# 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](#)

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# **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**.
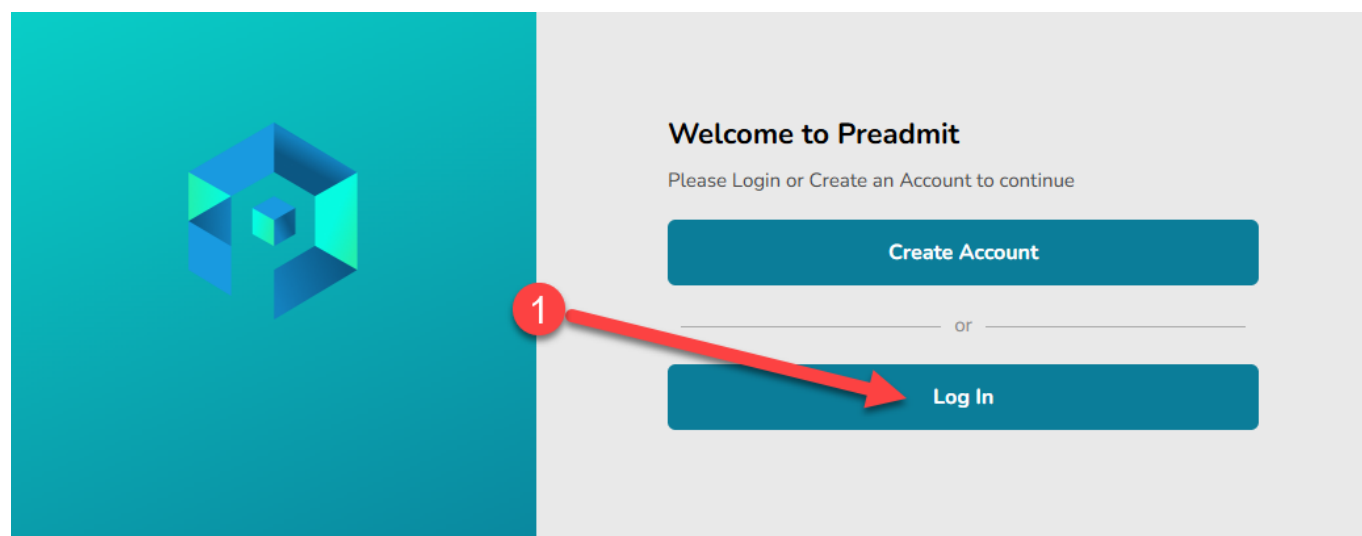


Click **Forgot Password?**

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



Check your email address for a link to **reset your password.**
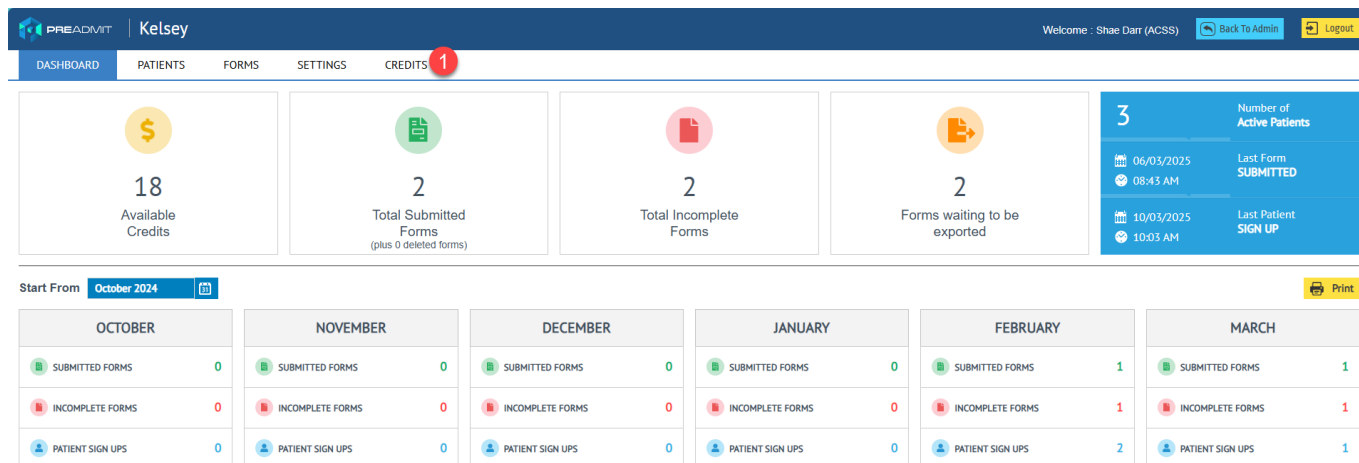
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# Preadmit Hospital Portal – Ordering Credits

