

# Deleting Digital IFC & HC21 from Preadmit Patient Portal

Log into the Preadmit **Hospital** Portal

1. Head to the **Signatures** tab
2. Search for the patient you require
3. Actions > Delete

ID	Patient Name	Email	Date Created ↑	Status	Date Signed	Export Status	Last Export Date	Template	Action
178			20/04/2026 03:45 PM	Signed	20/04/2026 03:48 PM	Exported	20/04/2026 03:49 PM	Demo HC-21	Actions
177			20/04/2026 03:45 PM	Signed	20/04/2026 03:47 PM	Exported	20/04/2026 03:49 PM	Demo Insured IFC	Actions
175			15/04/2026 09:22 AM	Not Signed	-	Not Exported	-	Demo HC-21	Actions
174			15/04/2026 09:22 AM	Not Signed	-	Not Exported	-	Demo Insured IFC	Actions
150			10/03/2026 12:42 PM	Not Signed	-	Not Exported	-	Demo HC-21	Actions

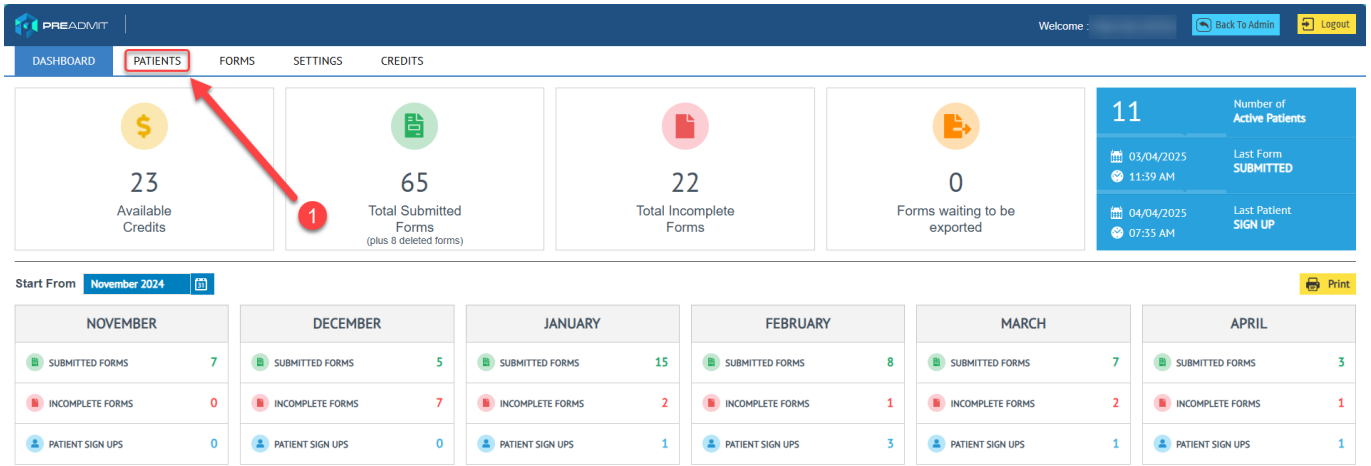
## Preadmit - Unblocking a Patient

Patients will have their access to the preadmit portal **temporarily suspended** after 5 incorrect password attempts. If this occurs, they will need to wait **10 minutes** before attempting to log in again.

