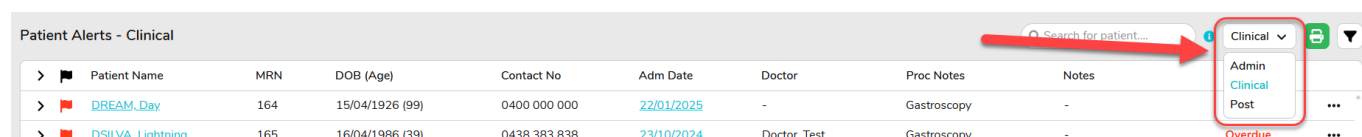# [FYDO Hospital Update – 19/06/2025](#)

Patient Alerts Features

FYDO has introduced several enhancements to the Patient Alerts system. First one being, the alerts are now colour-coded by department for easier identification:

- **Orange** for Admin
- **Red** for Clinical
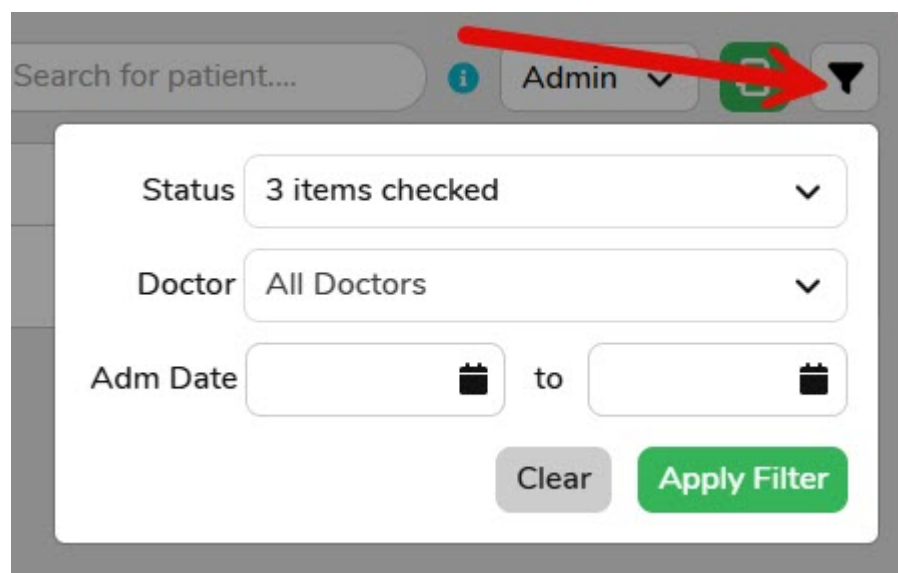- **Purple** for Post

Additionally, a new filtering option has been added. FYDO now allows you to filter patient alerts by department using the drop-down menu located in the top right-hand corner of the screen. Alerts are configured in Pre-Admit to automatically route them to the appropriate department.

The enhance usability, the Patient Alerts system now includes advanced filtering capabilities. By using the **Filter** button located at the top right-hand corner, you can narrow down alerts to view those associated with a specific doctor and/or a particular date, making it easier to manage and review relevant information efficiently.

Another enhancement within Pre-Admit is the ability to mark alerts as not only Completed or Incomplete but now Deleted. These actions are controlled through **User Group Settings**, allowing administrators to assign permissions for who can manage alert statuses.

Data I/O

Billing Sheets	D R **RW**	
Claims Import	D R **RW**	
Data Extracts	D R **RW**	
Patient Alerts - Mark as Completed	ON **OFF**	
Patient Alerts - Mark as Deleted	ON **OFF**	

Patient Alerts - Mark as Incomplete	**ON** OFF	
Patient Alerts - View	ON **OFF**	
Preadmit Holding Bay	D R **RW**	
Report Holding Bay	D R **RW**	

New Report

FYDO has introduced a new report titled **Medical Record Retention**, designed to assist in identifying which patient records may be eligible for culling within a specified date range. The report automatically identifies patients who have been last seen during the selected date range, with the **'Last Seen From'** field defaulting to 20 years prior.

