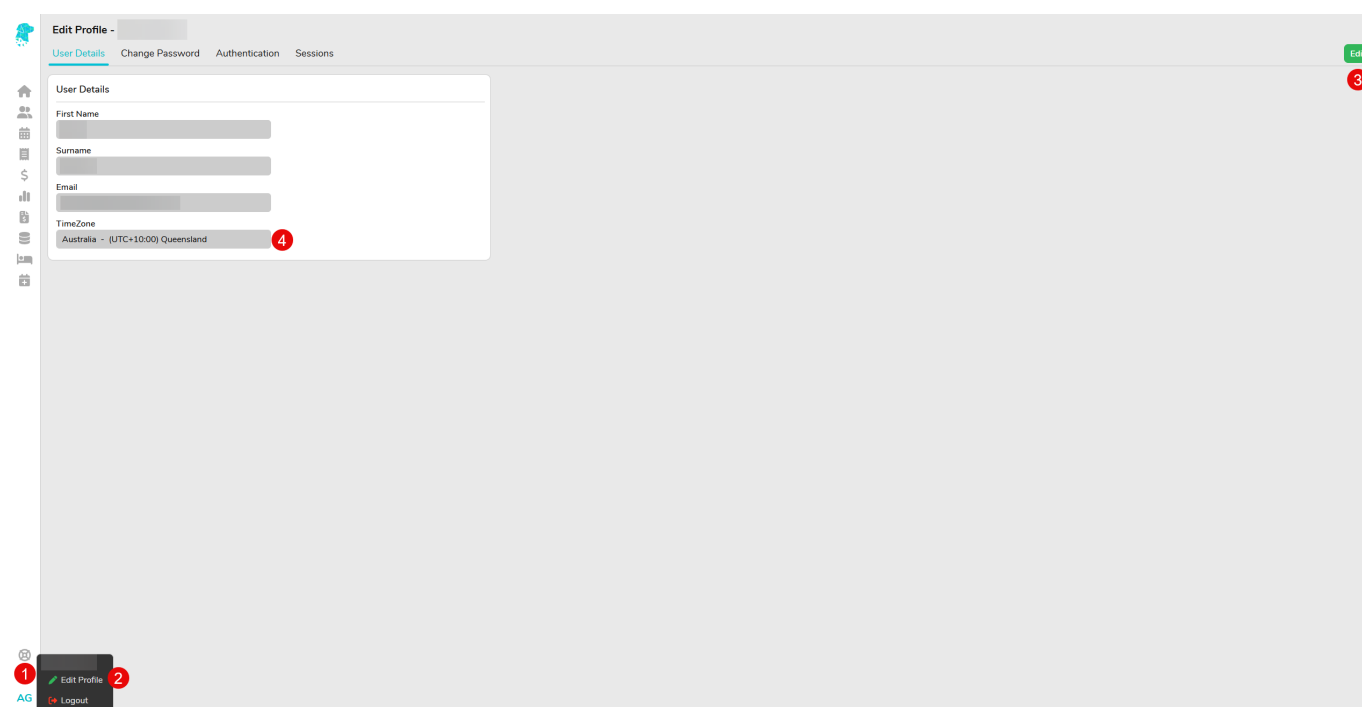
The new email address will need to be used for log ins from there on.

How to change user's timezone

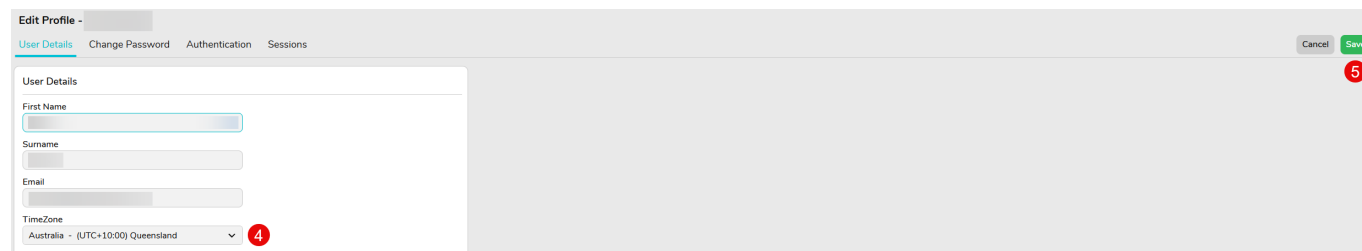
Need to change your timezone? Read on to learn how!

