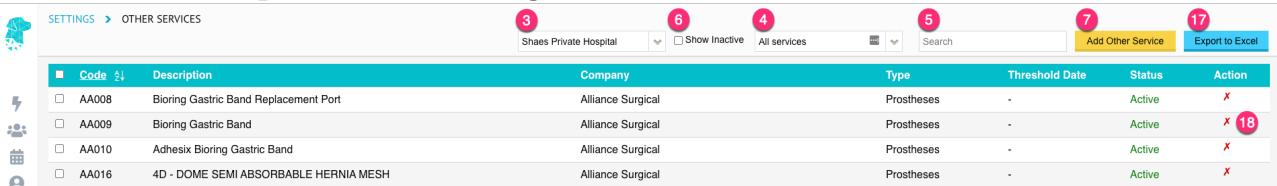


Adding Other Services Codes (Hospital)

These instructions will assist users in Adding or amending an Other Service Code / Prostheses Code for the purpose of updating the description or information related to the item.

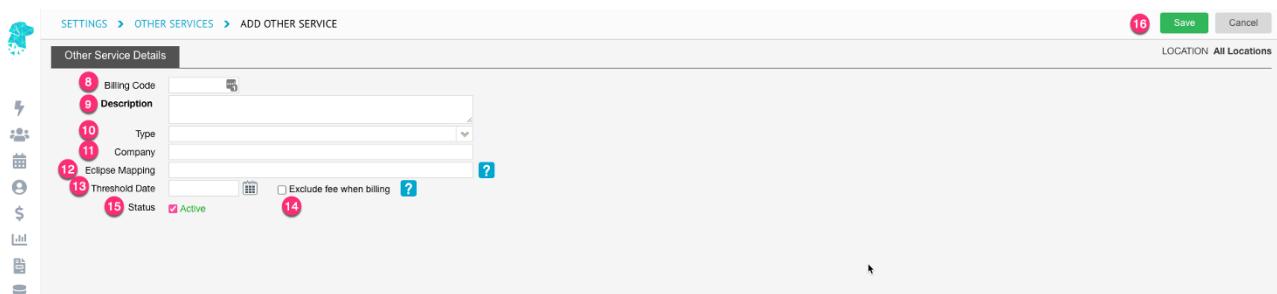
Prostheses list updates will be automatically loaded into FYDO. Any new items will be added & all new fees will be imported. Descriptions will not be updated, as some facilities prefer their own descriptions & do not what them overridden.

1. Go to **Settings**
2. Scroll down to **Hospital > Fees Management** & select **Other Services**



Code	Description	Company	Type	Threshold Date	Status	Action
AA008	Bioring Gastric Band Replacement Port	Alliance Surgical	Prostheses	-	Active	X
AA009	Bioring Gastric Band	Alliance Surgical	Prostheses	-	Active	X
AA010	Adhesix Bioring Gastric Band	Alliance Surgical	Prostheses	-	Active	X
AA016	4D - DOME SEMI ABSORBABLE HERNIA MESH	Alliance Surgical	Prostheses	-	Active	X

3. Use the **Hospital Drop Down** box to select the facility if it is a multi-location database
4. Use the **All Services Drop Down** box to select a specific service type, if necessary
5. Use the **Search** field to determine if the code is already in the system. *The search fields can be used to search codes, descriptions or companies etc to allow the user to search any part of the other service information*
6. If the code appears, double click to display the information. If it doesn't appear, use the **Show Inactive** tick box to be sure that the code isn't in the system as Inactive
7. If the code needs to be added, click **Add Other Service**



The form is titled 'OTHER SERVICES > ADD OTHER SERVICE'. It contains the following fields:

- 8. Billing Code
- 9. Description
- 10. Type
- 11. Company
- 12. Eclipse Mapping
- 13. Threshold Date
- 14. Exclude fee when billing
- 15. Status (checkbox checked for Active)

Buttons: Save, Cancel, LOCATION All Locations

8. Enter the **Billing Code**. *(This is the only information that will not be editable once the item is saved)*
9. Enter the **Description** *(Mandatory Field)*
10. Use the **Type** dropdown to categories the item:
 - a. Allied Health Services
 - b. Disposables
 - c. Labour Ward
 - d. Nursing Fee
 - e. Other
 - f. Pharmaceuticals
 - g. Prostheses
 - h. Theatre Fee
11. Enter the **Company** that supplies the product. *(This can assist with reporting on prosthesis etc, as the other services reports can be run by suppliers)*
12. Enter **Eclipse Mapping** if the Other Services code that is being entered requires a prefix before the code itself. *(Only add the prefix to this field, not the prefix & the code)*
13. Enter the **Threshold Date** as the date the **Current fees** for this item will commence *(Mandatory Field)*
14. Use the **Exclude fee when billing** tick box if this Other Service is excluded from certain

casebase contracts. For example, if the contract lists an all-inclusive fee for a procedure, that also includes prosthesis, this tick box would ensure there is no fee raised for this particular prosthesis when billed in conjunction with the particular casebase item. **For this feature to work** the tick box in the Casebase Fee Set up called **Exclude Other Services** also needs to be ticked. When these two tick boxes marry up there will be no charge raised for the other serviced when billed with that item. For any other Casebase or per diem fee, without this Exclude Other Services tick box marked, there will still be a fee raised for the other service.

15. Use the **Status** to mark a code as **Active** or **Inactive**
16. Once all desired information has been entered click **Save**
17. The **Export to Excel** option allows for the other services, along with the fees for each fund, to be exported to an excel spreadsheet. Use the **Search** field to filter down to a particular company or description etc to export more specific data (e.g., Search Alcon to export a list of all prosthesis in the system with the company listed as Alcon)
18. To **Delete** an item, use the cross  in the Action column to delete. You will then be asked to confirm that you are sure you want to delete the other service.

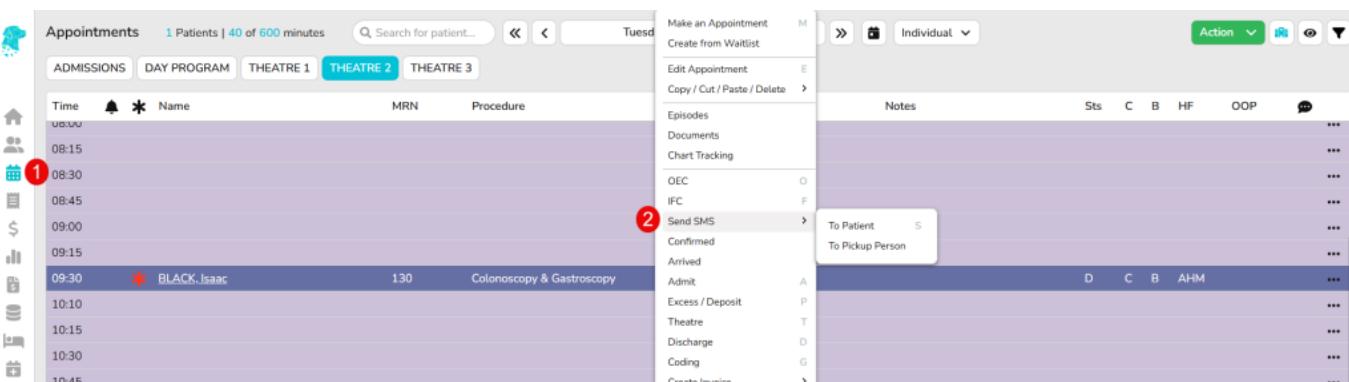
The Other Service / Prosthesis Code has now been added to your FYDO database.

