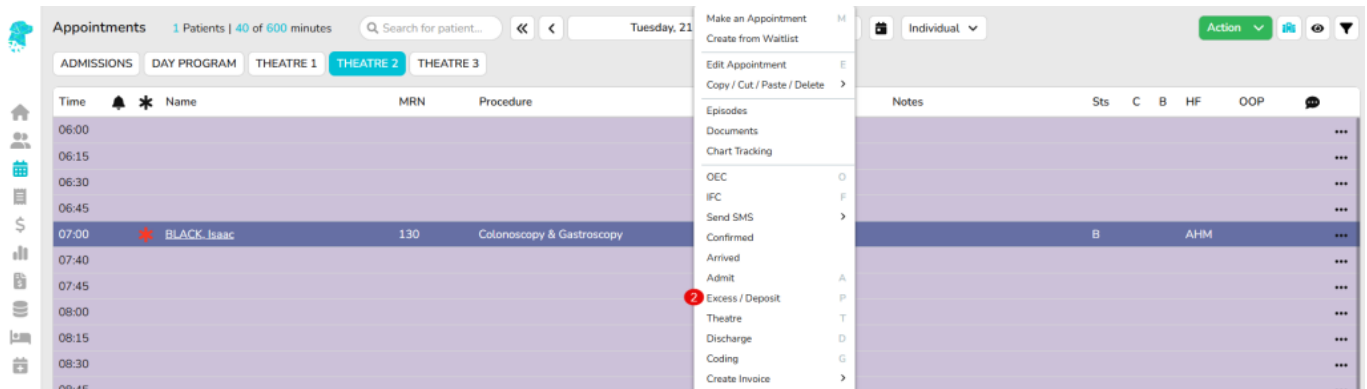


Receipt a Patient Payment (Hospital)

Receipting a patient payment on admission e.g., Excess payment, payment of account etc

1. Select required patient & **Right-Click** to expand menu
2. Select **Excess/Deposit**



3. Complete required information

The screenshot shows the 'Fund Excess' and 'Patient Account Deposit' forms. The 'Fund Excess' form is filled out with the following details: Transaction Date: 21/10/2025, Amount: 250.00, Description: Excess Payment, Type: EFTPOS. The 'Patient Account Deposit' form is also visible, with Transaction Date: 21/10/2025, Amount: 150.00, Description: Deposit Applied, Type: EFTPOS. Red numbers 4 through 10 are placed over various fields and buttons to indicate required information and actions.

4. **Deposit type**
 - a. **Fund Excess** for all excess payments or payments that are required to be applied to a health fund invoice
 - b. **Patient Account Deposit** for all payments to go towards an uninsured invoice
5. **Transaction Date** will automatically populate with the current date
6. Select payment **Type** e.g., EFTPOS, Cash, Cheque etc

7. Enter the **Amount** that has been paid
8. Select the **Payment Description** relative to the payment being made. *NB. These descriptions are fully customisable & can be amended to suit the facility. This can be done in **Settings > Deposit Types***
9. Complete **Drawer, Reference, Bank & Branch** when payment is made via **Cheque**
10. Select **Save** or **Save & Print** to produce a printed copy of the receipt

Both Fund Excess & Patient Account Deposit receipts can be processes simultaneously to save the user following the above process twice.

These transactions can be found by selecting the required patient & using the **Right-Click** to display the menu and selecting **Episode**.

Select the required episode date from the list at the top of the screen.

The screenshot displays the 'Episodes' tab for patient 130 - BLACK, Isaac (DOB: 08/08/2018). The top section shows a list of episodes with columns: No., Adm #, Adm. Date, Dis. Date, Status, Nights, Procedure, Other Notes, Fund, Surgeon, and Location. Below this, the 'Admission Date: 21/10/2025 | Invoices for Admission: 1103' section shows a table of invoices. The 'Invoice Options' dropdown menu is open on the right, with 'Deposit Copy' highlighted by a red arrow.

No.	Adm #	Adm. Date	Dis. Date	Status	Nights	Procedure	Other Notes	Fund	Surgeon	Location
7	1103	21/10/2025	-	Appointment	0	Colonoscopy & Gastroscopy		AHM	Connors, Curtis	Shaes Private Hospital
6	871	11/06/2025	11/06/2025	Discharged	D/O	Colonoscopy & Gastroscopy		AHM	Black, Jack	Shaes Private Hospital
5	747	06/02/2025	06/02/2025	Discharged	D/O	Left Cat & IOL		AHM	Doctor, New	Shaes Private Hospital
1	473	08/07/2024	08/07/2024	Discharged	D/O	Gastroscopy		AHM	Connors, Curtis	Shaes Private Hospital

Inv #	To	Charge inc GST	Adjustments	Payments	Balance Due	Last Audit Date/Time	Last User Edited
719	AHM	\$0.00	\$0.00	\$-250.00	\$-250.00	21/10/2025 11:07 AM	Claire Heiniger (Altura)

Invoice: 719 | AHM: 98765432

Inv #	To	DOS From	Acc Period	T Code	Description	Qty	B	Charge inc GST	GST	T	Audit Date	User
719	AHM	21/10/2025	21/10/2025	D DEPOS	Excess Payment: EFTPOS	-		\$-250.00	0.00	H	21/10/2025 11:07 AM	Claire

Invoice Options:

