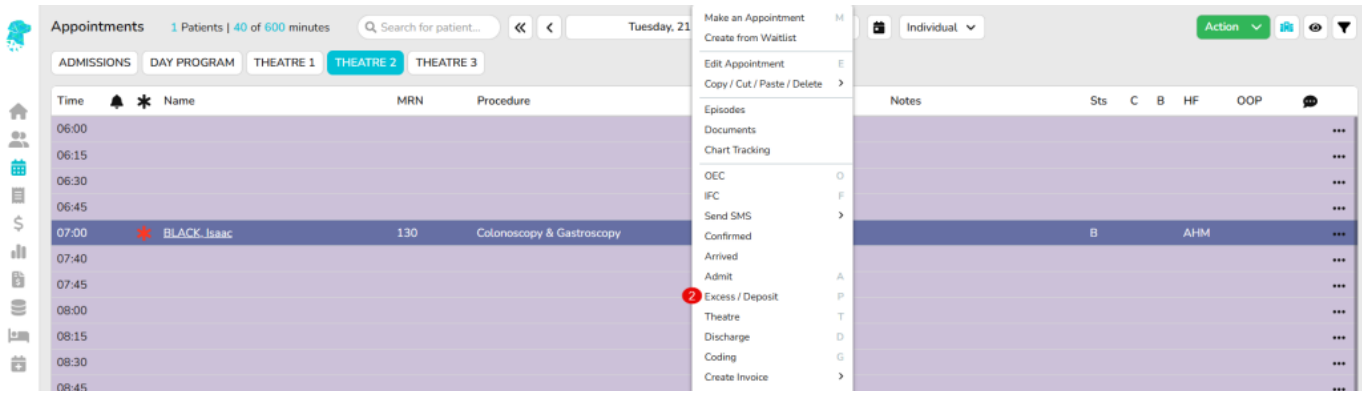
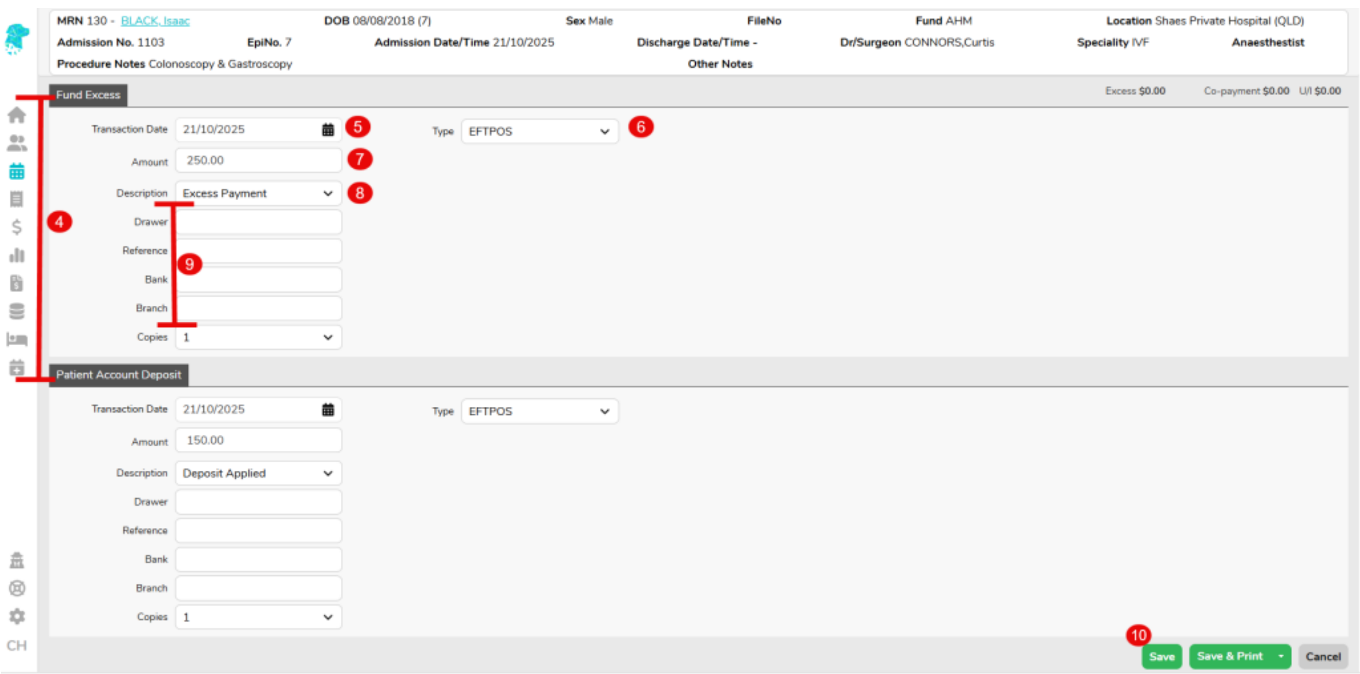
Receipt a Patient Payment (Hospital)

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



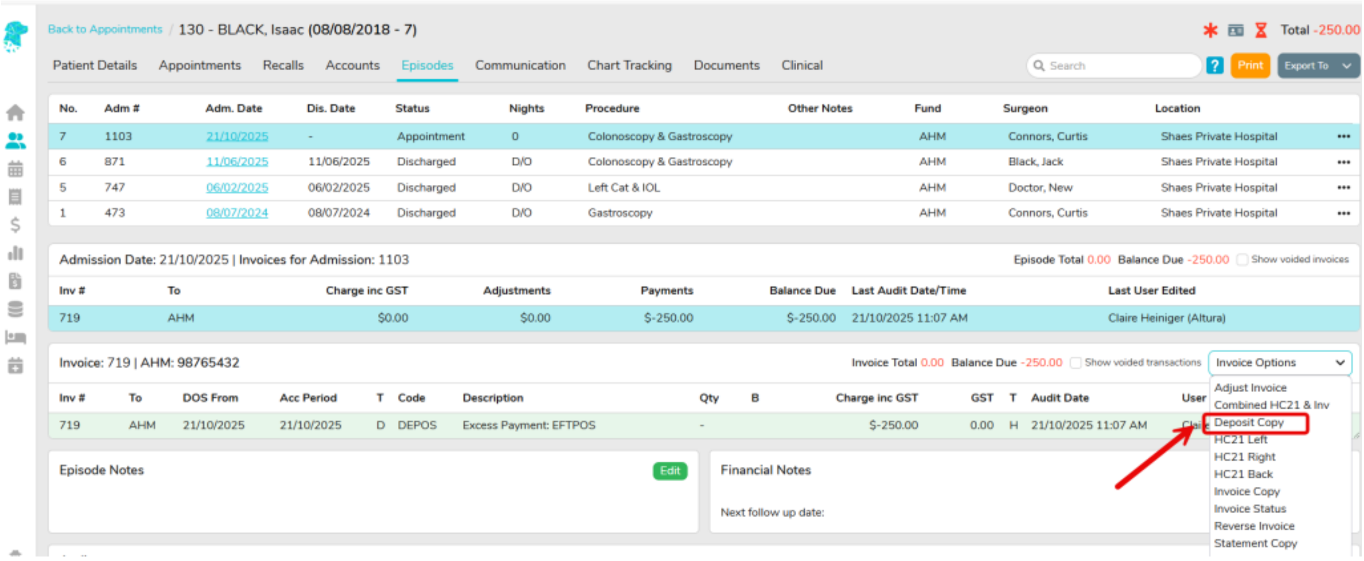
4. **Deposit type**
   a. **Fund Excess** for all excess payments or payments that are required to be applied to a health fund invoice
   b. **Patient Account Deposit** for all payments to go towards an uninsured invoice
5. **Transaction Date** will automatically populate with the current date
6. Select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