For information on how to add the associated fees to this new item please see instructions [**Adding Fees to Other Services Codes \(Hospital\).**](#)

Sending Individual SMSs (Hospital)

FYDO allows you to contact patients, and their pick up person, via SMS to assist in efficient workflow. These can be sent one at a time or to a whole list of patients. The system gives the ability to pre-populate the SMS with information regarding the admission/episode e.g., date of admission, time of admission, health fund excess amount etc

Use these instructions if you would like to send an SMS to an **Individual Patient** or to the patients **Pick Up Person**:



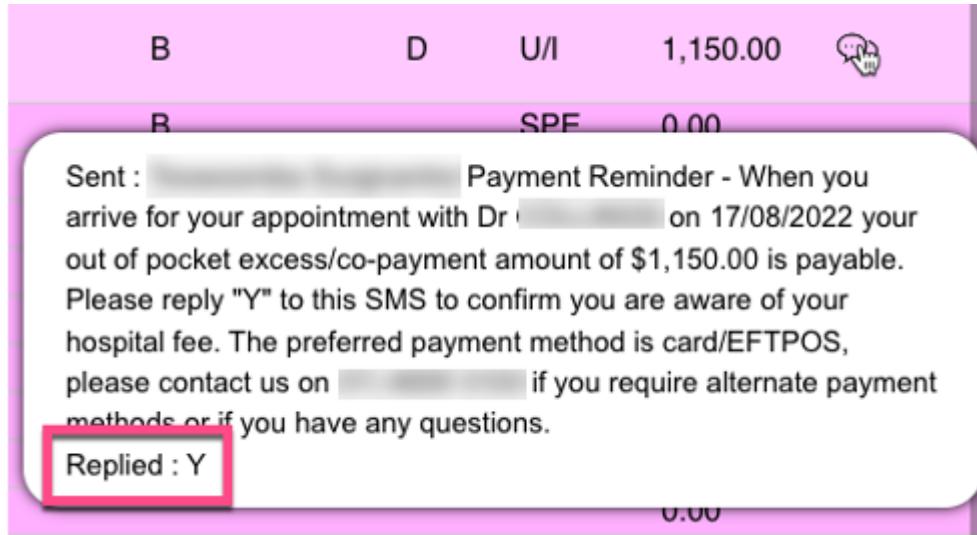
1. Navigate to the **Appointments Screen** & locate the required episode
2. Right-Click on the required episode & hover over **Send SMS** to show the 2 options to either **Send SMS to the Patient** or **Send SMS to the pickup Person** (Or use the shortcut key "S" after you have selected the required patient to send SMS to the patient)

3. Select the required **Template** or free type desired message in the **Text** box
4. Use the **Send with delay** tick box if the message is required to be sent at a specified time, as opposed to at the current time. If you are wanting to use this option, select the **Date & Time** that the message is to be sent
5. Once all details have been checked click **Send SMS**
6. The information included in Blue explains:
 - a. **Characters** - The current length of the text message. Each individual text message is allowed to be 160 characters long. Once the length exceeds this amount, it will require more credits to be sent
 - b. **Credits** - This shows the number of credits that will be used to send the message, depending on the length of the text
 - c. **Credits remaining** - Shows how many credits are remaining on your FYDO account
7. Once the credits get low use the **Order more SMS credits** option on this screen to be redirected to the **Order SMS Credits** screen where you can follow the prompts to purchase more credits

Once the patient has been sent an SMS there will be a visual cue on the Appointments screen. The icon will change depending on the status of the SMS sent. The icons represent the following:

-  SMS has been **sent** but not yet delivered to the recipient
-  SMS has been **delivered** to the recipient
-  Recipient has **replied** to the SMS

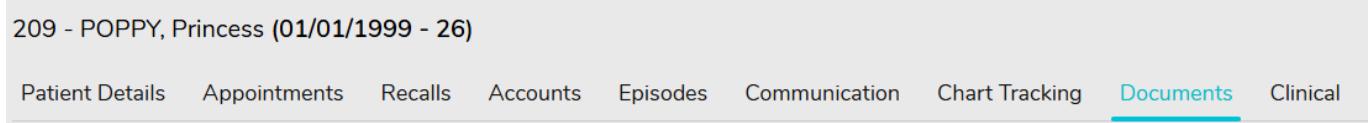
Hover over each of these icons, in the appointments screen, to display the information that the SMS contained. Once a reply has been received it will also be displayed below the message.



Emailing Documents from FYDO

FYDO facilitates emailing of documents, that are stored in the Documents tab, to the patients, doctors & referring doctors.

1. Navigate to the required patient, in the Patients tab and once the details are open select the **Documents** tab



2. Alternatively, locate the required episode and use the **Right Click** menu to select **Documents**

ADMISSIONS DAY PROGRAM THEATRE 1 THEATRE 2 THEATRE 3

Time	MRN
06:00	
06:30	
07:00	
07:30	
08:00	128
08:30	167
09:00	156
09:30	122
10:10	
10:30	
11:00	
11:30	
12:00	
12:30	
13:00	209
13:30	
14:00	
14:30	
15:00	
15:30	
16:00	
16:30	

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

M

3. Select the document that you wish to email & use the three black dots, on the right of the document, to display the menu options
4. Select **Email Document**

Back to Appointments 209 - POPPY, Princess (01/01/1999 - 26)

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

All Document Type Show deleted documents Search Admission: Select Admission Date

Document Name	Type	Adm Date	MHR	Created
IFC 2025-10-22	IFC	29/08/2025	22/10/2025	
Admission Form_001	Admission Form	01/10/2025	14/10/2025	

Email Document (highlighted with a red arrow)

Print
Email Document
Open Document
Export Letter
Upload to MHR
Remove from MHR
Delete Document

INFORMED FINANCIAL CONSENT

Patient: POPPY, Princess	DOB: 01/01/1999
Fund: Medibank Private Limited	Membership #: 123456
Excess: \$250.00	Co-Payment: \$0.00
Admission: 29/08/2025	Printed: 22/10/2025 at 10:46
Doctor: SAVS, Simon	IFC completed by: Alina Gordon(Altura)

List of Items Estimate Based on

ITEM	DESCRIPTION	CHARGE	REBATE
ACCOM	SameDay Accommodation Fee Band : 3	\$50.00	\$50.00
49536	Knee, repair or reconstruction of, for chronic ins	\$50.00	\$50.00
	Summary of Facility Charges	TOTAL: \$1,000.00	\$1,000.00