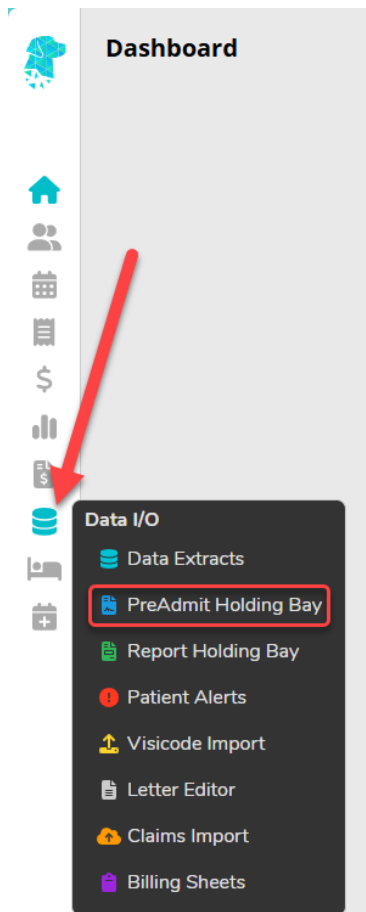
- Adjust Invoice
- Combined HC21 & Inv
- Deposit Copy
- HC21 Left
- HC21 Right
- HC21 Back
- Invoice Copy
- Invoice Status
- Reverse Invoice
- Statement Copy

The receipt can then be re-printed by using the **Invoice Options** on the right of the **Episode** screen & selecting **Deposit Copy**.

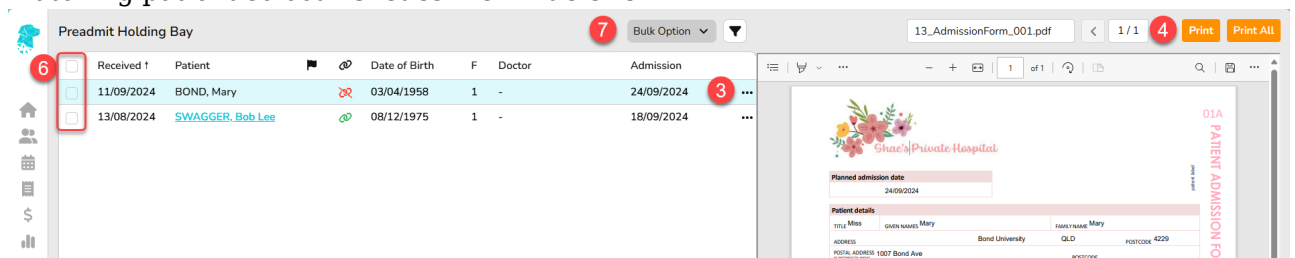
Online Pre-Admission Paperwork

Receiving admission forms that have been submitted online through the patient portal

1. Select **Data I/O** and then **PreAdmit Holding Bay** from the main menu.



2. The list of submitted forms is shown on the **LEFT** and a preview of the admission form on the **RIGHT**.
3. For patients that are **Not Linked**, click on the 3 dots and select **Link Patient**. If there is no matching patient select **"Create New Patient"**



4. Print or download the paperwork using the icons, **Print** or **Print All**, in the top right corner of the preview screen. **Print** will just print the form that is being previewed. **Print All** will print any additional forms that the patient has attached also.
5. The 3 dots can also be used to **Commit** the document to the patients record.
6. Documents can also be **Committed in Bulk** by selecting all the entries using the check boxes on the left.
7. Using the **Select Bulk Option** dropdown box select **Bulk Commit**.
8. If committing forms individually, you're given the option to assign the form to a **particular episode**. A pop up will give the option to **Link to Episode** with a drop down to choose the particular episode.
9. You can also choose to update the **Admission Form Received** checkbox on the Edit Appointment Screen while committing the form as well.

Commit Record

Link to Episode

☒

8

Episode

30/01/2025

Episode Checklist

☒ Admission Form Received

9

Cancel

Commit Record

- You are also given the option to update **Health Fund Details** for the particular episode if the PreAdmit form has different details than what is listed in FYDO.
- These forms will now be saved in the corresponding patients **Documents**.
- If you would like to attach the documents to the patients record, but NOT automatically update the patient record, then UNTICK the “**Update Patient Record**” checkbox before committing.
- If you have committed a patient, but cannot remember who they were, go to the **Settings** and select **Logs**. This will give a list of who has been committed.

All new **Patient Alerts** can now also be viewed from the **Preadmit Holding Bay**! Simply click the flag icon:

Preadmit Holding Bay

Bulk Option

75_AdmissionForm_001.pdf

1 / 1

Print

Print All

Received ↑	Patient	Date of Birth	F	Doctor	Admission
28/01/2025	DREAM, Day	15/04/1926	1	-	01/02/2025
28/01/2025	DSILVA, Lightning	16/04/1986	1	-	31/01/2025
21/01/2025	WHITE, Snow	07/07/2017	1	-	14/02/2025
21/01/2025	TREMAINE, Cinderella	20/05/1941	1	-	30/01/2025
11/09/2024	BOND, Mary	03/04/1958	1	-	24/09/2024
13/08/2024	SWAGGER, Bob Lee	08/12/1975	1	-	18/09/2024

1

Go To Page

100

Records/Page

Records 1-6 of 6 (Page 1 of 1)

Shae's Private Hospital

PATIENT ADMISSION FORM

Planned admission date

01/02/2025

Patient details

TITLE Mr

GIVEN NAMES Day

FAMILY NAME Day

ADDRESS

Daydream Island QLD POSTCODE 4741

POSTAL ADDRESS 123 Dreamy Lane

POSTCODE 0400000000

TEL HOME

TEL WORK

MOBILE

EMAIL ADDRESS (print and verify)

15/04/1926

SEX

PERMANENT RESIDENT YES ☐ NO ☐

DATE OF BIRTH

MARRIED including de facto

INDIGENOUS

LANGUAGE English

COUNTRY OF BIRTH

REFERENCE NO.