As retention requirements vary by state, particularly in how a "Minor" is defined (e.g., age 16 in some states, 18 in others) you can now select the appropriate **Definition of Minor Age** to align with local regulations.

Please note: This report is for identification purposes only. The report will display episodes eligible for culling; however, no medical record charts will be archived automatically. The chart status must be updated manually at this stage. Development is currently underway on the next phase of this feature, which will introduce an automatic archiving functionality.

Minimum Benefits Improvement

Another improvement implemented by FYDO is the ability to **Move Current Fees to Old Fees** within **Settings > Minimum Benefits > In Overnight Accommodation**. This enhancement streamlines the process, eliminating the need to manually enter each fee individually and significantly improving efficiency and reducing administrative workload

Bulk SMS Additions

FYDO has enhanced the Bulk SMS screen by adding two new columns: **Doctor/Surgeon** and **Health Fund Code**. These additions provide greater clarity and improve targeting for patient communications

[FYDO Hospital Update – 29/05/2025](#)

Doctors Credentialing Alerts

FYDO's latest feature introduces alerts related to doctor credentialing.
Under *Settings > System Configuration > Hospital*, four new tick box options are now available:

- **On Admission – Make valid credentialing mandatory**
- **Theatre Roster – Alert when credentialing has expired**
- **Theatre Roster – Alert when indemnity insurance has expired**
- **Theatre Roster – Alert when AHPRA registration has expired**

If your facility utilises these new tick boxes, a pop-up message will appear indicating which specific requirement needs attention whether during patient admission or when creating a theatre booking.

Pre-Admit Holding Bay

In the Pre-Admit holding bay, a new option is now available when committing a patient: you can select 'IFC Signed' if you are linking the form to a particular episode and the patient has digitally signed the Informed Financial Consent (IFC). Once selected, this will be reflected in the checklist on

the admission screen.

Tokens

FYDO now has a token for the Signed Informed Financial Consent (IFC) Checklist Item. This token will work on:

- Theatre List
- Quick Forms
- SMS
- Handover Report
- Bed Tracker

Please see below to view the newly added token:

<<IFCs>>	Checklist - IFC Signed	Y = ticked

For a full list of available IFC tokens, click the link below to access our FYDO Wiki Manual:

[Tokens – Hospital – FYDO Wiki](#)
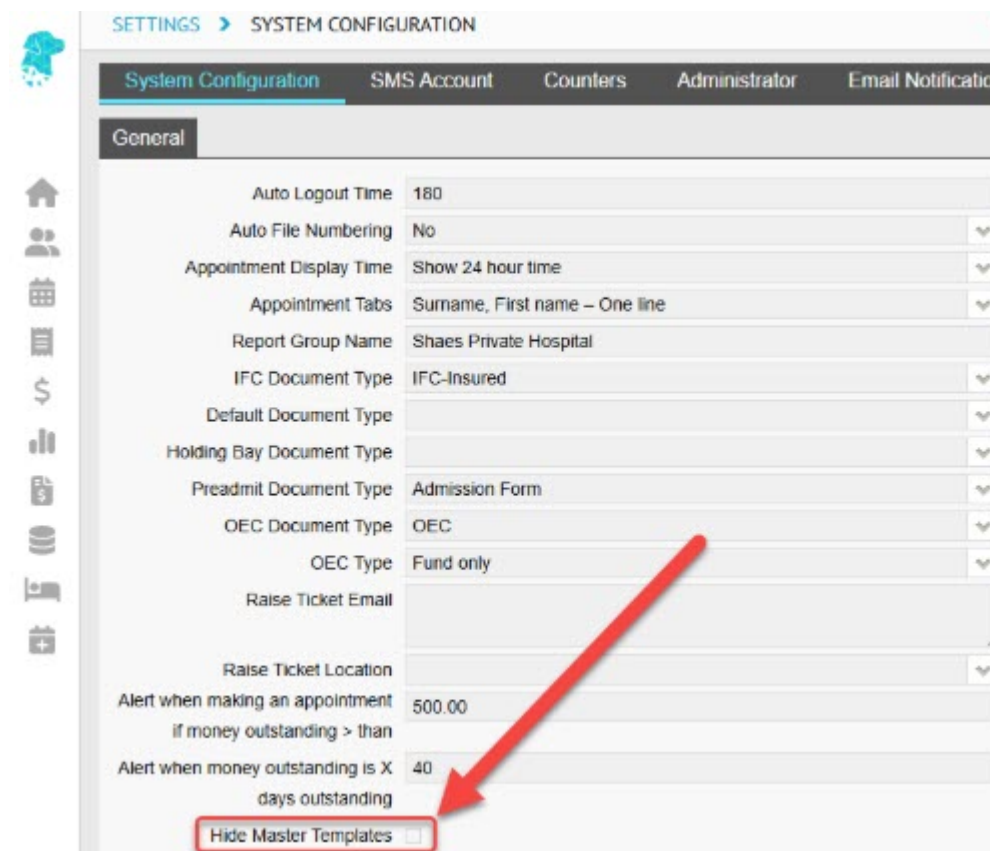
FYDO Hospital Update – 22/05/2025