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

Item #	Description	Category	Group	Sub Group	National Band	State Band	Day type	Rule	Status
30473	Oesophagoscopy (not being a service to which item 41816 or 41822 applies), gastroscopy, duodenoscopy or p...	Category 3	TB	1	1	1	B	Surgical	Active
30478	Oesophagoscopy (other than a service to which item 41816, 41822 or 41825 applies), gastroscopy, duodenos...	Category 3	TB	1	1	1	B	Surgical	Active
31456	Gastroscopy and insertion of nasogastric or nasoenteral feeding tube, where blind insertion of the feeding tube...	Category 3	TB	1	1	1	B	Surgical	Active
31458	Gastroscopy and insertion of nasogastric or nasoenteral feeding tube, where blind insertion of the feeding tube...	Category 3	TB	1	1	1	B	Surgical	Active

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**

Item Details

Number:

Procedure Name:

Notes:

Link Procedures:

Classifications - Hospital

Theatre Band (National):

Theatre Band (State):

Day Type:

Patient Class:

DVA Accommodation:

Category: Group: Sub Group:

Item Type: Qty on Hand:

Modal:

Rule: 100% rebate: R-Type:

Active Stock Item Ask Quantity

Effective From: Inactive From:

Same Day Accom Band 1 Override Accom Item

Eclipse Code Mapping Item Excluded From PSG

Miscellaneous/ADA code Timebase Submit as DRG

Save Cancel

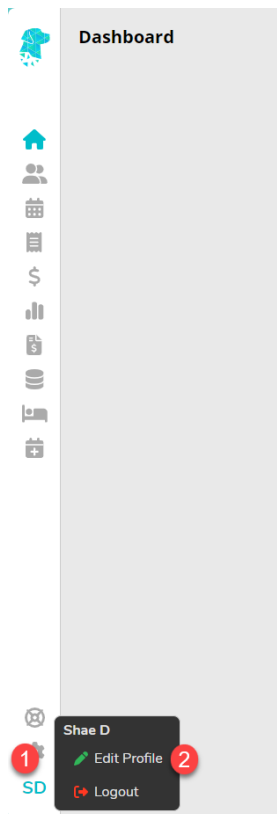
10. Add the item number, or desired code, into the **Number NB**. *This field will never be editable after it has been created & saved*
11. Add the description for the item into the **Procedure Name** *(The Number & Procedure Name fields are both mandatory fields that are required to add an item)*
12. 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**

