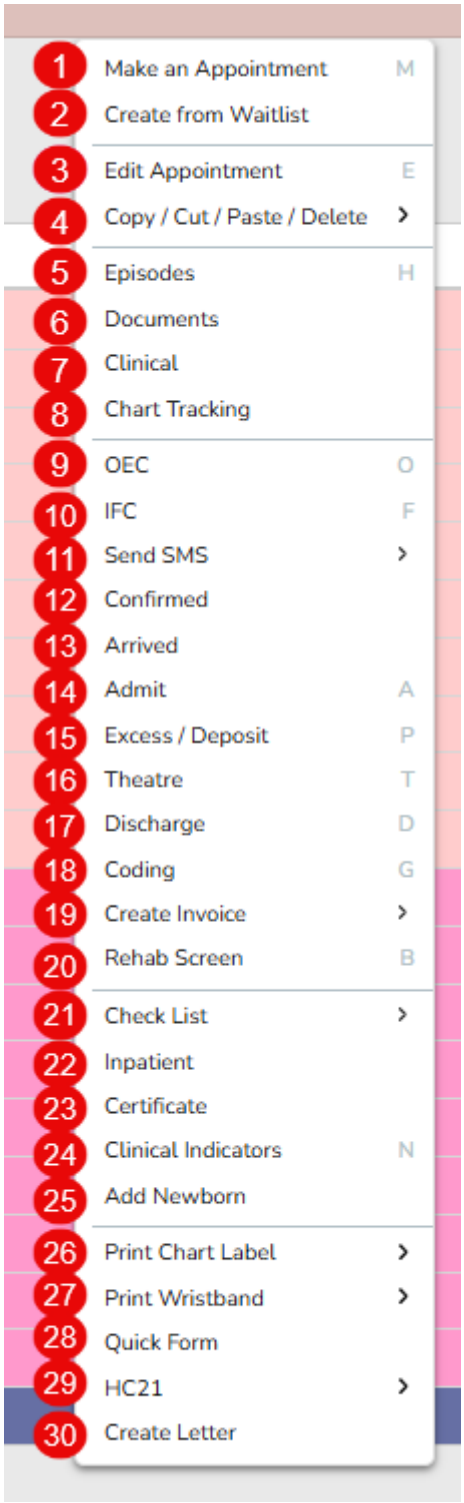
Hospital Appointments Screen – Right Click Menu

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** 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. **Clinical** is where the doctor can add any clinical notes or relevant information about the patient.
8. **Chart Tracking** allows for chart movement to be tracked
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** 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. **Add Newborn** is where you can enter the newborn's details once the baby has been born.
26. **Print Chart Label** is where labels can be printed for the patient chart
27. **Print Wristband** is where a wristband label can be printed for the patient
28. **Quick Form** allows users to print other forms that have been loaded into the database. For example, Discharge Summaries
29. **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)*
30. **Create Letter** allows users to create letters in FYDO from preloaded templates

In addition, some of these screens can also be accessed using Hot Keys on your keyboard. Please see below for a list of the Hot Keys currently available:

A Admit

C Copy appointment

D Discharge

E Edit Episode

F IFC

G Coding

H Episodes

I Create Invoice

M Make an appointment

N Clinical Indicators

O OEC

P Excess/ Deposit

R Patient Details

S Send SMS

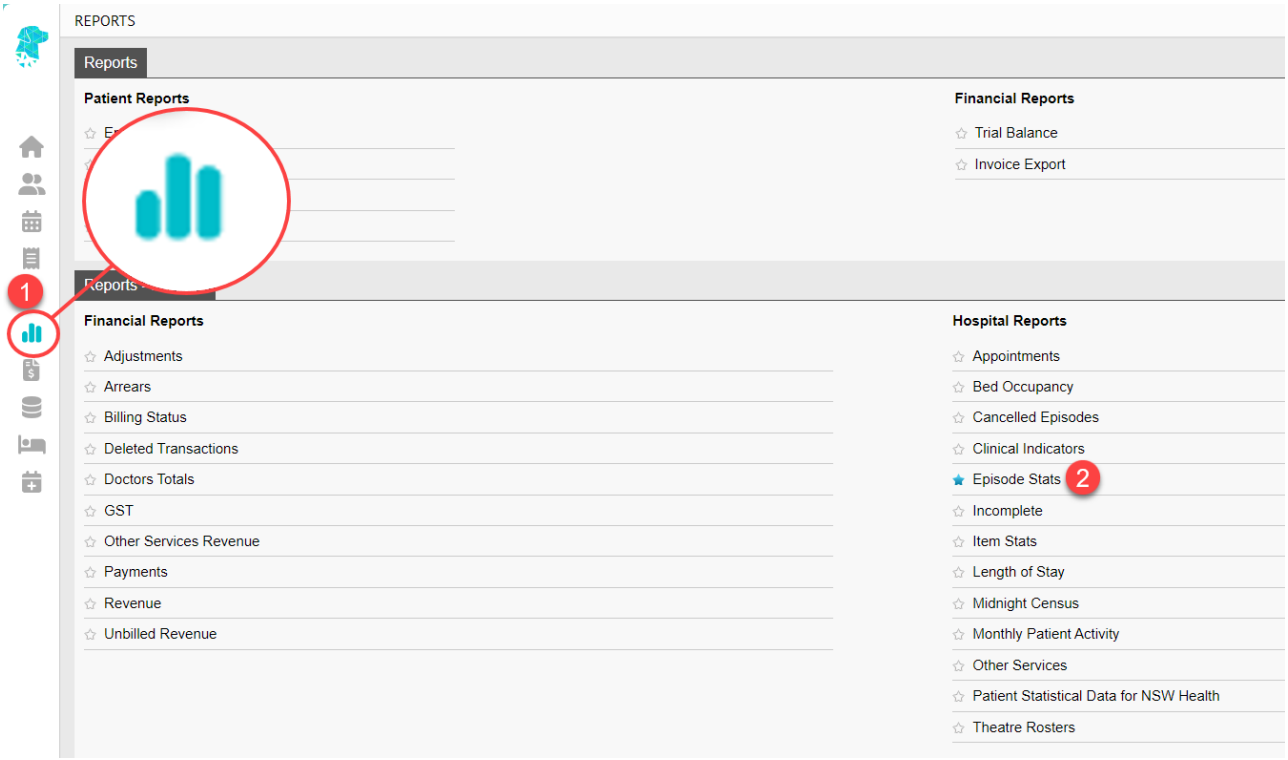
T Theatre

F9 EMR

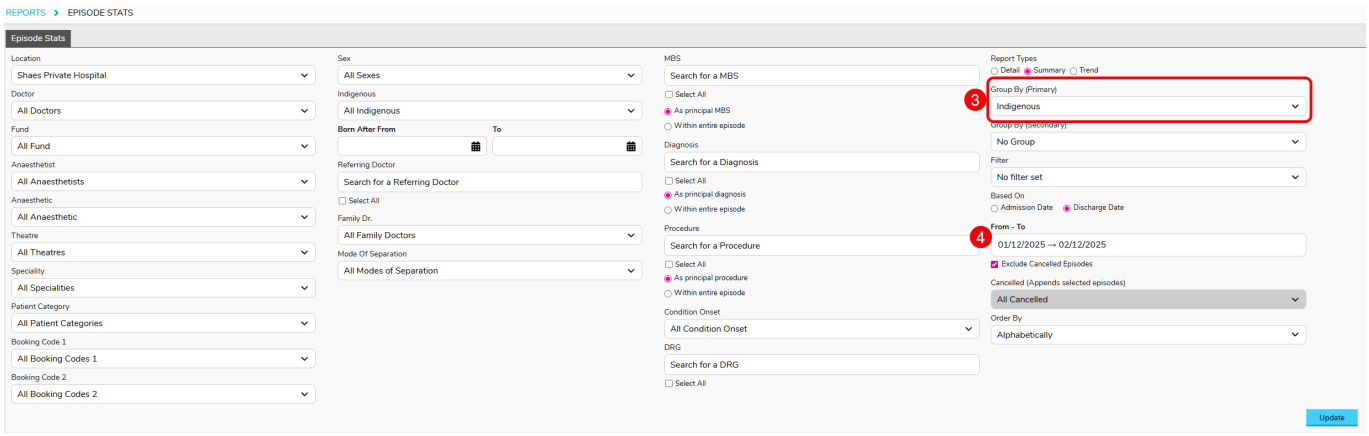
Obtaining ATSI Statistical Data (Hospital)

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.