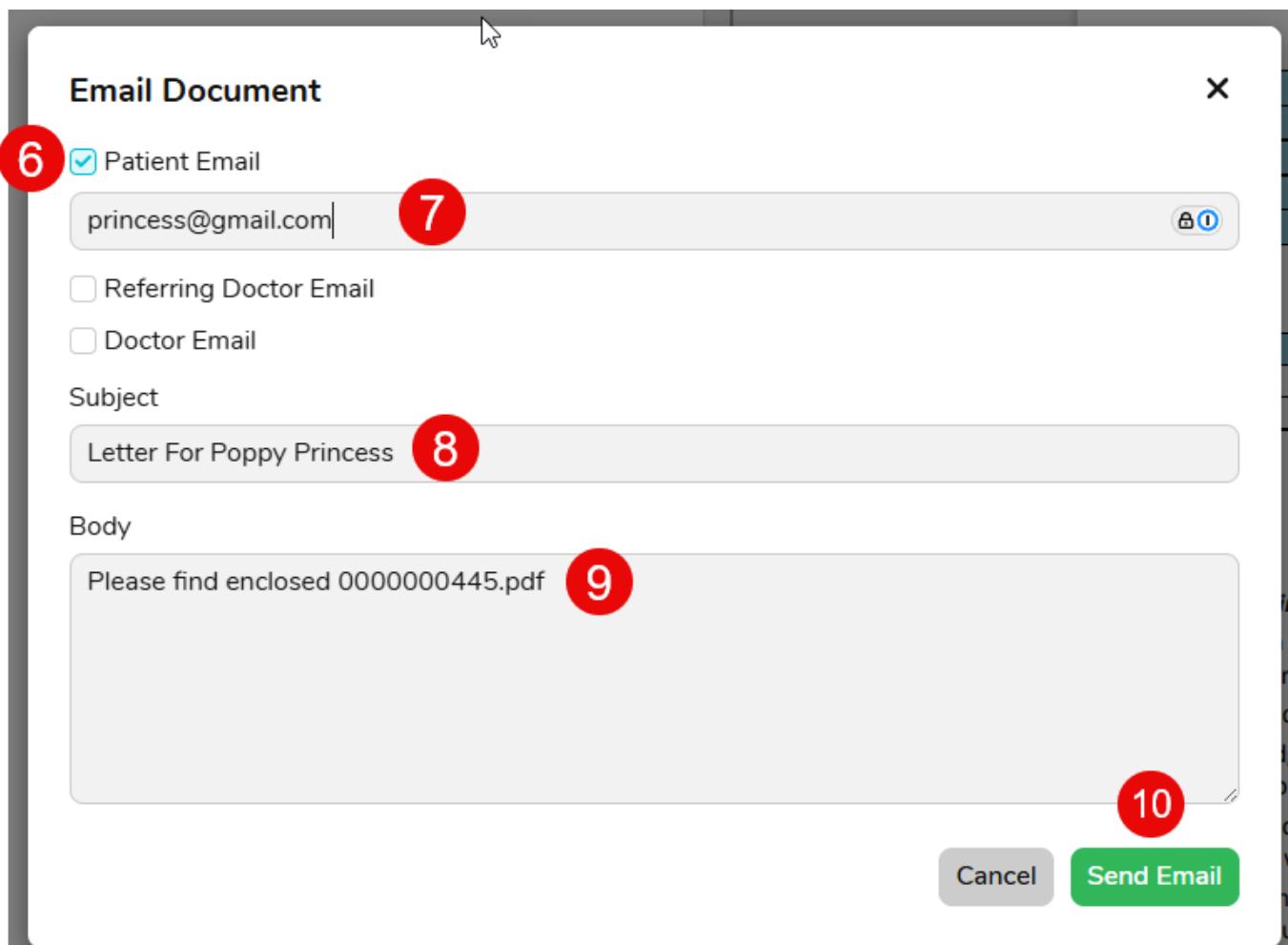
Total Payable on Admission: \$250.00

5. The **Email Document** pop up box will be displayed & allow the user to choose who they want to email



- **Patient Email** allows emails to be sent to the patient. The email address is automatically populated, from the Patient Screen, if it is entered
- **Referring Doctor Email** allows emails to be sent to the referring doctor. The email address will automatically populate if the document is linked to a particular admission, that admission has a referring doctor listed & the referring doctor has an email address added in FYDO. (*Referring Doctors emails can be added in **Settings > Referring Doctors***)
- **Doctor Email** allows emails to be sent to the admitting doctor. The email address will automatically populate if the document is linked to a particular admission & the doctor has an email address added in FYDO. (*Doctors emails can be added in **Settings > Doctors***)

If no email address is on file, for any of the above options, the user can add the email manually into the relevant field



6. Select who will be receiving the document via email by ticking the box to the left of their description
7. Check the email address listed is correct, or manually type the email address
8. Subject line will automatically populate however users are able to make changes if required
9. Body of the email will automatically populate however users are able to make changes if required
10. Once all fields have been complete, select **Send Email**
11. A log of all emails sent can be found in the **Communication** tab, along with all SMS history

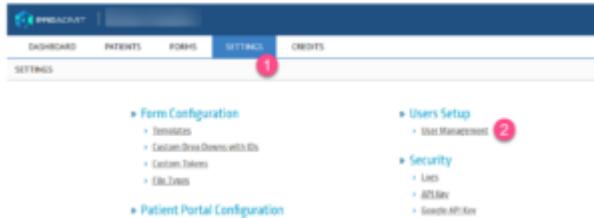
Back to Appointments 209 - POPPY, Princess (01/01/1999 - 26)							★	✖	Total -500.00
Patient Details Appointments Recalls Accounts Episodes Communication Chart Tracking Documents Clinical							<input type="checkbox"/> Expand Message Sent <input type="checkbox"/> Show Inactive <input type="checkbox"/> Search Add Note		
Comm	Type	Date	To	Message Sent	Status	ID	User		
SMS	Appointment	22/10/2025		Dear Princess, In preparation for your procedure on 29/08/2025 at 01:00 PM please ensu...	Queued	664	(Altura)		
Email	Patient	22/10/2025	-	Document 0000000445.pdf sent to	Email Sent	18	(Altura)		

100 ▾ Records/Page Records 1-2 of 2 (Page 1 of 1)

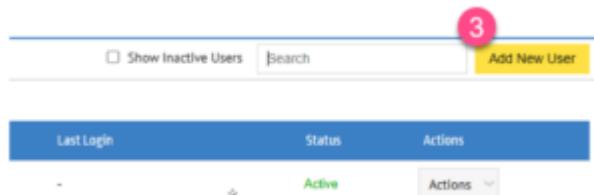
Preadmit Hospital Portal - Back End User Management

User Management gives the ability to add users, delete users & change their user permissions. Only the **Hospital Admin** has access to User Management

1. Select the **Settings** tab
2. Select **User Management**



3. To add a new user > click **Add New User** in the top right-hand corner.



4. From there, enter all the details that are required.
 - a. **First Name**
 - b. **Last Name**
 - c. **Email Address**
 - d. **User Type** - Hospital Admin or Hospital User.
5. Select the permissions that each user is required to have. This is customisable to each user and can only be changed by Hospital Admins.

6. To delete a user, edit their details, edit their permissions or resend their welcome email, use the **Actions** dropdown next to their name.

Creating Custom Hospital Views in the Appointments Screen

The Appointments Screen in FYDO is completely customisable. Creating different views will assist in workflow & efficiency & allow different staff members to view information that is relevant to them.

The views that are created are available to all users on the database & each user can choose their own favourite default view by selecting the heart next to their chosen view.

Users are able to have a favourite custom view for each view type, eg. a favourite “Individual” view, a favourite “All” view & a favourite “Weekly” view.

1. Custom views are created in the **Appointments Screen**
2. Hover over the eye icon & select **Add New View**

Appointments													
6 Patients 190 of 600 minutes													
THEATRE 1 THEATRE 2 THEATRE 3													
Time	Name	Procedure	Notes	HF	OEC	OEC	Excess	Co-pay	IFC Cred.	CR	AF	PCR	Pre-Contact
06:00													
06:30													
07:00	AURELIUS, Marcus	Left Cat & IOL		BUP	✓	✓		✓		✓		...	
	D'SILVA, Lightning	Right Cat & IOL		BUP				✓				...	
08:00													
08:30	PEEP, Bo	Left Cat & IOL		MPL		200.00		✓				...	
09:00	SHEEP, Bo	Left Cat & IOL		AHM		200.00				✓		...	
09:30	KNIGHT, Kathy	Colonoscopy & Gastroscopy		MPL								...	
10:10													
10:30													
11:00	SWAGGER, Bob Lee	Carpal Tunnel		BUP				✓				...	
11:30												...	
12:00												...	