COUNTRY OF BIRTH

EXPIRY DATE

Emergency contacts

NEXT OF KIN Daisy

Relationship Dream

Relationship Partner

TEL MOBILE 0411111111

NAME OF DOCTOR

Relationship

Relationship

TEL MOBILE

Your Health Fund

NAME OF FUND Australian Health Management - AHM

MEMBERSHIP NO. 456789

I HAVE NO HEALTH FUND COVER ☐

WRITTEN APPROVAL FOR DAY SURGERY PROCEDURE MUST BE RECEIVED BY THE FACILITY PRIOR TO ADMISSION OR FULL PAYMENT WILL BE REQUIRED ON ADMISSION.

I HAVE OVERSEAS INSURANCE ☐

HAVE YOU BEEN ADMITTED TO HOSPITAL IN THE LAST 28 DAYS? YES ☐ NO ☐

Pension & health care card details (if applicable)

PENSION NO.

EXPIRY DATE

DEPT VETERANS AFFAIRS NO.

QVA CARD COLOUR

REFERRING LOCAL DOCTOR

SUBURB OF LOCAL DOCTOR

If claiming workers compensation/third party accident insurance

WRITTEN APPROVAL FOR DAY SURGERY PROCEDURE MUST BE RECEIVED BY THE FACILITY PRIOR TO ADMISSION OR FULL PAYMENT WILL BE REQUIRED ON ADMISSION.

EMPLOYER

ADDRESS

POSTCODE

TEL

CONTACT

DATE OF ACCIDENT

INSURANCE COMPANY

CONTACT

CLAIM NO.

Online Patient Verification - OPV (Hospital)

Performing an Online Patient Verification check with Medicare & the health

fund helps to ensure the correct patient information is entered into the system & that the Online Eligibility Check (OEC) will be successfully transmitted

1. OPV checks can be performed from the Patient Screen, on the right-hand side in the Medicare/health fund section, by clicking **OPV Check**

The screenshot shows the 'Patient Details' screen with the 'Medicare / DVA' section on the right. The 'Medicare Number' field contains '4292' and the 'Health Fund Membership No.' field contains '306'. Both fields have a red 'X' next to them, indicating they are not yet verified. A red arrow points from the 'OPV Check' button (marked with a red circle '1') to the 'Medicare Number' field (marked with a red circle '2').

2. Before the OPV is successful, the Medicare Number field & the Health Fund Number field will appear in a **red** font with a cross.

The screenshot shows the 'Patient Details' screen with the 'Medicare / DVA' section on the right. The 'Medicare Number' field now contains '4292' and the 'Health Fund Membership No.' field contains '306'. Both fields now have a green checkmark next to them, indicating they are verified. A green arrow points from the 'OPV Check' button (marked with a red circle '1') to the 'Medicare Number' field (marked with a green circle '3').

3. Once the information has been successfully verified, it will appear with a **Green Numbers and a tick**, to indicate the information matches the records held by Medicare and/or the Health Fund

4. If the information isn't able to be verified, a visual alert will be displayed, in the top right corner, of a [REDACTED].
5. Hover over this icon to display a reason for the unsuccessful verification.

The screenshot shows the 'Patient Details' tab in a software interface. On the right, the 'Medicare / DVA' section contains fields for Medicare Number (429), Ref (3), Expiry (08/2022), and Eligibility (Eligible - Australian Resident). A red alert icon with the number 5 is in the top right corner, with a red arrow pointing to it from the text '5'. A tooltip message reads: 'THE FOLLOWING HAS EXPIRED: MEDICARE CARD'.

6. In some instances, the OPV will be able to identify the patient, even if the details are slightly incorrect. If this happens the [REDACTED] icon will become visible & you will be able to hover over it for information regarding the check. Some examples of this would be:

- Updating the patients' first name. E.g. From Sam to SAMUEL
- Updating the last digit of the Medicare Card. E.g. From 5 to 6
- Updating the Medicare Reference Number. E.g. From 1 to 4

This may result in needing to run the [REDACTED] a second time to verify the Health Fund details.

7. The OPV will automatically be performed when making a patient booking. As long as the relevant patient information is available, the check will run once you click **Save**, after completing the **Appointment Screen**

The screenshot shows the 'Make Appointment' screen. On the left is a sidebar with patient information for 'POPPY, Princess'. The main area is divided into 'Booking Details' and 'Fund Details'. The 'Fund Details' section shows 'Health Fund' as 'MPL - Medibank Private Limited' and includes fields for Membership No., UPI, Excess, Co-pay, and UH. A red alert icon with the number 7 is in the top right corner of the 'Fund Details' section.

