

Move a Patient Appointment Time (Hospital)

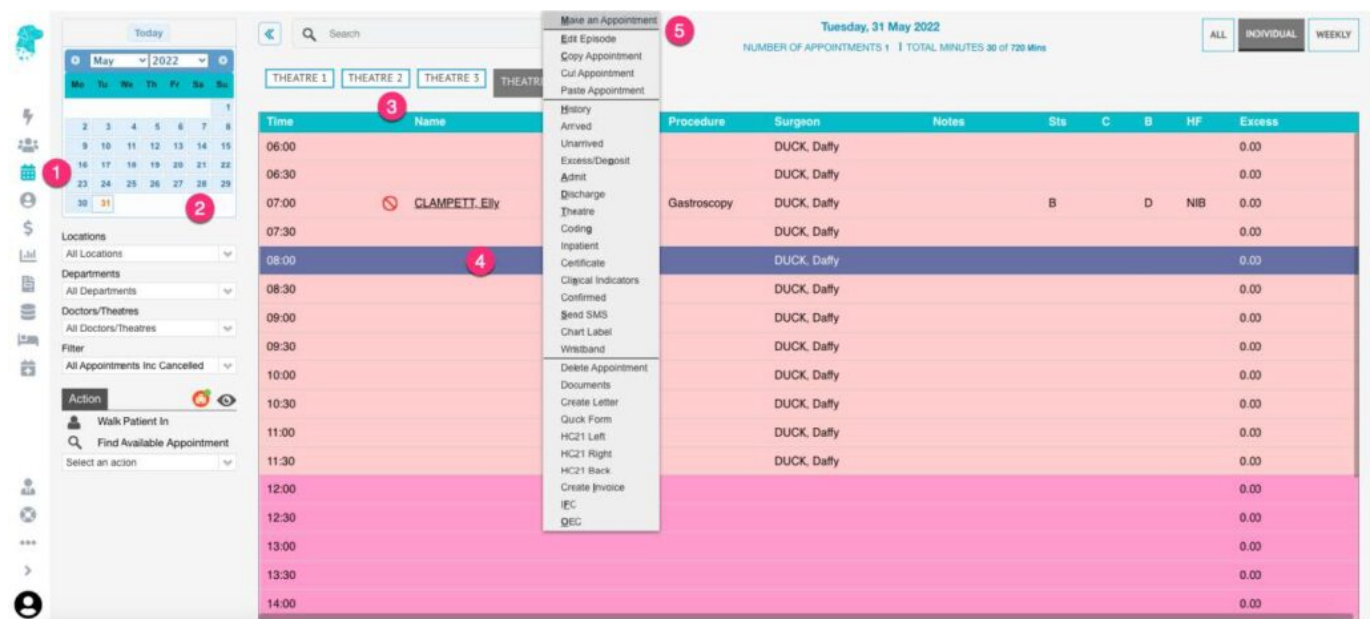
If a patients admission time changes, there are numerous ways to amend. Any one of the below options will work (you do not have to do ALL of these options in order)

1. Select the patient, **click, hold & drag** their booking to the new admission time
2. **Right-Click** and select **Edit Episode**. Type the new appointment time in the **Time** field & click **Save**
3. **Right-Click** and select **Cut Appointment**. Click on the new appointment time, **Right-Click** and select **Paste Appointment**
4. To copy a booking select the appropriate booking, **Right-Click** and select **Copy Appointment**. Select the desired appointment date & time for the duplicate, **Right-Click** and select **Paste Appointment**



Making a Patient Hospital Booking

After creating a Theatre Roster patients can be booked.