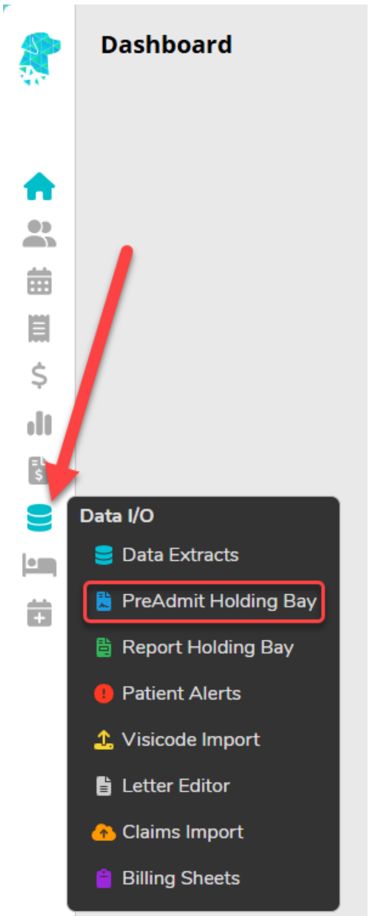


The receipt can then be re-printed by using the **Invoice Options** on the right of the **Episode** screen & selecting **Deposit Copy**.

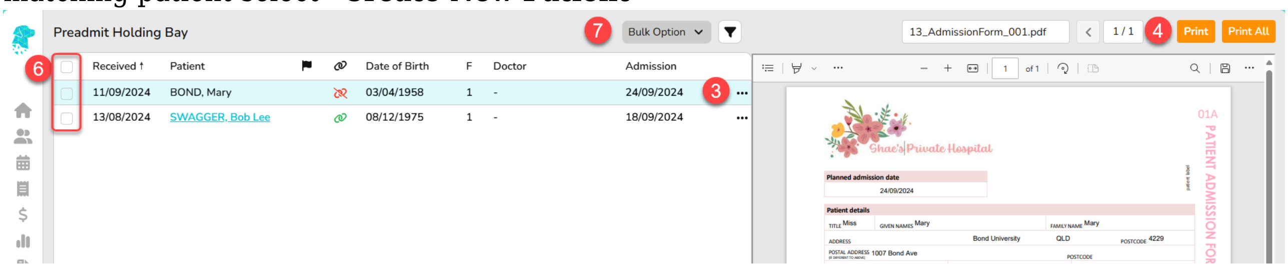
Online Pre-Admission Paperwork

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

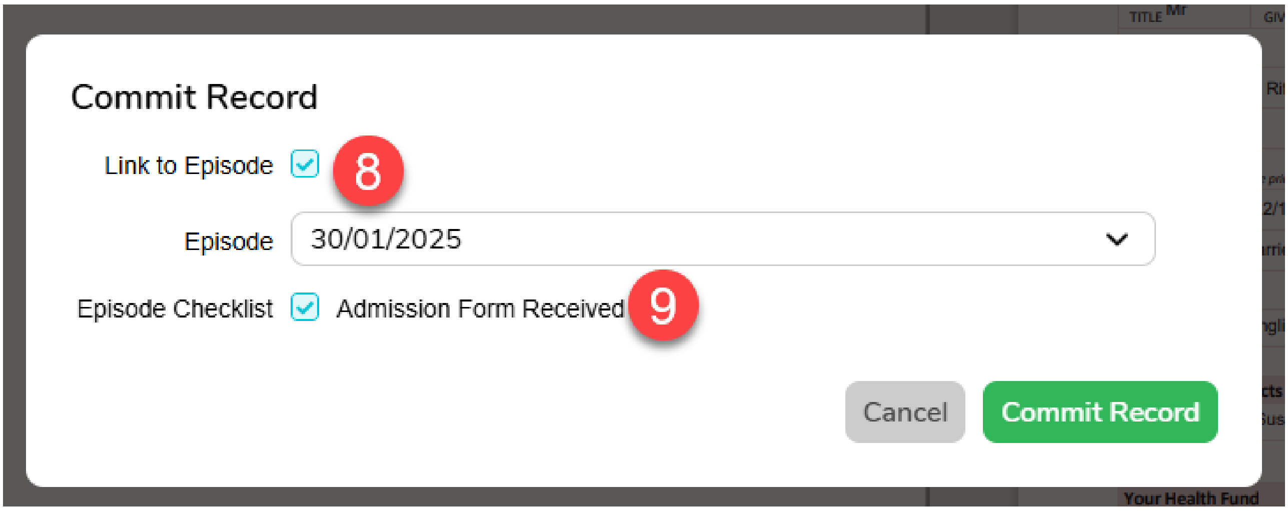
1. Select **Data I/O** and then **PreAdmit Holding Bay** from the main menu.



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”**

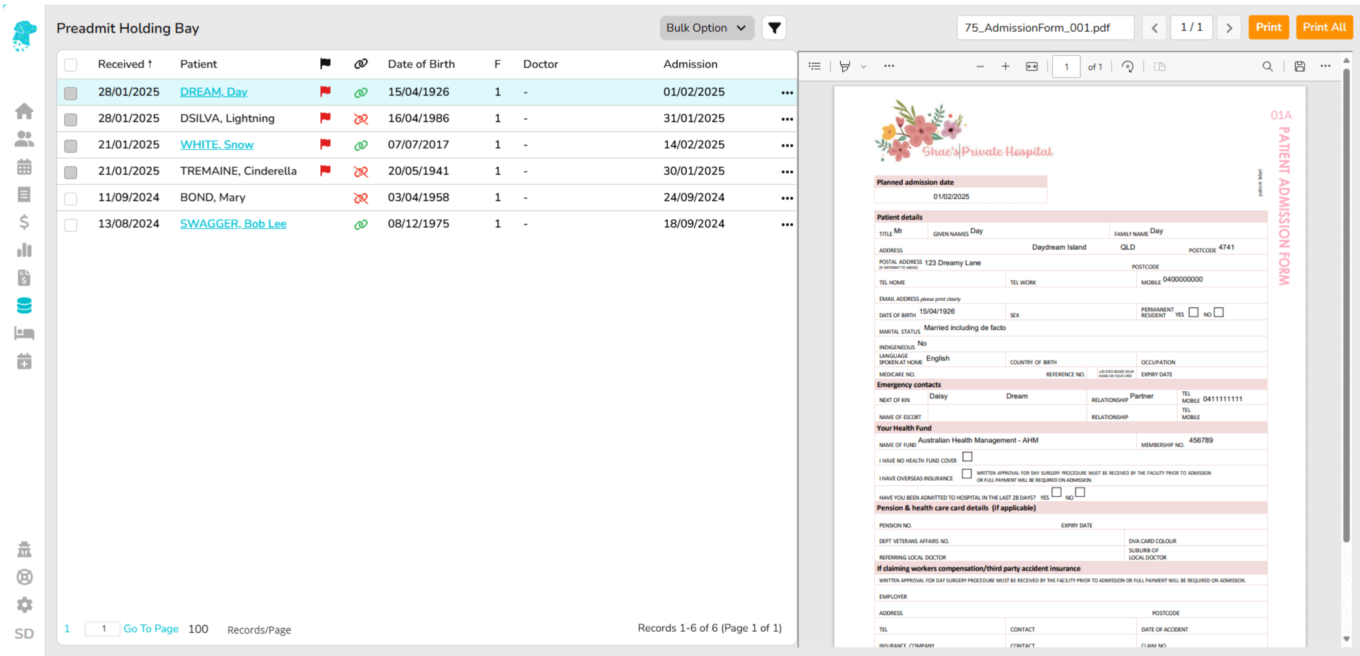


4. Print or download the paperwork using the icons, **Print** or **Print All**, in the top right corner of the preview screen. **Print** will just print the form that is being previewed. **Print All** will print any additional forms that the patient has attached also.
5. The 3 dots can also be used to **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.