[redacted] Private Hospital

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

Grouped by Indigenous for Location = [redacted] 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-[redacted] 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

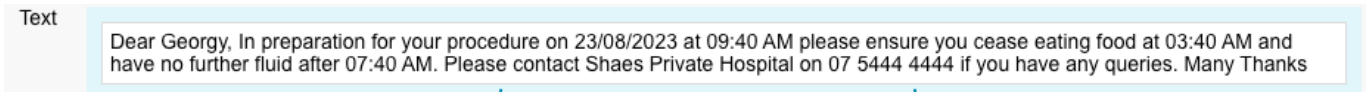
Dear <<patFirstN>>, Please click on the link below to complete your admission forms for your appointment on <<EpAdmDate>> at <<Time12h>>. **Add preadmit URL in here.**

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

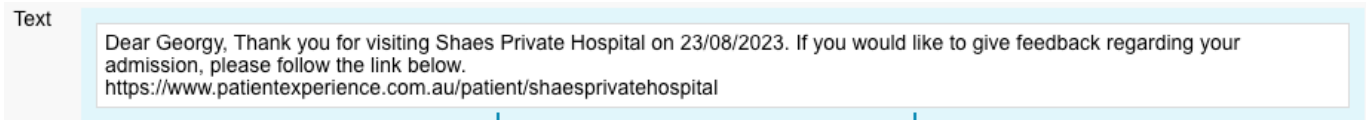
Fasting Times

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

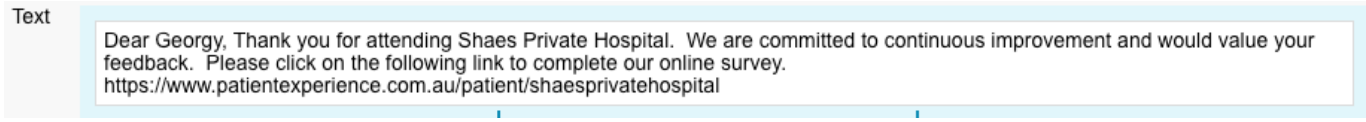


Patient Experience Survey

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

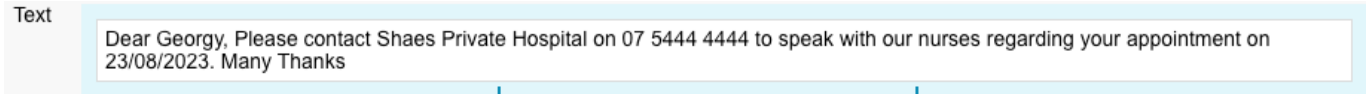


Dear <<patfirstn>>, Thank you for attending <<EpLoc>>. We are committed to continuous improvement and would value your feedback. Please click on the following link to complete our online survey. **Add URL to patient survey here.**



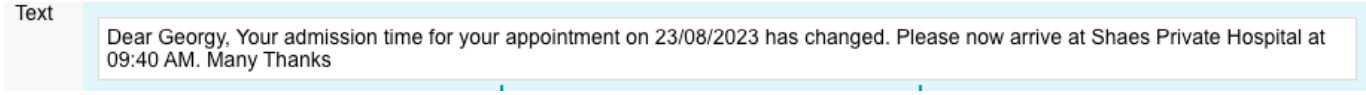
Pre-Operative Phone Call Reminder

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



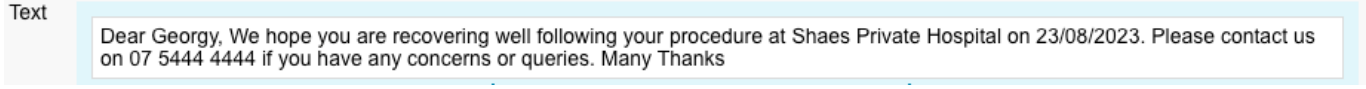
Change of Admission Time

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



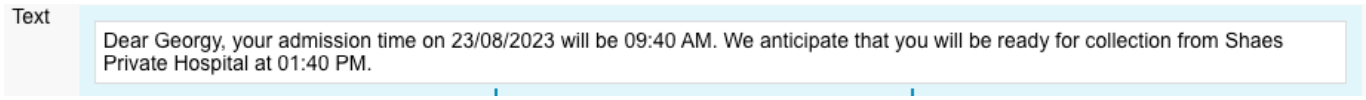
Post-Operative Message

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



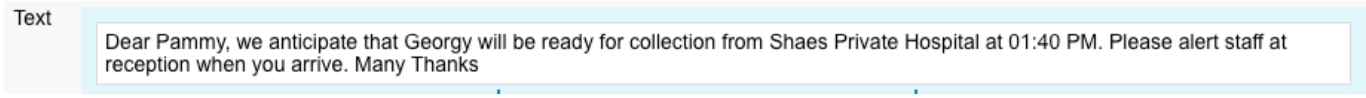
Estimated Pick Up Time for Patient

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



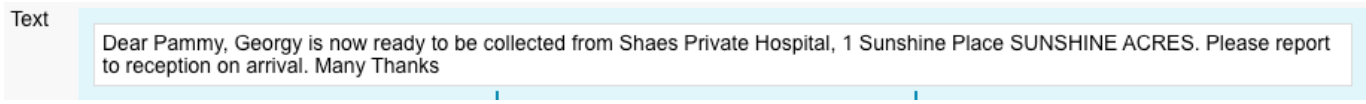
Estimated Pick Up Time for Pick Up Person

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

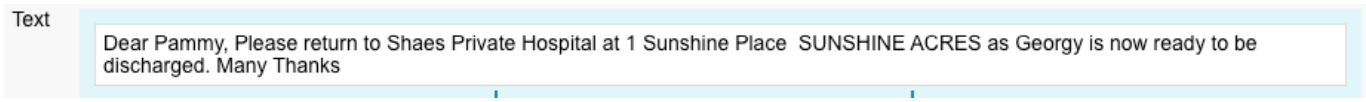


Pick Up Person – Patient Ready

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

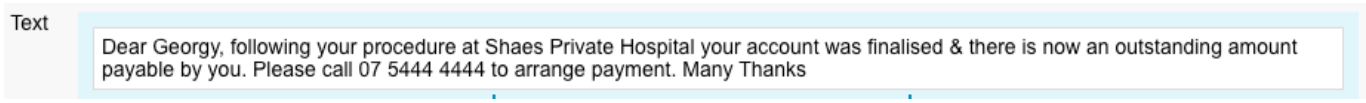


Dear <<PUfirstn>>, Please return to <<EpLoc>> at <<EpLocAdd1>> <<EpLocAdd2>> <EpLocSub>> as <<patFirstN>> is now ready to be discharged. Many Thanks



