

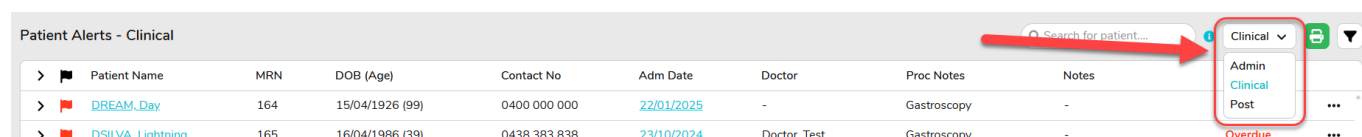
FYDO Hospital Update - 19/06/2025

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

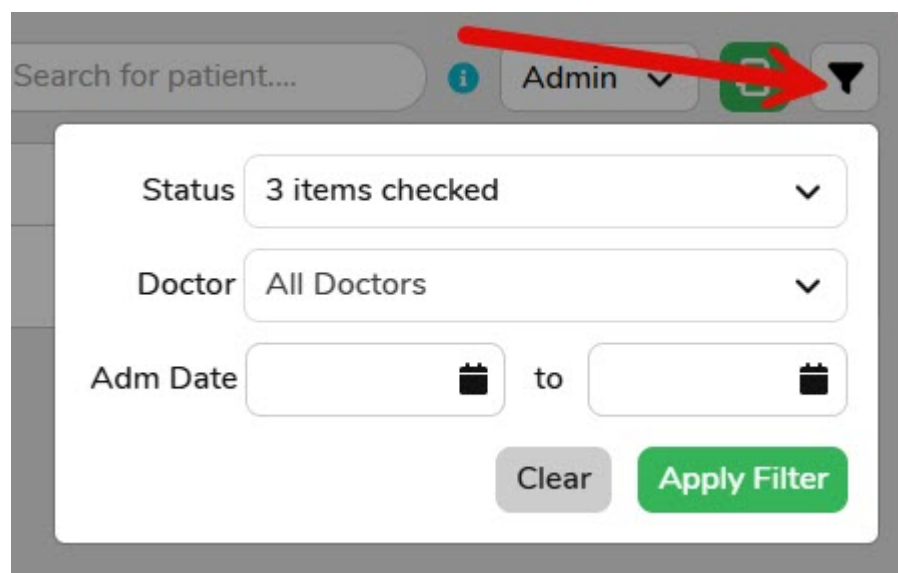
Additionally, a new filtering option has been added. FYDO now allows you to filter patient alerts by department using the drop-down menu located in the top right-hand corner of the screen. Alerts are configured in Pre-Admit to automatically route them to the appropriate department.



The screenshot shows the 'Patient Alerts - Clinical' interface. At the top right, there is a search bar labeled 'Search for patient...' and a department filter dropdown menu currently set to 'Clinical'. The dropdown menu lists 'Clinical', 'Admin', and 'Post'. Below the search bar, a table displays patient alerts with columns: Patient Name, MRN, DOB (Age), Contact No, Adm Date, Doctor, Proc Notes, and Notes. Two alerts are visible: one for 'DREAM, Day' (MRN 164, Adm Date 22/01/2025) and another for 'DSILVA, Lightning' (MRN 165, Adm Date 23/10/2024). A red box highlights the department filter dropdown, and a red arrow points to it from the search bar area.

Patient Name	MRN	DOB (Age)	Contact No	Adm Date	Doctor	Proc Notes	Notes
> DREAM, Day	164	15/04/1926 (99)	0400 000 000	22/01/2025	-	Gastroscopy	-
> DSILVA, Lightning	165	16/04/1986 (39)	0438 383 838	23/10/2024	Doctor, Test	Gastroscopy	-

To 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.