1. Select **Appointments** from the main menu

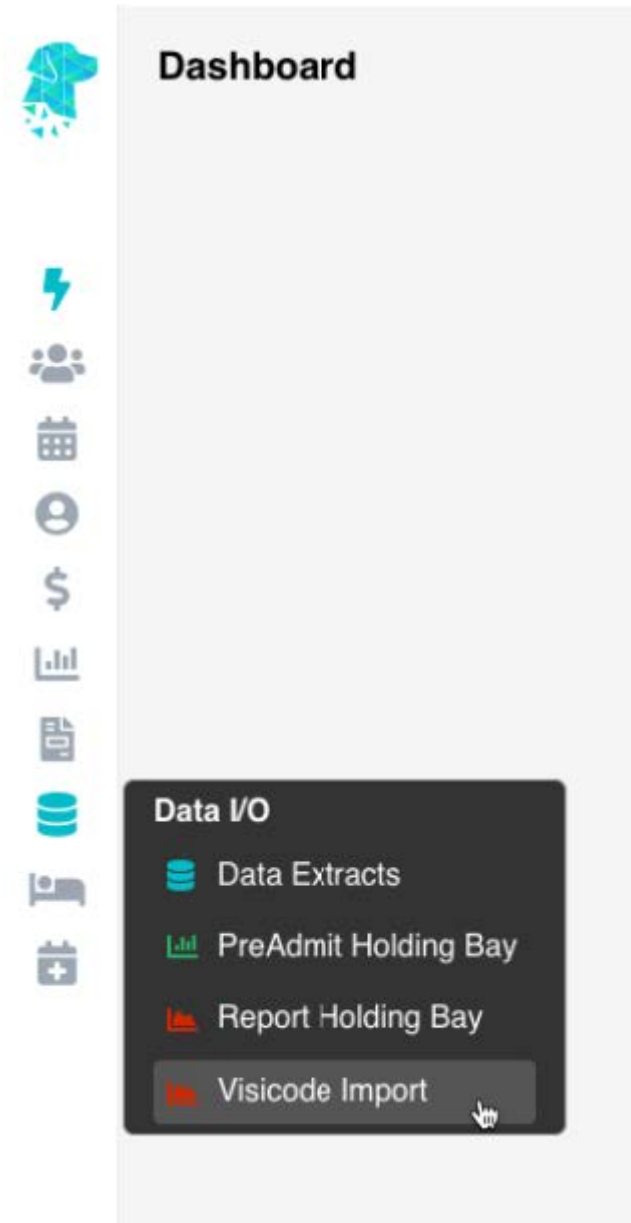
2. Select **Date** that the booking is required to be made
3. Select **Theatre** where booking will be made
4. Select **Time** the booking will be made. Then **Right-Click** on this time slot to display options
5. Select **Make an Appointment** from the menu
6. The **Patient Lookup** screen will be displayed to search for the required patient
7. Select a patient from the list displayed, or click **Create New Patient** if the patient isn't shown
8. If **Create New Patient** was selected, input all known data & click Save
9. If a patient was selected in Step 7 (or after the new patient details have been saved) the **Make Appointment** screen will automatically open
10. Information relating to the theatre, surgeon, anaesthetist, appointment time etc will pre-populate if they have already been entered into the system
11. Add information required **according to your facility work instructions**. For example:
 - a. Procedure Notes
 - b. Length of Booking
 - c. Other Notes
 - d. Booking Code 1
 - e. Food Instructions
 - f. Item Numbers
 - g. Other Services Codes
 - h. Referring Doctor

12. Click **Save**

Importing Visicode Data

After the data has been exported from Visicode

1. In the main menu go to **Data I/O** and select **Visicode Import**



2. Select the **Location**
3. Click **Choose a file**
4. NB. File must be in a **.txt** format to be imported. Other file formats will not work
5. This will produce a list of all the patient information found in the file
6. Click **Import**
7. This will automatically update the **Coding** & run the **Grouper**
8. There will be an Excel spreadsheet download for information purposes. This file will show if any of the data imported was unsuccessful.

[Informed Financial Consent - IFC \(Hospital\)](#)

To provide patients' with information they can understand regarding the costs involved with their admission/episode

1. Before an IFC is generated it is advised to run an Online Eligibility Check (OEC) to obtain the

out-of-pocket expense for the patient (see "OEC - Online Eligibility Check" instructions)

2. Once the out-of-pocket cost is known, the IFC can be generated from the **Appointments Screen**
3. Search for the required patient or
4. Navigate to the admission date, theatre & time to locate
5. Right click to expand the options & select IFC

6. Patient details & admission details will be pre-populated into the IFC screen
7. If Item numbers were entered at the time of booking, they will be pre-populated into the IFC screen. Otherwise add them under the **MBS/Items** heading
8. Leaving the **Bill Type** set to **Default** will allow FYDO to decide how the fees need to be raised, in accordance with the health fund contracts entered into the system
9. Click **Create IFC** to see the charges raised for each item

10. Contracted fees will be displayed
11. Patient out of pocket will be displayed
12. **IFC Message** gives the ability to add a customised message. Use the dropdown to select **Custom Message** & type the message in the field below
13. **Template** gives the ability to choose between the IFC templates that are available in your FYDO
14. **Edit IFC** allows you to return to the previous screen to make any changes require to the item numbers etc