Outstanding Account

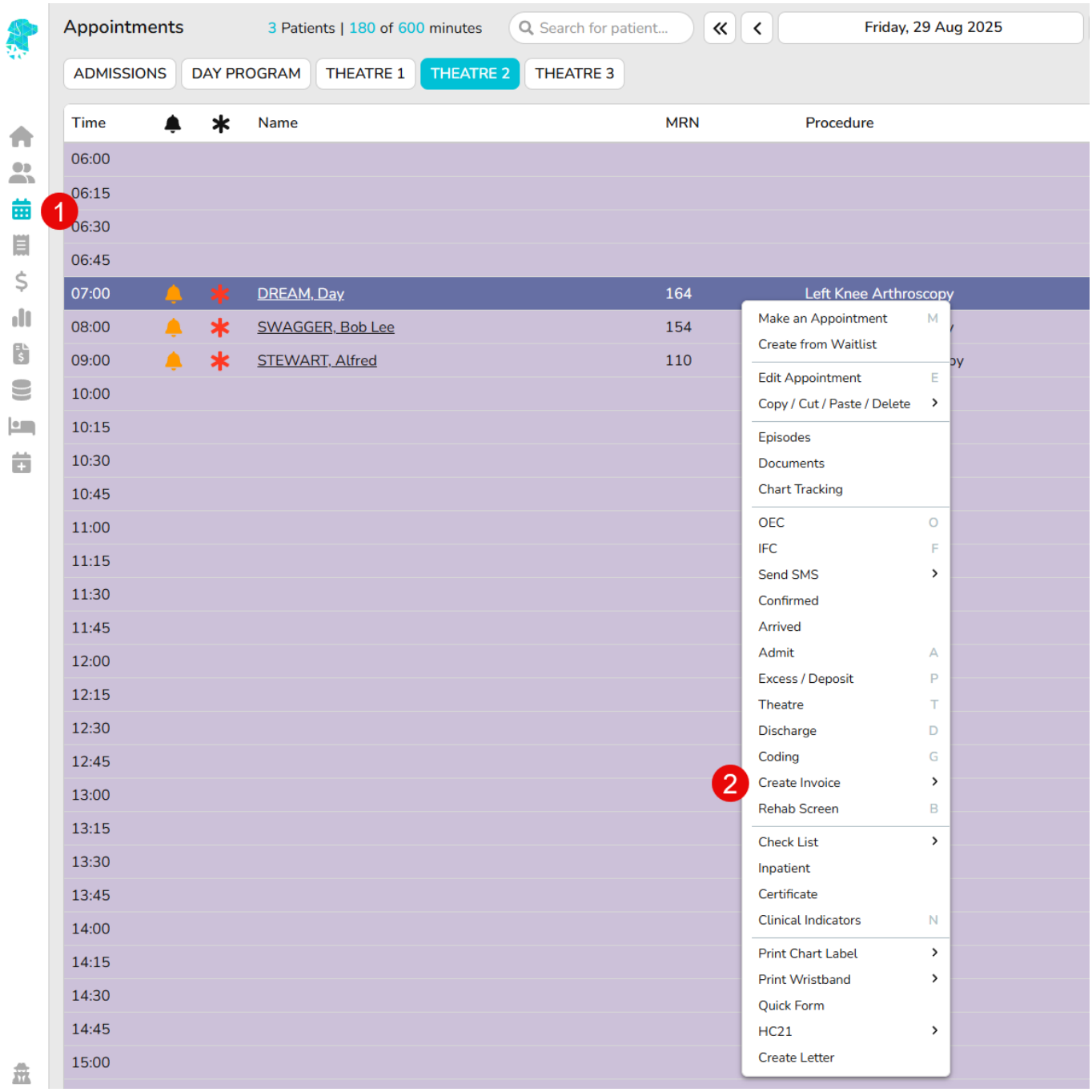
Dear <<patFirstN>>, following your procedure at <<EpLoc>> your account was finalised & there is now an outstanding amount payable by you. Please call <<EpPhone>> to arrange payment. Many Thanks



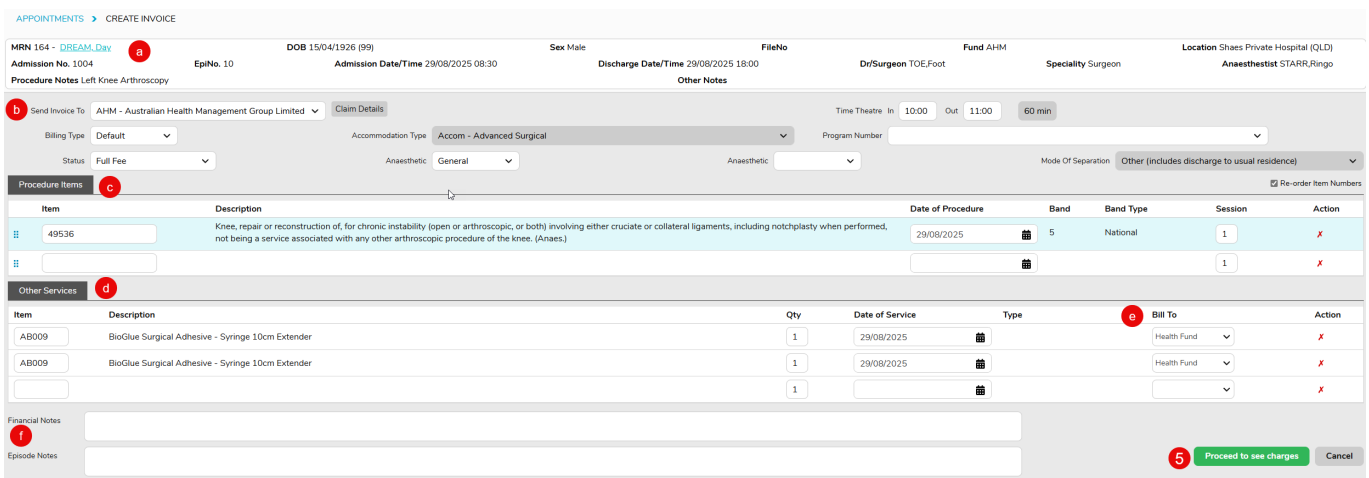
Hospital Invoicing / Billing an Episode – Simple

Once the episode is complete, an invoice can be raised to a health fund or patient.
For an invoice to be raised, the episode needs to be:
- Admitted
- Discharged
- Theatre Complete tick box checked *(depending on the facility requirements)*
- Coding Grouped *(depending on the facility requirements)*

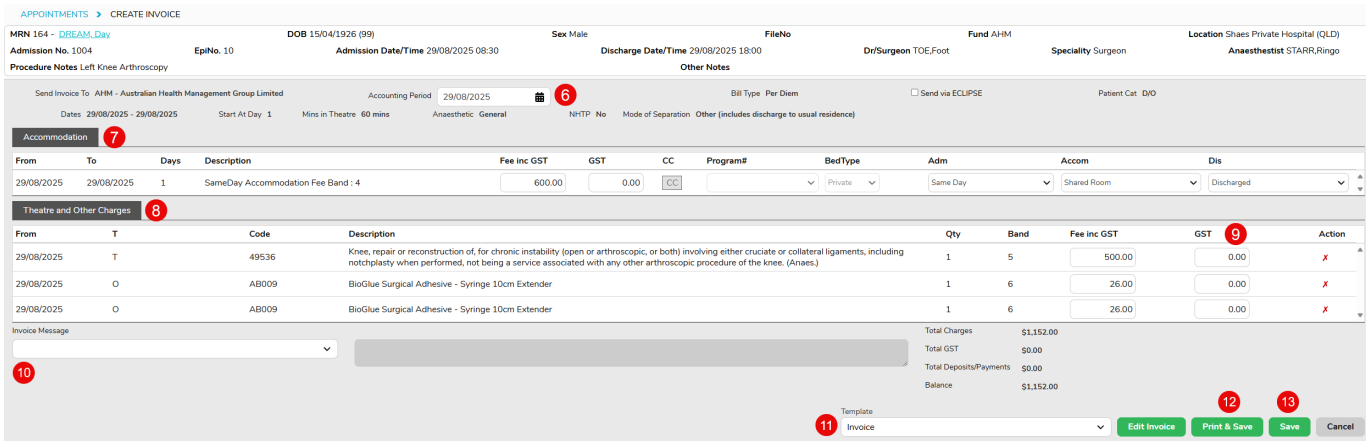
1. Open the **Appointments Screen** and locate the required episode
2. **Right Click** to reveal the menu & select **Create Invoice**



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



a. All patient information specific to the episode
b. Billing information including:
   Billing Type
   Theatre Times
c. Procedure Items being billed *(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