Master Templates

FYDO now allows hospitals to **"hide"** the **Master Templates** so that they are not an option for

users to select accidentally.

This setting can be amended by a user from your hospital that has access to **Settings > System Configuration** by ticking the **Hide Master Templates** checkbox. Once this is selected the master templates will not be displayed in any of the dropdowns where users are able to select from available template option, for example when creating an IFC or Invoice.

Tokens

FYDO now has tokens for the Referring Doctor details listed on the Edit Appointment Screen. These tokens will work on:

- Theatre List
- Bed Tracker
- Quick Forms
- SMS
- Template Type (Hospital Invoice)

Please see below for a list of the newly added tokens:

Referring Doctor Details

Token Name	Data	Notes
<<EpRef>>	Referring Doctor Full Name	e.g. CITIZEN, John
<<EpRefFirstN>>	Referring Doctor First Name	
<<EpRefI>>	Referring Doctor First Name Initial	e.g. J
<<EpRefLastN>>	Referring Doctor Last Name	e.g. CITIZEN
<<EpRefFI>>	Referring Doctor Initials	e.g. JC
<<EpRefTitle>>	Referring Doctor Title	
<<EpRefProvNo>>	Referring Doctor Provider Number	
<<EpRefDate>>	Patients Referral Date	dd/mm/yyyy
<<EpRefPeriod>>	Patients Referral Period	
<<EpRefFV>>	Patients First Visit	dd/mm/yyyy

For a full list of available hospital tokens, click the link below to access our FYDO Wiki Manual:

FYDO Wiki – Hospital Tokens

Certificates in Claiming Hospital

FYDO now enables access to certificates from the **Claiming Hospital > Claims & Not Yet Sent** tabs. This feature will prove valuable in the event of rejections, allowing you to quickly verify whether a certificate has been applied to a specific episode. Simply right-click to view the available options, which will now include **Certificate**.

	03/09/2024	03/09/2024	390	30/10/2024	ADF	154	LADY, Testing	
■	20/10/2024	20/10/2024	391	20/10/2024	ADF	154	LADY, Testing	Coding
	02/10/2024	02/10/2024	412	09/10/2024	AHM	175	FRESCO, Alex	Episodes
	08/05/2024	08/05/2024	238	08/05/2024	AHM		WHITE, Snow	Patient
	22/01/2025	22/01/2025	483	22/01/2025	AUH	228	FLINSTONE, Frede	Certificate

[My Health Record (MHR)](#)

This page is designed to guide your team through the process of connecting to My Health Record (MHR) via your FYDO account. It outlines the key steps to ensure a seamless integration, helping your hospital streamline the process of uploading of Discharge Summaries.

By preparing ahead of time, you'll have everything needed for a smooth transition, allowing both staff and patients to benefit from a more connected healthcare experience.

Explore the page to ensure your team is ready for this important integration, and feel free to contact us with any questions at **(02) 9632 0026** or **support@alturahealth.com.au**

On the 28th of November 2023 we partnered with the **Australian Digital Health Agency** to present a webinar to our customers. This webinar provided essential information on the steps required for your hospital's integration with MHR.