**For patients to submit online pre-admission forms the facility will need to purchase credits.**
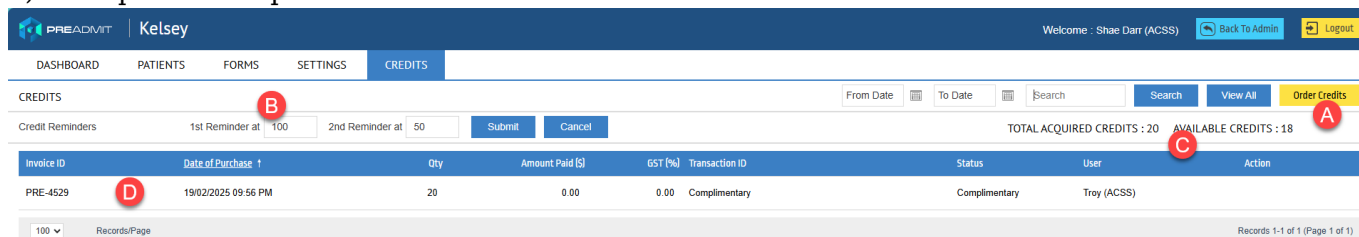
This can be done from your hospitals Preadmit Portal.

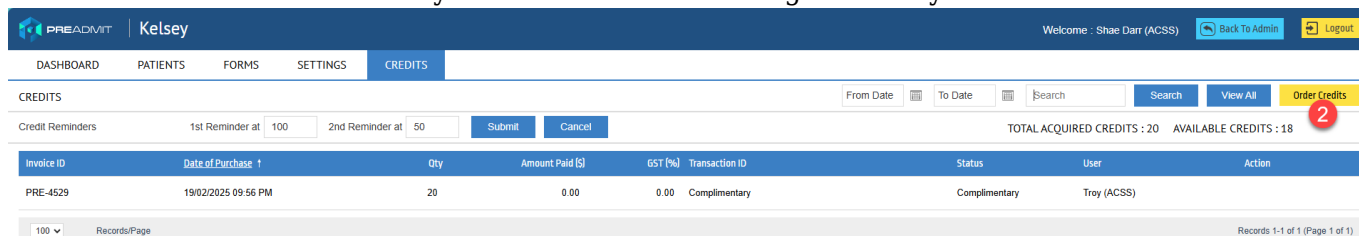1. Once on the dashboard, select **Credits** tab

The Credits tab there is the ability to:

a) Order credits
b) Set credit reminders
c) See available credits
d) View past credit purchases



2. To **Order Credits** select the yellow button on the far right that says 'Order Credits'.



3. **Select the Qty** that you would like to purchase, and the **Unit Price** and **Total Price** will automatically populate.
4. Click **Proceed to Payment**.

5. You will then be prompted to enter in the credit card details
6. Click **Submit Credits Order** and the credits will be added to the account as soon as the payment is processed.
7. Click **Set Credit Reminder** on the top left-hand side of the screen to set when you would like to receive reminders about how many credits there are remaining.



8. Then enter when you would like to receive the first and second **Credit Reminders**.

   *This will send notification emails when the number of credits drops to the amount that you have stipulated. A reminder will also be sent when there are 0 credits remaining.*



# 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 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 ███████████████████████ for immediate review.

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.