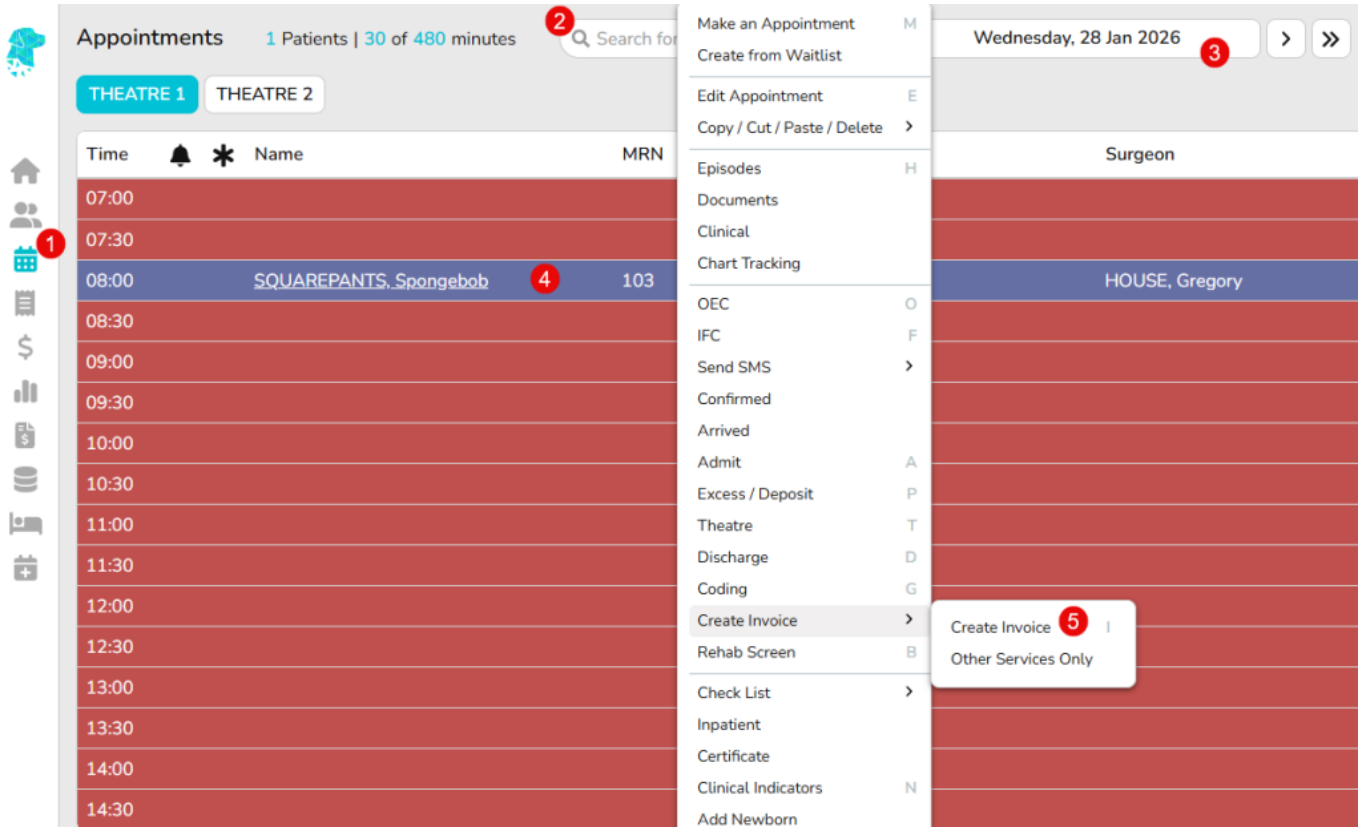
For a more detailed explanation of FYDO invoicing please see:

Hospital Invoicing / Billing an Episode – Detailed

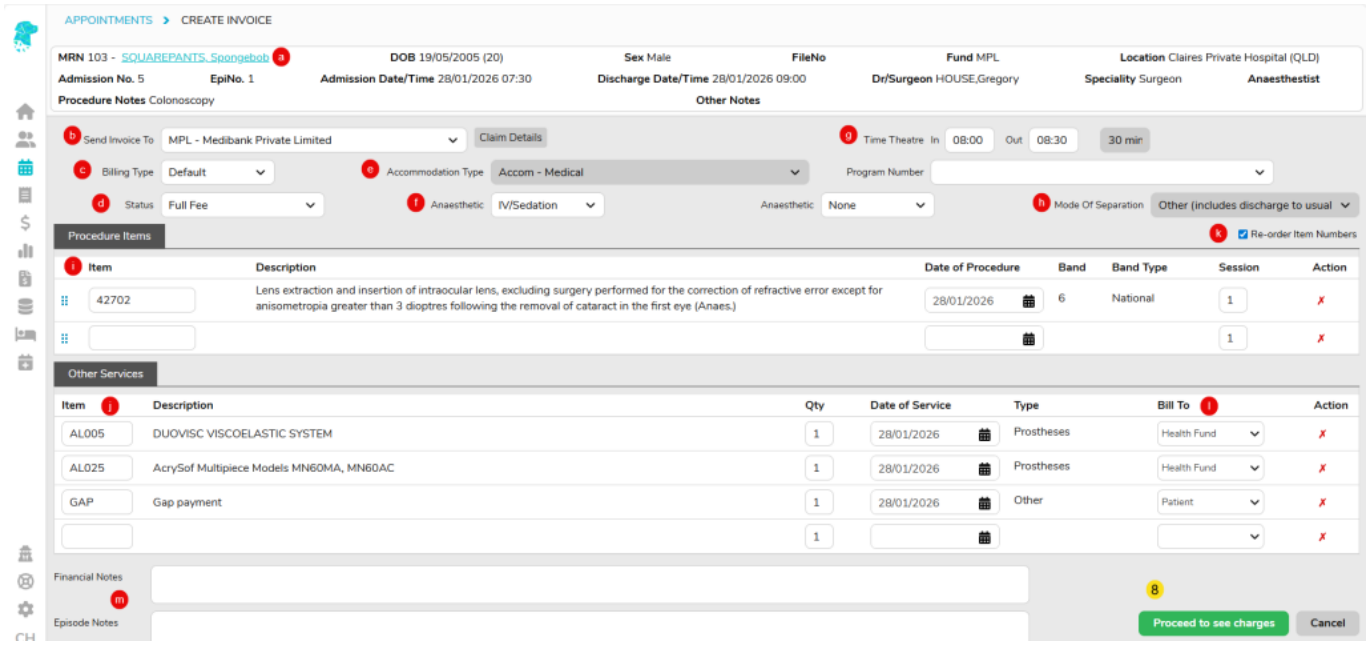
Once the episode is complete, an invoice can be raised to a health fund or patient. For an invoice to be raised, the episode needs to be Admitted & Discharged. Depending on the requirements that the facility has stipulated in System Configuration, the Theatre Complete tick box may need to be ticked in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

A simple invoicing & billing explanation can be found at:
Hospital Invoicing / Billing an Episode – Simple

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



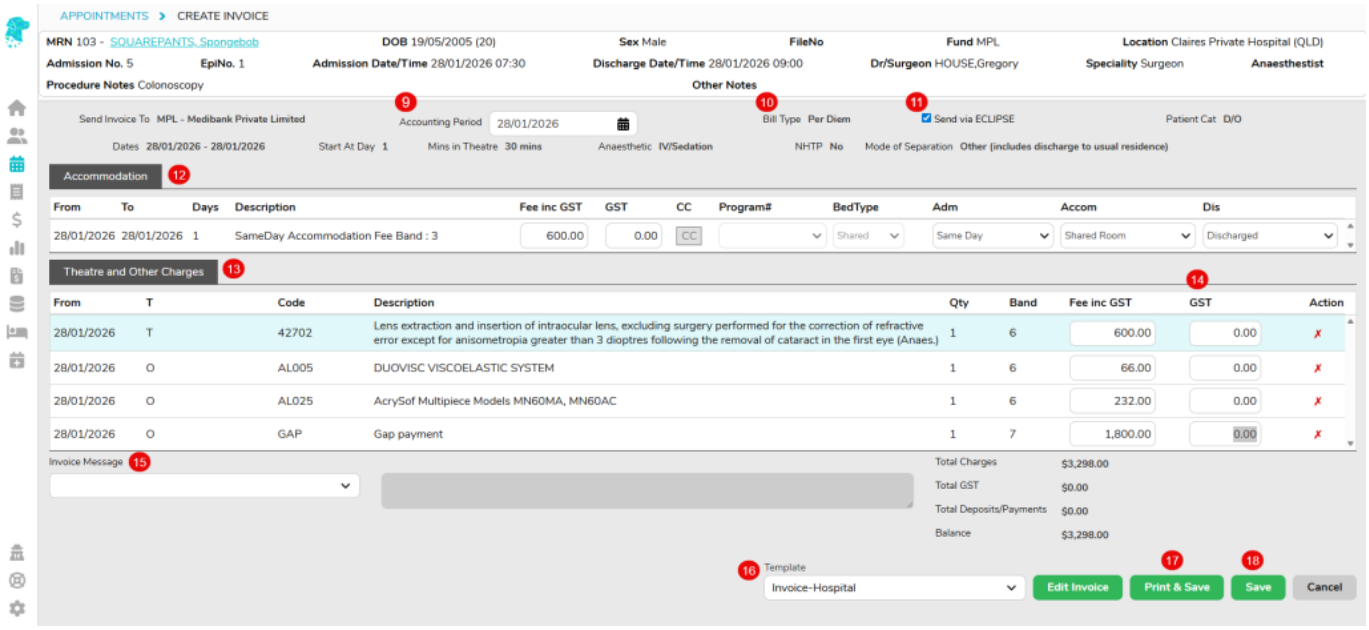
6. The **Create Invoice** page will display with the following necessary information:



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

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

8. Click **Proceed to see charges**



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

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

---

Opening the Theatre on a Non-Standard Day /

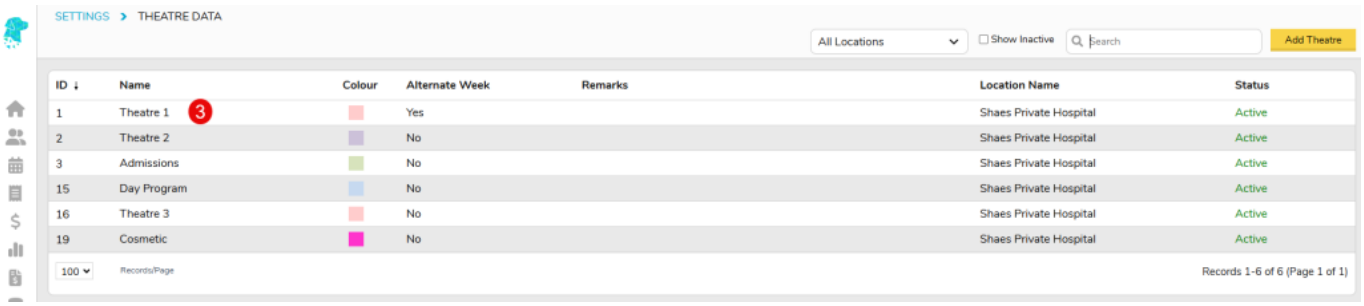
Weekend

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

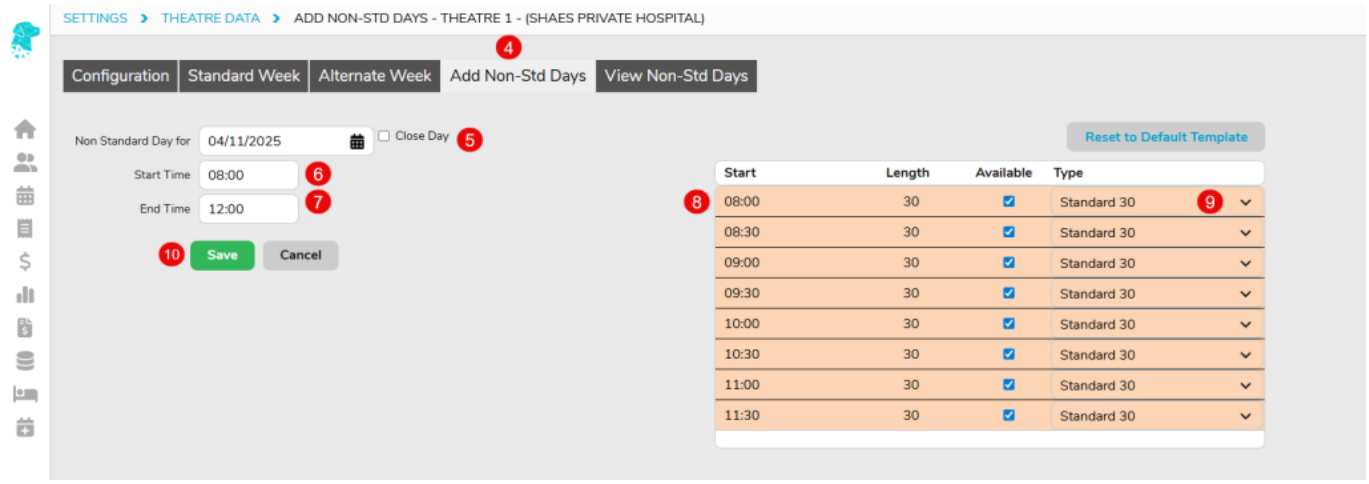
1. Open **Settings**
2. Select **Theatre Data**



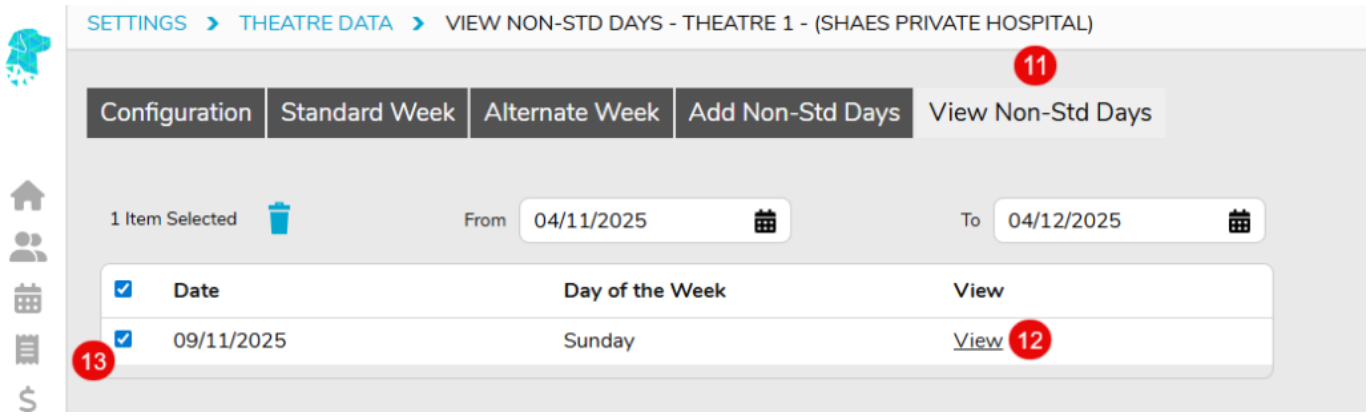
3. Double Click on the required Theatre



4. Select tab **Add Non-Std Days**
5. Selected the required **Date** or click the **Close Day** tickbox to close the theatre for a day that is usually open
6. Select the **Start Time** that the theatre will be available from
7. Select the **End Time** that the theatre will be available to
8. Once the Start Time & End Time have been entered, the appointments will populate with the Default Appointment Type for this theatre
9. The **Appointment Type** can be amended using the dropdown under the **Type** column
10. Once all required settings are added, click **Save**



11. Once Non-Standard dates have been added, a new tab **View Non-Std Days** will be available where users are able to view all non-standard entries
12. The user is able to **View** the appointment times
13. The non-standard day is also able to be **Deleted** by selecting the checkbox to the left of the date then selecting the blue bin symbol above the date.

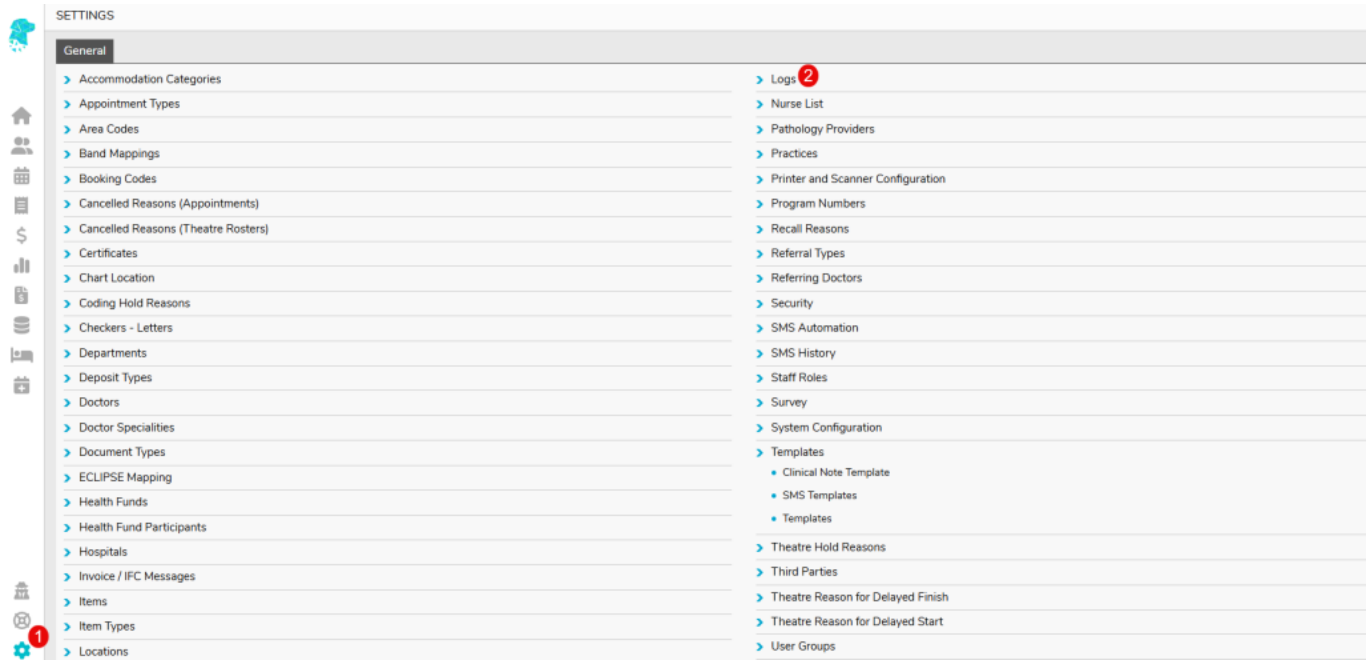


Tracking User Activity in FYDO

Did you know you can view user activity history in FYDO? Whether it's to track changes made to an invoice, to see when a patient record was deleted or which user undertook what action, and when, the FYDO's **Audit Logs** feature can help! Read on to learn more.