10. 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.
11. These forms will now be saved in the corresponding patients **Documents**.
12. 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.
13. 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:

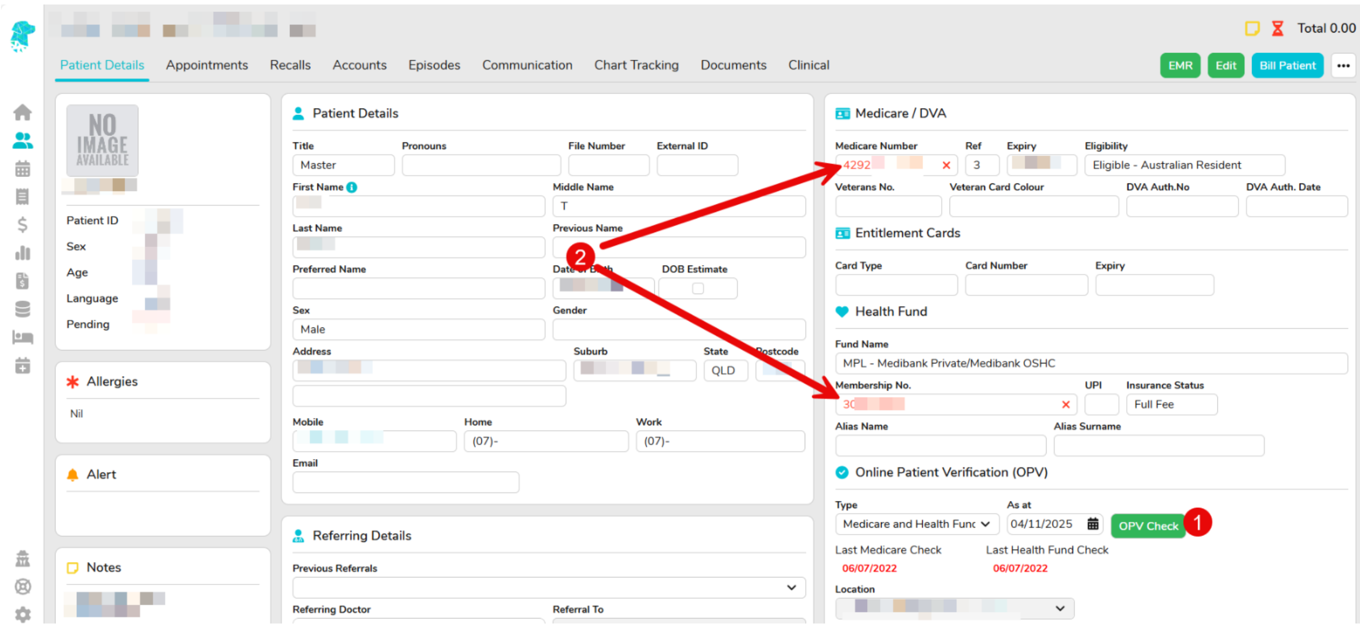


[Online Patient Verification – OPV (Hospital)]

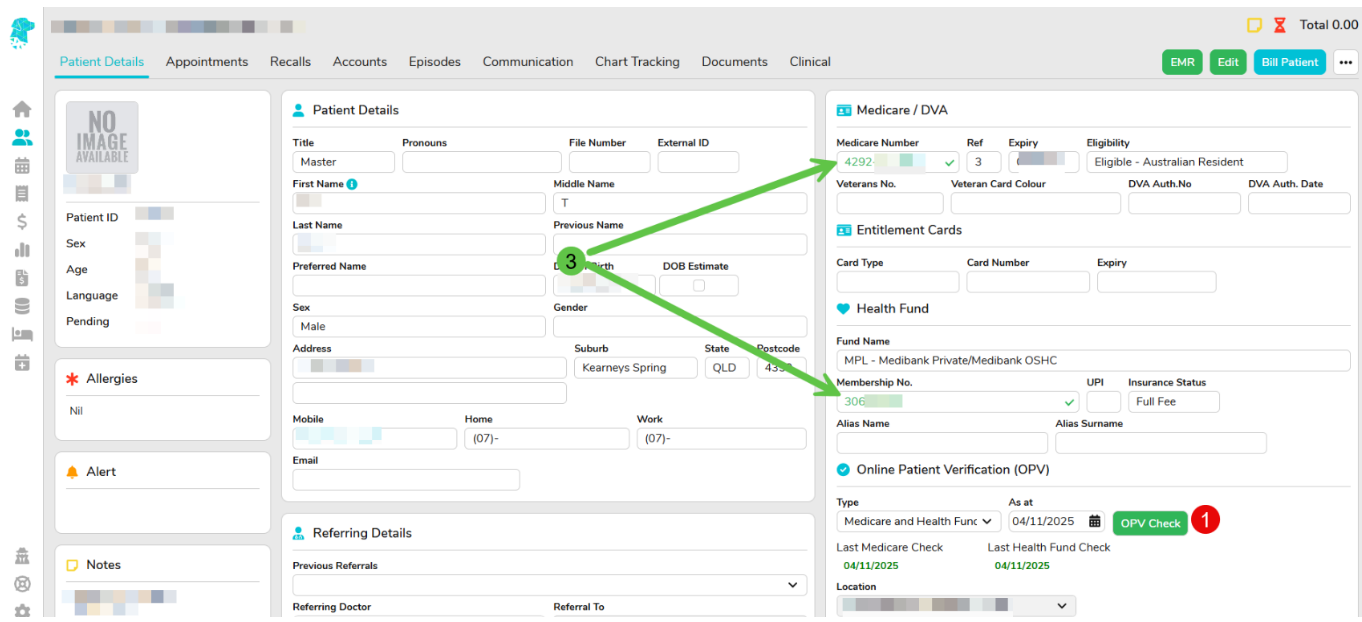
Performing an Online Patient Verification check with Medicare & the health

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**

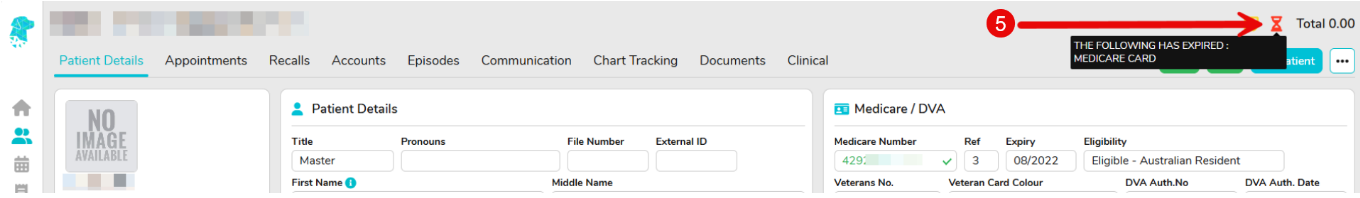


2. Before the OPV is successful, the Medicare Number field & the Health Fund Number field will appear in a [redacted] font with a cross.