The screenshot shows the 'Filter' dialog box in the Patient Alerts system. It contains three main sections: 'Status' with a dropdown showing '3 items checked', 'Doctor' with a dropdown showing 'All Doctors', and 'Adm Date' with two date pickers separated by 'to'. At the bottom, there are 'Clear' and 'Apply Filter' buttons. A red arrow points to the 'Filter' button (represented by a funnel icon) in the top right corner of the main interface.

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.

The screenshot displays the 'REPORTS' section of the FYDO application. On the left is a vertical sidebar with icons for various functions. The main content area is divided into two columns. The left column contains 'Patient Reports' (End of Day Banking, Patient Stats, Possible Double Patients, Recalls) and 'Reports - Hospital' (Financial Reports: Adjustments, Arrears, Billing Status, Billing Alerts, Deleted Transactions, Doctors Totals, GST, Other Services Revenue, Payments, Revenue, Unbilled Revenue). The right column contains 'Financial Reports' (Trial Balance, Invoice Export) and 'Hospital Reports' (Acute Certificate, Appointments, Bed Occupancy, Cancelled Episodes, Chart Tracking, Clinical Indicators, Episode Stats, Incomplete, Item Stats, Leave, Length of Stay, **Medical Record Retention**, Midnight Census, Monthly Patient Activity, Other Services, Patient Statistical Data for NSW Health, Theatre Rosters). A red arrow points to the 'Medical Record Retention' report, which is highlighted with a red box.

REPORTS > MEDICAL RECORD RETENTION

Medical Record Retention

Location: All Locations

Chart Location: All Chart Locations

Status: All Status

Last seen from: 18/06/2005

Last seen to: 18/06/2018

Definition of Minor: 18

Order By: Patient Name

Age: 9999

Based On: Chart Tracking

Update

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

SETTINGS > MINIMUM BENEFITS

Same Day Accommodation

Threshold Date: 01/01/2022

Click to Move Current Fees to Old Fees

	Current Fees	Old Fees
Band 1	247.00	227.00
Band 2	310.00	286.00
Band 3	377.00	347.00
Band 4	441.00	406.00

Overnight Accommodation

Threshold Date: 01/07/2025

Click to Move Current Fees to Old Fees

Accom Type: Accom - Advanced Surgical

	Current Fees	Fee	Old Fees	Fee
Day 1	14	580.00	14	476.00
Day 15	65	480.00	99	331.00
Day 66	99	380.00		

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

SETTINGS > BULK SMS

Send Bulk SMS

Back to Appointments

Template: Select Template

Send with delay: ☐

Credits remaining: 155

Order more SMS credits

✓	Name	Mobile	Appt Date	Procedure Notes	Appt Type	Doctor/Surgeon	HF	Confirmed	Cancelled	AFR	OOP	Action
✓	PEEP, Bo	0400-494-029	18/06/2025		Special	Black, Jack	MPL	-	-		0.00	
✓	STEWART, Alfred	0400-494-029	18/06/2025	Prep	Special	Eyes, Bright	BUP	-	-		0.00	

100 Records/Page

Records 1-2 of 2 (Page 1 of 1)

[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**

Hospital

Booking		Recovery 1		Allow referral to be entered without a referral date/period	<input type="checkbox"/>
Arrived		Recovery 2		Alert when referral expired when editing an appointment	<input type="checkbox"/>
Admitted		Recovery 3		On admission, make patient fields mandatory	<input type="checkbox"/>
Pre-op		Ready for Discharge/Ward		On admission, make Next of Kin mandatory	<input type="checkbox"/>
Anaesthetic Bay		Discharged		On admission, make Emergency Contact mandatory	<input type="checkbox"/>
In Theatre				On admission, alert to take excess if not yet collected	<input type="checkbox"/>
				Theatre Roster required when making bookings	<input type="checkbox"/>
				Invoicing only allowed if 'Episode Grouped'	<input type="checkbox"/>
				Invoicing only allowed if 'Theatre Completed'	<input type="checkbox"/>
				On admission, make valid Credentialling mandatory	<input checked="" type="checkbox"/>
				Theatre Roster - alert when Credentialling Expired	<input checked="" type="checkbox"/>
				Theatre Roster - alert when Indemnity Insurance Expired	<input checked="" type="checkbox"/>
				Theatre Roster - alert when AHPRA Expired	<input checked="" type="checkbox"/>

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.