15. **Save** will generate the IFC & save a copy in the patient **Documents**
16. **Save & Print** will generate the IFC & make it immediately available to view & print. This option will also save a copy in the patients' Documents

APPOINTMENTS > INFORMED FINANCIAL CONSENT

IFC

Name: POPPINS, Mary DOB: 27/08/1934 Location: Adeney Private Test Fund: MPL - Medibank Private Limited
 Status: Full Fee Doctor: Duck, Dafny Excess: 0.00 Co-payment: 0.00
 Default Benefit: 0.00 Dates: 01/07/2022 - 01/07/2022

Item	Description	Charges Inc GST	GST	Rebate
ACCOM	SameDay Accommodation Fee Band : 3	0.00	0.00	0.00
32229	Removal of one or more polyps during colonoscopy, in association with a service to which item 32222, 32223, 32224, 32225, 32226, or 32228 applies (Anaes.)	950.00	0.00	950.00
32222	Endoscopic examination of the colon to the caecum by colonoscopy, for a patient: (a) following a positive faecal occult blood test; or (b) who has symptoms consistent with pathology of the colonic mucosa; or (c) with anaemia or iron deficiency; or (d) for whom diagnostic imaging has shown an abnormality of the colon; or (e) who is undergoing the first examination following surgery for colorectal cancer; or (f) who is undergoing pre-operative evaluation; or (g) for whom a repeat colonoscopy is re	0.00	0.00	0.00
30473	Oesophagoscopy (not being a service to which item 41816 or 41822 applies), gastroscopy, duodenoscopy or panendoscopy (1 or more such procedures), with or without biopsy, not being a service associated with a service to which item 30478 or 30479 applies. (Anaes.)	0.00	0.00	0.00

Apply Discount Percentage: 0.00% Amount: 0.00 Sub-Total: 950.00 GST: 0.00 Rebate: 950.00
Total: 950.00 GST: 0.00 Rebate: 950.00

Excess + Co-pay + Default Benefit: 0.00 Patient Gap: 0.00 Total out of pocket: 0.00 Type 3 Certificate

IFC Message: [12] Template: IFC [13] Edit IFC [14] Save [15] Save & Print [16] Cancel

End of Day Banking (Hospital)

1. Select **End of Day Banking** from the main menu
2. This will open the screen where the user can perform the End of Day Banking
3. For multi-location facilities, ensure the correct location is selected

SETTINGS > END OF DAY BANKING

Total EFT 900.00 Total Cash Total Balance 900.00
 Total Amex/Diners Total Medicare Cheque No. of Deposits 1
 Total Credit Card Total Cheques

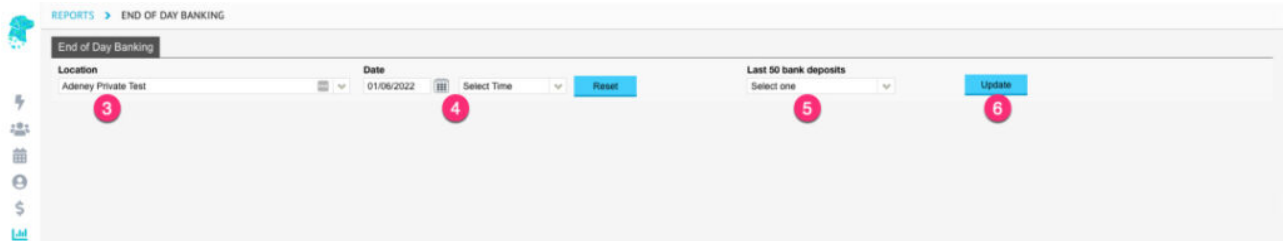
Drawer	Reference Number	Bank	Area	Payment Date	Method	Amount
Clampett, Eily	-			01/06/2022	EFTPOS	500.00

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

4. Check each payment off as it is compared with corresponding data for accuracy
5. Ensure **Totals** match the EFTPOS settlement & cash/cheques taken
6. **Total Balance** of all revenue received will be shown
7. Click **Save & Print**
8. You will be prompted to confirm that you want to clear the transactions.
9. Once confirmed with **Yes** the **End of Day Banking Report** will be available for printing