8. If the patients' name varies from what Medicare has documented, to what the Health fund has, utilise the **Alias Name** field under the **Health Fund** section (*as shown in image below*). In order to successfully verify the details in this instance:
 - a. Enter the patients name, as it is shown on the **Medicare Card**, in the **Patient Details** section. FYDO has to have what Medicare has in this section.
 - b. Enter the patients name, as it is show on the **Health Fund Card**, in the **Alias Name** field
 - c. Run **Check** again

147 - WHITE, Snow ~ Snowy (07/07/2017 - 8)

Total 6,473.00

Patient Details Appointments Recalls Accounts Episodes Communication Chart Tracking Documents Clinical

Edit Bill Patient

Patient Details

Title Miss Pronouns File Number External ID

First Name Snow Middle Name

Last Name WHITE Previous Name

Preferred Name Snowy Date of Birth 07/07/2017 DOB Estimate

Sex Female Gender Woman, or girl, or female

Address 1 Cottage Close Suburb Snowy Plain State NSW Postcode 2628

Mailing Address 1 Cottage Close Suburb State Postcode

Mobile 0411-111-111 Home Work

Email

Referring Details

Previous Referrals

Medicare / DVA

Medicare Number Ref Expiry Eligibility

Veterans No. Veteran Card Colour DVA Auth.No DVA Auth. Date

Entitlement Cards

Card Type Card Number Expiry

Concession Card 12345678A X

Health Fund

Fund Name MPL - Medibank Private Limited

Membership No. 987654321 X UPI 0 Insurance Status Full Fee

Alias Name Alias Surname

Online Patient Verification (OPV)

Type Health Fund As at 05/11/2025 OPV Check

Last Medicare Check Last Health Fund Check

Location Shaes Private Hospital

Health Identifier

Health Identifier Number MHD consent

Allergies

Nil

Alert

Diabetic/ hard of hearing

Notes

Document Alert

Name as listed with Medicare needs to be entered here

Name as listed with the Health Fund needs to be entered here

Online Eligibility Check - OEC (Hospital)

Performing an eligibility check with the patients' health fund to ensure they will be covered for their admission

1. Running an OEC from a booking ensures that all the episode information is carried into the OEC (see *"Making a Patient Booking" instructions to make an appointment*). OEC's can be done from the patient screen, however this will require more information to be entered & the excess & co-payment will not pre-populate as the OEC isn't linked to a particular episode.
2. It is also advised that the Online Patient Verification (OPV) be performed before the OEC (see *"OPV" instructions*)
3. Navigate to the Appointments screen and locate the patient you wish to perform the eligibility check for
4. Right click on the patient to expand the menu
5. Select **OEC**

Appointments 3 Patients | 180 of 600 minutes Friday, 29 Aug 2025 Individual

ADMISSIONS DAY PROGRAM THEATRE 1 THEATRE 2 THEATRE 3

Time	Name	MRN	Procedure	Surgeon	Notes	Sts	C	B	HF	OOP
06:00				TOE, Foot						
06:15				TOE, Foot						
06:30				TOE, Foot						
06:45				TOE, Foot						
07:00	DREAM, Day	164	Left Knee Arthroscopy			B			AHM	
08:00	SWAGGER, Bob Lee	154	Left Knee Arthroscopy			B	C	D	BLP	50.00
09:00	STEWART, Alfred	110	Right Knee Arthroscopy			B	C	B	HCF	750.00
10:00										
10:15										
10:30										
10:45										
11:00										
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14:00										
14:15										
14:30										
14:45										
15:00										
15:15				TOE, Foot						
15:30				TOE, Foot						
15:45				TOE, Foot						

Context menu options:

- 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

- The OEC screen will open & the patient & appointment details will be populated with the information already entered into the system
- If you have entered the predicted item numbers, when booking the patient, they will be carried over into the OEC screen & you will not need to enter them again.
For procedures that do not have a specific MBS (*e.g. dental procedures*) ensure any fund specific items are removed, and the **Illness Code** field is then activated to allow checks to be performed for particular procedure types.
- Click **OK** and a check will be performed on each item number that is entered. The check will be saved in the patient's **Documents**, when it is returned by the health fund, where it can be previewed & printed if required
- Click **OK and Print** to have the health fund check appear on the screen to preview straight away & print if required. (*NB this function will only work if the health fund returns the information in a timely manner. Otherwise, it will be filed in the patients' Documents when it is returned*)

APPOINTMENT > OEC

Patient Details

First Name Day Surname DREAM Middle Initial DOB 15/04/1926 Sex Male Medicare - -
Fund AHM - Australian Health Management Group Limited Membership 456789 UPI Claim Type Agreement

Eligibility Check

Type OEC - Both Fund and Medicare Adm Date 29/08/2025 Dis Date 29/08/2025 Same day
Hospital Shaes Private Hospital Provider Number 00570708 Surgeon/Admitting Dr TOE, Foot
☐ Accident ☐ Emergency Admission ☐ Pre-existing Ailment ☐ Compensation Claim Read Disclaimer

Hospital Items

Illness Code MBS Items

Item	Description	Action
49536	Knee, repair or reconstruction of, for chronic instability (open or arthroscopic, or both) involving either cruciate or collateral ligaments, including notchplasty when performed, not being a service as associated with any other arthroscopic procedure of the knee. (Anas)	

Other Services

Type	DOS	Code	Description	Unit Charge	Quantity	Total Charge	Action
Prostheses	29/08/2025			1.00	1	1.00	

Doctor Items

MBS Items

Type	DOS	Item	Description	Unit Charge	Qty	Total Charge	Action
MBS	29/08/2025			1.00	1	1.00	

OK Cancel

- Information returned will include:
 - Patient Information

- b. Assessment & Explanation
- c. Admission details as entered to perform check
- d. Financial Status of the cover
- e. Pre-Existing status of the cover
- f. Illness code/Item number that check was performed for
- g. Excess amount
- h. Co-Payment amount
- i. Level of cover name
- j. Level of cover description
- k. Benefit limitations
- l. Exclusions