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](#))*



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**.
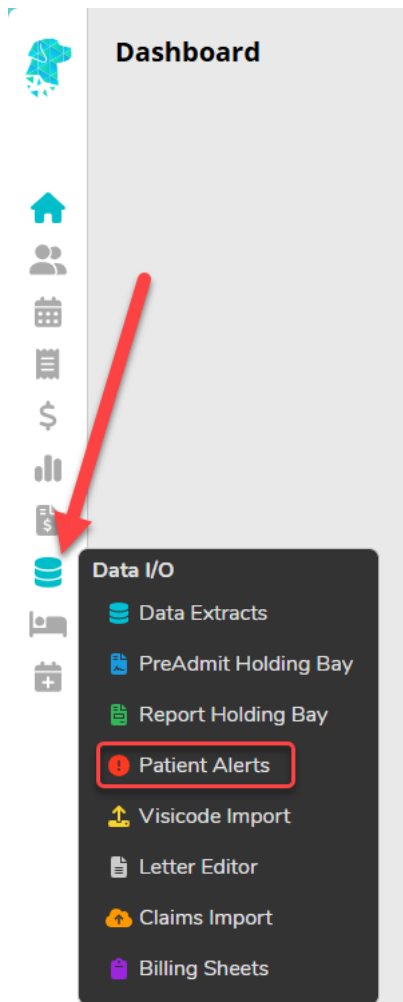
7. **Key Features of the Patient Alerts Screen** include the top-right menu which allows users to:

    a. **Search:** Find specific patients quickly.
    b. **Print** a screenshot of the page
    c. **Filter:** Based on their **Status**



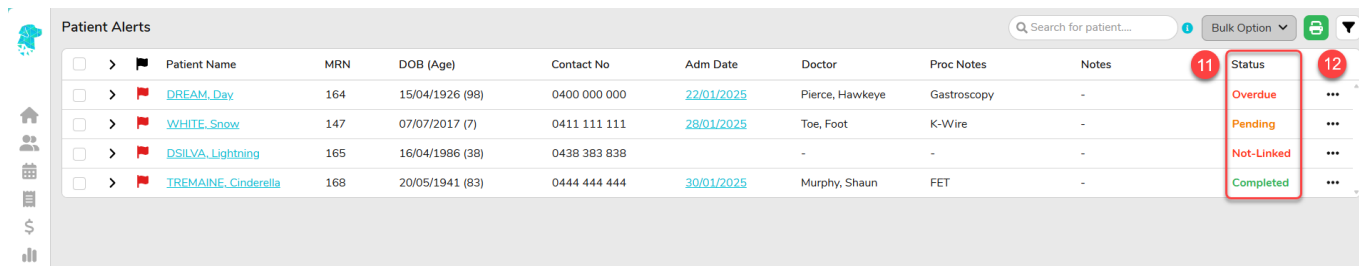8. **Arrow** or **Flag** icon will display the high-risk triggers.
9. **Patients Name Link:** Go directly to the Patient Details Screen.
10. **Important Information:** Regarding episode and patient can be viewed.
11. The **Status** indicates what action is require for the patient:

    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).*
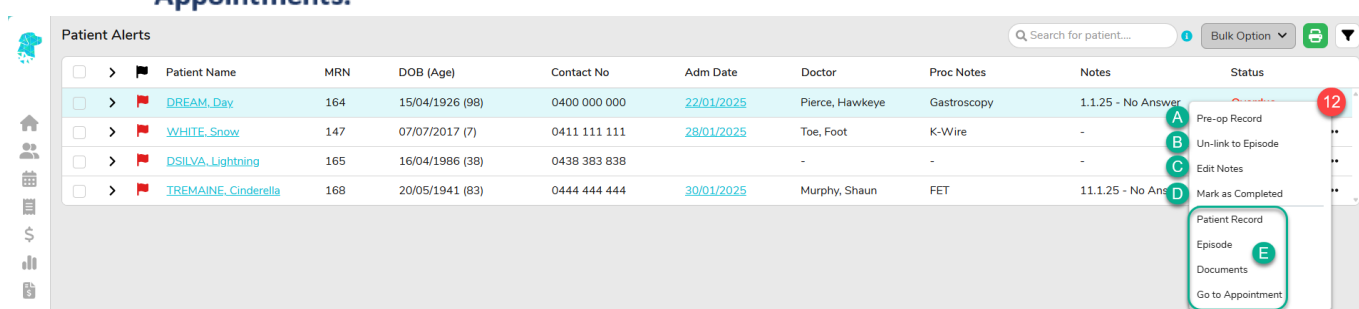
12. The menu, on the right, gives users a number of options, including:

    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.**



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**
**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.