Credentialling Invalid or Expired

The doctor's credentialling is either invalid or expired, please correct this information before proceeding.

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.

Commit Record

Link to Episode

☒

Episode

29/05/2025

▼

Episode Checklist

☒ Admission Form Received

☒ IFC Signed

Cancel

Commit Record

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

[Tokens - Hospital - FYDO Wiki](#)

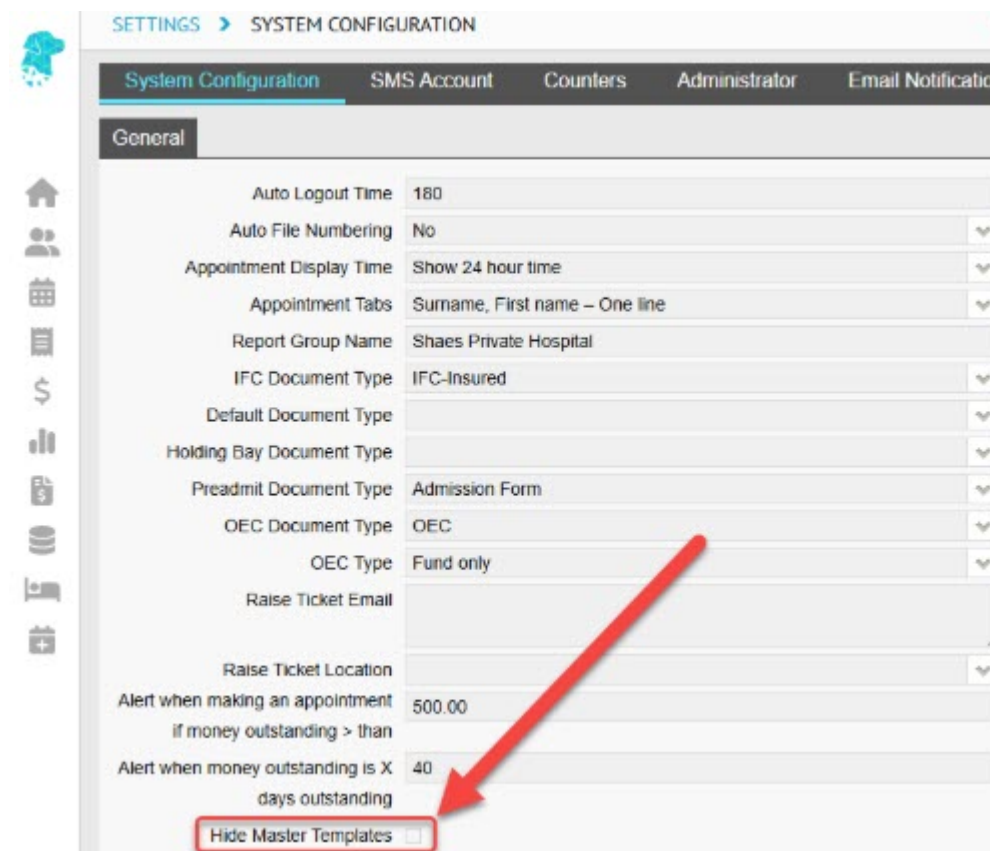
FYDO Hospital Update - 22/05/2025

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.