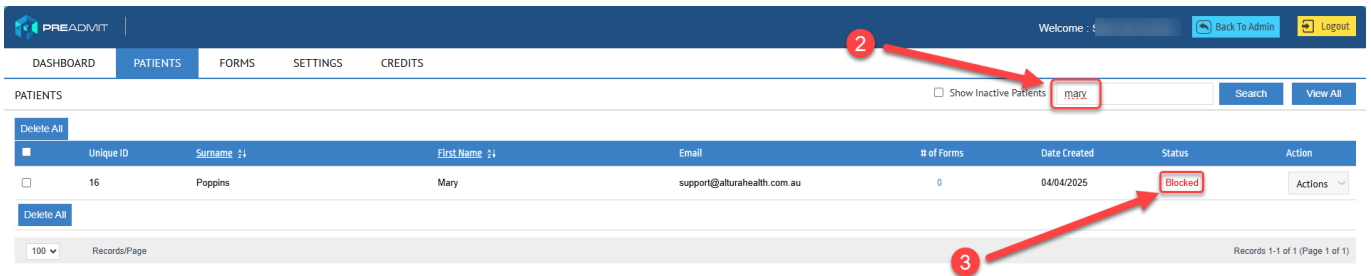
If they continue to attempt to log in with the incorrect password, their account will be **permanently suspended**. If this occurs, they will need to contact the hospital directly to have their account **Unblock**.

If a patient calls and needs to be unblocked, follow these instructions.

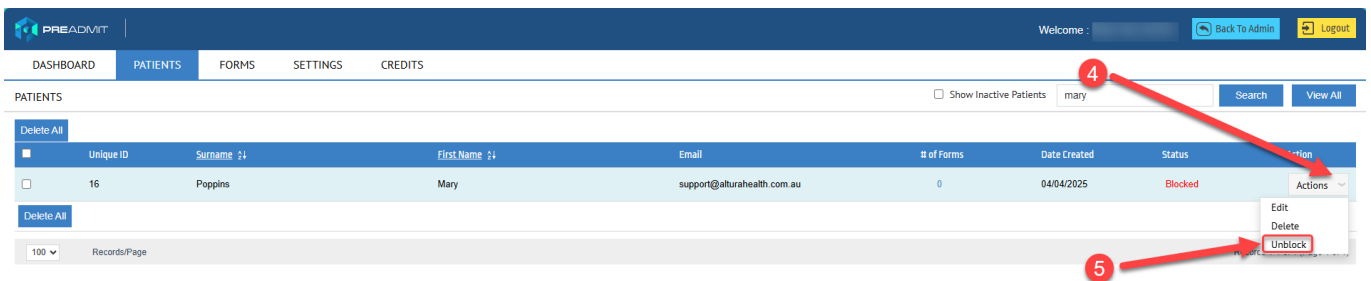
Log into your **Hospital Preadmit Portal** and navigate to the **Patients Tab**.



Find the required patient, utilising the **Search** field if required. The patient will appear as **Blocked** if they have exceeded the initial 10-minute restriction and continued to attempt to log in.



To unblock the patient, click on the **Actions** dropdown and select **Unblock**.



Patient will then need to follow the steps in the below PDF document to **reset their password**.

You are able to **download the below PDF** and send it to the patient if required.

[Preadmit - Resetting Patient Password - Patient InstructionsDownload](#)