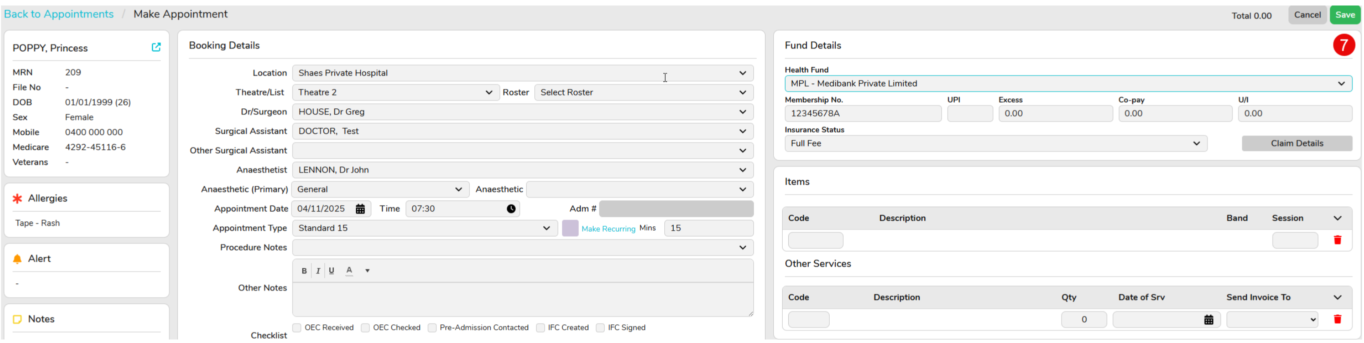
3. Once the information has been successfully verified, it will appear with a **Green Numbers and a tick**, to indicate the information matches the records held by Medicare and/or the Health Fund

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.

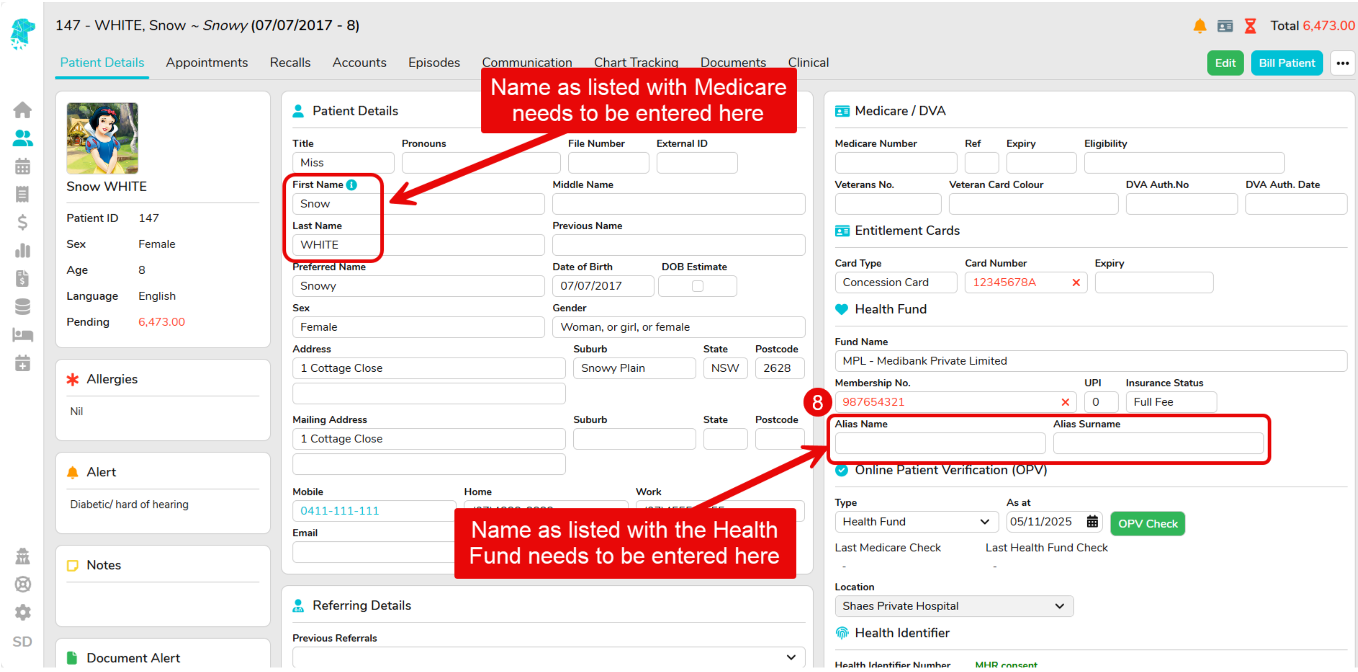


6. In some instances, the OPV will be able to identify the patient, even if the details are slightly incorrect. If this happens the [redacted] icon will become visible & you will be able to hover over it for information regarding the check. Some examples of this would be:
– Updating the patients' first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



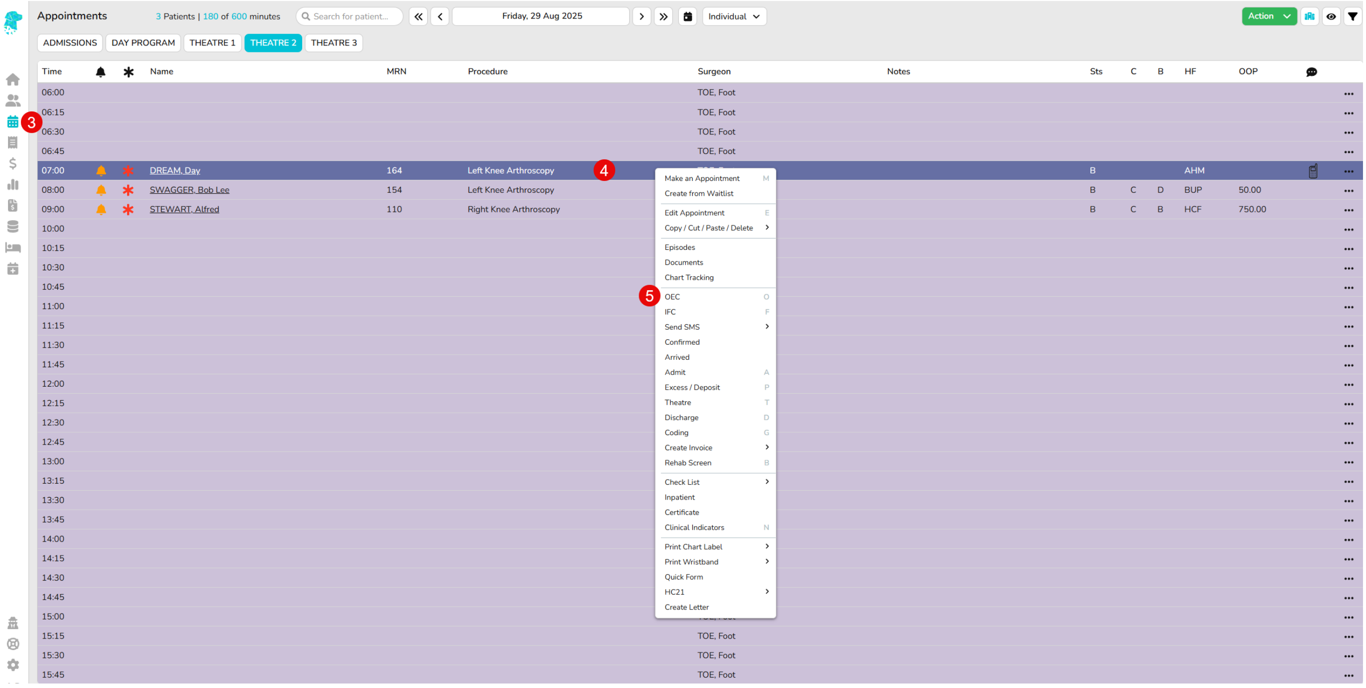
8. If the patients' name varies from what Medicare has documented, to what the Health fund has, utilise the **Alias Name** field under the **Health Fund** section (*as shown in image below*). In order to successfully verify the details in this instance:
   a. Enter the patients name, as it is shown on 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