Re-Printing End of Day Banking Report

1. Select **Reports** from the main menu
2. Select **End of Day Banking**

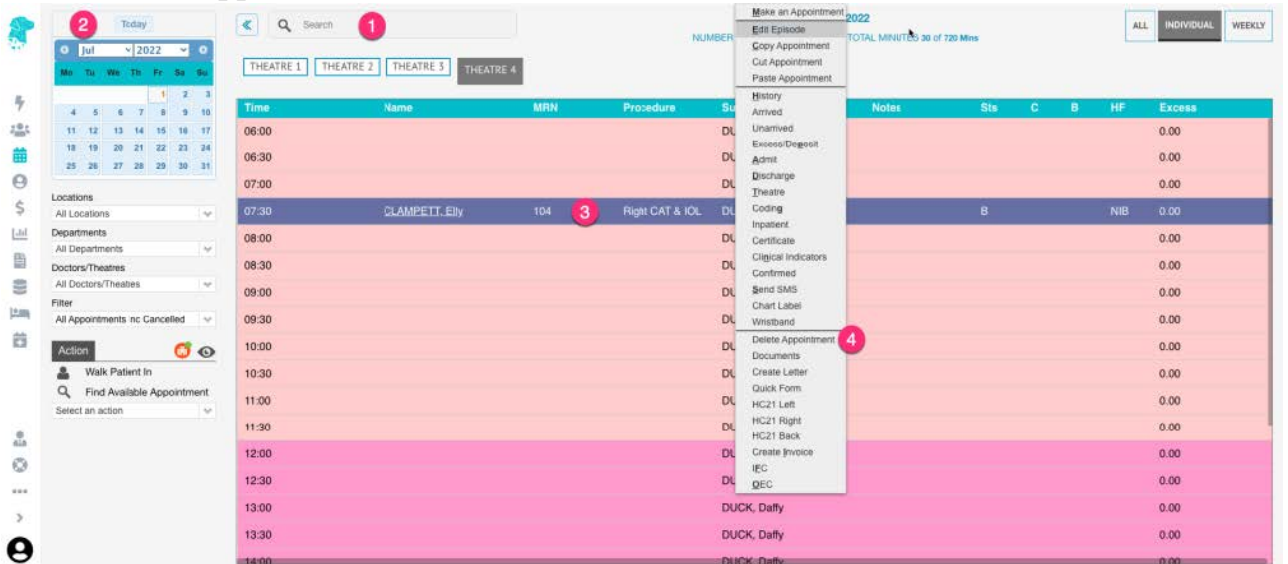


3. For multi-location facilities, ensure correct location is selected
4. Select the **Date & Time** for the required report **OR**
5. Select from the list of **Last 50 bank deposits**
6. Click **Update** and the selected report will be displayed on the screen
7. It can then be **Printed** or **Exported** using the corresponding blue buttons at the bottom right of the screen

Delete a Hospital Booking

If an appointment is required to be removed from the system

1. Search for the patient **OR**
2. Navigate to the date & theatre that the patient is booked for
3. Select the patient & right click to open menu
4. Select **Delete Appointment**

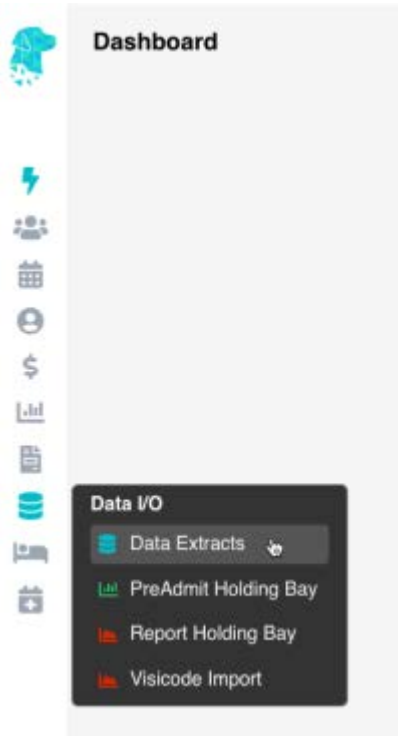


5. You will be prompted to **confirm** that you are sure you want to delete the appointment
6. Click **Yes**
7. This action is permanent & is not advised if you are required to collate data on cancelled bookings. If statistical information on the cancellation is required then please see instructions on how to **Cancel a Booking** at <https://wiki.fydo.cloud/cancel-a-booking/>