11. Excess amount & Co-Payment amount will automatically populate in the patient appointment, as long as it has been returned in the correct format from the health fund. If the information hasn't automatically populated, & needs to be manually entered, this can be done by:
 - a. *Selecting the required booking*
 - b. *Right click & select Edit Episode*
 - c. *Fill in the required amounts in the Excess & Co-Pay fields in the top right of the screen*
 - d. Click **Save**

Back to Appointments / Edit Appointment Total 206.00 Cancel Save

DREAM Day

MRN 164

File No -

DOB 15/04/1926 (99)

Sex Male

Mobile 0411 111 111

Medicare -

Veterans -

*** Allergies**

Bees

Alert

IDOM

Notes

-

Booking Details

Location Shaes Private Hospital

Theatre/List Theatre 2 Roster 06:00

Dr/Surgeon TOE, Dr Foot

Surgical Assistant

Other Surgical Assistant

Anaesthetist STARR, Dr Ringo

Anaesthetic (Primary) General Anaesthetic

Appointment Date 29/08/2025 Time 07:00 Adm # 1004

Appointment Type Standard 15 Make Recurring Mins 60

Procedure Notes Left Knee Arthroscopy

Other Notes B I U A

Checklist

☒ OEC Received ☒ OEC Checked ☐ Pre-Admission Contacted ☒ IFC Created ☐ IFC Signed

☒ Admission Form Received ☒ Chart Ready ☒ Consent Received ☐ Post-Discharge Contacted ☐ Documents Scanned

Fund Details

Health Fund AHM - Australian Health Management Group Limited

Membership No. 456789 UPI Excess 500.00 Co-pay 0.00 UH 0.00

Insurance Status Full Fee Claim Details

Items

Code	Description	Band	Session
49536	Knee, repair or reconstruction of, for chronic instability (open or arthroscopic, or bot...	5	1

Other Services

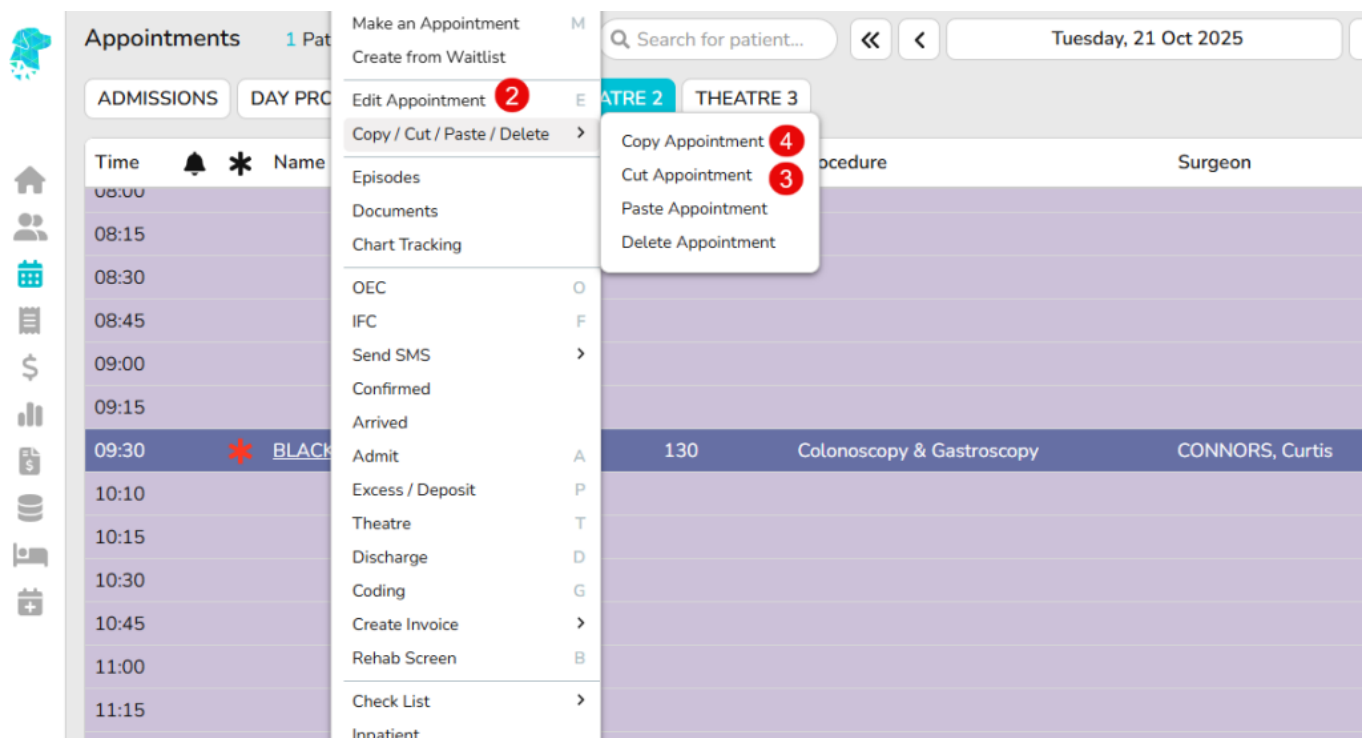
Code	Description	Qty	Date of Srv	Send Invoice To
		0		

12. Carefully read all information returned by the fund to determine eligibility for admission. Including descriptions, benefit limitations & exclusions

Move a Patient Appointment Time (Hospital)