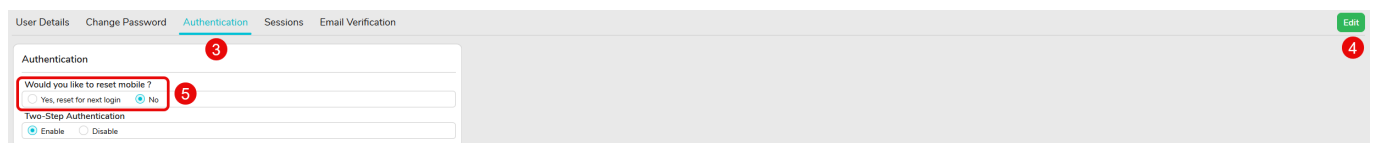
Resetting a Users Mobile Number

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	

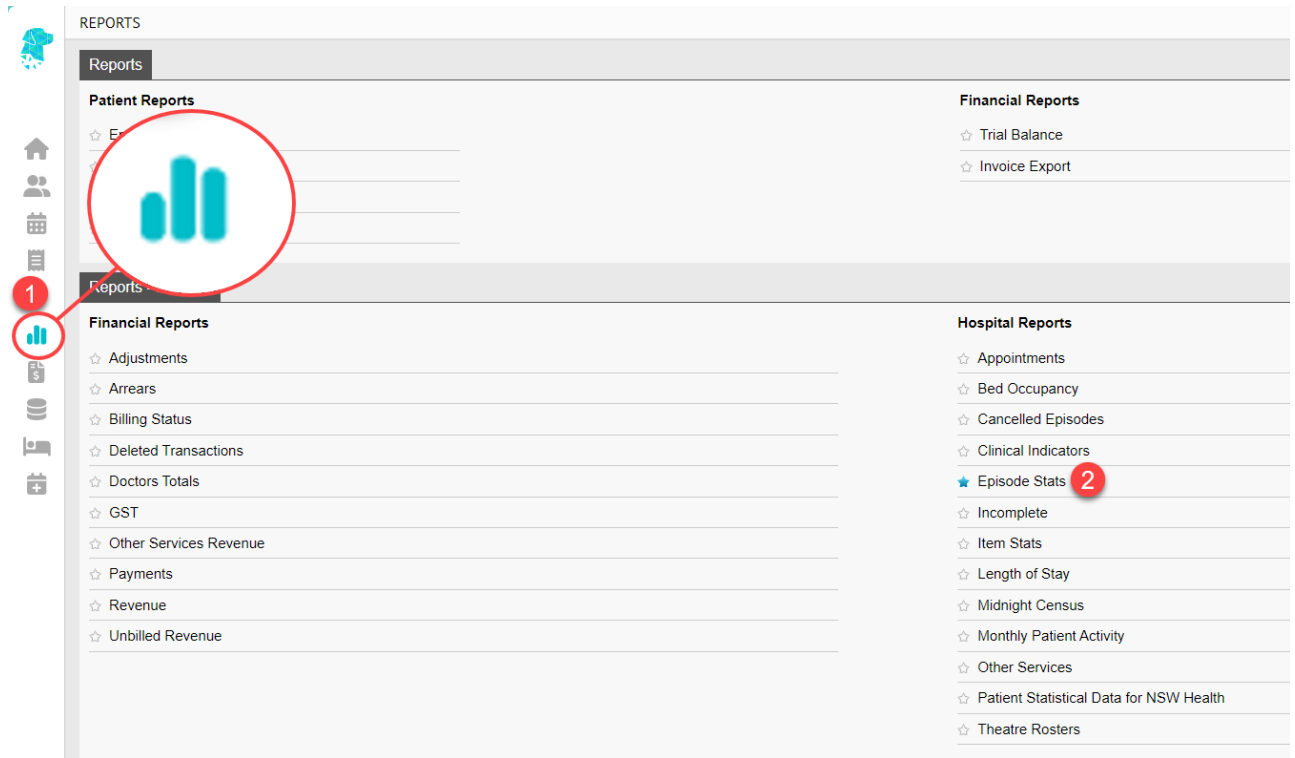
1. **Make an Appointment** allows users to add a booking
2. **Create from Waitlist** allows a booking to be made using a patient on the Waitlist
3. **Edit Appointment** allows users to amend an existing booking
4. **Copy / Cut / Paste / Delete** allows users to copy, cut or past an existing booking or 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