SETTINGS > SYSTEM CONFIGURATION

System Configuration SMS Account Counters Administrator Email Notification

General

Auto Logout Time	180
Auto File Numbering	No
Appointment Display Time	Show 24 hour time
Appointment Tabs	Surname, First name – One line
Report Group Name	Shaes Private Hospital
IFC Document Type	IFC-Insured
Default Document Type	
Holding Bay Document Type	
Preadmit Document Type	Admission Form
OEC Document Type	OEC
OEC Type	Fund only
Raise Ticket Email	
Raise Ticket Location	
Alert when making an appointment if money outstanding > than	500.00
Alert when money outstanding is X days outstanding	40
Hide Master Templates	<input type="checkbox"/>

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**.

<input type="checkbox"/>	03/09/2024	03/09/2024	390	30/10/2024	ADF	154	LADY, Testing
<input checked="" type="checkbox"/>	20/10/2024	20/10/2024	391	20/10/2024	ADF	154	LADY, Testing
<input type="checkbox"/>	02/10/2024	02/10/2024	412	09/10/2024	AHM	175	FRESCO, Alex
<input type="checkbox"/>	08/05/2024	08/05/2024	238	08/05/2024	AHM		WHITE, Snow
<input type="checkbox"/>	22/01/2025	22/01/2025	483	22/01/2025	AUH	228	FLINSTONE, Frede

☐ Coding
☐ Episodes
☐ Patient
☒ 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 a 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**

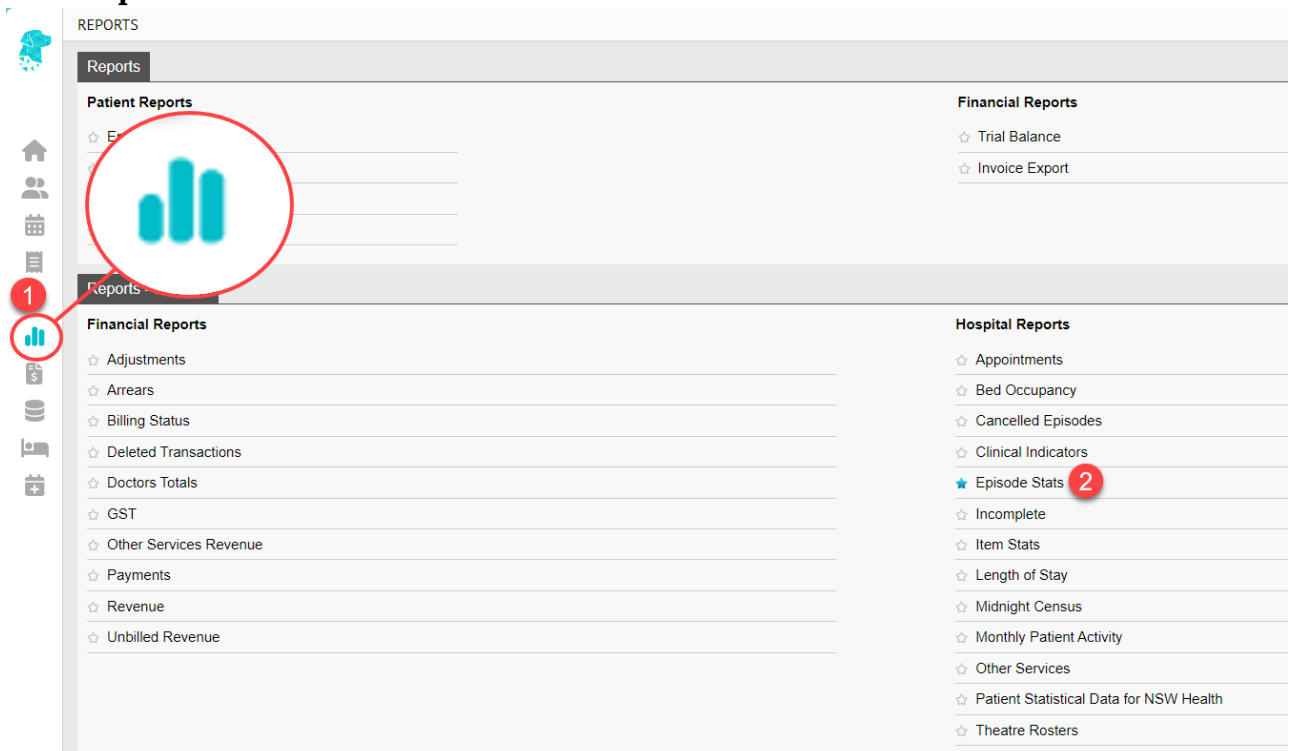
- Collecting the individual **HPI-I's** of their doctors
- Review **Advisory AS18/11** to conduct the required gap analysis and ensure a detailed plan is in place and being implemented.
- Await an email, from us at FYDO, that advises of our **CSP number** so that you can link your **HPI-O**
- **Set required 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**