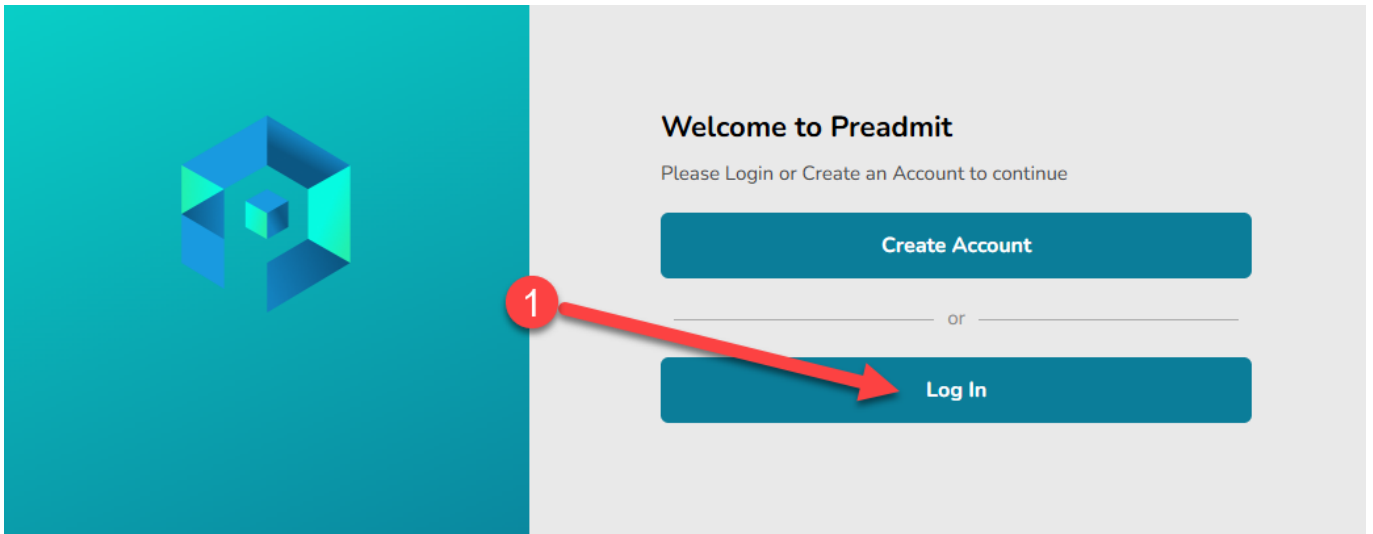
## [Preadmit - Resetting Password - Patient](#)

# Instructions

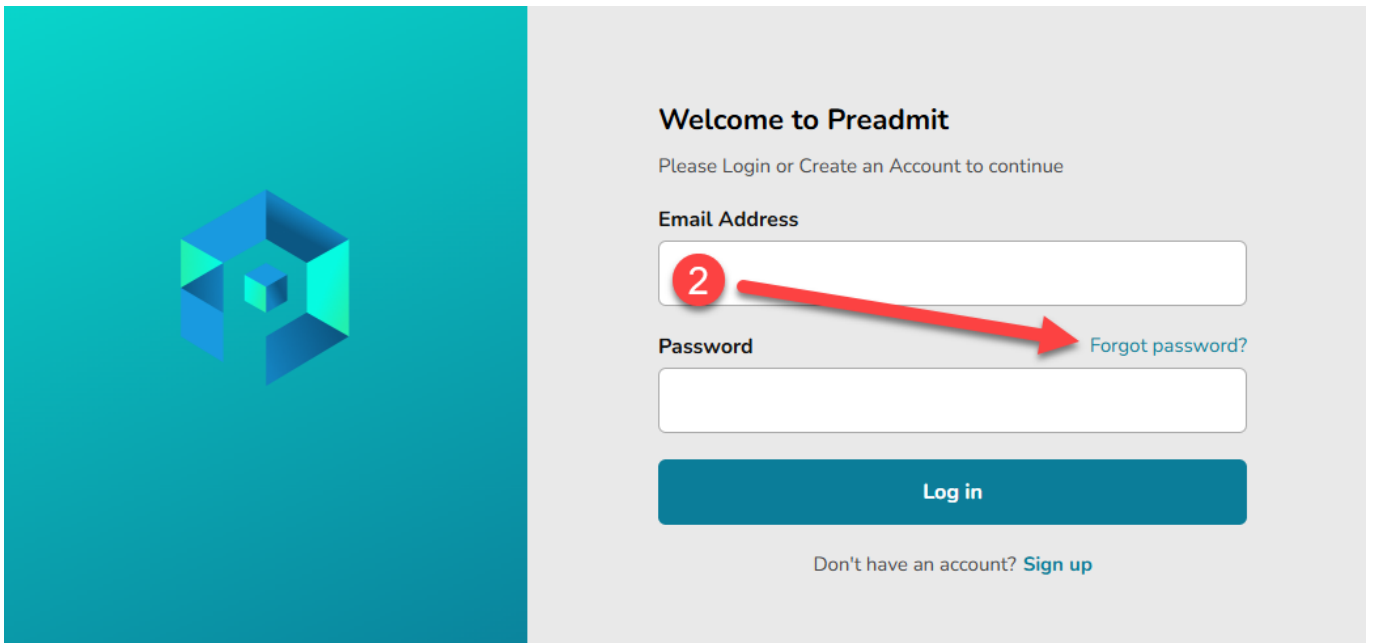
Access to the preadmit portal will be **temporarily suspended** after 5 incorrect password attempts. If this occurs, please wait **10 minutes** before attempting to log in again.