3. Select the **Location, Department & Doctors/Theatres** that you want the view to be

available for. Or leave with **All** selected for the view to be available all the time

4. Add the **View Name** to identify the view that you are creating. E.g., Theatre, Recovery etc
5. Choose the **Layout** in which you would like the view to open. E.g., Individual theatres, all theatres or weekly view
6. Select the **Scroll type** based on how you would like to view the screen when you scroll.
Individual Scroll- You will be required to hover over the theatre in which you would like to scroll up or down.
Unified Scroll- This allows you to scroll anywhere on the page and all the theatres will scroll together
7. Select the **Hospital State Type**. You have the option to set the appointments to display by:
 - **Appointment Type**- This will colour code the bookings as per the Appointment Type in the booking
 - **Status**- Will colour code the bookings according to where they are in the facility
 - **Booking Code 1**- will colour code the appointments according to the booking code 1 that has been entered
 - **Booking Code 2**- will colour code the appointments according to the booking code 2 that has been entered

The screenshot shows the 'Create View' dialog box for 'BOOKING VIEW'. The top section has 'Save' and 'Cancel' buttons. The 'Create View' tab is selected. The 'Fields' section on the left lists 'Field Name' (Time, Patient Name), 'Percentage of column width' (25, 75), and an 'Add Field' button. The 'Order of Theatres' section on the right lists 'Theatre 1', 'Theatre 2', and 'Theatre 3', each associated with 'Shaes Private Hospital'. Numbered circles 3 through 7 are overlaid on the interface to indicate specific configuration steps:

- 3. Department dropdown.
- 4. View Name input field.
- 5. Layout radio buttons (All, Individual, Weekly, List) and Number of Columns input field.
- 6. Scroll type radio buttons (Individual Scroll, Unified Scroll).
- 7. Hospital State Type radio buttons (Appointment, Status, Booking Code 1, Booking Code 2).

8. Use the **Fields** dropdown to select the type of information that will be added to the custom view
9. Click **Add Field** to add the selected field to the table below
10. Use the on the left of each line to sort fields into the required order
11. Use the **Percentage of column width** fields to determine the width of each column
N.B. the total of these columns always has to add up to 100.
12. Click **Save** and the appointment screen, with the new custom view that was created, will be displayed

Select which fields you want to see in your hospital list

Fields	Field Name	Percentage of column width
8	Time	10
	Patient Name	22
9	Alert (Icon)	5 X
	Allergy (Icon)	5 X
	Proc Notes	25 X
	Excess	8 X
	IFC Created	5 X
	Anaesthetist	10 X
10	Surgeon Name	10 X
11		100

Some examples of helpful views are:

Administration View

Appointments								
Theatres		Appointments						
Time	Name	Alert	PTT	Procedure	Notes	Surgeon	Anaesthetic	Anaesthetic (1)
06:00						TOE, Foot	Starr, Ringo	...
06:15						TOE, Foot	Starr, Ringo	...
06:30						TOE, Foot	Starr, Ringo	...
06:45						TOE, Foot	Starr, Ringo	...
07:00	DREAM_Day	⚠️	7:30	Left Knee Arthroscopy	Carer to go through	TOE, Foot	Starr, Ringo	General
08:00	SWAGGER_Bob Lee	⚠️	08:30	Left Knee Arthroscopy		TOE, Foot	Starr, Ringo	Peribulbar
09:00	STEWART_Alfred	⚠️	09:30	Right Knee Arthroscopy	Patient uses walking stick	TOE, Foot	Starr, Ringo	General
10:00						TOE, Foot	Starr, Ringo	...
10:15						TOE, Foot	Starr, Ringo	...
10:30						TOE, Foot	Starr, Ringo	...
10:45						TOE, Foot	Starr, Ringo	...
11:00						TOE, Foot	Starr, Ringo	...
11:15						TOE, Foot	Starr, Ringo	...
11:30						TOE, Foot	Starr, Ringo	...
11:45						TOE, Foot	Starr, Ringo	...
12:00						TOE, Foot	Starr, Ringo	...
12:15						TOE, Foot	Starr, Ringo	...
12:30						TOE, Foot	Starr, Ringo	...
12:45						TOE, Foot	Starr, Ringo	...
13:00						TOE, Foot	Starr, Ringo	...

Theatre View

Appointments								
Theatres		Appointments						
Time	Name	Alert (Text)	Allergy (Text)	Procedure	Notes	Dr	Anaesthetic (1)	Food
06:00						FT		...
06:15						FT		...
06:30						FT		...
06:45						FT		...
07:00	DREAM_Day	IDDM	Bees	Left Knee Arthroscopy	Carer to go through	FT	General	...
08:00	SWAGGER_Bob Lee	Infection Risk	Panadol	Left Knee Arthroscopy		FT	Peribulbar	Patient requested vegetarian sandwich
09:00	STEWART_Alfred	NIDDM	Morphine & Codeine	Right Knee Arthroscopy	Patient uses walking stick	FT	General	No caffeine
10:00						FT		...
10:15						FT		...
10:30						FT		...
10:45						FT		...
11:00						FT		...
11:15						FT		...
11:30						FT		...
11:45						FT		...
12:00						FT		...
12:15						FT		...
12:30						FT		...
12:45						FT		...
13:00						FT		...

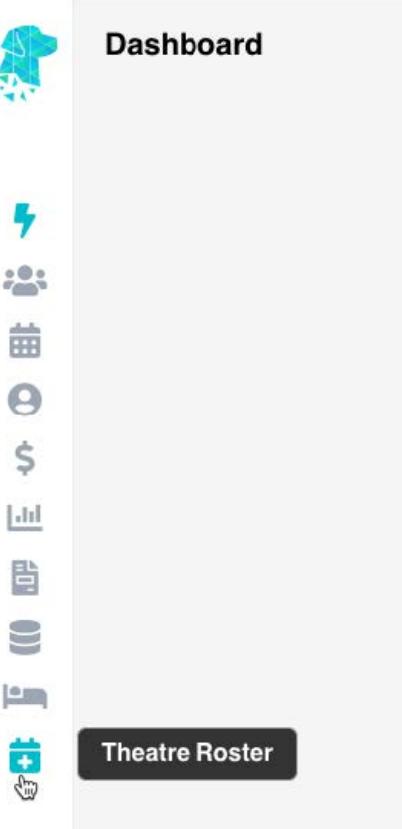
Recovery View

Appointments		3 Patients 180 of 600 minutes	Q. Search for patient...	<<	<<	>>	>>	Individual	Action	Print	Export	...		
THEATRE 1		THEATRE 2	THEATRE 3											
Time	Name	Procedure	Notes	HF	OOP	OEC	IFC Cre:	...	CR	AF	PCR	Pre-Cor	Post-Cc	TC
06:00														...
06:15														...
06:30														...
06:45														...
07:00	DBEAM_Dav	Left Knee Arthroscopy	Carer to go through	AHM		✓	✓	...	✓	✓	✓			...
08:00	SWAGGER_Bob Lee	Left Knee Arthroscopy		BUP	50.00	✓	✓		✓					...
09:00	SIEWART_Alfred	Right Knee Arthroscopy	Patient uses walking stick	HCF	750.00	✓	✓		✓	✓	✓			✓
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														...

