

FYDO Hospital Update - 04/12/2025

Facilities can now enter **Fasting Food** and **Fasting Fluid** details for a specific **Procedure** as a default, removing the need to re-enter this information on the **Edit Appointment** screen. These details will automatically populate whenever the procedure is selected.

SETTINGS > PROCEDURES > EDIT PROCEDURES

Procedure: Gastroscopy

Ana Type: IV/Sedation Ana Type 2:

Mins: 15

Doctor:

Status: ☒ Active

Booking Code 1:

Booking Code 2:

Fasting Food: 120

Fasting Fluids: 360

Items

Code	Description	Band	Action
30473	Oesophagoscopy (not being a service to which item 41816 or 41822 applies), gastroscopy, duodenoscopy or panendoscopy (1 or more such procedures), with or without biopsy, not being a service associated with a service to which item 30478 or 30479 applies (Anaes.) # Health Funds mostly rebate Endoscopy procedures on a case based payment arrangement detailed in the HPPA. The band noted may be used as a default band in cases where an HPPA is silent on how benefits are to be paid for patients undergoi	1	X
			X

Other Services

Code	Description	Action
		X

Two new columns have been added to the **Unbilled Revenue Report** relating to GST:

- **Inv (Gross)** was renamed
- **GST** is now displayed
- **Inv (Net)** is now displayed

These enhancements were introduced in response to increased interest from facilities seeking clearer visibility of revenue figures both including and excluding GST. We've also improved the report's performance for greater efficiency and updated the overall layout to enhance readability.

REPORTS > UNBILLED REVENUE

Unbilled Revenue

Location: All Locations

Fund: All Funds

Ward: All Wards

Patient Category: All Patient Category

Episode Type: Admitted and Discharged

Report Type: Summary

Accounting: Ignore

Search...

Page Size: 50

Patient	MRN	Adm Date	Fund	Admitting Dr	Speciality	Type	LOS	Coding	Inv (Gross)	GST	Inv (Net)	Accom	Theatre
BEACH, Sandy	222	23/06/2025	AUH	HAB, Rea	Surgeon	D/O	1	✓	500.00	0.00	500.00	500.00	0.00
BLACK, Isaac	130	08/09/2025	ADF	HOUSE, Greg	Gastroenterologist	D/O	1		300.00	0.00	300.00	300.00	0.00
BLACK, Isaac	130	19/11/2025	ADF	CONNORS, Curtis	IVF	I/P	14		0.00	0.00	0.00	0.00	0.00
BRANSON, Richard	112	08/09/2025	MPL	HOUSE, Greg	Gastroenterologist	I/P	86		0.00	0.00	0.00	0.00	0.00

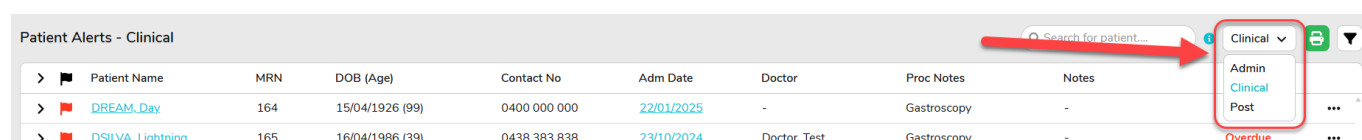
FYDO Hospital Update - 19/06/2025

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:

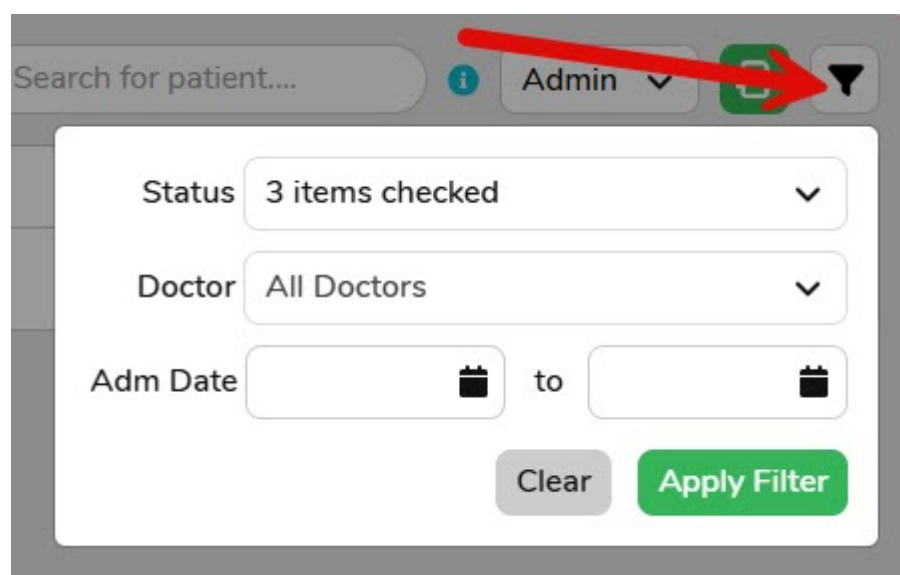
- **Orange** for Admin
- **Red** for Clinical
- **Purple** for Post