If you continue to attempt to log in with the incorrect password, your account will be **permanently suspended**. If this occurs, you will need to contact the hospital you are attending to have them **Unblock** your account.

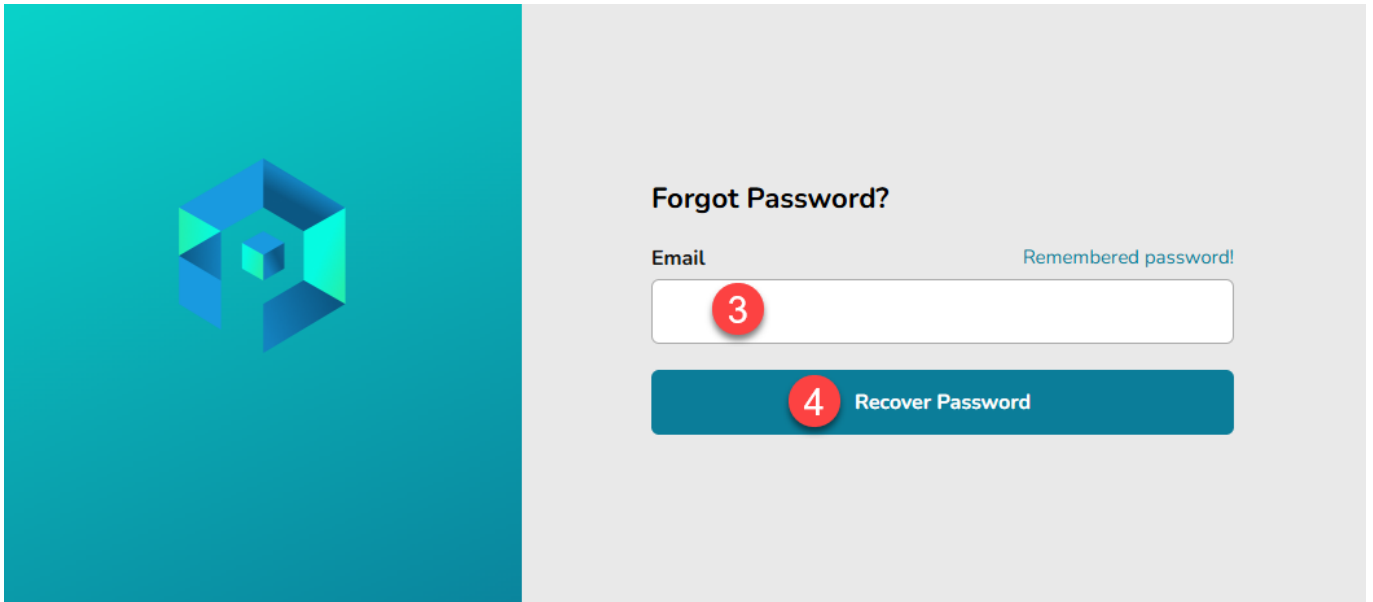
You will then be able to navigate to the **Patient Preadmit Portal** and click **Log In**.



Click **Forgot Password?**



Enter the patients **Email Address** and click **Recover**.



Check your email address for a link to **reset your password**.

## Patient Alerts - with Preadmit & FYDO



**Patient Alerts** is a new feature in FYDO that displays a list of high-risk patients and their associated conditions, helping you address potential issues before admission.