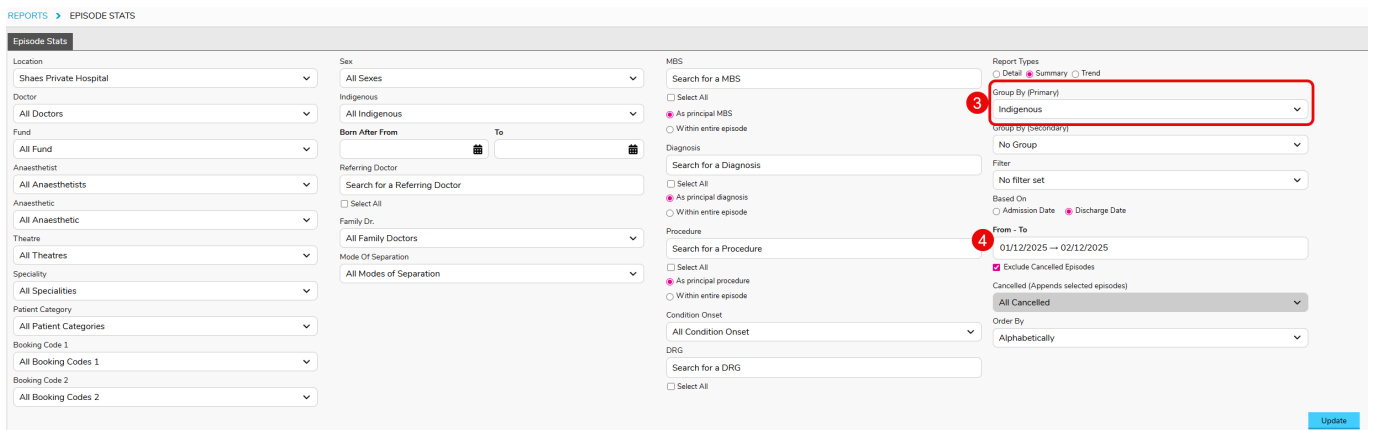
Obtaining ATSI Statistical Data (Hospital)

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.

Private Hospital

Episode Stats (Summary) based on Discharges 01/11/2025 - 31/12/2025

Grouped by Indigenous for Location = Private Hospital

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>>.

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 <<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

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**

Appointments 3 Patients | 180 of 600 minutes Search for patient... Friday, 29 Aug 2025

ADMISSIONS DAY PROGRAM THEATRE 1 **THEATRE 2** THEATRE 3

Time	Name	MRN	Procedure
06:00			
06:15			
06:30			
06:45			
07:00	DREAM, Day	164	Left Knee Arthroscopy
08:00	SWAGGER, Bob Lee	154	
09:00	STEWART, Alfred	110	
10:00			
10:15			
10:30			
10:45			
11:00			
11:15			
11:30			
11:45			
12:00			
12:15			
12:30			
12:45			
13:00			
13:15			
13:30			
13:45			
14:00			
14:15			
14:30			
14:45			
15:00			

1

2

- Make an Appointment
- Create from Waitlist
- Edit Appointment
- Copy / Cut / Paste / Delete
- Episodes
- Documents
- Chart Tracking
- OEC
- IFC
- Send SMS
- Confirmed
- Arrived
- Admit
- Excess / Deposit
- Theatre
- Discharge
- Coding
- Create Invoice
- Rehab Screen
- Check List
- Inpatient
- Certificate
- Clinical Indicators
- Print Chart Label
- Print Wristband
- Quick Form
- HC21
- Create Letter

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

APPOINTMENTS > CREATE INVOICE

MRN 164 - DREAM, Day EpiNo. 10 DOB 15/04/1926 (99) Sex Male FileNo Admission Date/Time 29/08/2025 08:30 Discharge Date/Time 29/08/2025 18:00 Dr/Surgeon TOE, Foot Fund AHM Speciality Surgeon Location Shaes Private Hospital (QLD) Anaesthetist STARR, Ringo

Procedure Notes Left Knee Arthroscopy Other Notes

Send Invoice To AHM - Australian Health Management Group Limited Claim Details Time Theatre In 10:00 Out 11:00 60 min

Billing Type Default Accommodation Type Accom - Advanced Surgical Program Number

Status Full Fee Anaesthetic General Anaesthetic Mode Of Separation Other (includes discharge to usual residence)

Item	Description	Date of Procedure	Band	Band Type	Session	Action
49536	Knee, repair or reconstruction of, for chronic instability (open or arthroscopic, or both) involving either cruciate or collateral ligaments, including notchplasty when performed, not being a service associated with any other arthroscopic procedure of the knee. (Anaes.)	29/08/2025	5	National	1	X

Item	Description	Qty	Date of Service	Type	Bill To	Action
AB009	BioGlue Surgical Adhesive - Syringe 10cm Extender	1	29/08/2025		Health Fund	X
AB009	BioGlue Surgical Adhesive - Syringe 10cm Extender	1	29/08/2025		Health Fund	X