Click the link below to access the slideshow from this presentation. It offers step-by-step instructions on tasks like **how to register a seed organisation, registering for PRODA, linking your Healthcare Identifiers to HPOS, registering your organisation for HPI-O, and more.**

[Implementing My Health Record in a Private Hospital or Day Surgery Webinar](#)

Additional information on how to register your organisation for My Health Record can be accessed [here](#).

My Health Record Timeline

The [Advisory AS18/11: Implementing systems that can provide clinical information into the My Health Record system](#) outlines the timeframes for implementation of a system to upload Discharge Summaries to MHR.

As of September 2024, this advisory stated:

To comply with Actions 1.17 and 1.18, health service organisation must:

- *By June 2024, have developed a detailed plan that complies with:*
  – all requirements of Part 5 of the Rule;
  – user of national patient and provider identifiers (IHIs, HPI-Os, HPI-Is); and,
  – user of standard national terminologies.

- *By December 2024, have ongoing monitoring and evaluation of compliance with the requirements of Action 1.17 and 1.18.*

Accrediting agencies are required to:

- *Review evidence that:*

– From July 2024, the organisation has completed a gap analysis, has a detailed plan and the plan is being implemented
– From January 2025, the organisation has as system to monitor and evaluate compliance with Action 1.17 and 1.18.

- *Rate Action 1.17 as met, only if the organisation demonstrates achievement of the specific requirements of the Action in the relevant year.*
- *Rate Action 1.18 as met only if the organisation demonstrates embedded processes in accordance with the specific requirements of the Action in the relevant year.*
- *Rate Actions 1.17 and 1.18 as met with recommendations if there is evidence of a gap analysis and finalised plan endorsed by executive and the plan is being implemented and monitored (NB. where these requirements are met, these actions may be rated 'met with recommendation' for no more than one accreditation cycle).*

Action 1.17 states:

The health service organisation works towards implementing systems that can provide clinical information into the My Health Record system that:

   a. Are designed to optimise the safety and quality of health care for patients

   b. Use national patient and provider identifiers

   c. Use standard national terminologies

Action 1.18 states:

The health service organisation providing clinical information into the My Health Record system has processes that:

   a. Describe access to the system by the workforce, to comply with legislative requirements

   b. Maintain the accuracy and completeness of the clinical information the organisation uploads into the system

The information above outlines that, from January 2025, the health service organisation are expected to **works towards implementing** systems capable of providing clinical information to MHR. Additionally, organisations must have **processes that**

- **describe access to the system** and
- **maintain the accuracy and completeness of information the organisation uploads**

What can you do to prepare for the MHR integration?

Facilities can ensure they are ready for the integration as soon as it becomes available by:

- Ensuring they have registered their organisation and obtained their **HPI-O**

- Collecting the individual **HPI-I's** of their doctors
- Review **Advisory AS18/11** to conduct the required gap analysis and ensure a detailed plan is in place and being implemented.
- Await an email, from us at FYDO, that advises of our **CSP number** so that you can link your **HPI-O**
- **Set required access levels** for all staff to Upload and Remove Discharge Summaries from MHR. This can be done by an authorised staff member from your facility by navigating to **Settings > User Groups.**

We appreciate your patience and support as we continue to undergo conformance testing, with the Australian Digital Health Agency, to implement this integration with MHR.

Obtaining Country of Birth Statistical Data (Hospital)

From time to time, it will be necessary to report on County of Birth statistics.
FYDO makes this extremely easy using the Episode Stats report.