	Patient Name	MRN	DOB (Age)	Contact No	Adm Date	Doctor	Proc Notes	Notes	Status
<input type="checkbox"/>	DREAM, Day	164	15/04/1926 (99)	0400 000 000	22/01/2025	Pierce, Hawkeye	Gastroscopy	1.1.25 - No Answer	Overdue
<input type="checkbox"/>	WHITE, Snow	147	07/07/2017 (7)	0411 111 111	31/01/2025	Toe, Foot	K-Wire	-	Pending
<input type="checkbox"/>	DSILVA, Lightning	165	16/04/1986 (38)	0438 383 838		-	-	-	Not-Linked
<input type="checkbox"/>	TREMAINE, Cinderella	168	20/05/1941 (83)	0444 444 444	30/01/2025	Murphy, Shaun	FET	11.1.25 - No Answer	Completed



Patient Alerts are configured within your hospital's Preadmit Portal:

- **You decide which questions to ask the patients.**
- **You determine the criteria that triggers a Patient Alert.** For Example:
  - BMI over 30
  - The patient indicating they have diabetes
  - Family history of cardiac issues

- **Patients answer these questions online** while completing their Preadmission Questionnaire.
- **Any high-risk responses are flagged** and displayed [REDACTED] for immediate review.

2 - Health History  3

**Alerts Test**

Height \*

Weight \*

BMI

Diabetes \*

Yes

No

Cardiac Issues \*

Yes

No

[REDACTED]

Patient Alerts streamline the preadmission process by enabling hospitals to gather critical information effortlessly and early:

- **Convenient for patients:** Patients can complete the questionnaire at a time that suits them, rather than waiting for a nurse’s call.
- **Time-efficient for Clinical Staff:** Reviewing patient responses online reduces the need for lengthy phone calls.
- **Proactive consultation:** Doctors and anaesthetists can be consulted about high-risk cases BEFORE speaking with the patient, minimising the need for follow-up calls.

- [REDACTED]
1. Continue using your existing **Preadmit Portal Link**
  2. Patients complete the online questionnaire **at their convenience**, and responses are sent directly to **FYDO**
  3. **Link and Commit** preadmit forms as usual. (*Instructions available [here](#)*)

The screenshot shows the 'Preadmit Holding Bay' interface. On the left, there is a table with columns: Received, Patient, Date of Birth, F, Doctor, and Admission. Two rows are visible:

Received	Patient	Date of Birth	F	Doctor	Admission
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

On the right, a preview of an admission form is shown for 'Shae's Private Hospital'. The form includes fields for 'Planned admission date' (24/09/2024) and 'Patient details' (Title: Miss, Given Name: Mary, Family Name: Mary, Address: Bond University, QLD, Postcode: 4229).

4. **Responses without alerts** are attached to the patient's FYDO file under **Documents**.
5. **High-risk responses** are displayed in the Patients Alert for review by Clinical Preadmission Staff.
6. To access the Patient Alerts Screen, navigate to **Data I/O** and select **Patient Alerts**.

The screenshot shows the 'Dashboard' sidebar menu. The 'Data I/O' menu is open, and 'Patient Alerts' is highlighted with a red box and a red arrow pointing to it. The menu items are:

- Data I/O
  - Data Extracts
  - PreAdmit Holding Bay
  - Report Holding Bay
  - Patient Alerts**
  - Visicode Import
  - Letter Editor
  - Claims Import
  - Billing Sheets

7. **Key Features of the Patient Alerts Screen** include the top-right menu which allows users to:
  - a. **Search:** Find specific patients quickly.
  - b. **Print** a screenshot of the page
  - c. **Filter:** Based on their **Status**