Theatre Roster

Creating Theatre Sessions

Select **Theatre Roster** from the left-hand menu



1. Select the way you would like to view the roster:
 - a. By **Day**
 - b. By **Week**
 - c. By **Month**

2. Navigate to the date that you require using the **Next** and **Previous** arrows, **Calendar** or **Today**
3. Utilise the **Filter** to customise the information on the screen
Print allows for a screenshot of the current view to be converted to PDF for printing purposes
4. Find the correct theatre & **Right-Click** to expand the options menu
5. Select **Make Booking**

Theatre Roster

Key: Theatre 1 Theatre 2 Theatre 3 Closed Cancelled

Theatre 1

08:00 - 10:00 (90 / 120 mins - 75%) Doctor - CONNORS, Curtis Anaesthetist - HARRISON, George
Note -
Appt Note -

10:00 - 17:00 (0 / 420 mins - 0%) Doctor - EYES, Bright Anaesthetist - LENNON, John
Note Theatre Setup Complete
Appt Note Theatre Start Time: 11:30am
Staff Scrub Nurse Scout Nurse Nurse \ Assistant Other Nurse \ Assistant Surgical Assistant Other Surgical Assistant
Beckham, Victoria Brown, Melanie Chisholm, Melanie Bunton, Emma Murphy, Shaun Pierce, Hawkeye Other
Halliwell, Geri

Theatre 2

08:00 - 17:00 (0 / 540 mins - 0%) Closed

Theatre 3

09:00 - 15:00 (0 / 360 mins - 0%) No doctor Selected
Note Cancelled 01.03.2025
Appt Note Do Not Rebook Session

Day 3 Inpatient 0
Day 0 Inpatient 0
Day 0 Inpatient 0

6. Select the required **Doctor/Surgeon** and **Anaesthetist**

Settings / Theatre Roster / Theatre Booking (Theatre 3)

Location: Shaes Private Hospital Cancel Save

Booking

Location: Shaes Private Hospital Theatre: Theatre 3

Doctor/Surgeon: 6

Week Starting: 03/03/2025 7

Note: 8

Repeat: 9

Ends: 10

Staff

Scrub Nurse: 11

Other: 12

Save 13

This note is shown here within the Theatre Module.

This note is shown within the Appointment Screen.

Days: Wednesday

Files: Choose a file

Note: Max 10MB file limit. Extensions allowed are jpg, png, jpeg, bmp, gif, pdf, doc, docx, ppt, xls, xlsx, rtf, rar, zip, txt, csv

7. Ensure correct **Week Starting Date** and **Session Times** are selected
8. **Notes** and **Appointment Notes** can be added to the booking if required
9. The **Repeat** feature gives the ability to produce a reoccurring booking for the selected surgeon
 - a. Use the **Every ____ week** option to enable weekly, fortnightly, monthly bookings etc.
 - b. Use the tick boxes to select the days of the week you require the booking to reoccur
10. Use the **Ends** field to set the date that the reoccurring booking will cease. *NB. This feature will produce an **individual booking** on each of the selected days for that surgeon. If this booking changes, each individual booking will need to be amended. Hence, it is not recommended to reproduce the booking for extended periods of time*
11. Add **Theatre Staff** (if your facility procedure requires)
12. Import **Files** that are related to the Theatre Booking
13. Click **Save**

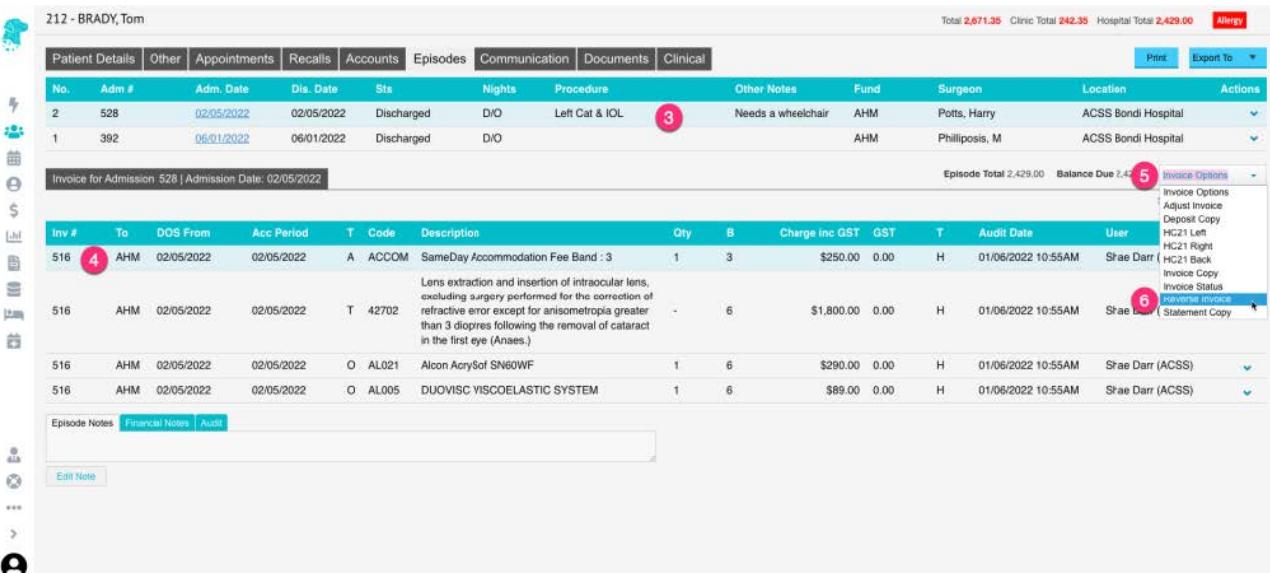
This will create a theatre booking that can then be **Edited**, **Cancelled** or **Deleted** with a right-click (as per #4 in the above image).

There is a detailed **Audit trail** of changes made located inside the booking (right-click & Edit Roster)

Reversing a Hospital Invoice

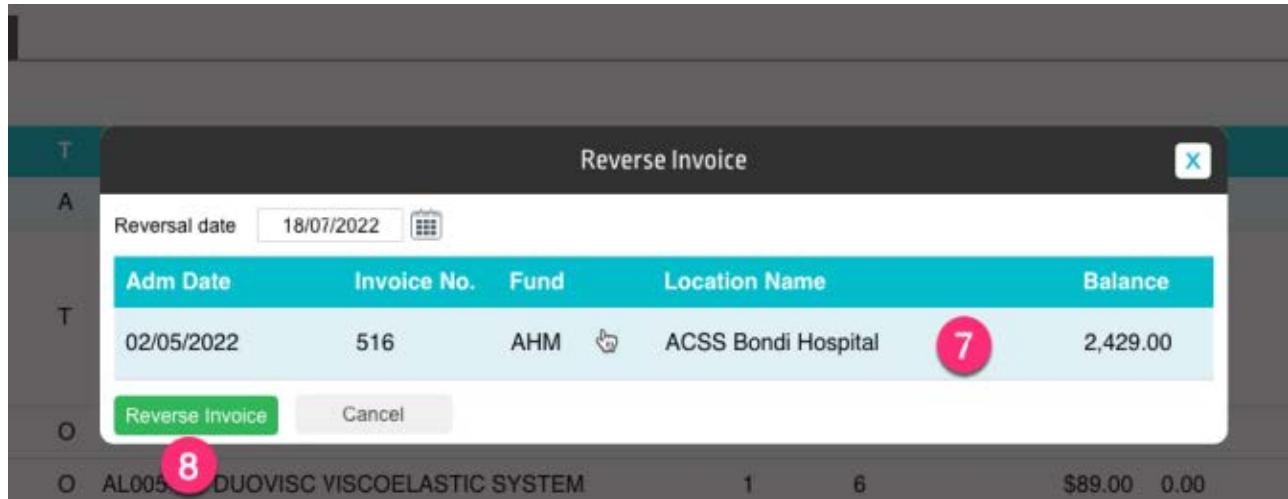
For an invoice that has been incorrectly billed or needs to be reversed by way of a journal entry. Navigate to the required patient using number 1 or 2 below