The audit logs show information about *the action* performed, *who* performed it, *when* they performed it, and their *IP address*. It can be used for troubleshooting purposes or monitoring user activities.

To view the audit logs, first navigate to **Settings**, then **Logs**.

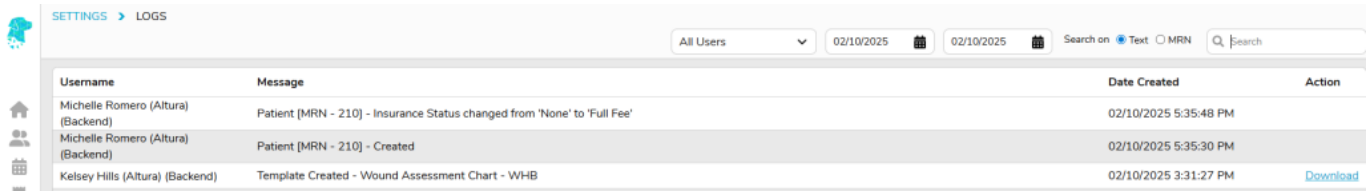


How is user activity recorded?

Every user login is unique. So when a user logs in and begins taking actions on FYDO, their activity is logged. Here are some examples of logged user activity in FYDO:

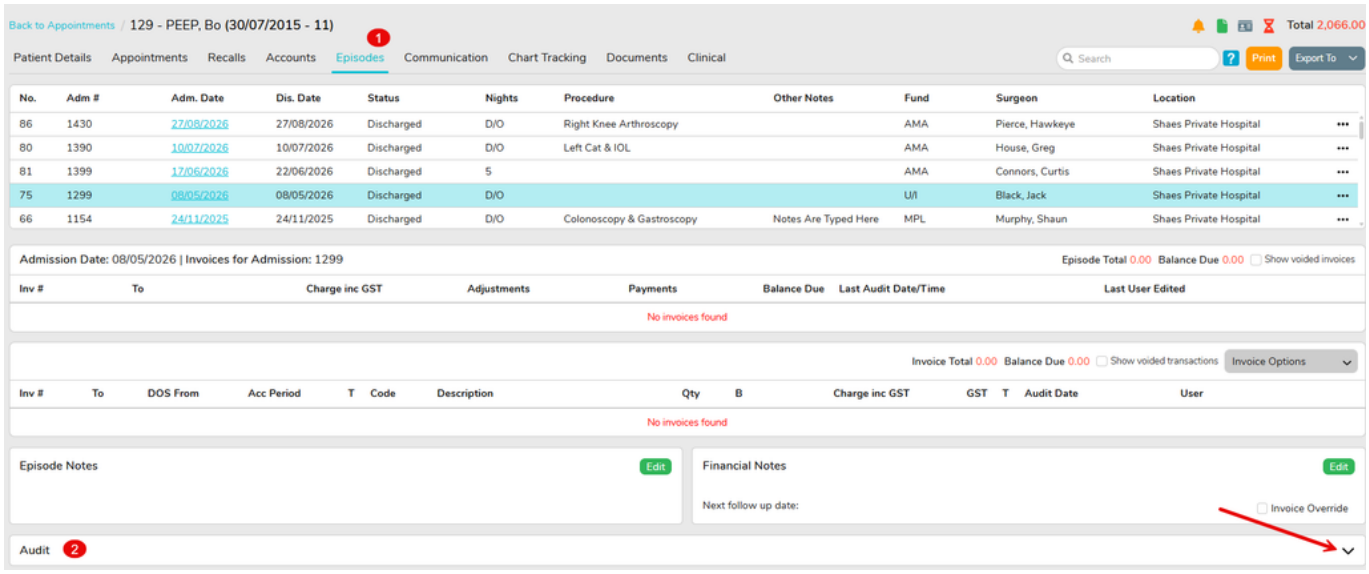
- User login
- Changes to patient record
- Changes to appointment details
- Billing and invoicing changes
- Claims sent and batches receipted
- Payments taken, split, or reallocated
- Documents deleted
- Batches removed

You can view user action history within a date range, sort by user, action, or date, as well as search.



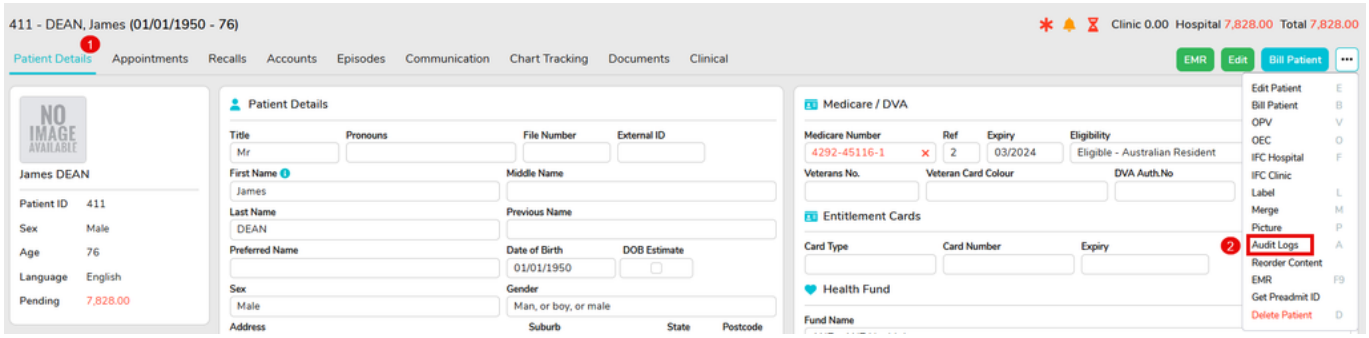
Hospital Episode Audit Logs

You can also view the **Hospital Episode Audit Logs** by going to **Episode > Audit.** This will provide a breakdown of the activity associated with the patient's episode, from the initial appointment booking through to the billing and coding.



Clinic Episode Audit Logs

Clinic Episode Audit Logs can be found in the same section as the **User Logs**. Alternatively, you can access them directly by going to **Patient Details > 3 Dots in the top-right corner > Audit Logs**. This will display all activity associated with the patient's **MRN**.



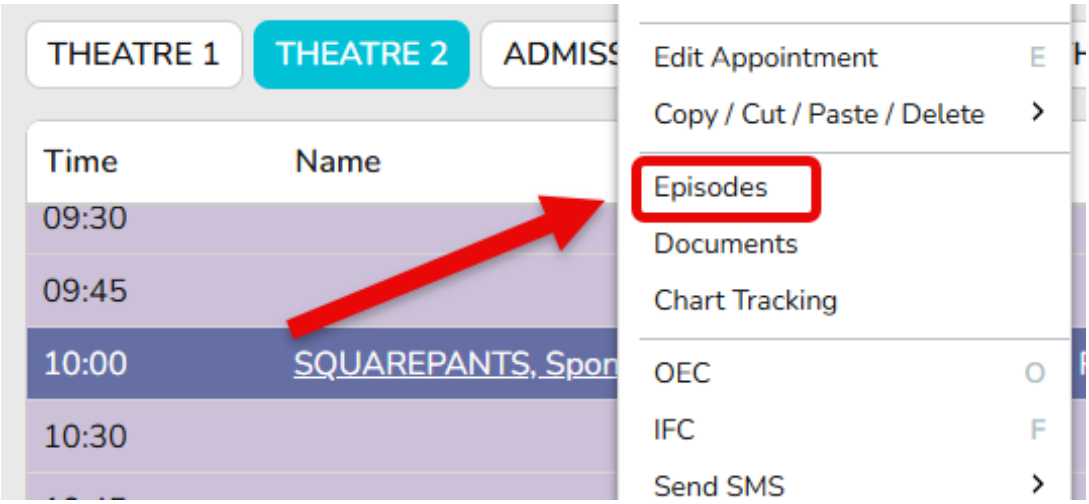
Why use FYDO's Aduit Logs?
Let's take a closer look at the benefits of this feature.