1. Select **Reports** from the main menu
2. Select **Episode Stats**
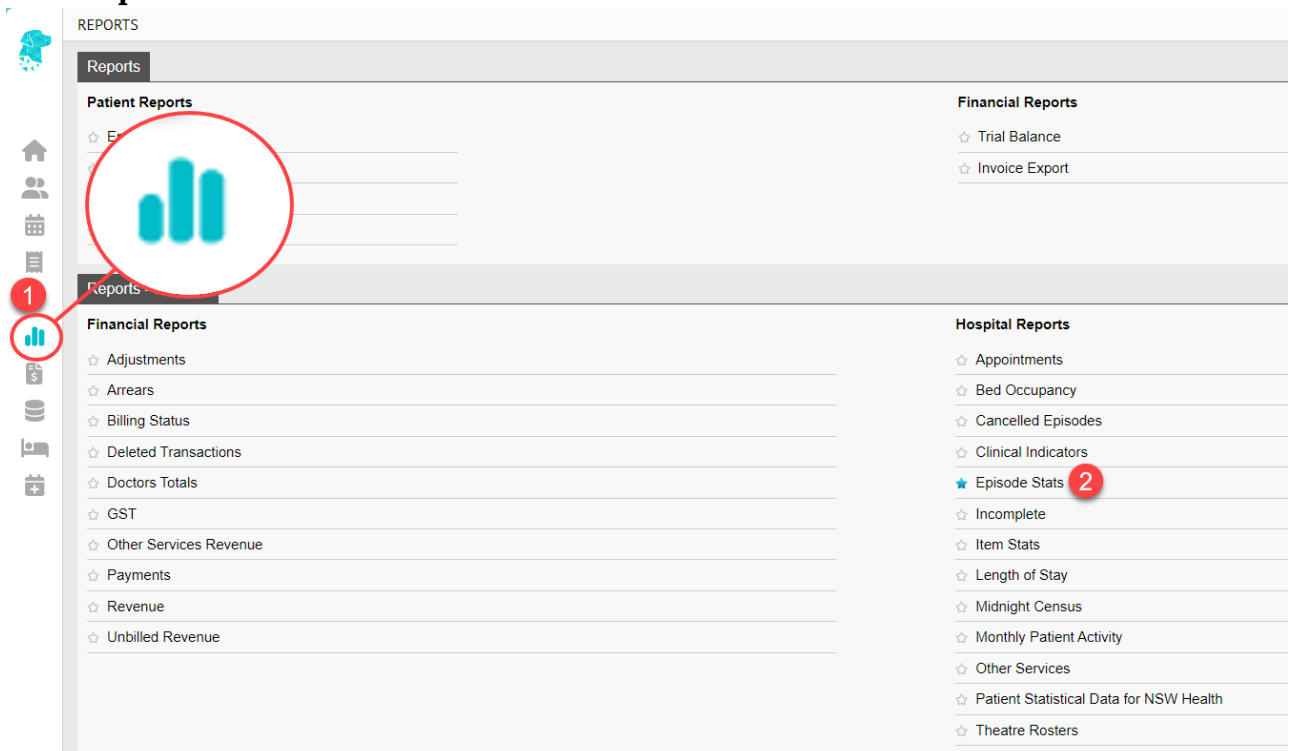
3. In the **Group By (Primary)** field select **Country of Birth**
4. Select the date range required in the **From** & **To** fields
5. Click **Update**