1. Select **Patient** tab in the left-hand menu
 - a. Search for the required patient using the field in the top right
 - b. Double click on required patient
 - c. Navigate to the **Episodes** tab across the top of the patient record
2. Select **Appointments** tab in the left-hand menu
 - a. Search for the required patient using the field in the centre at the top or
 - b. Use the calendar to navigate to the episode date
 - c. Once the patient has been located, right-click on their appointment & select **History**
3. Ensure that the correct episode is selected from the list at the top
4. Ensure that the correct invoice is selected from the information for that admission (**NB this is important if there are multiple invoices for the one episode**)
5. Use the **Invoice Options** drop-down on the left of the screen
6. Select **Reverse Invoice**



Inv #	To	DOS From	Acc Period	T	Code	Description	Qty	B	Charge inc GST	GST	T	Audit Date	User	
516	4	AHM	02/05/2022	02/05/2022	A	ACCOM	SameDay Accommodation Fee Band : 3	1	3	\$250.00	0.00	H	01/06/2022 10:55AM	Shae Darr (ACSS)
516	AHM	02/05/2022	02/05/2022	T	42702		Lens extraction and insertion of intraocular lens, excluding surgery performed for the correction of refractive error except for anisometropia greater than 3 degrees following the removal of cataract in the first eye (Anaes.)	-	6	\$1,800.00	0.00	H	01/06/2022 10:55AM	Shae Darr (ACSS)
516	AHM	02/05/2022	02/05/2022	O	AL021	Alcon AcrySof SN60WF	1	6	\$290.00	0.00	H	01/06/2022 10:55AM	Shae Darr (ACSS)	
516	AHM	02/05/2022	02/05/2022	O	AL005	DUOVISCVISCOELASTIC SYSTEM	1	6	\$89.00	0.00	H	01/06/2022 10:55AM	Shae Darr (ACSS)	

7. The **Reverse Invoice** window will appear. Click on the invoice that you wish to reverse & it will turn a light shade of blue
8. Click the **Reverse Invoice** option



9. The invoice will continue to show in the episode; however it will now be followed by the journal adjustments that have just been performed to reverse it & zero it out

212 - BRADY, Tom												Print	Export To	Back to Appointments	
Patient Details		Other		Appointments		Recalls		Accounts		Episodes		Communication	Documents	Clinical	
No.	Adm #	Adm. Date	Dis. Date	Sts		Nights	Procedure		Other Notes	Fund	Surgeon	Location			
2	528	02/05/2022	02/05/2022	Discharged		D/I	Left Cat & IOL		Needs a wheelchair	AHM	Potts, Harry	ACSS Bondi Hospital			
1	392	06/01/2022	06/01/2022	Discharged		D/I				AHM	Philliposis, M	ACSS Bondi Hospital			

Invoice for Admission: 528 | Admission Date: 02/05/2022

Episode Total 0.00 Balance Due 0.00 [Invoice Options](#)

Show voided transactions

Inv #	To	DOS From	Acc Period	T	Code	Description	Qty	B	Charge inc GST	GST	T	Audit Date	User
516	AHM	02/05/2022	02/05/2022	A	ACCOM	SameDay Accommodation Fee Band : 3	1	3	\$250.00	0.00	H	01/06/2022 10:55AM	Shae Darr (ACSS)
516	AHM	02/05/2022	02/05/2022	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.)	-	6	\$1,800.00	0.00	H	01/06/2022 10:55AM	Shae Darr (ACSS)
516	AHM	02/05/2022	02/05/2022	O	AL021	Alcon AcrySof SN60WF	1	6	\$290.00	0.00	H	01/06/2022 10:55AM	Shae Darr (ACSS)
516	AHM	02/05/2022	02/05/2022	O	AL006	DUOVISC VISCOELASTIC SYSTEM	1	6	\$89.00	0.00	H	01/06/2022 10:55AM	Shae Darr (ACSS)
516	AHM	18/07/2022	18/07/2022	A	ACCOM	Reversal : SameDay Accommodation Fee Band : 3	1	3	\$-250.00	0.00	H	18/07/2022 7:18AM	Shae Darr (ACSS)
516	AHM	18/07/2022	18/07/2022	T	42702	Reversal : Lens extraction and insertion of intraocular lens, excluding surgery performed for the correction of refractive error except for anisometropia greater than 3 dioptres following	-	6	\$-1,800.00	0.00	H	18/07/2022 7:18AM	Shae Darr (ACSS)

FYDO Hospital Reports

This document gives a description of all FYDO reports & information obtainable from them. Reports can all be printed directly from FYDO or exported to PDF, Excel Spreadsheet or Raw Data (which is the most detailed option in collating data).

Reports also gives the option to **Star** your favourite reports. The reports that you have identified as your favourite, by clicking the star next to them, will be available on a Quick Menu that opens when you simply hover over the Reports tab in the main menu.

For the full list of reports the user will need to click once on the Reports icon.

REPORTS

Reports

Patient Reports

- End of Day Banking 1
- Patient Stats 2
- Possible Double Patients 3
- Recalls 4

Financial Reports

- Trial Balance 1
- Invoice Export 2

Reports - Hospital

Financial Reports

- Adjustments 1
- Arrears 2
- Billing Status 3
- Deleted Transactions 4
- Doctors Totals 5
- GST 6
- Other Services Revenue 7
- Payments 8
- Revenue 9
- Unbilled Revenue 10

Hospital Reports

- Appointments 1
- Bed Occupancy 2
- Cancelled Episodes 3
- Clinical Indicators 4
- Episode Stats 5
- Incomplete 6
- Item Stats 7
- Length of Stay 8
- Midnight Census 9
- Monthly Patient Activity 10
- Other Services 11
- Patient Statistical Data for NSW Health 12
- Theatre Rosters 13

Patient Reports

Reports

Patient Reports

- End of Day Banking 1
- Patient Stats 2
- Possible Double Patients 3
- Recalls 4

- End of Day Banking** - Gives the ability to re-print any End of Day Banking Reports that have been previously completed. *NB. To initially perform the End of Day Banking for the day go to Settings, End of Day Banking.* Users are also able to reset the banking from this report, if they have made an error when initially processing the End of Day Banking.
- Patient Stats** - Gives the ability to obtain extensive patient demographics data. Including:
 - Medicare Eligibility Status
 - Deceased Patients
 - Archived Patients
 - DVA Patients
 - Indigenous Status
 - Referral Expired
 - Preferred Doctor
 - Health Fund
 - Gender
 - Surveys
 - Ability to stipulate birth date range
 - Ability to stipulate created range
 - Ability to stipulate post code range

3. **Possible Double Patients** - Provides a list of all patients that share similar information. There are several options to base the report on, enabling easy identification of patients that have been entered into FYDO more than once.
4. **Recalls** - Gives the ability to send bulk recalls to patients. Options to sort by recall date, gender, postcode etc. are all available.

Financial Reports

Financial Reports

- ★ Trial Balance 1
- ★ Invoice Export 2

1. **Trial Balance** - Shows a snapshot of the balances of all categories listed in FYDO for the date range selected.
2. **Invoice Export** - Enables an Excel spreadsheet to be created of all invoices raised for the selected date range and data type.