1. **Greater accountability**: logged user action history fosters a culture of responsibility by users being aware that their actions are being logged, promoting responsible behaviour within the organisation.
2. **Enhanced troubleshooting**: logged user action history can aid in pinpointing the source and cause of an issue, helping users to troubleshoot problems faster.
3. **Improved security**: logged user action history offers a log of most system activities, enabling the identification of unauthorised access attempts, powering administrators to take the necessary steps to secure the system.

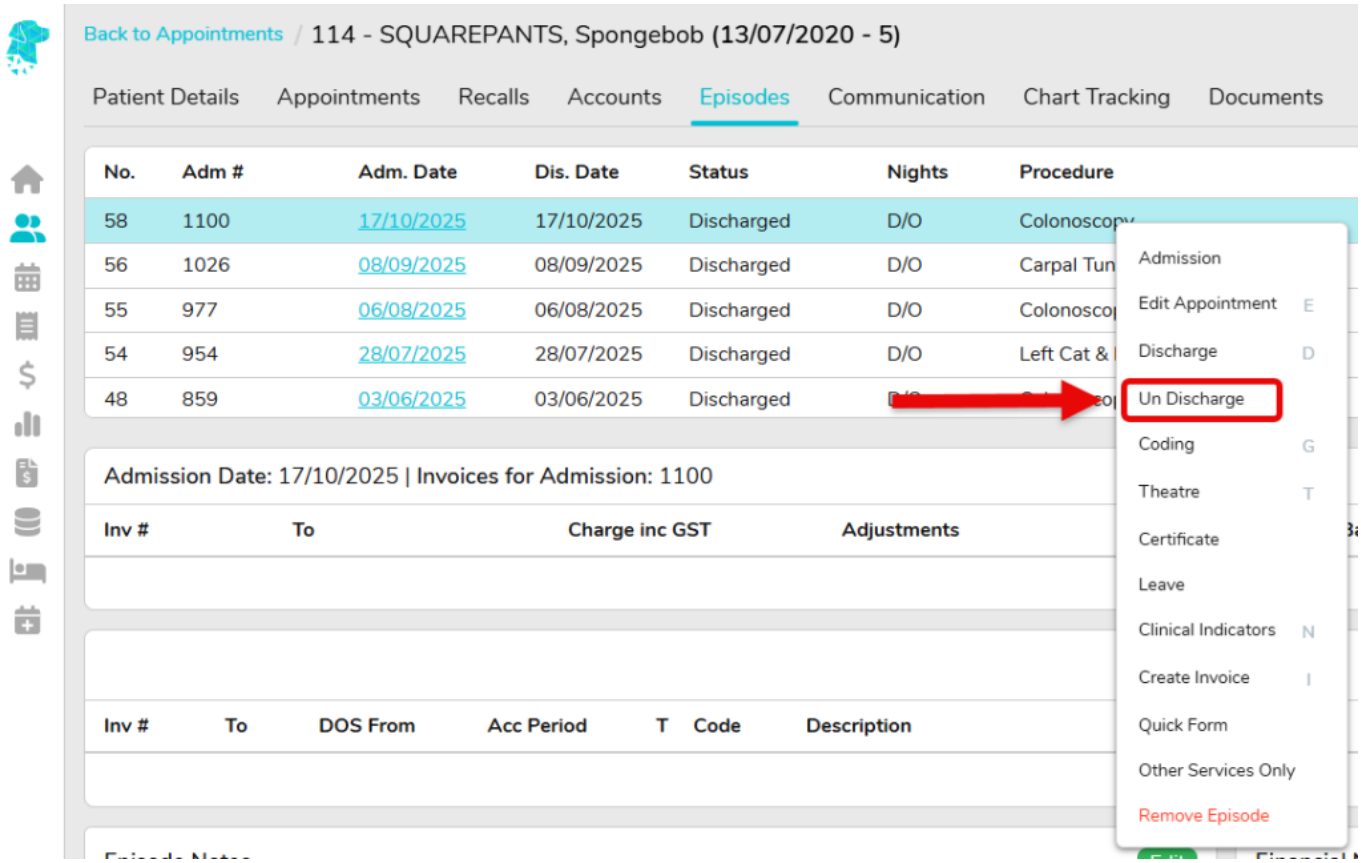
Unadmit or Undischarge a Hospital Episode

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

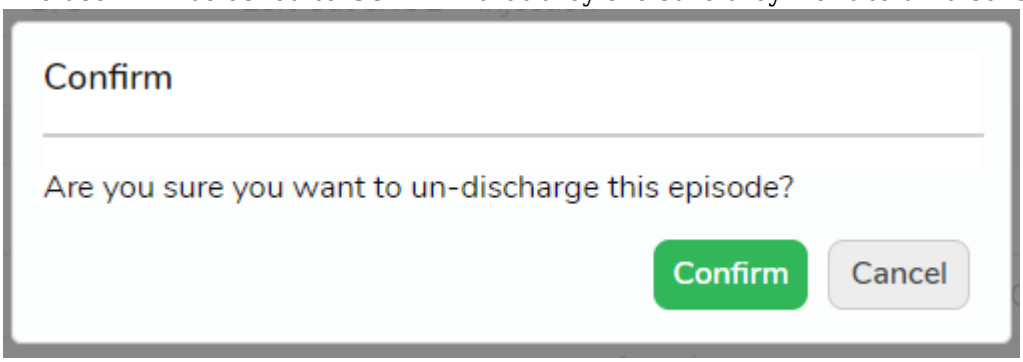
1. Navigate to the appointment that needs to be Un-admitted and/or Un-discharged
2. Use the **Right Click Menu** to select **Episodes**



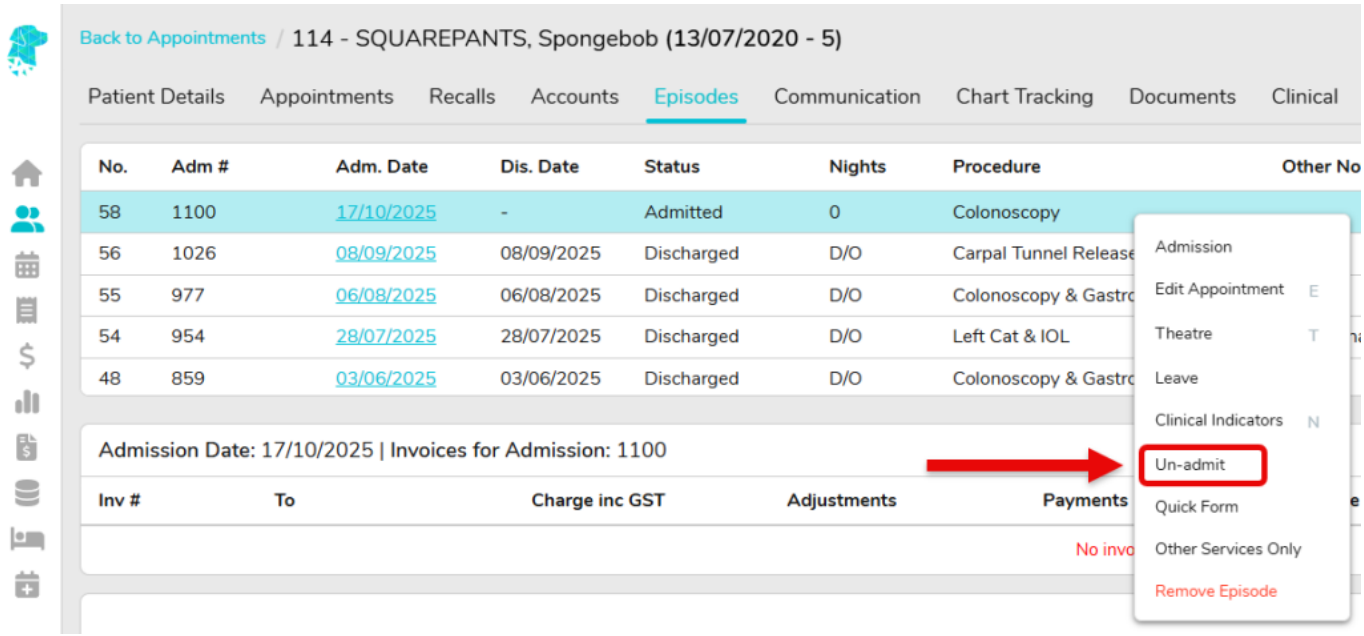
3. If the episode has been admitted, **& discharged,** Right Click on the required Episode and select
   Un-discharge



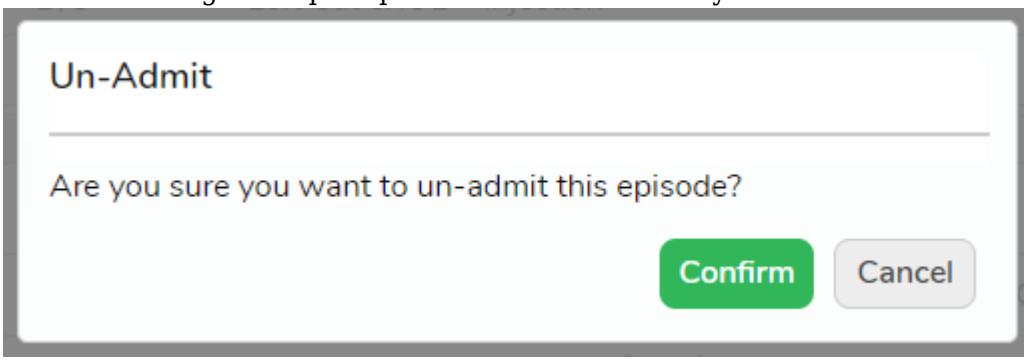
4. The user will be asked to **Confirm** that they are sure they want to un-discharge the episode.