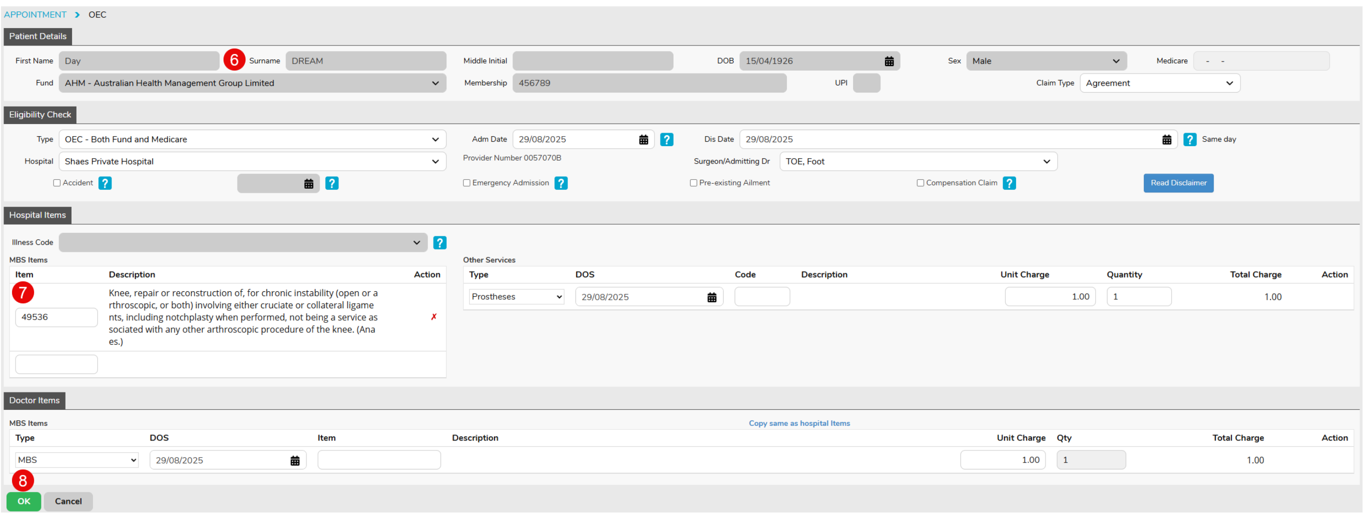
[Online Eligibility Check - OEC (Hospital)]

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**



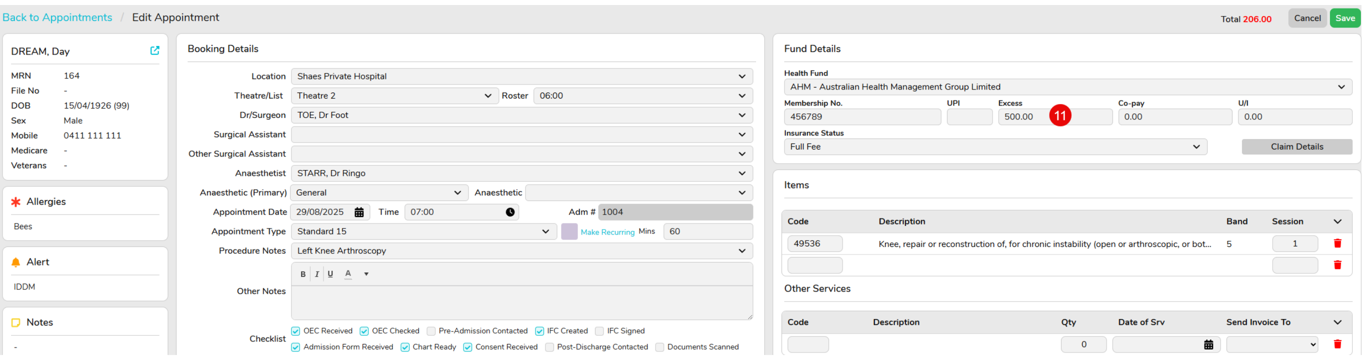
6. The OEC screen will open & the patient & appointment details will be populated with the information already entered into the system
7. If you have entered the predicted item numbers, when booking the patient, they will be carried over into the OEC screen & you will not need to enter them again.
   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.
8. 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
9. 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*)



10. Information returned will include:
    a. 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***



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

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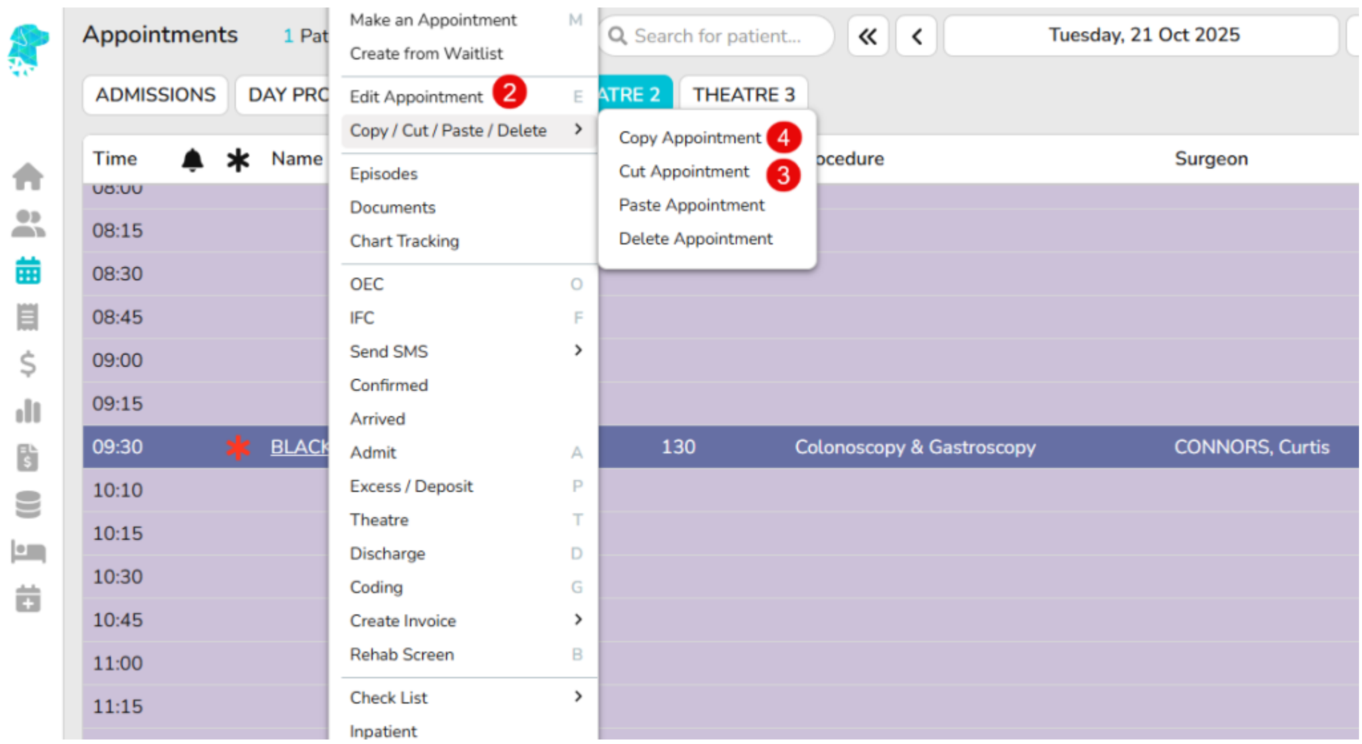
Move a Patient Appointment Time (Hospital)