Hospital - Financial Reports

Reports - Hospital

Financial Reports

- ★ Adjustments 1
- ★ Arrears 2
- ★ Billing Status 3
- ★ Deleted Transactions 4
- ★ Doctors Totals 5
- ★ GST 6
- ★ Other Services Revenue 7
- ★ Payments 8
- ★ Revenue 9
- ★ Unbilled Revenue 10

1. **Adjustments** - Shows a list of adjustments. Can be sorted by adjustment type, doctor & date range.
2. **Arrears** - Shows all invoices without a zero-dollar balance. It can be run by Doctor, Fund & Period that the account has been outstanding for (e.g., 30 days & over). It can be run as:
 - a. **Detail** - Showing every patient & the balance
 - b. **Summary** - Showing each health fund & the balance

- c. **Interactive** - Enabling follow up dates & notes to be accessible, to facilitate efficient workflow in debt recovery
- d. **Minimum Balance** - Allowing for a dollar value to be entered & report run to show accounts over that dollar value. (*Handy to exclude accounts with credits from the report*)
- e. **Show accounts requiring a refund only** - Enables the ability to see only the accounts that are in credit, once they have been invoiced, & require a possible refund

3. **Billing Status** - Details information on all episodes billed & unbilled. Reports can be run by doctor & date range & can be filtered to show:

- a. **Show all - inv summary** - Lists all patients that have been invoiced with a summary of charges
- b. **Show all - inv detail** - Lists all patients that have been invoiced, documenting each line of the invoiced charges separately
- c. **Show not billed only** - Is an interactive report that lists all episodes that have not been billed and allows the user to raise the invoice right from this screen! Showing details of the coding status & theatre complete status to assist with efficient workflow. Also providing a column for the Cancelled reason for users to decide if a charge needs to be raised for the episode. When 'Show not billed only' is selected, the user is given another option to **Don't show patients' billed \$0** if that is required, and to **Exclude cancelled episodes** if they wish to.
- d. **Not billed in same period** - Shows invoices billed in the following accounting period

4. **Deleted Transaction** - Lists any transaction that has been deleted/voided from the selected period. Dates can be selected for deleted dates, accounting period or date of service.

5. **Doctors Totals** - gives a detailed view of revenue generated by each doctor. There is the ability to filter by doctor, or if all doctors are selected it will show a page per doctor. Clicking on the next page arrow > will show the next doctor in alphabetical order by surname.

6. **GST** Report - Allows users to obtain figures for GST on a Cash Basis or an Accrual Basis.

7. **Other Services Revenue** - Lists revenue from all other services that have been billed. E.g., prosthesis, surcharges etc. Report can be filtered by doctor, fund, theatre, type or patient category. Then there is the option to obtain data based on Accounting Period or Discharge Date for the date range selected.

8. **Payments** - Gives a list of all payments received in the selected date period either by Accounting Period, Audit Date or Date of Service. Filters are available by Doctor & payment type & data is able to be shown in formats such as Detailed, Summary, Audit date different to Accounting Period or Amount is negative.

9. **Revenue** - Retrieves revenue information by Accounting Period or Discharge Date. Can be displayed in Detail (shows revenue totals) or Summary (showing revenue generated by each category e.g., accommodation, theatre etc). Filters can be applied to show data for a particular doctor, fund, category, theatre etc. Information can then be grouped by various means also (Health fund, Indigenous Status, Postcode etc)

10. **Unbilled Revenue** - Generates a virtual invoice for all unbilled episodes, based on the item numbers entered in the theatre screen. Due to the nature of the information this report obtains, it can take a little longer to generate than other reports. It is designed to show all episodes that are not billing in real time. If the predicted item numbers are not entered in the Theatre Screen, at the time the report is run, it will be unable to calculate an accurate estimate of revenue for the episode. It will not look at dates that an invoice was billed if the "As at Date" is changed to a date prior to the current date, as it is designed to be a running tally.

Hospital Reports

Hospital Reports

★ Appointments	1
★ Bed Occupancy	2
★ Cancelled Episodes	3
★ Clinical Indicators	4
★ Episode Stats	5
★ Incomplete	6
★ Item Stats	7
★ Length of Stay	8
★ Midnight Census	9
★ Monthly Patient Activity	10
★ Other Services	11
★ Patient Statistical Data for NSW Health	12
★ Theatre Rosters	13

1. **Appointments** - Gives a list of all bookings, including those that are yet to be admitted.
2. **Bed Occupancy** - Gives an overview of bed occupancy for the selected month. Also giving total number of beds, days, bed days available, bed days occupied & the percentage of occupancy.
3. **Cancelled Episodes** - Lists all episodes that have been cancelled with their corresponding reason. It can be filtered by Cancelled Reason to obtain more specific data for the date range selected. Cancelled Reasons can also be customised (Settings > Cancelled Reasons) to assist facilities in collating the data they require.
4. **Clinical Indicators** - Shows all indicators entered & the number that have been answered Yes or No during the date range selected. It can be filtered by Doctor or Theatre & is available in Summary & Detailed. Once the Detailed option is selected there are other fields that display, to ensure the exact information required is obtainable.
5. **Episode Stats** - Allows for an extremely broad range of information to be obtained. There is the option to show the data in a Detailed or Summary format & can filter by a range of options. The report can be generated by Admission Date or Discharge Date. Some examples of information that can be generated from this report, for the selected period, are:
 - a. **All episodes**
 - b. Episodes for a particular **Health Fund**
 - c. Episodes for a certain **Anaesthetist**
 - d. Episodes for a certain **Anaesthetic Type**
 - e. Episodes in a particular **Theatre**
 - f. Episodes for a particular **Specialty**
 - g. Episodes relating to a particular **Booking Code**

- h. Episodes for a particular **Sex**
- i. **Indigenous Status** or **ATSI** demographic report
- j. **Age Group** selection available
- k. **Item numbers**
- l. **Diagnosis codes**
- m. **Procedure codes**
- n. **DRG's**
- o. **Referring Doctor**

6. **Incomplete** - Gives the option to show episodes, for a selected date range, that have not been coded, have not been discharged, have not had clinical indicators entered, have not been grouped etc. It also shows the Cancelled reason to enable the user to determine if the episode requires further attention. The **Uncoded Episodes** and **Ungrouped Episodes** reports are both Interactive, meaning the coder can easily and efficiently code all episodes from one screen!

7. **Item Stats** - Gives item number information for primary and subsequent procedures.

8. **Length of Stay** - gives statistical data regarding the time a patient spends in certain areas of the facility. It can be filtered by several different ways & is able to give the following data for the date range selected:

- a. **Pre-operative**
 - i. **Admission Time to Time in Theatre**
 - ii. **Booking Time to Time in Theatre**
 - iii. **Booking Time to Anaesthetic Start Time**
 - iv. **Pre-Op Time to Time in Theatre**
 - v. **Admission Time to Pre-Op Time**
 - vi. **Admission Time to Pre-Op time or Anaesthetic Start Time if pre-op time isn't entered**
- b. **Intra-Operative**
 - i. **Time in Theatre to Time out of Theatre**
 - ii. **Procedure Start Time to Procedure Finish Time**
- c. **Post-Operative**
 - i. **Time out of Theatre to Discharge Time**
- d. **Total**
 - i. **Admission Time to Discharge Time**
 - ii. **Admission Time to Ready for Discharge**
 - iii. **Booking Time to Discharge Time**
 - iv. **Booking Time to Ready for Discharge**
- e. **Comparison**
 - i. **Planned Time in Theatre with Actual Time in Theatre**
 - ii. **Booking Length with Actual Minutes in Theatre**

9. **Midnight Census** - will show patients that were admitted, but not yet discharged at the "As At" date selected.

10. **Monthly Patient Activity** - Gives an overview of all admissions, broken down into each day of the month. Giving the number of Total Patient Days, resulting in percentage averages for bed occupancy.

11. **Other Services** - Gives a list of all the other services that have been entered into the episodes. It can be filtered by suppliers for any given date range.

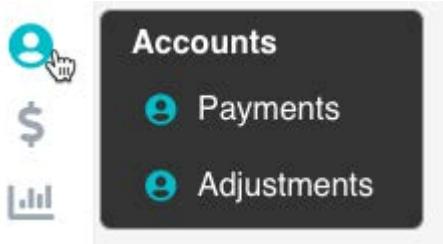
12. **Patient Statistical Data for NSW Health** - assists New South Wales hospitals with submitting their statistical data with ease.