Financial Notes

Episode Notes

5 Proceed to see charges Cancel

- All patient information specific to the episode
- Billing information including:
 - Billing Type
 - Theatre Times
- Procedure Items being billed (*drawn from Theatre Screen if entered*)
- Other Services being billed (*drawn from Theatre Screen if entered*)
- 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
- The **Financial Notes & Episodes notes** fields will reflect notes that have been entered into the patients' Episodes screen.
- 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
- Click **Proceed to see charges**

- The invoice information is displayed, including:
 - Accounting Period (That the revenue will be applied to)
 - Bill Type
 - ECLIPSE transmission status
- The **Accommodation** charges will be shown
- The **Theatre & Other Services Charges** will be displayed
- GST** can be amended with a **Right Click** in the **GST Field**
- 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*)
- Invoice template can be selected
- 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
- Save** can be selected when the invoice **is** able to be transmitted electronically via ECLIPSE & the user does not require a hard copy of the invoice

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

[Claiming Hospital - Not Yet Sent](#)

For a more detailed explanation of FYDO invoicing please see:

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

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**

The screenshot displays the 'Appointments' interface. At the top, it shows '1 Patients | 30 of 480 minutes' and a search bar. Below this are tabs for 'THEATRE 1' and 'THEATRE 2'. A table lists appointments with columns for 'Time', 'Name', and 'MRN'. The appointment for 'SQUAREPANTS, Spongebob' at 08:00 with MRN 103 is highlighted. A context menu is open over this appointment, listing various actions. The 'Create Invoice' option is selected and highlighted with a red circle and a '5' in a white box. The date 'Wednesday, 28 Jan 2026' is shown at the top right with a red circle '3'. A red circle '1' is next to the calendar icon on the left sidebar. A red circle '4' is next to the patient name in the table.

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

APPOINTMENTS > CREATE INVOICE

MRN 103 - SQUAREPANTS, Spongebob a DOB 19/05/2005 (20) Sex Male FileNo Fund MPL Location Claires Private Hospital (QLD)

Admission No. 5 EpiNo. 1 Admission Date/Time 28/01/2026 07:30 Discharge Date/Time 28/01/2026 09:00 Dr/Surgeon HOUSE, Gregory Speciality Surgeon Anaesthetist

Procedure Notes Colonoscopy Other Notes

b Send Invoice To: MPL - Medibank Private Limited c Claim Details d Time Theatre In: 08:00 Out: 08:30 30 min

e Billing Type: Default f Accommodation Type: Accom - Medical Program Number

g Status: Full Fee h Anaesthetic: IV/Sedation Anaesthetic: None i Mode Of Separation: Other (includes discharge to usual)

j Re-order Item Numbers

Item	Description	Date of Procedure	Band	Band Type	Session	Action
42702	Lens extraction and insertion of intraocular lens, excluding surgery performed for the correction of refractive error except for anisometropia greater than 3 dioptres following the removal of cataract in the first eye (Anaes.)	28/01/2026	6	National	1	x
					1	x

Item	Description	Qty	Date of Service	Type	Bill To	Action
AL005	DUOVISC VISCOELASTIC SYSTEM	1	28/01/2026	Prostheses	Health Fund	x
AL025	AcrySof Multipiece Models MN60MA, MN60AC	1	28/01/2026	Prostheses	Health Fund	x
GAP	Gap payment	1	28/01/2026	Other	Patient	x
		1				x