REPORTS > EPISODE STATS

Episode Stats

Location
All Locations

Doctor
All Doctors

Fund
All Fund

Anaesthetist
All Anaesthetists

Anaesthetic
All Anaesthetic

Theatre
All Theatres

Speciality
All Specialities

Patient Category
All Patient Categories

Booking Code 1
All Booking Codes 1

Booking Code 2
All Booking Codes 2

Sex
All Sexes

Indigenous
All Indigenous

Born After From **To**

Referring Doctor
Search for a Referring Doctor

☐ Select All

Family Dr.
All Family Doctors

MBS
Search for a MBS

☐ Select All

☒ As principal MBS
☐ Within entire episode

Diagnosis
Search for a Diagnosis

☐ Select All

☒ As principal diagnosis
☐ Within entire episode

Procedure
Search for a Procedure

☐ Select All

☒ As principal procedure
☐ Within entire episode

Condition Onset
All Condition Onset

DRG
Search for a DRG

☐ Select All

Report Types
☐ Detail ☒ Summary

Group By (Primary)
Health Fund

Group By (Secondary)
No Group

Filter
No filter set

Based On
☐ Admission Date ☒ Discharge Date

From **To**
01/07/2024 23/07/2024

☒ Exclude Cancelled Episodes

Cancelled (Appends selected episodes)
All Cancelled

Order By
Alphabetically

5 Update

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

Shaes Private Hospital

Episode Stats (Summary) based on Discharges 01/07/2023 - 31/08/2023

Grouped by Country of Birth

Country of Birth	Description	Percentage	Episodes
1101	Australia	66.67%	28
2106	Wales	4.76%	2
8104	United States of America	28.57%	12
Total		100.00%	42