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.



>	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.



Search for patient....

Admin

Status 3 items checked

Doctor All Doctors

Adm Date to

Clear Apply Filter

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 FYDO Reports interface. On the left is a sidebar with icons for various report categories. The main content area is titled 'REPORTS' and is divided into two main sections: 'Reports' and 'Reports - Hospital'. The 'Reports' section includes 'Patient Reports' (End of Day Banking, Patient Stats, Possible Double Patients, Recalls) and 'Financial Reports' (Trial Balance, Invoice Export). The 'Reports - Hospital' section is further divided into 'Financial Reports' (Adjustments, Arrears, Billing Status, Billing Alerts, Deleted Transactions, Doctors Totals, GST, Other Services Revenue, Payments, Revenue, Unbilled Revenue) 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
Reports
Patient Reports
☆ End of Day Banking
☆ Patient Stats
☆ Possible Double Patients
☆ Recalls
Financial Reports
☆ Trial Balance
☆ Invoice Export
Reports - Hospital
Financial Reports
☆ Adjustments
☆ Arrears
☆ Billing Status
☆ Billing Alerts
☆ Deleted Transactions
☆ Doctors Totals
☆ GST
☆ Other Services Revenue
☆ Payments
☆ Revenue
☆ Unbilled Revenue
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

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
<input checked="" type="checkbox"/>	PEEP, Bo	0400-494-029	18/06/2025		Special	Black, Jack	MPL	-	-		0.00	
<input checked="" type="checkbox"/>	STEWART, Alfred	0400-494-029	18/06/2025	Prep	Special	Eyes, Bright	BUK	-	-		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**

The screenshot shows the 'Hospital' settings page. On the left, there are color-coded boxes for various patient states: Booking (pink), Arrived (light purple), Admitted (light blue), Pre-op (blue), Anaesthetic Bay (orange), In Theatre (light blue), Recovery 1 (light green), Recovery 2 (green), Recovery 3 (dark green), Ready for Discharge/Ward (red), and Discharged (light blue). On the right, there is a list of settings with checkboxes. A red arrow points to a group of four new settings under the 'On admission' section, which are all checked:

- ☒ On admission, make valid Credentialling mandatory
- ☒ Theatre Roster - alert when Credentialling Expired
- ☒ Theatre Roster - alert when Indemnity Insurance Expired
- ☒ Theatre Roster - alert when AHPRA 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.

The screenshot shows a pop-up message with the title 'Credentialling Invalid or Expired'. The message text reads: 'The doctor's credentialling is either invalid or expired, please correct this information before proceeding.' At the bottom, there are two buttons: 'Ignore and Proceed' (green) and 'Cancel' (white).

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](#)