The report will give you the total number & percentage total of episodes that fall under each category.
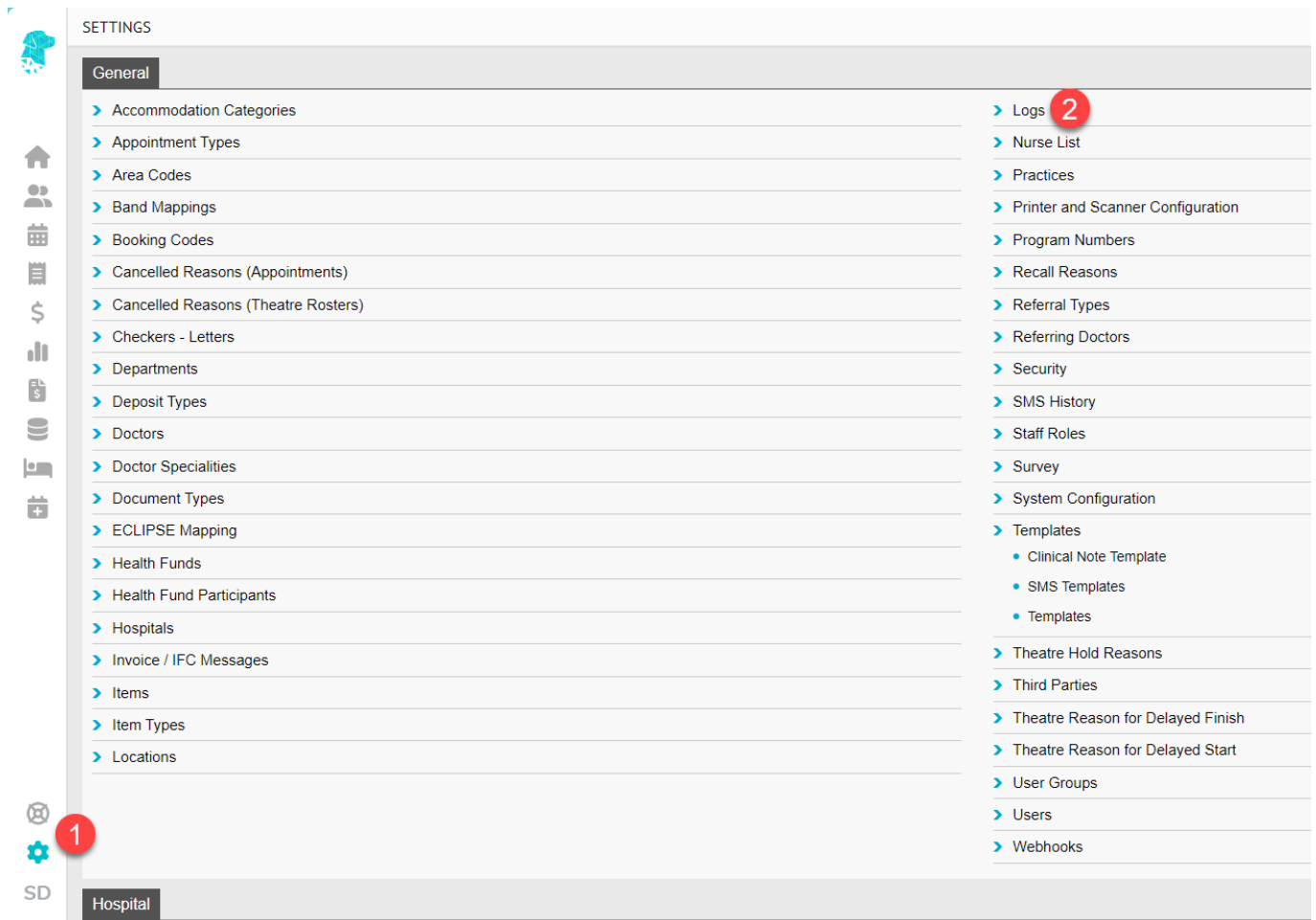

Tracking User Activity in FYDO

Did you know you can view user activity history in FYDO? Whether it's to track changes made to an invoice, to see when a patient record was deleted or which user undertook what action, and when, the FYDO's **Audit Logs** feature can help! Read on to learn more.

The audit logs show information about *the action* performed, *who* performed it, *when* they performed it, and their *IP address*. It can be used for troubleshooting purposes or monitoring user activities.

To view the audit logs, first navigate to **Settings**, then **Logs**.

How is user activity recorded?

Every user login is unique. So when a user logs in and begins taking actions on FYDO, their activity is logged. Here are some examples of logged user activity in FYDO:

- User login
- Changes to patient record
- Changes to appointment details
- Billing and invoicing changes
- Claims sent and batches receipted
- Payments taken, split, or reallocated
- Documents deleted
- Batches removed

You can view user action history within a date range, sort by user, action, or date, as well as search.

Why use FYDO's Audit Logs?

Let's take a closer look at the benefits of this feature.

1. **Greater accountability**: logged user action history fosters a culture of responsibility by users being aware that their actions are being logged, promoting responsible behaviour within the organisation.
2. **Enhanced troubleshooting**: logged user action history can aid in pinpointing the source and cause of an issue, helping users to troubleshoot problems faster.
3. **Improved security**: logged user action history offers a log of most system activities, enabling the identification of unauthorised access attempts, powering administrators to take the necessary steps to secure the system.

Who can view the Audit Logs?

Any user can be given access to view the audit logs by the Subscriber for their facility. The access is granted or removed in **Settings >** User and **User Groups**.