Hospital Data Extraction

Exporting Reportable Data (PHDB/HCP/State specific/Cancer Registry)

1. Select **Data I/O** from the left-hand menu
2. Select **Data Extracts**



3. Ensure correct location is selected (*for facilities with multiple locations*)
4. Select the month you need to extract
5. Select the type of data you need to extract
6. Select **Prepare Extract**



7. You will be shown:
 - a. **Total Number of Episodes** for the period
 - b. **Number of Episodes Ready** to be exported
 - c. **Number of Episodes with Errors** that require attention
 - d. A list of the episodes that need amendments in order to have your data ready for submission
 - e. An option to print the list of errors, or export it for further action

A screenshot of a software interface showing a summary of an HCP Extract for the period 01/05/2022 - 31/05/2022. The summary includes: Total Number of Episodes (52), Number of Episodes Ready (11), and Number of Episodes With Errors (3). There are 'Print' and 'Export To' buttons. Below is a table with columns: MRN, Patient Name, Admission Date, Discharge Date, Admission No., Error, and Where to Fix. The table lists four rows of data with errors related to missing principal ICD diagnosis and procedure. A red circle 'd' is over the 'Error' column, and a red circle 'e' is over the 'Export To' button.

MRN	Patient Name	Admission Date	Discharge Date	Admission No.	Error	Where to Fix
		27/05/2022	27/05/2022	29576	Missing principal ICD procedure	Coding Screen
		27/05/2022	27/05/2022	29576	Missing principal ICD diagnosis	Coding Screen
		27/05/2022	27/05/2022	29626	Missing principal ICD procedure	Coding Screen
		27/05/2022	27/05/2022	29626	Missing principal ICD diagnosis	Coding Screen

8. Navigate to the screen that is identified as **Where to fix** and amend the information that is required. This can be done with a **Right Click** on the line, or using the **Patient Name Hyperlink** to navigate to the require screen.
9. Once all errors have been rectified, follow the above steps again to check that the data is ready to export
10. Data is ready to export once there are no more errors documented in the list.
11. Once all errors are rectified the **Print & Export To** options in the top right corner (e. in the above image) will change to a **Submit** button. Click **Submit**

12. Your data files will be saved in FYDO
13. You can download this file by using the down arrow ↓ under the **Action** column with a normal mouse click (*not a Right Click*)
14. You can upload these files directly into the appropriate portal. (*Ensuring the file name for BUPA does not contain any symbols*)
15. Once uploaded there is no need to keep a copy of the file on your computer, as you are able to access & download again if required from FYDO.