7

8

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10

	Patient Name	MRN	DOB (Age)	Contact No	Adm Date	Doctor	Proc Notes	Notes	Status
<input type="checkbox"/>	<a href="#">DREAM_Day</a>	164	15/04/1926 (98)	0400 000 000	<a href="#">22/01/2025</a>	Pierce, Hawkeye	Gastroscopy	-	Overdue
<input type="checkbox"/>	<a href="#">WHITE_Snow</a>	147	07/07/2017 (7)	0411 111 111	<a href="#">28/01/2025</a>	Toe, Foot	K-Wire	-	Pending
<input type="checkbox"/>	<a href="#">DSILVA_Lightning</a>	165	16/04/1986 (38)	0438 383 838	-	-	-	-	Not-Linked
<input type="checkbox"/>	<a href="#">TREMAINE_Cinderella</a>	168	20/05/1941 (83)	0444 444 444	<a href="#">30/01/2025</a>	Murphy, Shaun	FET	-	Completed

8. **Arrow** or **Flag** icon will display the high-risk triggers.
9. **Patients Name Link**: Go directly to the Patient Details Screen.
10. **Important Information**: Regarding episode and patient can be viewed.
11. The **Status** indicates what action is require for the patient:
  - a. **Overdue**: Admission Date is in the past.
  - b. **Pending**: Linked to a current episode but not yet completed.
  - c. **Not-Linked**: Not linked to any episode.
  - d. **Completed**: Actioned and removed from the default view (*can be filtered back in if needed, as shown in step 7.c. above*).

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12

	Patient Name	MRN	DOB (Age)	Contact No	Adm Date	Doctor	Proc Notes	Notes	Status
<input type="checkbox"/>	<a href="#">DREAM_Day</a>	164	15/04/1926 (98)	0400 000 000	<a href="#">22/01/2025</a>	Pierce, Hawkeye	Gastroscopy	-	Overdue
<input type="checkbox"/>	<a href="#">WHITE_Snow</a>	147	07/07/2017 (7)	0411 111 111	<a href="#">28/01/2025</a>	Toe, Foot	K-Wire	-	Pending
<input type="checkbox"/>	<a href="#">DSILVA_Lightning</a>	165	16/04/1986 (38)	0438 383 838	-	-	-	-	Not-Linked
<input type="checkbox"/>	<a href="#">TREMAINE_Cinderella</a>	168	20/05/1941 (83)	0444 444 444	<a href="#">30/01/2025</a>	Murphy, Shaun	FET	-	Completed

12. The menu, on the right, gives users a number of options, including:
  - a. Create a **New Letter**.
  - b. **Link** or **Un-Link** alerts to an Episode.
  - c. Adding or Editing **Notes** shown on the Patient Alerts Screen
  - d. **Mark as Completed** once the entry has been actioned
  - e. Navigate to related screens, such as **Patient Record, Episodes Screen, Documents Screen or Appointments**.

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	Patient Name	MRN	DOB (Age)	Contact No	Adm Date	Doctor	Proc Notes	Notes	Status
<input type="checkbox"/>	<a href="#">DREAM_Day</a>	164	15/04/1926 (98)	0400 000 000	<a href="#">22/01/2025</a>	Pierce, Hawkeye	Gastroscopy	1.1.25 - No Answer	Overdue
<input type="checkbox"/>	<a href="#">WHITE_Snow</a>	147	07/07/2017 (7)	0411 111 111	<a href="#">28/01/2025</a>	Toe, Foot	K-Wire	-	Pending
<input type="checkbox"/>	<a href="#">DSILVA_Lightning</a>	165	16/04/1986 (38)	0438 383 838	-	-	-	-	Not-Linked
<input type="checkbox"/>	<a href="#">TREMAINE_Cinderella</a>	168	20/05/1941 (83)	0444 444 444	<a href="#">30/01/2025</a>	Murphy, Shaun	FET	11.1.25 - No Answer	Completed

- A Pre-op Record
- B Un-link to Episode
- C Edit Notes
- D Mark as Completed
- E Patient Record
- Episode
- Documents
- Go to Appointment



It is so easy to get started! Our team will take care of the entire setup process for you, ensuring that Patient Alerts integrate seamlessly into your workflow. With everything handled by us, you can focus on providing the best care while benefiting from improved communication and efficiency.