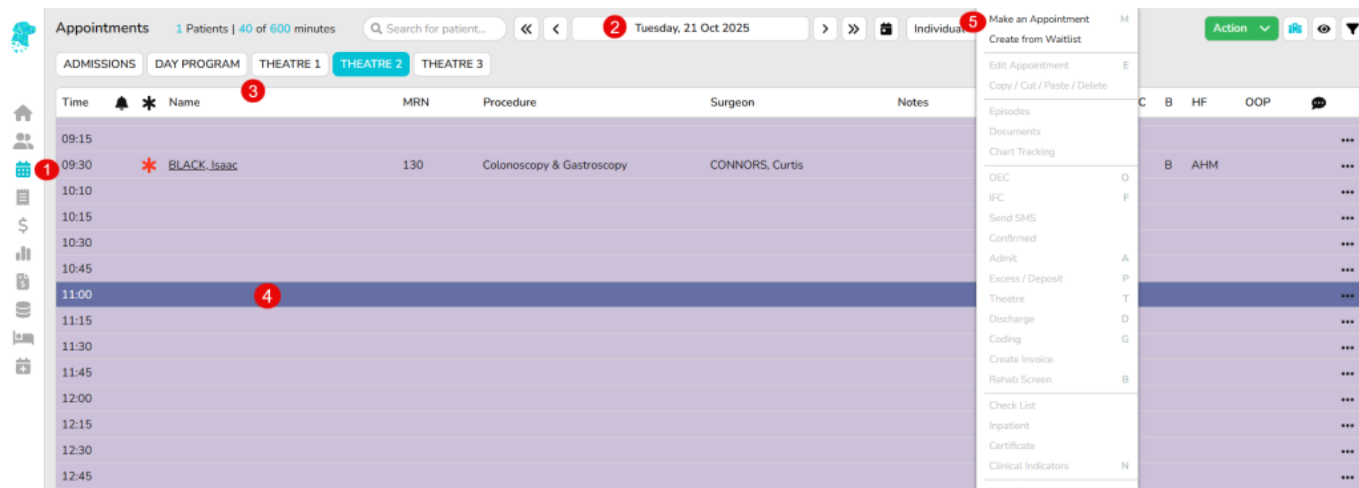
If a patients admission time changes, there are numerous ways to amend. Any one of the below options will work (you do not have to do ALL of these options in order)

1. Select the patient, **click, hold & drag** their booking to the new admission time
2. **Right-Click** and select **Edit Appointment**.
Type the new appointment time in the **Time** field & click **Save**
3. **Right-Click** and hover over **Copy/Cut/Paste/Delete**
Select **Cut Appointment**
Click on the new appointment time, **Right-Click** and hover over **Copy/Cut/Paste/Delete**
Select **Paste Appointment**
Once the Edit Appointment screen appears, select **Save**.
4. To copy a booking select the appropriate booking
Right-Click and hover over **Copy/Cut/Paste/Delete**
Select **Copy Appointment**
Select the desired appointment date & time for the duplicate
Right-Click and again hover over **Copy/Cut/Paste/Delete**
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 right-click 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 patient 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 a Theatre Roster has 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

Shae's Private Hospital / Make Appointment Total -300.00 Cancel Save

JACKSON, Prince

MRN 171

File No -

DOB 12/01/1994 (31)

Sex Female

Mobile 0415 803 455

Medicare 2719-12372-4

Veterans -

Allergies

-

Alert

-

Notes

-

Document Alert

-

Booking Details

Location Shaes Private Hospital

Theatre/List Theatre 2 Roster Select Roster

Dr/Surgeon CONNORS, Curtis

Surgical Assistant

Other Surgical Assistant

Anaesthetist BROWN, Dr Emmett

Anaesthetic (Primary) IV/Sedation Anaesthetic

Appointment Date 21/10/2025 Time 11:00 Adm #

Appointment Type Standard 15 Make Recurring Mins 30

Procedure Notes

Other Notes

Checklist

Patient Category Day Only Start at Day 1 Discharge 0

Accom Type Accom - Medi... Room Type Private

Provisional DRG Program Status Start Select Epis...