Financial Notes

Episode Notes

8 Proceed to see charges Cancel

- a. All patient information specific to the episode
 - b. The health fund being invoiced
 - c. **Billing Type** can usually be left as default. This allows FYDO to review the fees entered for the health fund & bill accordingly by **Casebase, Per Diem** or **DRG**
 - d. The Status of the invoice being billed: either Full Fee or Basic Fee
 - e. The Accommodation Type
 - f. The anaesthetic type being billed
 - g. The theatre times that the invoice will be based on
 - h. The Mode of Separation
 - i. The items being billed
 - j. The **Other Services** being billed
 - k. The **Re-order Item Numbers** tick box allows users to keep the item numbers in the order they have been entered in. However, if this box is checked, then FYDO will order the item numbers from highest to lowest banding
 - l. The **Bill To** feature allows other services to be billed to the patient or a third-party company, even if the main invoice is being billed to a health fund. Selecting **Patient** from this dropdown will create a separate invoice/invoice number for the patient account
 - m. The **Financial Notes** & **Episodes notes** fields will reflect notes that have been entered into the patients' Episodes screen.
7. As long as all required information has been previously entered into the **Theatre Screen**, there should be few reasons that anything on the Create Invoice page needs to be amended
8. Click **Proceed to see charges**

APPOINTMENTS > CREATE INVOICE

MRN 103 - SQUAREPANTS, Spongebob DOB 19/05/2005 (20) Sex Male FileNo Fund MPL Location Claires Private Hospital (QLD)

Admission No. 5 EpiNo. 1 Admission Date/Time 28/01/2026 07:30 Discharge Date/Time 28/01/2026 09:00 Dr/Surgeon HOUSE, Gregory Speciality Surgeon Anaesthetist

Procedure Notes Colonoscopy Other Notes

Send Invoice To: MPL - Medibank Private Limited Accounting Period: 28/01/2026 Bill Type: Per Diem Send via ECLIPSE Patient Cat: D/O

Dates: 28/01/2026 - 28/01/2026 Start At Day: 1 Mins in Theatre: 30 mins Anaesthetic: IV/Sedation NHTP: No Mode of Separation: Other (includes discharge to usual residence)

Accommodation 12

From	To	Days	Description	Fee inc GST	GST	CC	Program#	BedType	Adm	Accom	Dis
28/01/2026	28/01/2026	1	SameDay Accommodation Fee Band : 3	600.00	0.00	CC		Shared	Same Day	Shared Room	Discharged

Theatre and Other Charges 13

From	T	Code	Description	Qty	Band	Fee inc GST	GST	Action
28/01/2026	T	42702	Lens extraction and insertion of intraocular lens, excluding surgery performed for the correction of refractive error except for anisometropia greater than 3 dioptres following the removal of cataract in the first eye (Anaes.)	1	6	600.00	0.00	X
28/01/2026	O	AL005	DUOVISC VISCOELASTIC SYSTEM	1	6	66.00	0.00	X
28/01/2026	O	AL025	AcrySof Multipiece Models MN60MA, MN60AC	1	6	232.00	0.00	X
28/01/2026	O	GAP	Gap payment	1	7	1,800.00	0.00	X

Invoice Message 15

Total Charges: \$3,298.00
Total GST: \$0.00
Total Deposits/Payments: \$0.00
Balance: \$3,298.00

16 Template: Invoice-Hospital 17 Edit Invoice 18 Print & Save Save Cancel

9. The **Accounting Period** date, which the revenue will be applied to, is displayed. *(The default date that is selected in this field is set in Settings > System Configuration)*
10. The **Bill Type** that has been used will be displayed
11. The invoice's ability to be transmitted via ECLIPSE will be shown with the tick box
12. The **Accommodation** charges will be displayed
13. The **Theatre & Other Services Charges** will be displayed
14. **GST** will be displayed if the fees for that item have been set up to include GST. Otherwise, users are able to calculate the GST amount by **Right Clicking** in the **GST Field**
15. Custom **Invoice Messages** are able to be added & the user is able to type the required messages. However, Invoice Message Templates can also be added in Settings > Invoice / IFC Messages so that they can easily be selected from the dropdown list
16. FYDO allows for multiple Invoice Templates to be added. A default template can be set, but if another template is required, it can be selected from the Template dropdown
17. **Print & Save** can be selected when the invoice isn't able to be sent via ECLIPSE & the user requires a printed or PDF copy of the invoice
18. **Save** can be selected when the invoice **is** able to be transmitted electronically via ECLIPSE & the user does not require a hard copy of the invoice

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