13. **Theatre Rosters** - shows all booked theatre sessions & all cancelled theatre sessions grouped by surgeon or theatre. Also shows theatre utilisation minutes and percentages.

Receipting a Manually Received Hospital Remittance

If a remittance is received in paper form, or any form other than eclipse. These steps are also to be followed when an uninsured patient makes an additional payment towards an invoice that has already been raised.

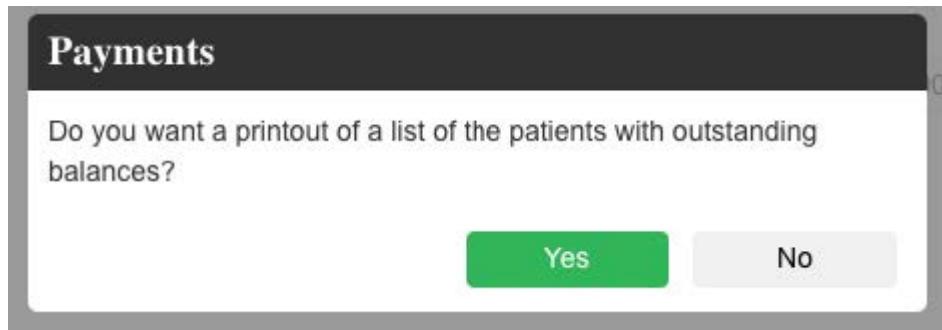
1. Hover over the **Accounts** icon in the main menu & select **Payments**



2. Select the **Location** (for a multi-location database, single location systems will automatically populate)
3. The **Payment Date** will automatically be set to the current date. Depending on access levels you may be able to back date if required
4. Select the **Payment Type**
5. Enter the total **Amount** of the payment being received
6. Type the name of the company that the payment is being received from in the **Drawer** field
7. Click on **Click to Search for an individual Account** to display the Patient Lookup box to search for a patient name, MRN, DOB, Invoice Number etc
8. Double click on the patient or episode or invoice that you wish to apply the payment towards
9. The account will display on the screen with the **Outstanding** amount & the **Allocated** amount
10. If the Allocated amount is different than the system has pre-populated, you can simply click in the field & over-ride the price.
11. Repeat steps 7 >10 for subsequent invoices included in that payment
12. You will be unable to allocate the payment until the Total Amount & the Allocated Amounts match
13. Once the **Out of Balance** field is zero you can click **Save**

A screenshot of the Payments screen. The left side shows input fields for Location (ACSS Bondi Hospital), Payment Date (20/07/2022), Payment Type (Direct Deposit), Amount (4,000.00), and Drawer (Medbank Private). The right side shows a Patient Lookup table with one row for BOND, James. The table has columns: Inv#, Patient Name, MRN, Fund, Outstanding, and Allocated. The Outstanding column shows 2,300.00 and the Allocated column shows 2,300.00. A red circle with the number 12 is on the 'Allocated' column. A green 'Save' button is at the bottom right.

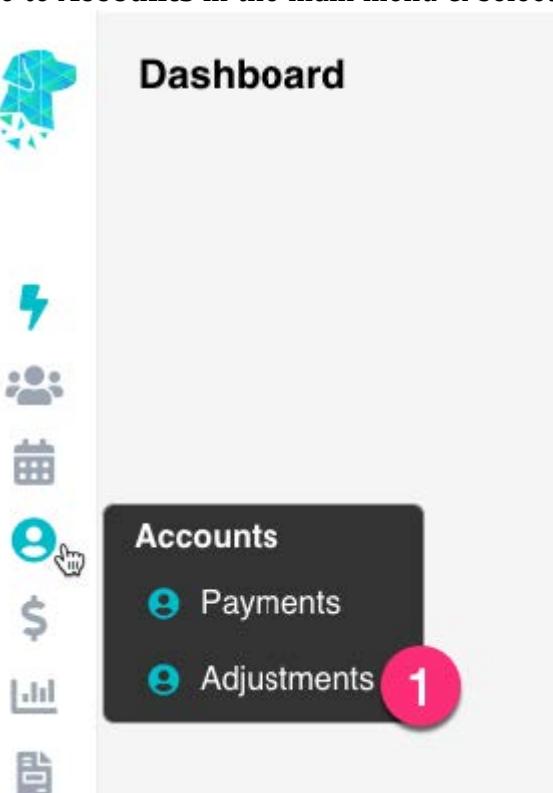
14. If there is a discrepancy between the **Outstanding** amount & the **Allocated** amount you will be prompted to print out a report showing the **Outstanding Balances**. Click **Yes** to enable these amounts to be chased up



Refund Journal via the Adjustments Screen (Hospital)

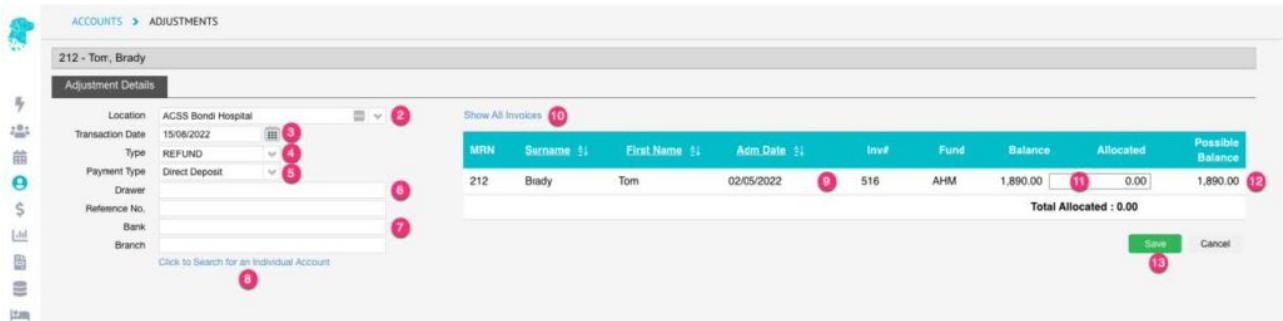
If a patient or health fund is required to be refunded the system will reflect this transaction by following these steps.

1. Go to **Accounts** in the main menu & select **Adjustments**



2. For multi-location systems, use the drop down to select the relevant **Location**
3. Enter the required **Transaction Date** if it differs from the current date
4. Use the **Type** dropdown to select **Refund**
5. Once Refund is selected for the Type, the **Payment Type** field will be displayed so the method of the transaction can be documented
6. Type the required information in the **Drawer** field
7. Use the **Reference No., Bank & Branch** fields, if the facility work instructions require, to document additional information regarding a bank cheque etc

8. Click “**Click to Search for an individual Account**” and the search box will be displayed to find the required patient
9. Once a patient is selected, the invoices with an outstanding amount will be displayed
10. Use the **Show All Invoices** option to display invoices that don’t currently have an outstanding balance
11. Type the amount to be refunded in the **Allocated** column
12. Once you have moved from the Allocated field the system will show you the **Possible Balance** of the invoice, following the adjustment
13. Once all details have been confirmed & are correct click **Save**



ACCOUNTS > ADJUSTMENTS

212 - Tom, Brady

Adjustment Details

Location: ACSS Bondi Hospital
Transaction Date: 15/06/2022
Type: REFUND
Payment Type: Direct Deposit
Drawer:
Reference No:
Bank:
Branch:

Show All Invoices 10

MRN	Surname	First Name	Adm. Date	Inv#	Fund	Balance	Allocated	Possible Balance
212	Brady	Tom	02/05/2022	516	AHM	1,890.00	0.00	1,890.00

Total Allocated : 0.00

Save 13 Cancel

Click to Search for an Individual Account 8