Bed Notes

Booking Code 1 COL - Colono... Booking Code 2

Food Instructions

Fund Details

Health Fund HCF - HCF of Australia Limited

Membership No. 35540315 UPI Excess 0.00 Co-pay 0.00 UI 0.00

Insurance Status Full Fee Claim Details

Items

Code	Description	Band	Session

Other Services

Code	Description	Qty	Date of Srv	Send Invoice To
		0		

Referring Details

Previous Referrals

Referring Doctor Add Referring Doctor Referral To

Search for a Referring Doctor Search for a Referral To

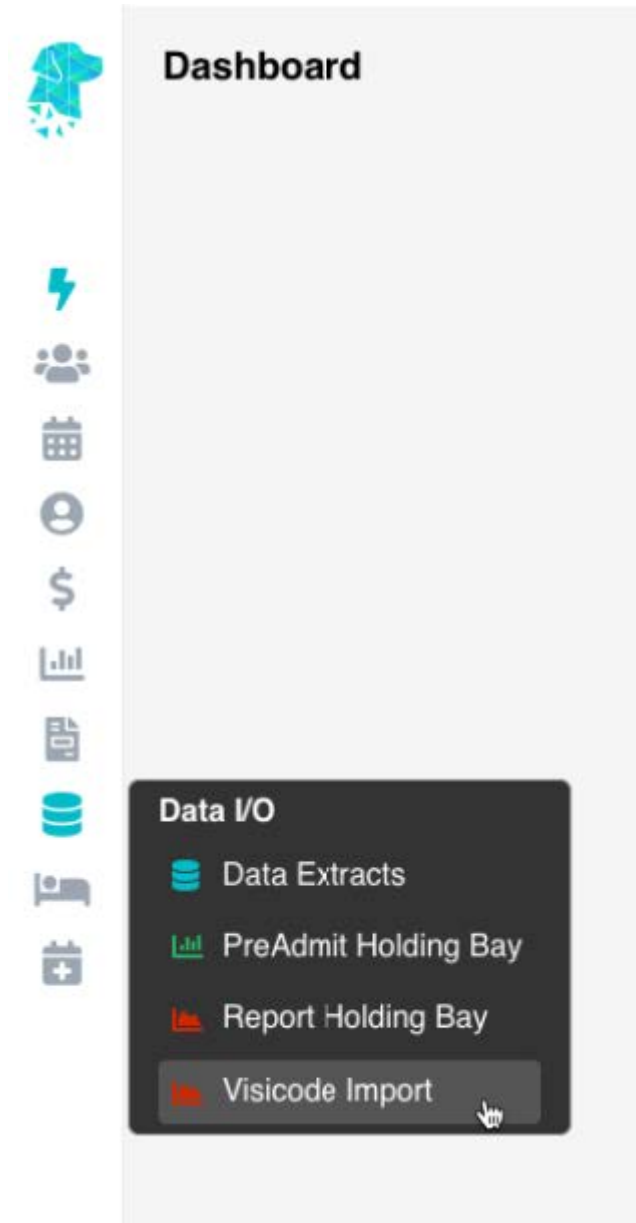
Referral Date Period First Consult Site Referral (global) Open Access

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**

The screenshot shows the 'Appointments' screen with a table of appointments. The table columns include Time, Name, MRN, Procedure, Surgeon, Notes, Sts, C, B, HF, OOP, and a chat icon. The appointment at 09:00 for PEEP_Ba (MRN 129) is selected, and a context menu is open with options like 'Make an Appointment', 'Create from Waitlist', 'Edit Appointment', 'Copy / Cut / Paste / Delete', 'Episodes', 'Documents', 'Chart Tracking', 'OEC', 'IFC' (highlighted with a red circle), 'Send SMS', 'Confirmed', 'Admitted', 'Admit', 'Excess / Deposit', 'Theatre', 'Discharge', 'Coding', 'Create Invoice', 'Rehab Screen', 'Check List', 'Inpatient', 'Certificate', 'Clinical Indicators', 'Print Chart Label', 'Print Wristband', 'Quick Form', 'HC21', and 'Create Letter'.

6. Patient & 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

The screenshot shows the 'Informed Financial Consent - Hospital' screen. It contains several sections: 'Patient and Episode Details' with fields for Title, DOB, Sex, First Name, Surname, Address Line 1, Address Line 2, Suburb, State, Postcode, Medicare No., Ref, Mobile, Home, Fund, BUP - BUPA Australia, Membership, Status, Date Joined, Excess, Co-payment, Uninsured Amt, Default Benefit, Fund Table, Verification #, Location, Doctor/Surgeon, Theatre Mins, Anaesthetist, Adm Date, Dis Date, Start at Day, Room Type, Bill Type (highlighted with a red circle), Anaesthetic, Procedure, Accom, Bursary, Bursary Fund, and Bursary Level. Below this is the 'MBS/Items' section with a table of items (42702, 42740) and their descriptions. To the right is the 'Other Services' section with a table of items (AL025, AL005, VU001) and their descriptions. At the bottom left, there is a 'Create IFC' button (highlighted with a red circle) and a 'Cancel' button.

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. The **Template** field allows you to choose from the available IFC templates in your FYDO database.
FYDO enables hospitals to set a default IFC template for both **insured** and **uninsured** admissions. AS a result, the **Template** dropdown will display options based on the patient's health fund.
 - If the **patient has a health fund**, the Template dropdown will show the **insured templates** available in FYDO.
 - If the **patient is uninsured** - or if their health fund is categorised as **uninsured** in the FYDO database - the Template dropdown will display the **uninsured templates** added to 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 - Hospital

Name AURELIUS, Marcus	DOB 08/12/1954	Location Shaes Private Hospital	Doctor EYES, Bright
Fund BUP - BUPA Australia	Status Full Fee	Dates 29/08/2025 - 29/08/2025	Default Benefit 0.00
Excess 500.00	Co-payment 0.00		

Item	Description	Charges Inc GST	GST	Rebate	Bursary
ACCOM	SameDay Accommodation Fee Band : 3	600.00	0.00	600.00	0.00
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.)	600.00	0.00	600.00	0.00
42740	Intravitreal Injection of Therapeutic Substances, or the removal of vitreous humour for diagnostic purposes, 1 or more of, as a procedure associated with other intraocular surgery. (Anaes.)	0.00	0.00	0.00	0.00
AL025	AcrySof Multipiece Models MN60MA, MN60AC	232.00	0.00	232.00	0.00
AL005	DUOVISC VISCOELASTIC SYSTEM	66.00	0.00	66.00	0.00
VU001	Jetring	152.00	0.00	152.00	0.00

Apply Discount Percentage 0.00 % Amount 0.00	Sub-Total 1,650.00	0.00	1,650.00	0.00
	Total 1,650.00	0.00	1,650.00	0.00