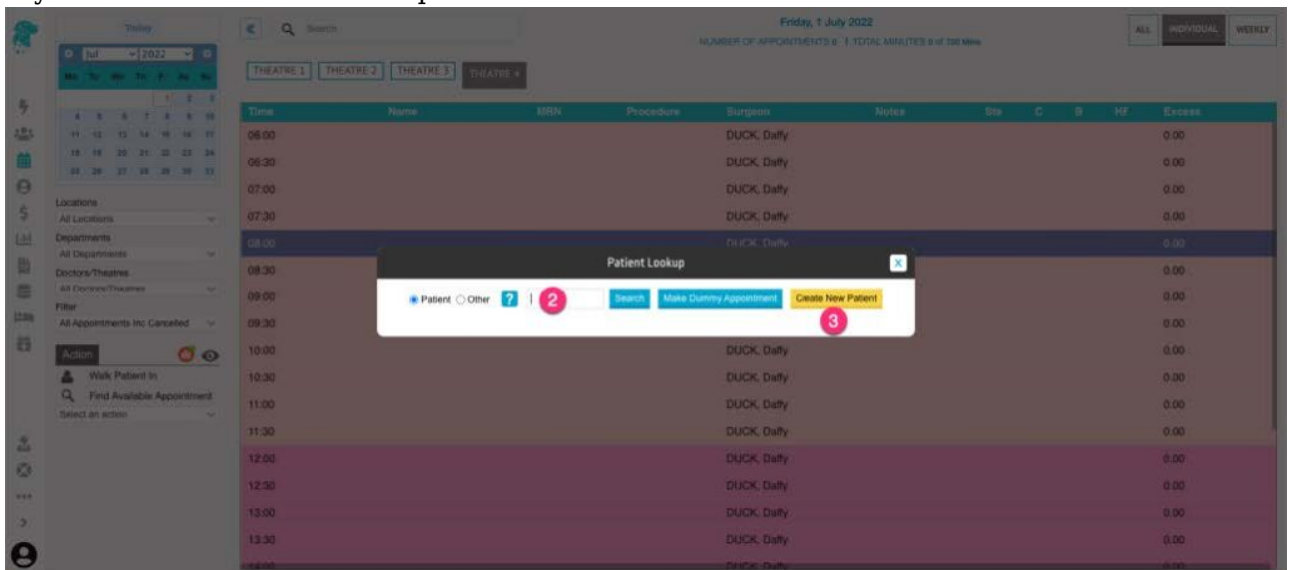


For instructions on how to **Re-Extract Hospital Data** visit our wiki page:
[Re-Submitting a Hospital Data Extraction](#)

[Create a New Patient \(Hospital\)](#)

There are a number of ways this can be done. Most commonly it would be done while making an appointment.

1. Once you have navigated to the date & time for the appointment, right click & select **Make an Appointment**
2. This will open up the **Patient Lookup** box where you are able to search for the desired patient
3. If you are unable to locate the patient click the **Create New Patient** button

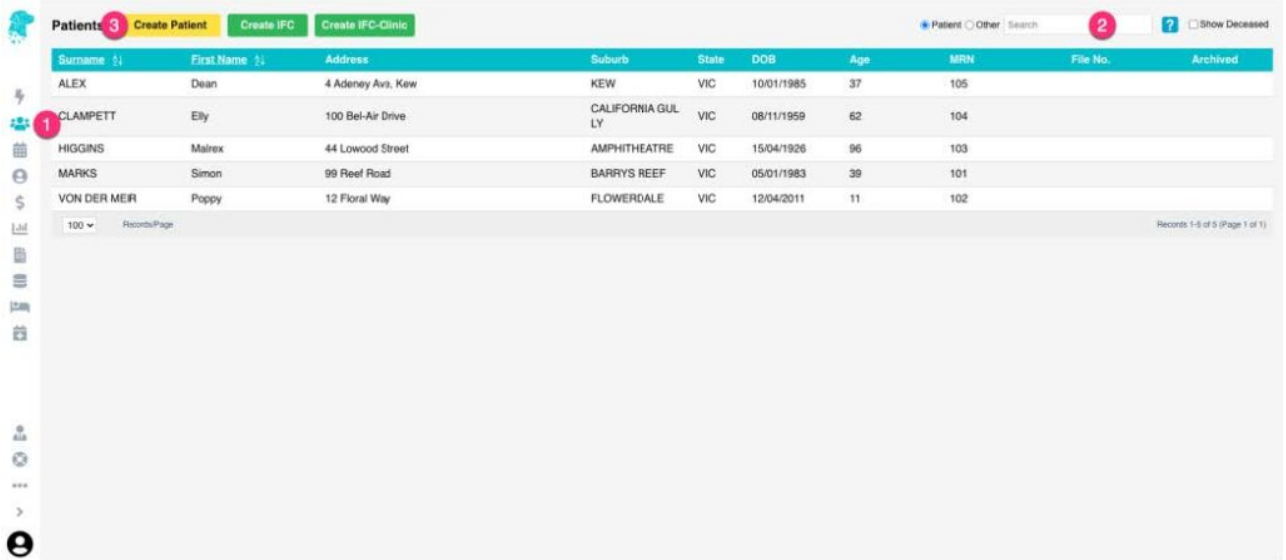


4. You are required to add a minimum of **First & Last Name** and all other fields are optional when initially adding a patient (*but be aware that certain fields may be required, once the patient is admitted, for reporting purposes*)
5. Once all desired information is entered click **Save**
6. The appointment screen will then open to add all required information for that particular booking

Patients are also able to be added without having an appointment scheduled.