**Contact us today!**

**Email: [preadmit@alturahealth.com.au](mailto:preadmit@alturahealth.com.au)**

**Phone: (02) 9632 0026**

We are continuously improving FYDO, and the new Patient Alerts feature is no different! Upcoming enhancements include:

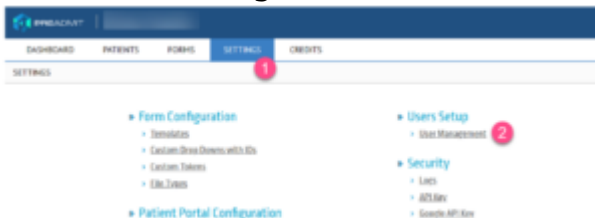
- **Permission/Access** Level for the screen.
- Automatically mark **Pre-Admission Contacted** when entry in Patient Alert screen is completed.
- Add the option to show the **Flags** in **Custom Views** on the Appointments Screen.

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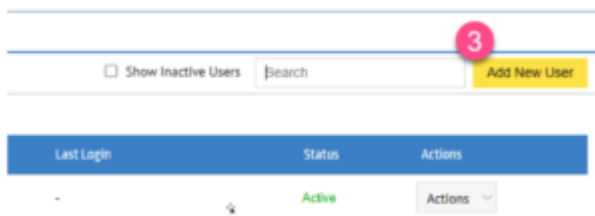
## [Preadmit Hospital Portal - Back End User Management](#)

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

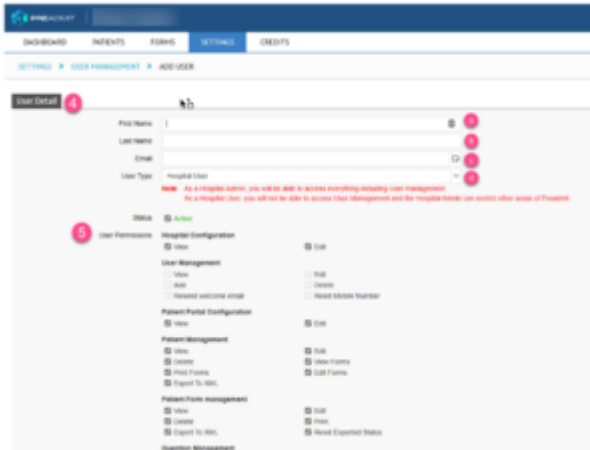
1. Select the **Settings** tab
2. Select **User Management**



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.