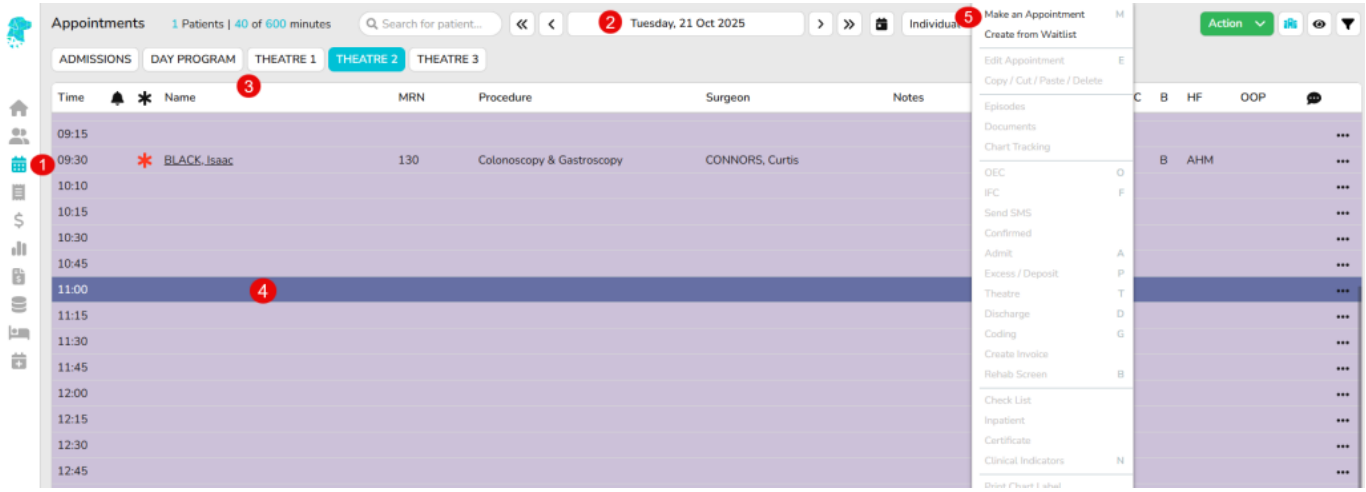
If a patients admission time changes, there are numerous ways to amend. Any one of the below options will work (you do not have to do ALL of these options in order)

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.**

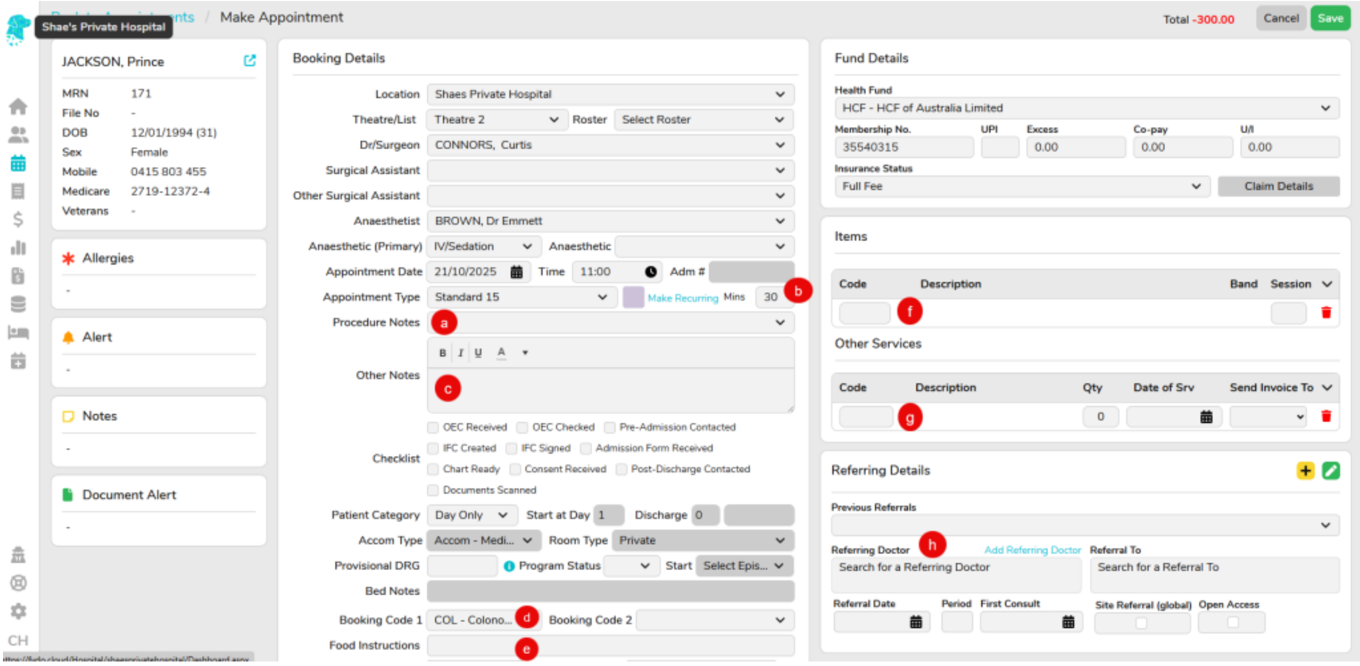


[Making a Patient Hospital Booking]()