1. Select the **Patients** tab from the left main menu
2. **Search** to see if the patient is already entered into the system

3. If they have not previously been added, click **Create Patient**



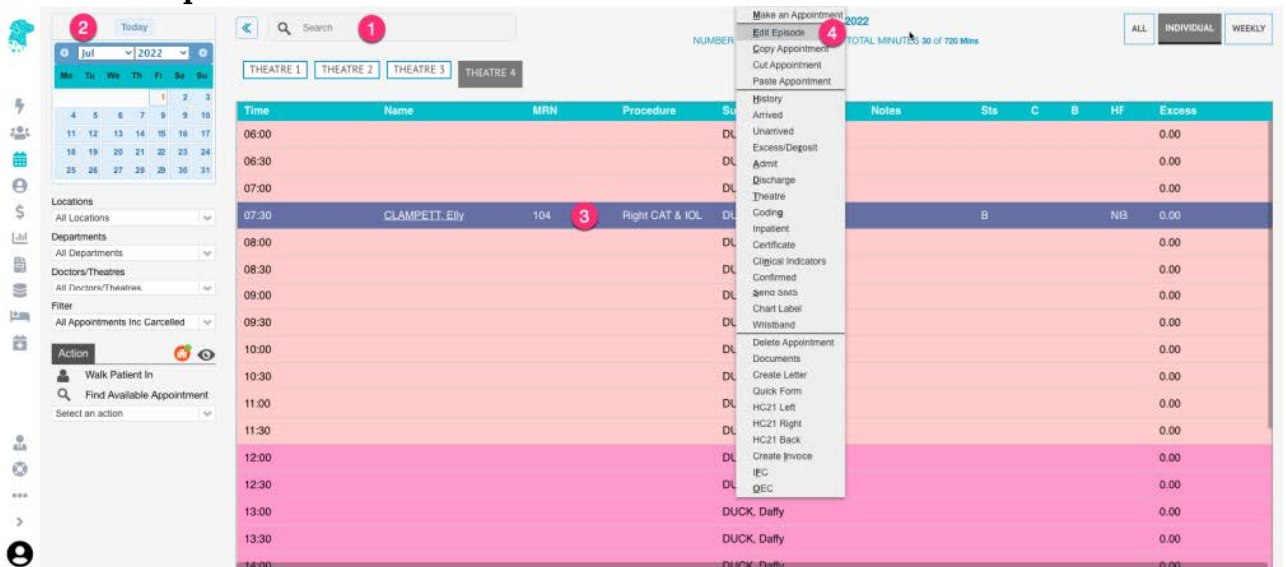
4. You are required to add a minimum of **First & Last Name** and all other fields are optional when initially adding a patient (*but be aware that certain fields may be required, once the patient is admitted, for reporting purposes*)

5. Once all desired information is entered click **Save**

Cancel a Hospital Booking

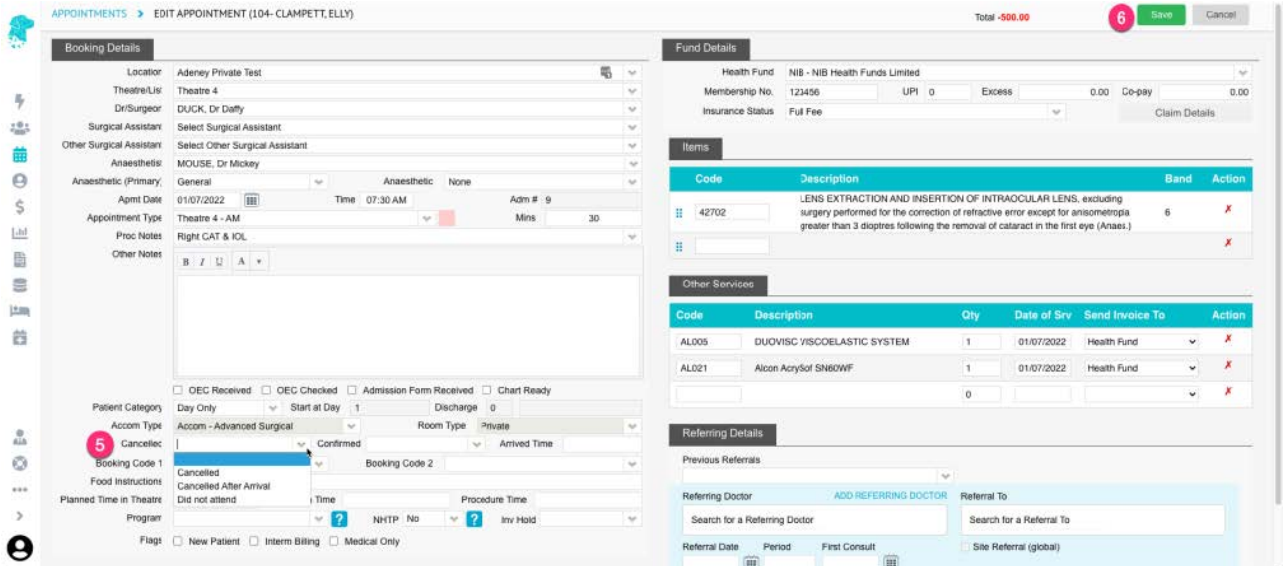
If a patient cancels their appointment

1. Search for the patient **OR**
2. Navigate to the date & theatre that the patient is booked for
3. Select the patient & right click to open menu
4. Select **Edit Episode**