EpisodeStats-ShaesPrivateHospital

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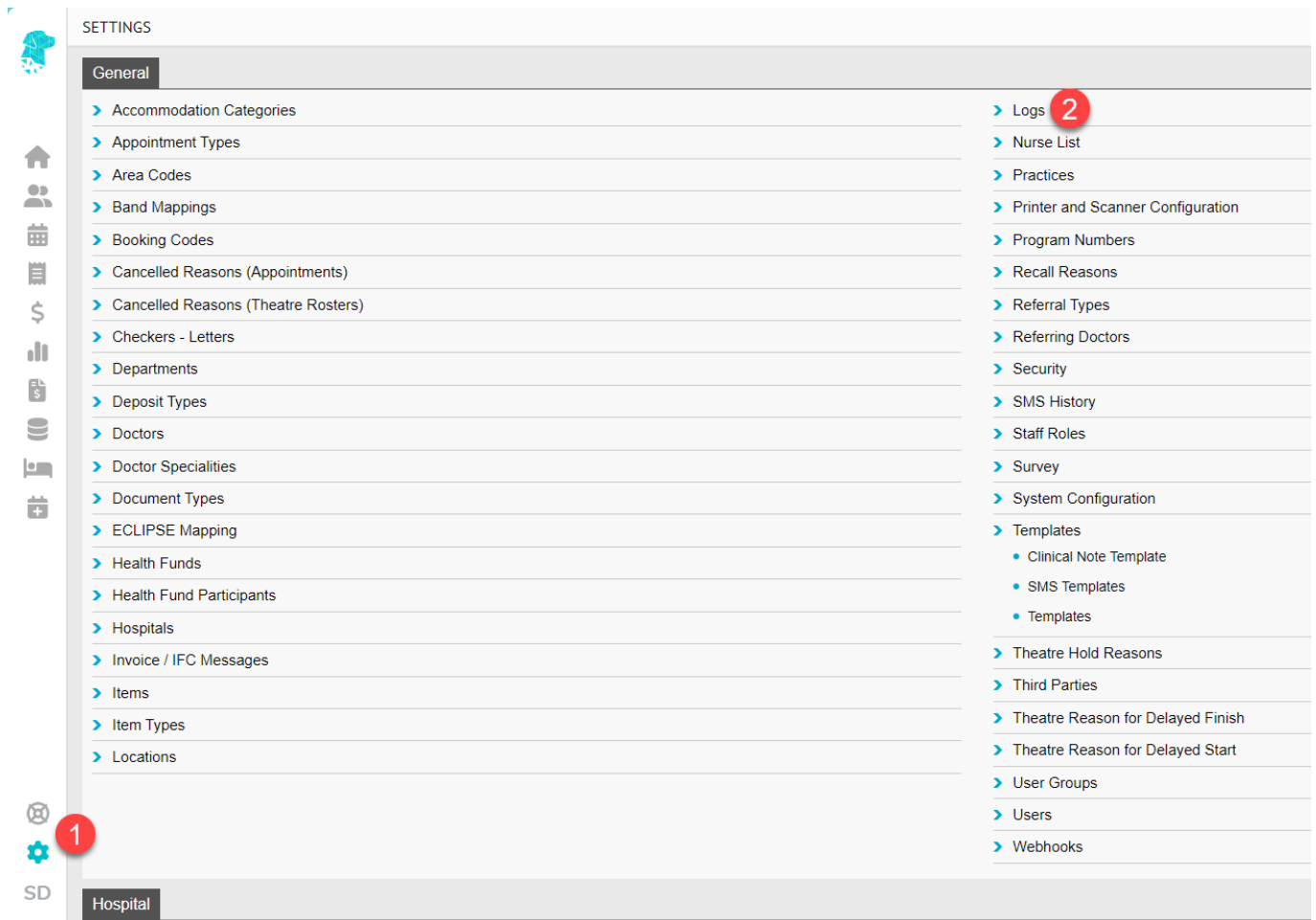
Date: 06/09/2023 12:37 PM

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.

SETTINGS > LOGS

All Users

23/06/2024

23/07/2024

Search on ☒ Text ☐ MRN

Search

Username	Message	Date Created	Action
Kelsey Hills (Altura) (Backend)	Patient [MRN - 157] Preadmit document committed (Manually-linked)	23/07/2024 12:20:16 PM	
Kelsey Hills (Altura) (Backend)	Patient [MRN - 130] Preadmit document committed (Manually-linked)	23/07/2024 12:19:05 PM	
Shae D	Logged in via Password - [IP Address: 122.202.10.206]	23/07/2024 12:16:47 PM	
Shae Darr (Altura) (Backend)	Patient [MRN - 103] - fund changed from 'W/C - Workers Compensation' to 'BUP - BUPA Australia'	23/07/2024 8:46:55 AM	
Shae Darr (Altura) (Backend)	Patient [MRN - 103] - fund changed from 'W/C - Workers Compensation' to 'BUP - BUPA Australia' changed via episode [Location - Shaes Private Hospital, Episode - 87]	23/07/2024 8:46:55 AM	

Why use FYDO's Audit Logs?

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

- 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.
- Enhanced troubleshooting:** logged user action history can aid in pinpointing the source and cause of an issue, helping users to troubleshoot problems faster.
- 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**.