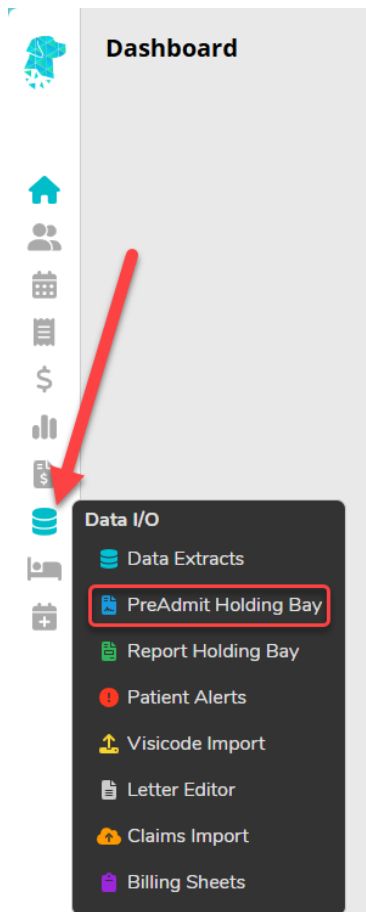


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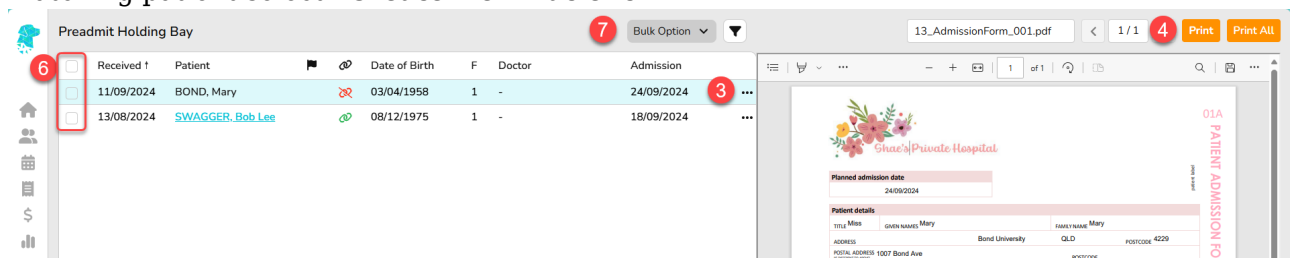
## Online Pre-Admission Paperwork

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

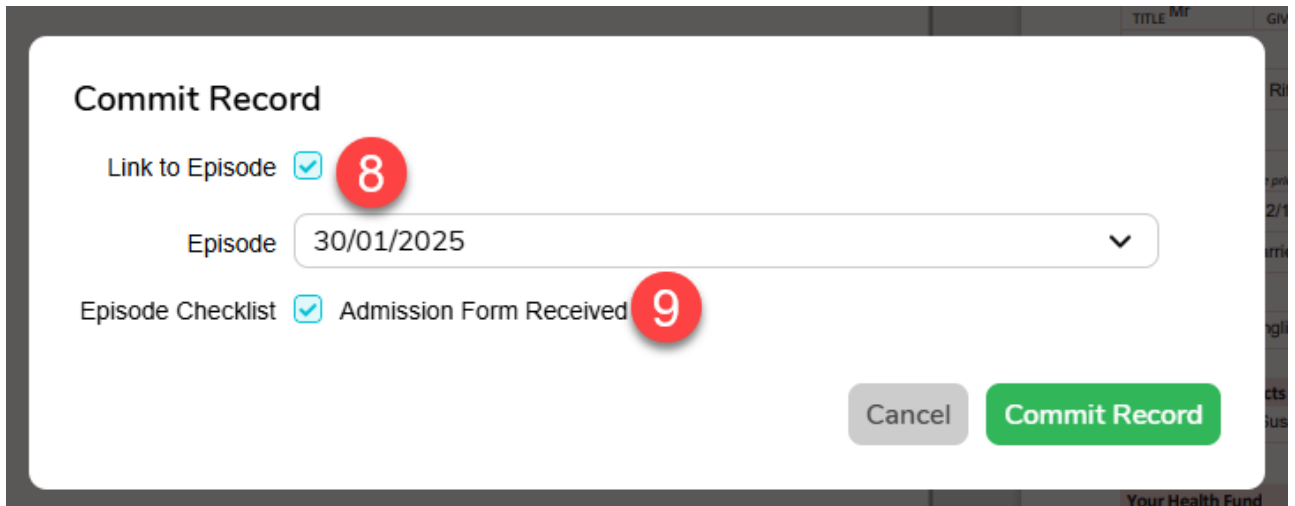
1. Select **Data I/O** and then **PreAdmit Holding Bay** from the main menu.



- The list of submitted forms is shown on the **LEFT** and a preview of the admission form on the **RIGHT**.
- 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”**



- 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.
- The 3 dots can also be used to **Commit** the document to the patients record.
- Documents can also be **Committed in Bulk** by selecting all the entries using the check boxes on the left.
- Using the **Select Bulk Option** dropdown box select **Bulk Commit**.
- 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.
- 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:

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