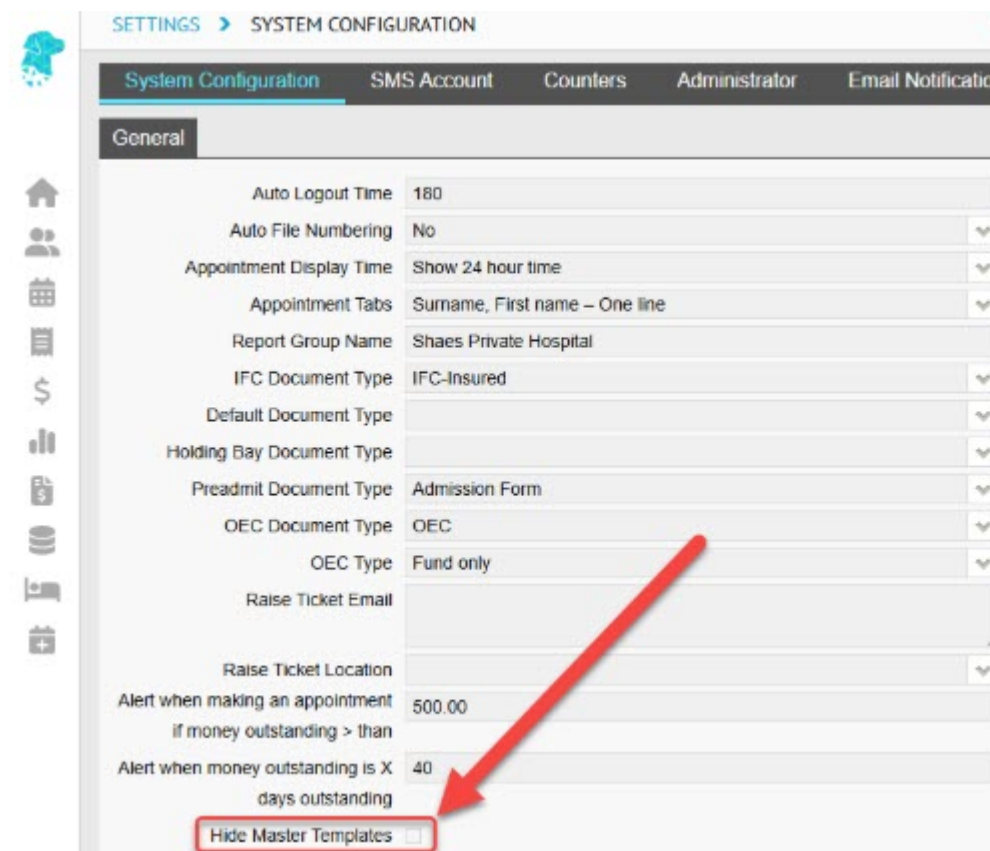
FYDO Hospital Update - 22/05/2025

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.

It will assist you in having 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 January 2026, 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?

FYDO is now listed on the Australian Digital Health Agency's My Health Record Conformance Register, that can be found [here](#).

Facilities can now upload Discharge Summaries to MHR through FYDO, provided they have completed the following steps:

- Registered their organisation and obtained their **HPI-O**. Added their HPI-O to FYDO by following the instructions found [here](#).
- Collecting the individual **HPI-I's** of their doctors. Added the doctors HPI-I numbers to FYDO by following the instructions found [here](#).
- Review **Advisory AS18/11** to conduct the required gap analysis and ensure a detailed plan, policies and procedures are in place and being implemented that align with the requirements.
- Contact us here at Altura Health to obtain our **CSP number** so that you can link your **HPI-O** to it.

*Instructions on completing this can be found in **slide 51** of the MHR Webinar information pack [here](#).*

- **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**.

Additional instructional pages to assist with the uploading of Discharge Summaries can be found below:

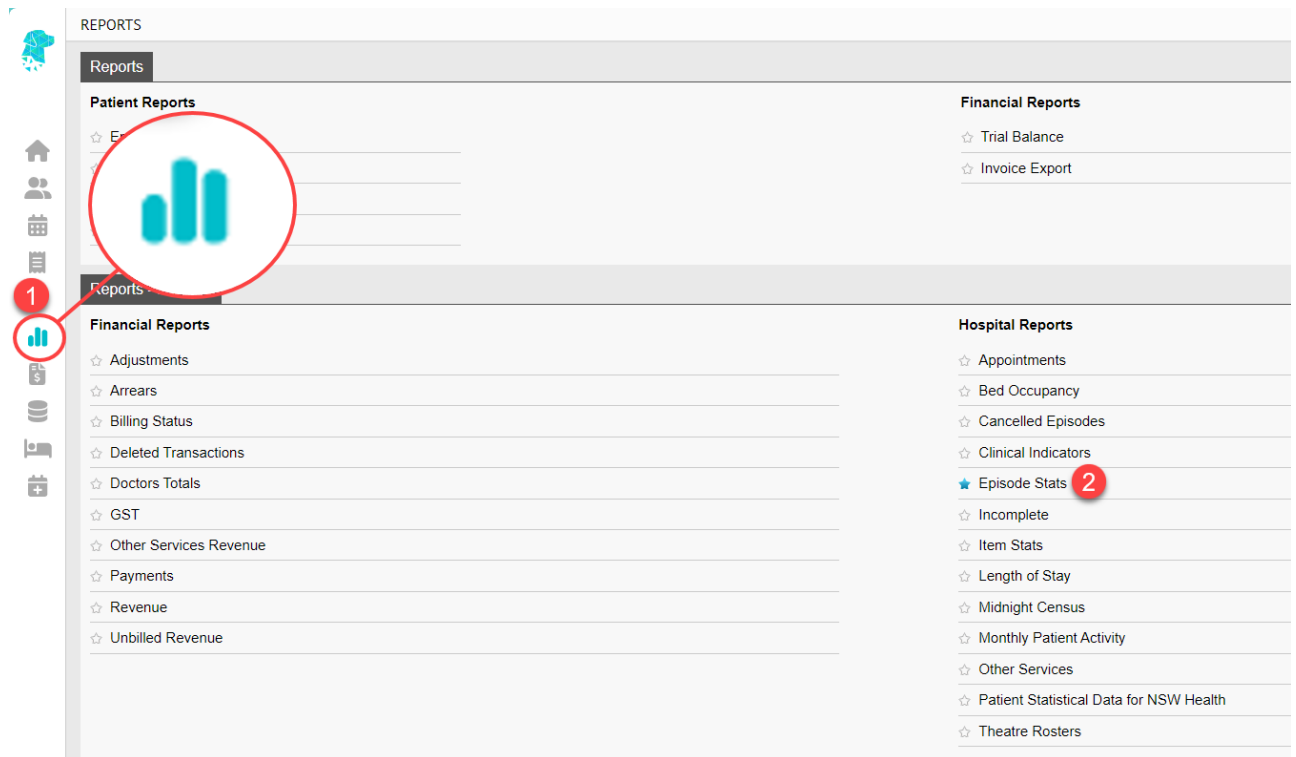
[Checking a patients Individual Healthcare Identifier \(IHI\)](#)

[Uploading a Discharge Summary from FYDO to 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.

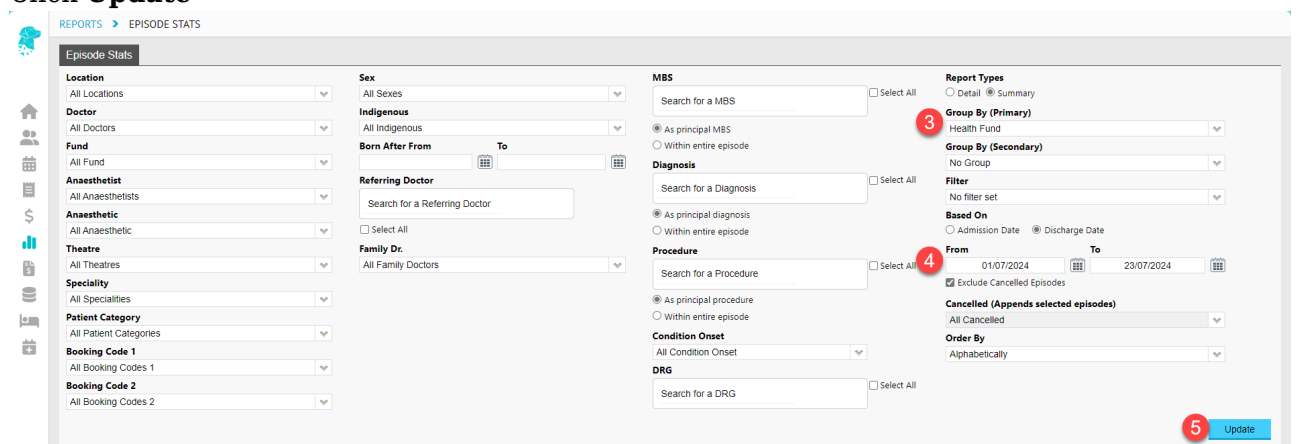
1. Select **Reports** from the main menu
2. Select **Episode Stats**



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.