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

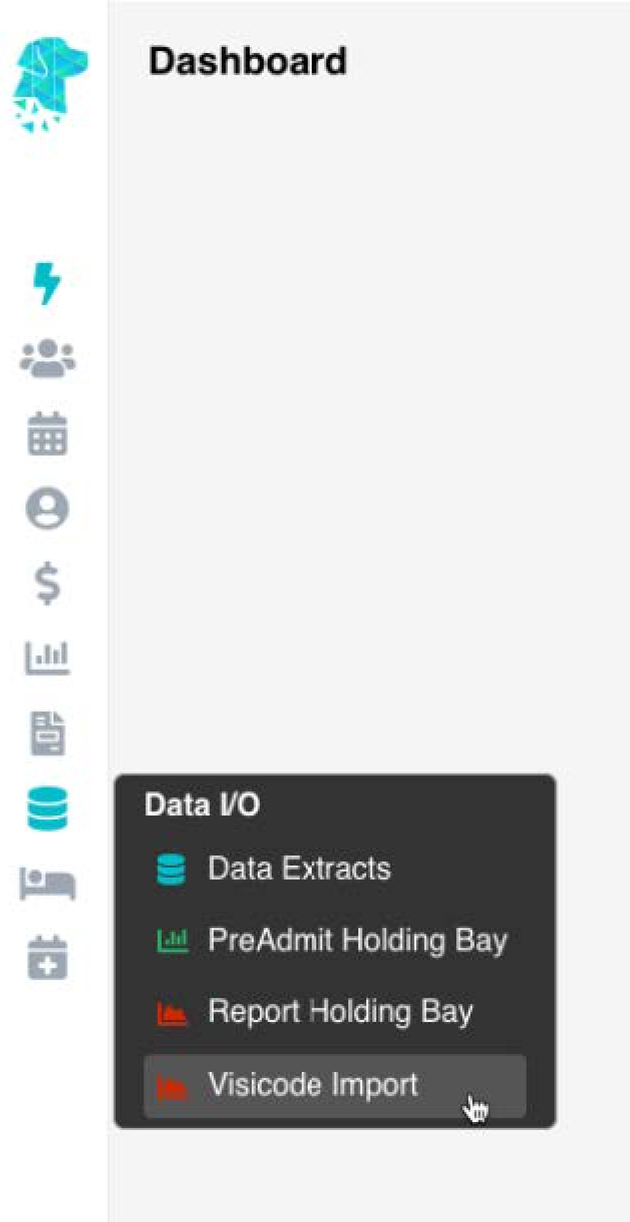


12. Click **Save**

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**

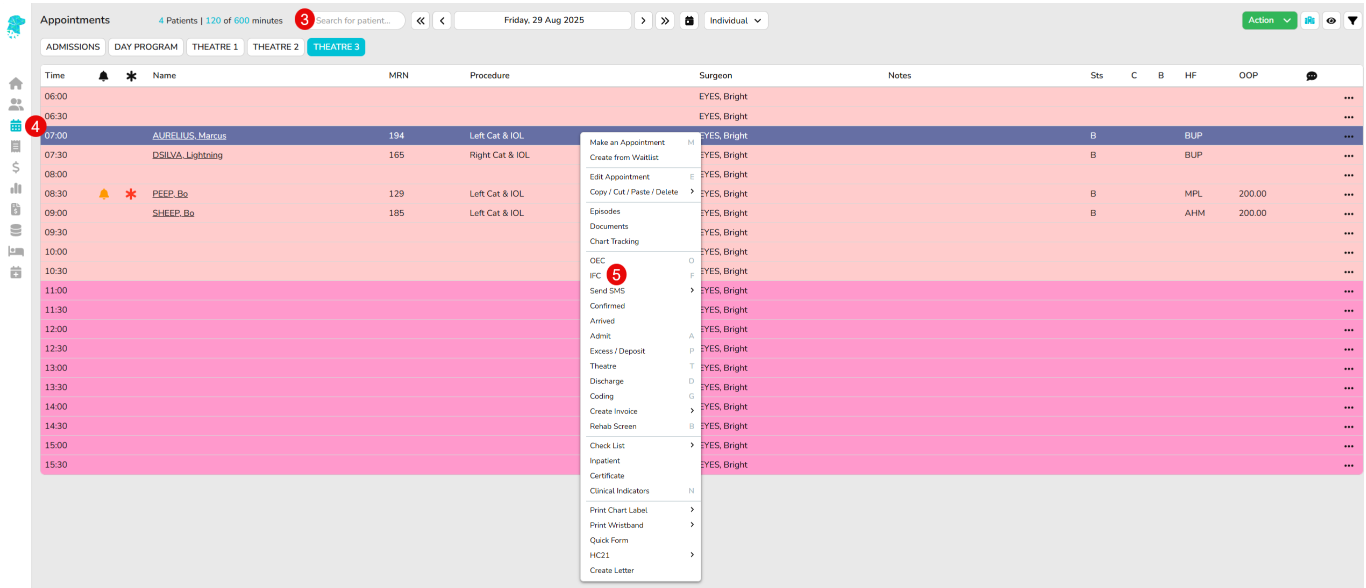


2. Select the **Location**
3. Click **Choose a file**
4. NB. File must be in a **.txt** format to be imported. Other file formats will not work
5. This will produce a list of all the patient information found in the file
6. Click **Import**
7. This will automatically update the **Coding** & run the **Grouper**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

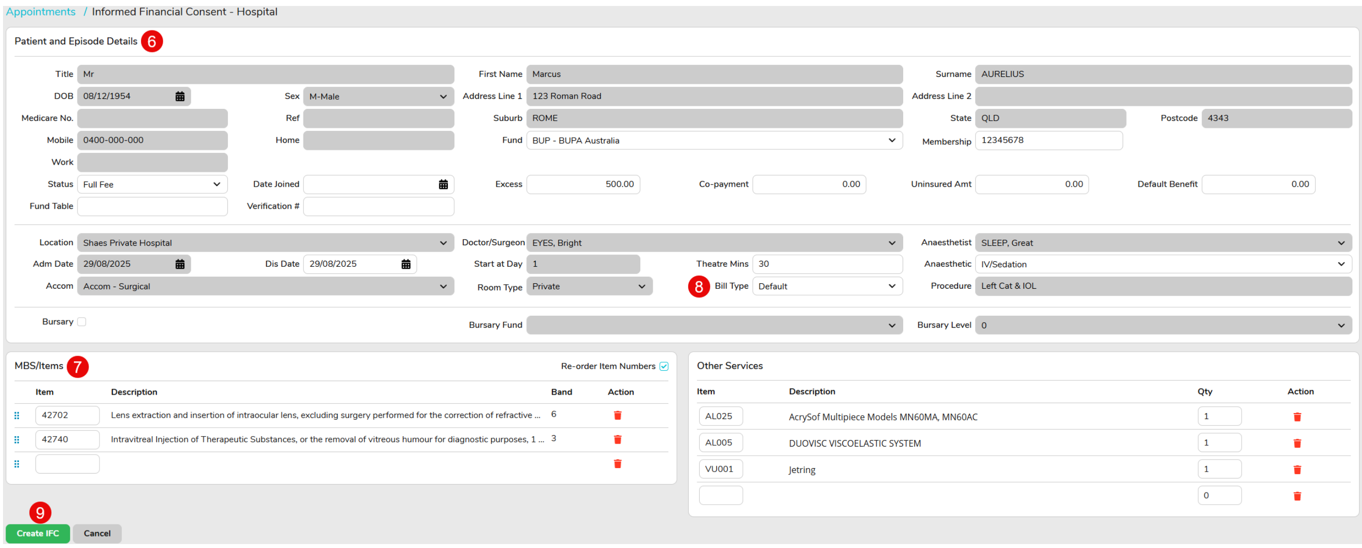
Informed Financial Consent - IFC (Hospital)

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**

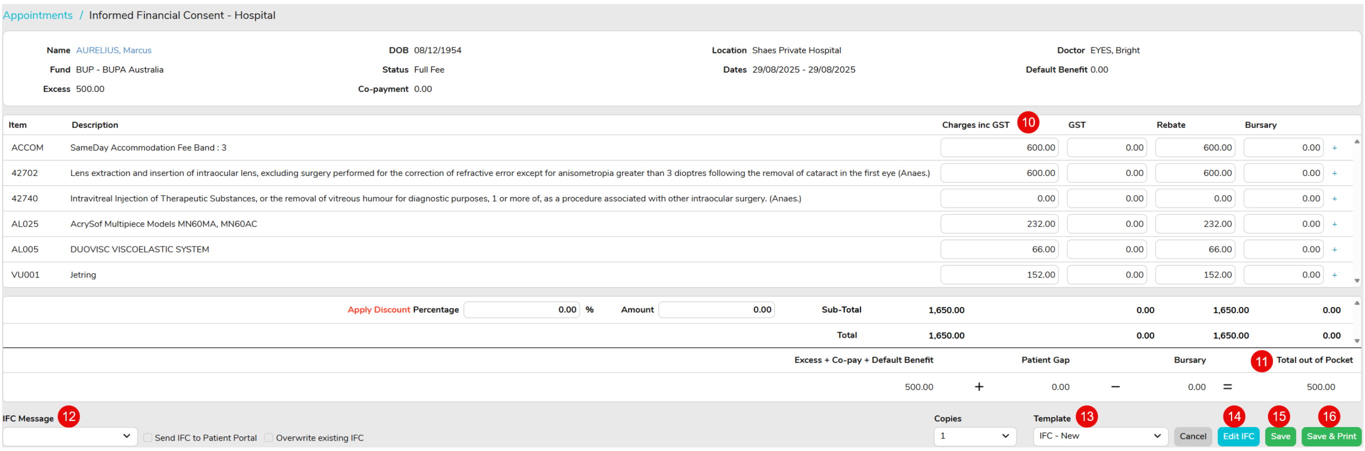


6. Patient & admission details will be pre-populated into the IFC screen
7. If Item numbers were entered at the time of booking, they will be pre-populated into the IFC screen. Otherwise add them under the **MBS/Items** heading
8. Leaving the **Bill Type** set to **Default** will allow FYDO to decide how the fees need to be raise, 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