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



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

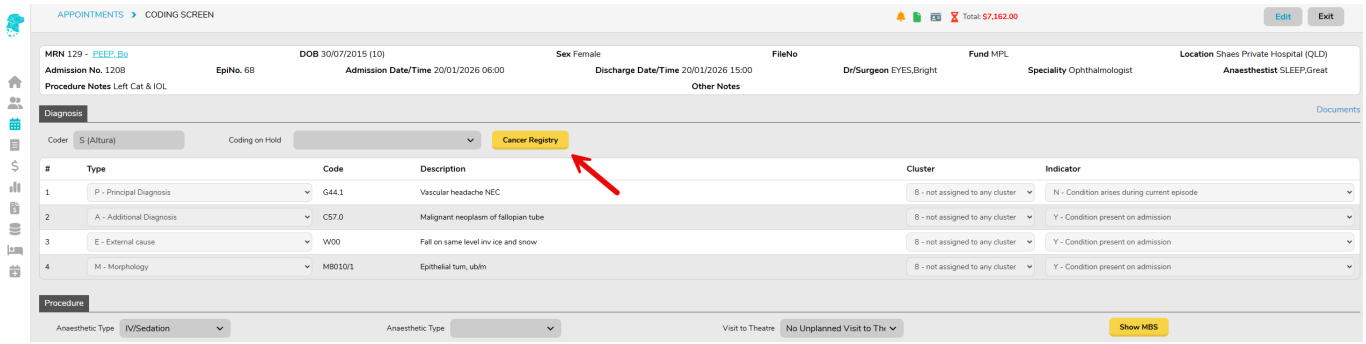


7. Once this process has been followed, click **Back to Appointments** and the episode will have been returned to the status of **B** for **Booked**

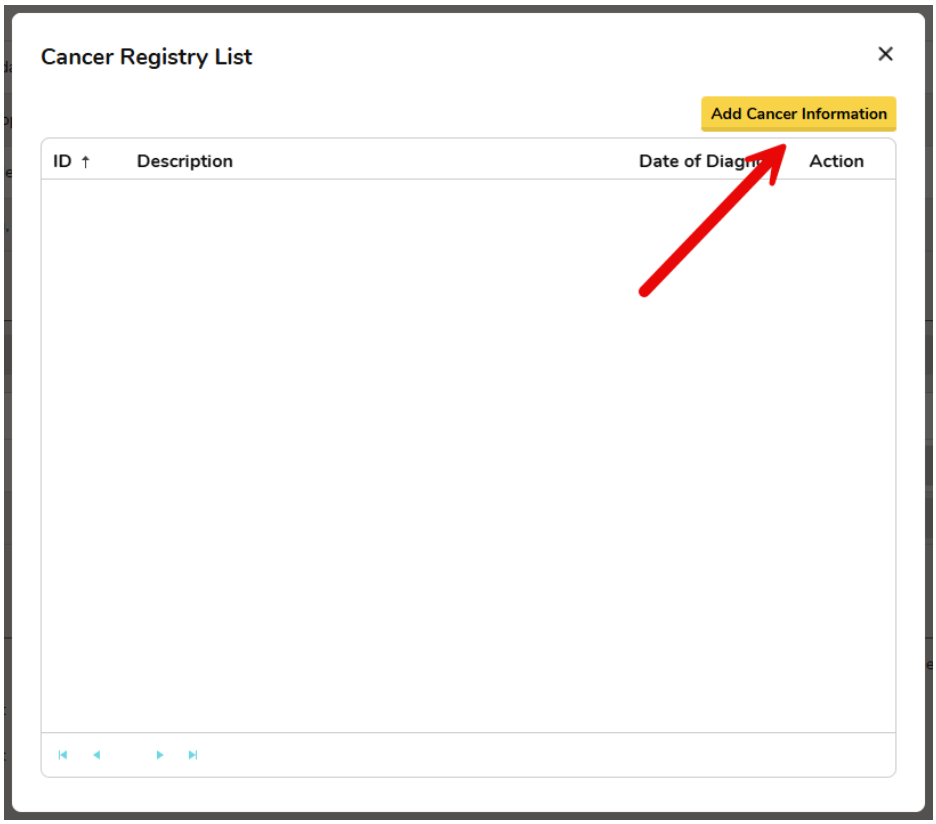
Hospital Cancer Registry Data

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

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



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



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

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

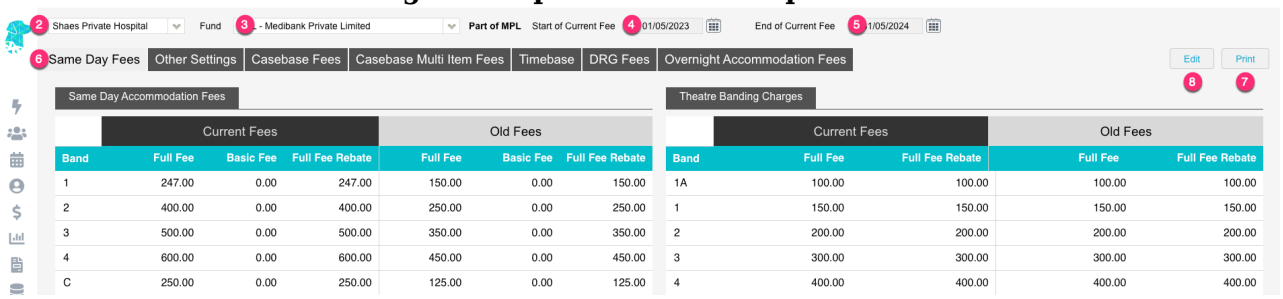
For more information on Data Extracts, see Hospital Data Extracts

---

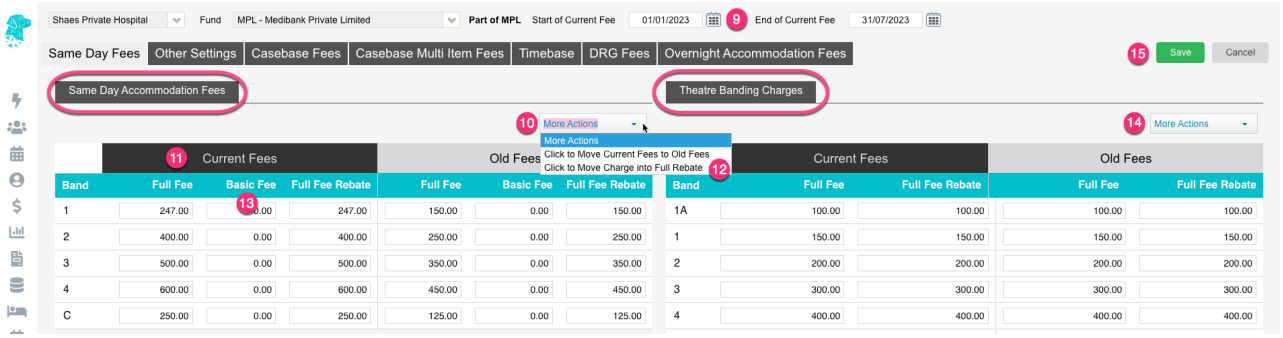
Hospital Health Fund Fees – Same Day Fees Set Up

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

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



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



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

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

Other Settings

Casebase Fees
Casebase Multi Fees
DRG Fees
Overnight Accommodation Fees