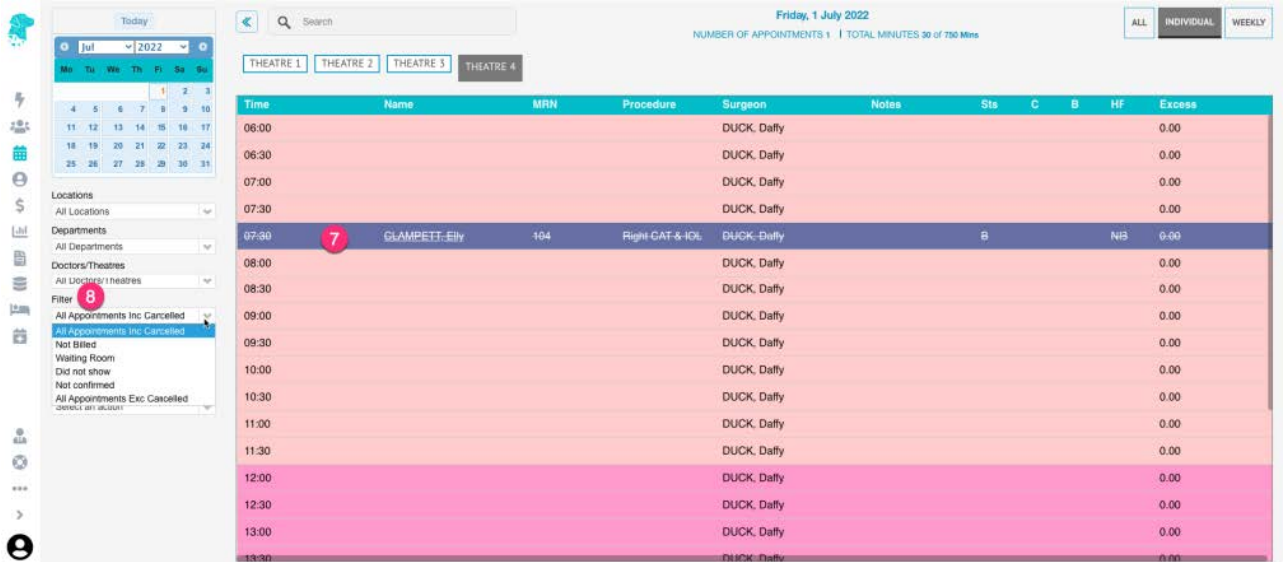
5. Use the **Cancelled** drop down to select a reason for cancellation (*N.B these cancelled reasons are fully customisable & can be added or edited in **Setting** under the **Cancelled Reasons** option to assist facilities obtain the cancellation data that they require*)

6. Click **Save**



7. The patient will now be displayed with a strikethrough & the appointment time will be available to book another patient

8. To view your screen without the cancelled patients, use the **Filter Dropdown** and select **All Appointments Exc Cancelled**



9. To view the cancelled patients you select **All Appointments Inc Cancelled** from the **Filter Dropdown**

10. To reinstate an appointment, follow the above steps **1 > 4** and **remove** the cancellation reason from the episode before clicking **Save**

[Hospital Appointments Screen](#)

Navigating the Appointments Screen



1. Ability to select required date and return to the current day using the **Today** option

2. **Search** - to locate a particular patient/booking
3. **Date** being displayed along with **Number of patients** booked & **Minutes** the theatre is booked, & still available, for
4. **View** - gives the ability to choose how the theatres are displayed
 - a. **All** - shows all theatres for 1 day
 - b. **Individual** - shows 1 theatre for 1 day
 - c. **Weekly** - shows 1 theatre for the whole week
 - d. **List** - shows all appointments in 1 list
5. Select which **Theatre** is required
6. **Filter** the patients viewed to include/exclude cancelled patients etc
7. Create **Custom Views** so that relative information can be easily displayed to enable efficient workflow
8. **Print Theatre Lists, Send Bulk SMS's to patients & Re-Order Lists**