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

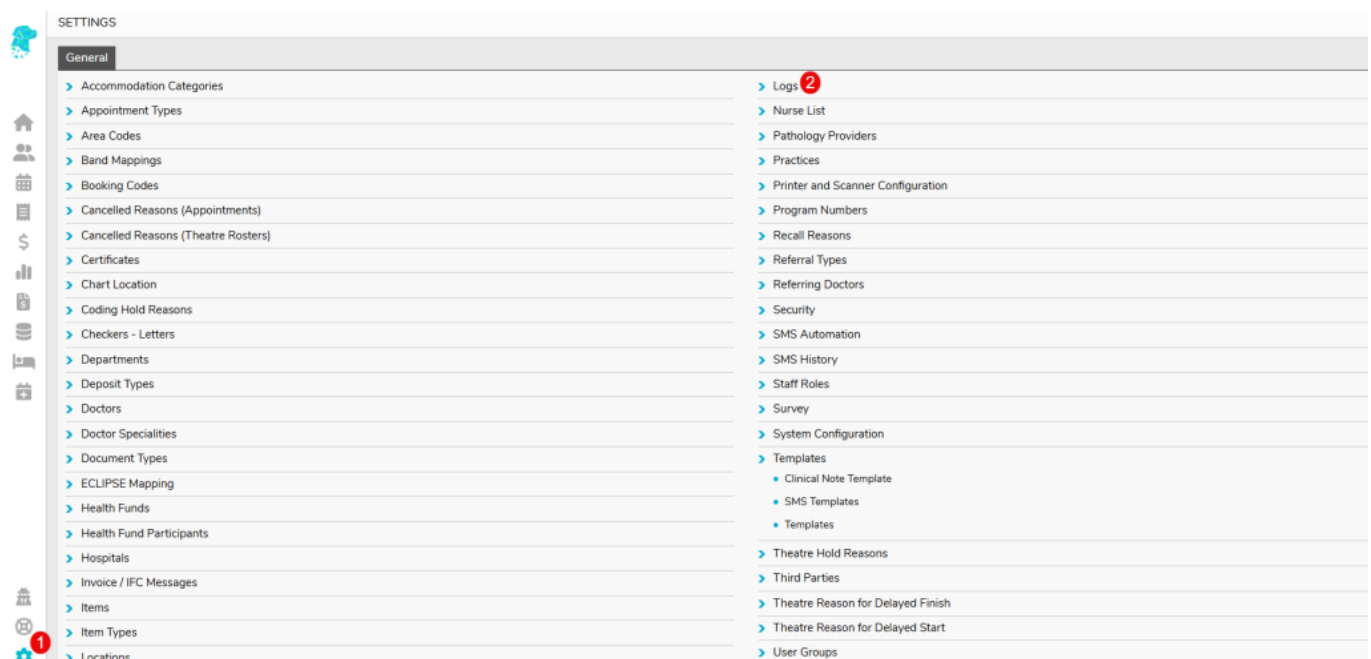
EpisodeStats-ShaesPrivateHospital Page 1 of 1 Date: 06/09/2023 12:37 PM

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**.

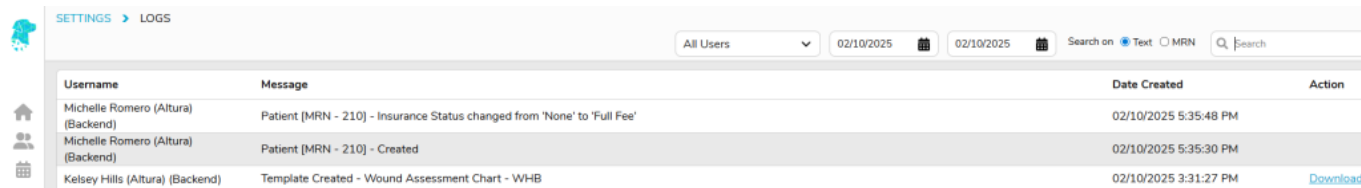


How is user activity recorded?

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.



The screenshot shows the 'LOGS' section of the FYDO application. At the top, there's a navigation bar with 'SETTINGS' and 'LOGS'. Below this, a filter bar includes a dropdown for 'All Users', two date range selectors for '02/10/2025', and a search bar with options for 'Text' and 'MRN'. The main content is a table with four columns: 'Username', 'Message', 'Date Created', and 'Action'. The table lists three log entries. The first entry shows a user 'Michelle Romero (Altura) (Backend)' changing a patient's insurance status. The second entry shows the same user creating a patient. The third entry shows 'Kelsey Hills (Altura) (Backend)' creating a template. A 'Download' link is present at the bottom right of the table.

Username	Message	Date Created	Action
Michelle Romero (Altura) (Backend)	Patient [MRN - 210] - Insurance Status changed from 'None' to 'Full Fee'	02/10/2025 5:35:48 PM	
Michelle Romero (Altura) (Backend)	Patient [MRN - 210] - Created	02/10/2025 5:35:30 PM	
Kelsey Hills (Altura) (Backend)	Template Created - Wound Assessment Chart - WHB	02/10/2025 3:31:27 PM	Download

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.