Excess + Co-pay + Default Benefit 500.00	Patient Gap 0.00	Bursary 0.00	Total out of Pocket 500.00
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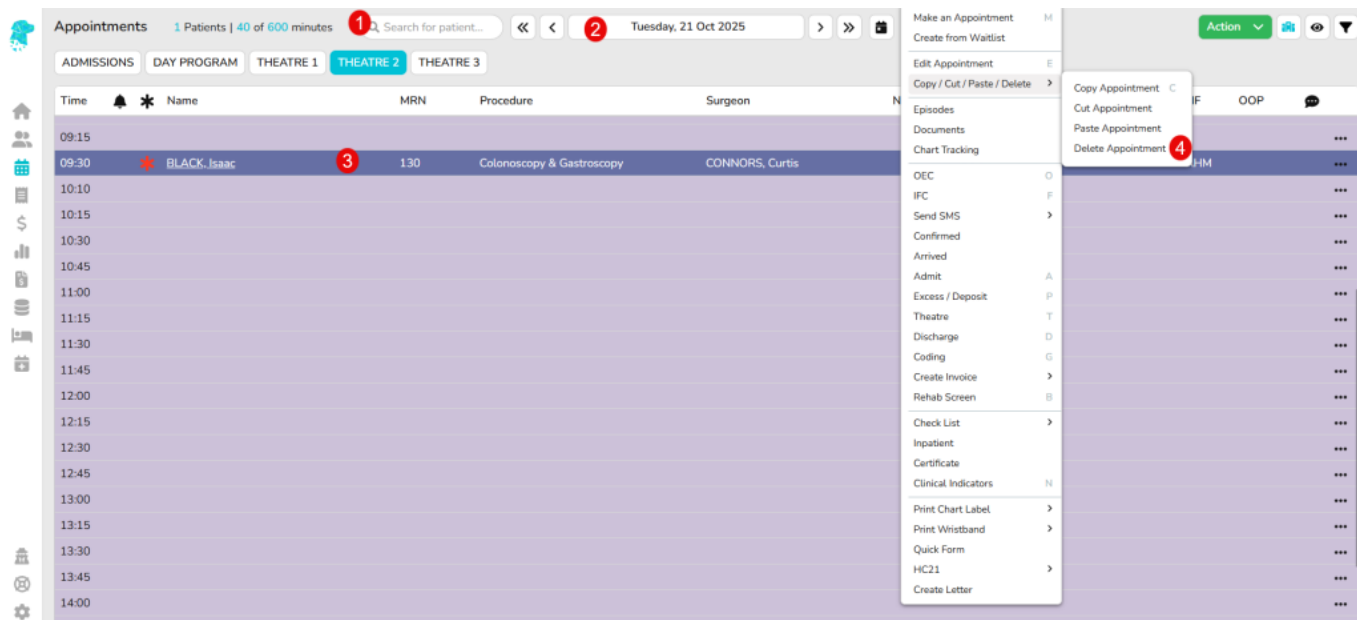
IFC Message **12**

Copies 1 **Template** **13** IFC - New

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 **Copy/Cut/Paste/Delete** and then select **Delete Appointment**



5. You will be prompted to **confirm** that you are sure you want to delete the appointment

6. Click **Yes**

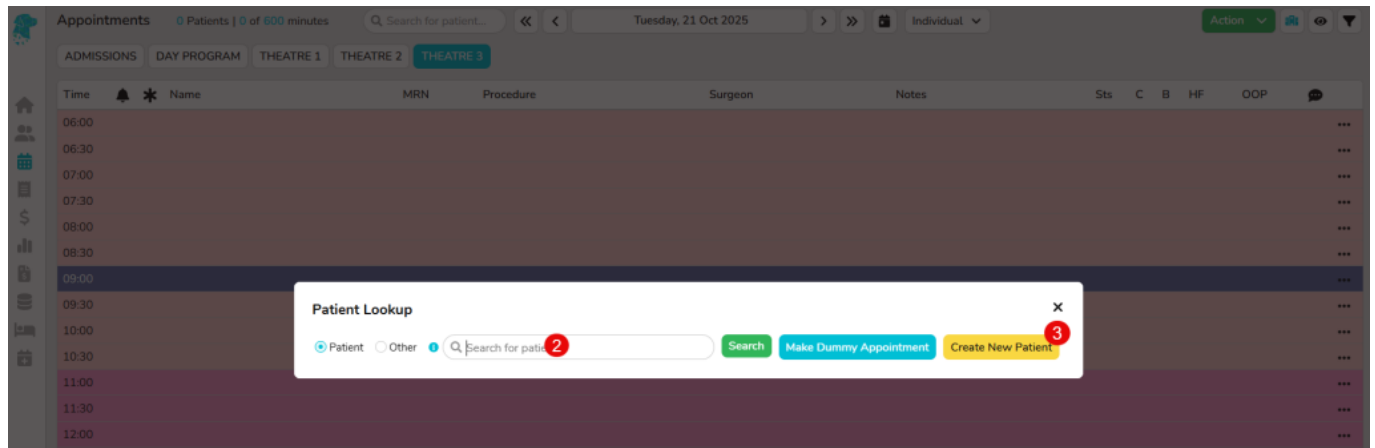
7. [Redacted]

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/>

Create a New Patient (Hospital)

There are several ways to do this, but the most common method is during the appointment booking process.

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**

Surname	First Name	Address	Suburb	State	DOB	Age	MRN	File No.	Archived
ADMITTED	Never	-	-	-	-	0	169		>
AURELIUS	Marcus	123 Roman Road	Rome	QLD	08/12/1954	70	194		>
BLACK	Isaac	55 Five Mile Road	Five Mile	QLD	08/08/2018	7	130		>
BOND	Mary	1007 Bond Ave	BOND UNIVERSITY	QLD	03/04/1958	67	120		>
BRANSON	Richard	22 Necker Way	BADU ISLAND	QLD	18/07/1950	75	112		>

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**