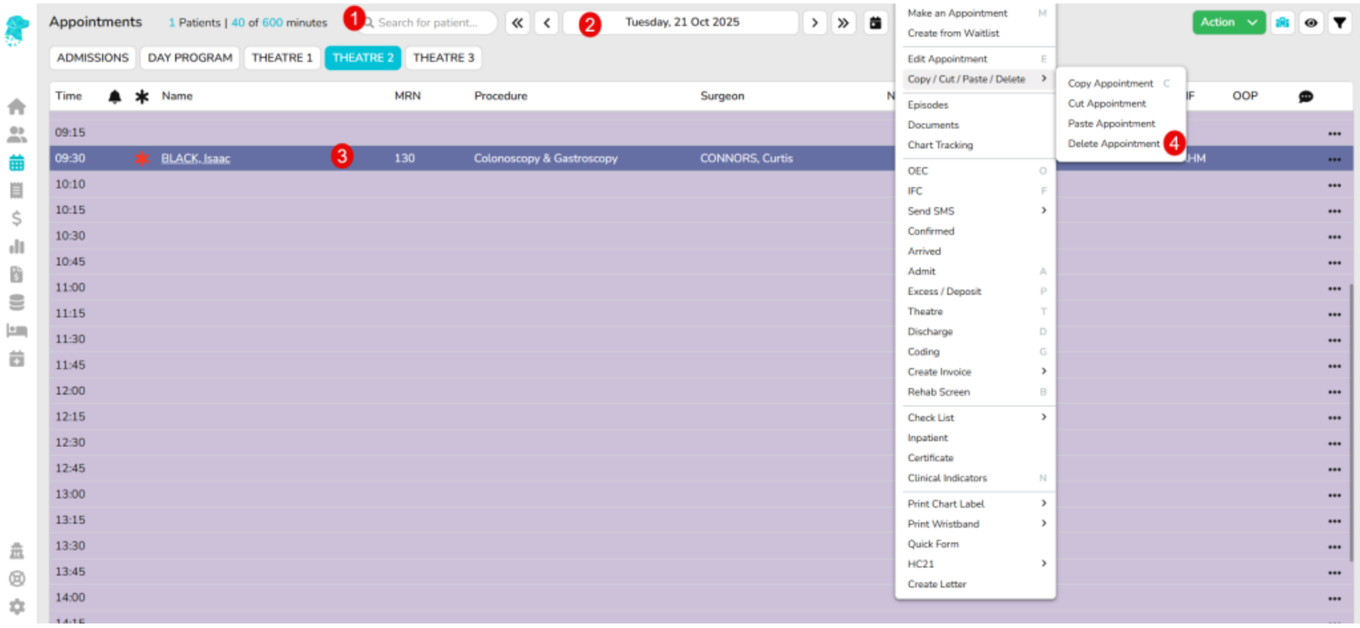
12. **IFC Message** gives the ability to add a customised message. Use the dropdown to select **Custom Message** & type the message in the field below
13. The **Template** field allows you to choose from the available IFC templates in your FYDO database.
    FYDO enables hospitals to set a default IFC 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



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**

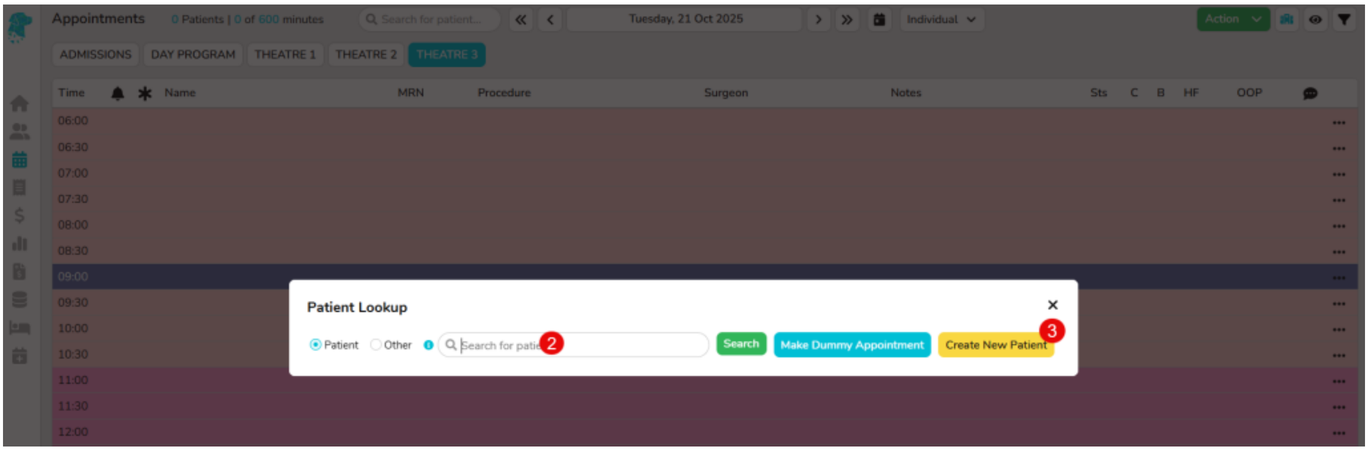


5. You will be prompted to **confirm** that you are sure you want to delete the appointment
6. Click **Yes**
7. [redacted]
   If statistical information on the cancellation is required, then please see instructions on how to **Cancel a Booking** at https://wiki.fydo.cloud/cancel-a-booking/

Create a New Patient (Hospital)

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

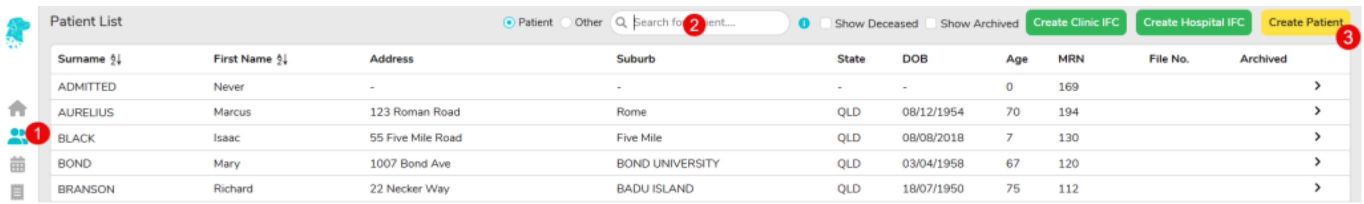
1. Once you have navigated to the date & time for the appointment, right click & select **Make an Appointment**
2. This will open up the **Patient Lookup** box where you are able to search for the desired patient
3. If you are unable to locate the patient click the **Create New Patient** button



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**



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**