# 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.
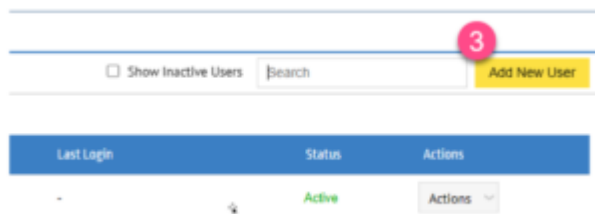


4. From there, enter all the details that are required.
   **a. First Name**
   **b. Last Name**
   **c. Email Address**
   **d. User Type**– *Hospital Admin or Hospital User.*
5. Select the permissions that each user is required to have. This is customisable to each user and can only be changed by Hospital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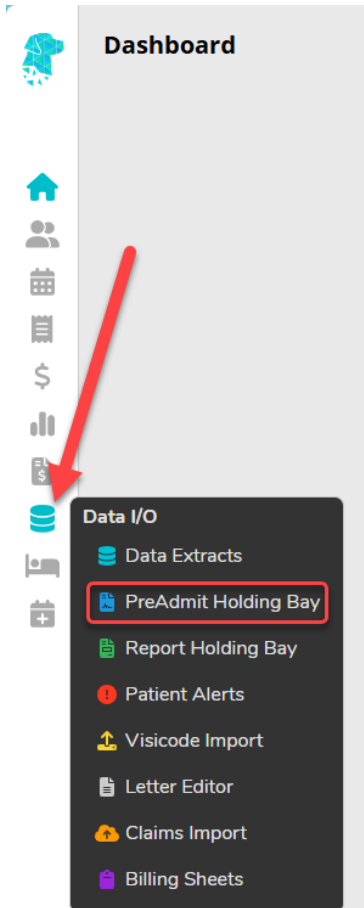


6. To delete a user, edit their details, edit their permissions or resend their welcome email, use the **Actions** dropdown next to their name.

# Online Pre-Admission Paperwork

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

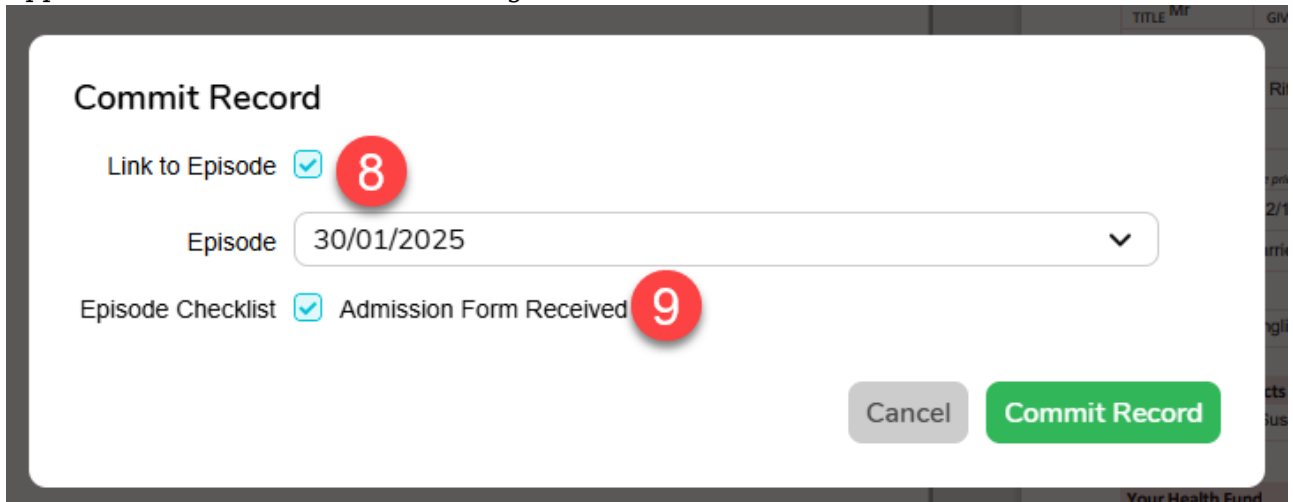1. Select **Data I/O** and then **PreAdmit Holding Bay** from the main menu.



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"**
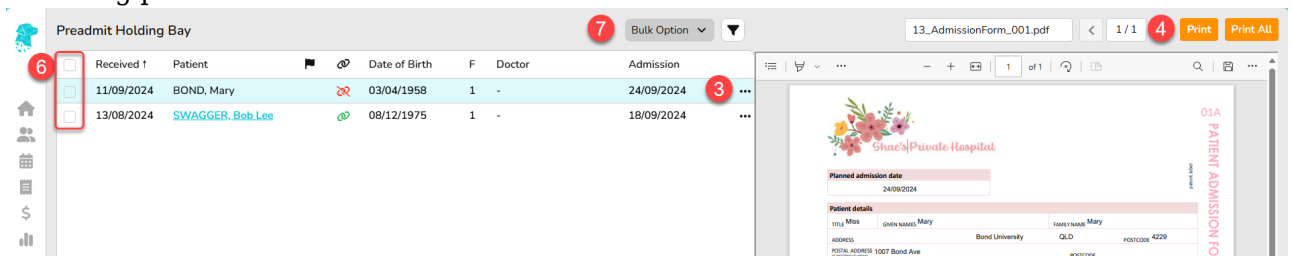


4. Print or download the paperwork using the icons, **Print** or **Print All**, in the top right corner of the preview screen. **Print** will just print the form that is being previewed. **Print All** will print any additional forms that the patient has attached also.
5. The 3 dots can also be used to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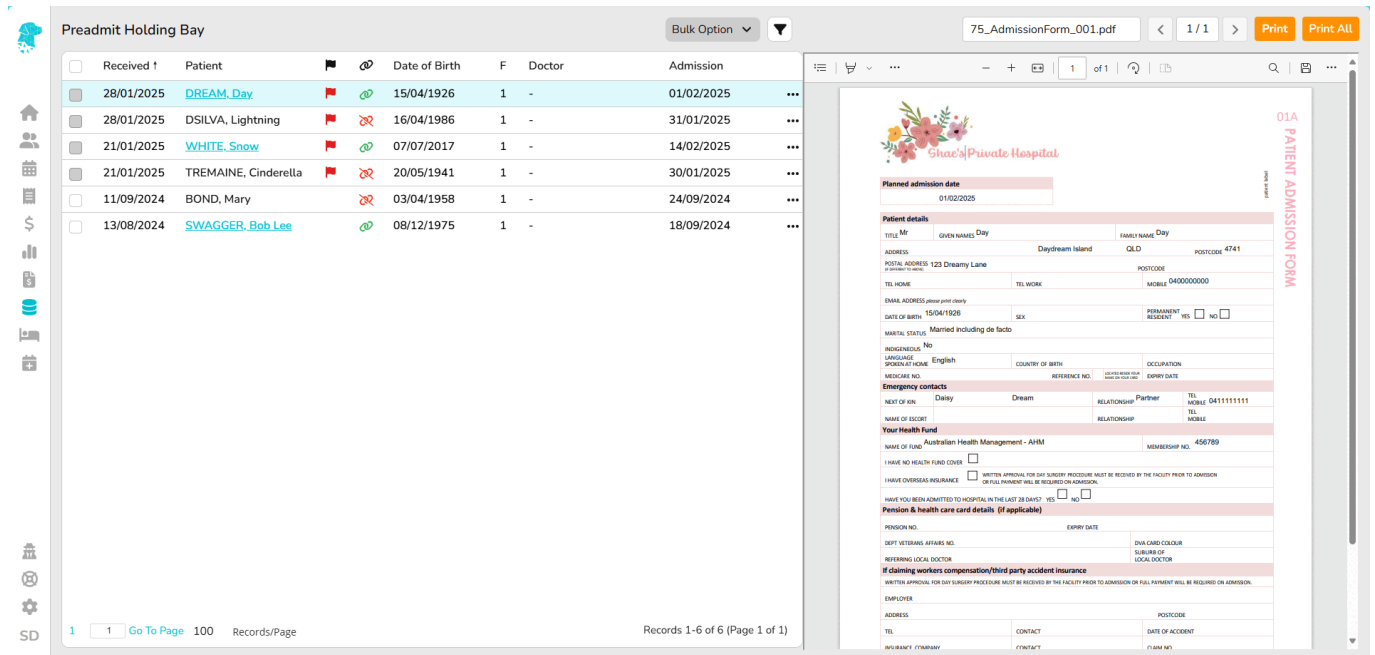


10. You are also given the option to update **Health Fund Details** for the particular episode if the PreAdmit form has different details than what is listed in FYDO.
11. These forms will now be saved in the corresponding patients **Documents**.
12. If you would like to attach the documents to the patients 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: