

[FYDO Clinic Update - 06/03/2026](#)

SMS Improvement

FYDO has implemented validation warnings to help prevent SMS messages from being sent to invalid mobile numbers.

When sending an individual SMS to a patient with an invalid phone number entered, FYDO will trigger a pop-up notification to ensure the user is aware that the SMS cannot be sent.

Invalid Number



Mobile number (0401-970-1) is invalid. Please edit the mobile number in the Patient Details screen then try to send the SMS again.

Okay

For SMS messages sent via automation, if the recipient's mobile number is invalid, an email notification will be issued to the contact configured under **Settings > System Configuration > SMS Account**.

The screenshot shows the 'SMS Credit Notifications' settings interface. On the left, there are three input fields: 'Send SMS alerts' (checked), '1st credit alert', and '2nd credit alert', each with a help icon. On the right, there are three email input fields: 'To Email', 'CC Email', and 'BCC Email'. These three email fields are enclosed in a red rectangular box.

For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

[FYDO Clinic Update - 22/01/2026](#)

SMS History Enhancement

FYDO has now enhanced the **SMS History** functionality by introducing sorting based on **Appointment Date**.

Based On

Created Date ▼

Created Date

Appointment Date

There have also been additional filter options added to allow users to see exactly what they need to.

Location ▼

Theatre ▼

Doctors ▼

SMS Way ▼

Type ▼

Opt-Out SMS

FYDO now gives users the ability to document if a patient has **Opted Out** of receiving SMSs. This field is on the **Patient Screen** and once it is selected the system will not allow for a patient to be sent an SMS when the Bulk SMS or Automated SMS functions are being used.

225 - FEDERER, Roger (08/08/1981 - 44)

Patient Details | Appointments | Recalls | Accounts | Episodes | Communication | Chart Tracking | Documents | Clinic



Roger FEDERER

Patient ID 225

Sex Male

Age 44

Language English

Pending 0.00

*** Allergies**

Alert

Patient Details

Title Pronouns File Number External ID

First Name Middle Name

Last Name Previous Name

Preferred Name Date of Birth DOB Estimate

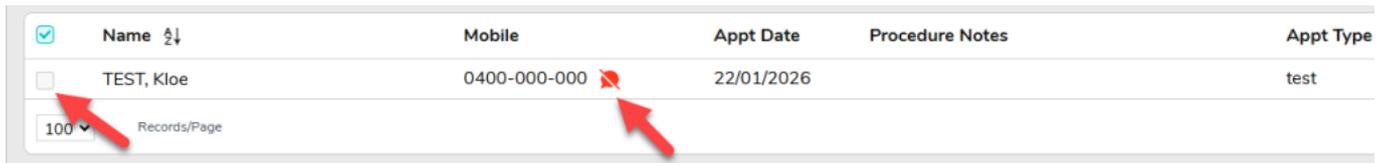
Sex Gender

Address Suburb State Postcode

Mobile SMS Opt Out Home Work

Email

Users will also be able to clearly see which patients have **Opted Out** and these patients will be unable to be selected.



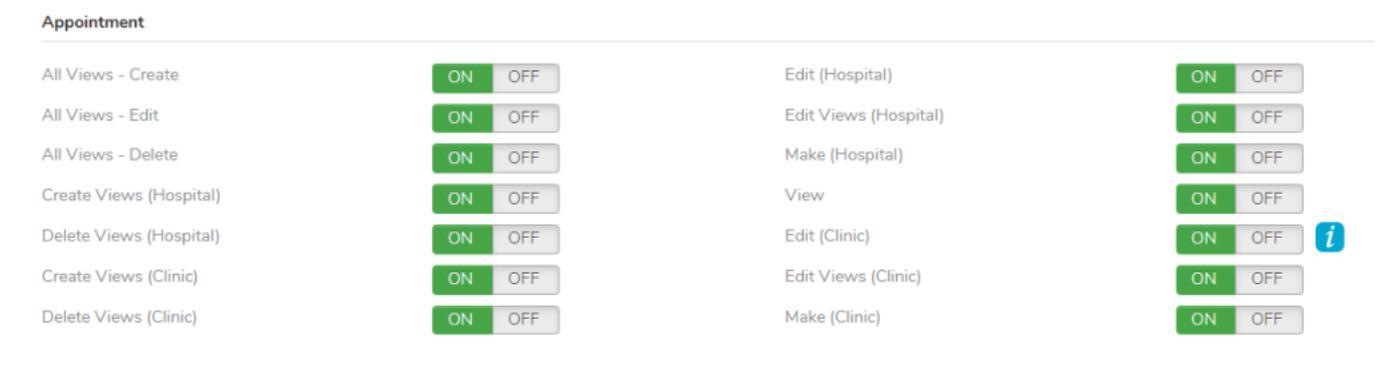
<input checked="" type="checkbox"/>	Name	Mobile	Appt Date	Procedure Notes	Appt Type
<input type="checkbox"/>	TEST, Kloe	0400-000-000 	22/01/2026		test

100 Records/Page

Preadmit is also able to collect this information and populate the field in FYDO when patients submit their forms, so please reach out if this is a feature you'd like to enable for your facility.

User Group Settings

FYDO has expanded the options available under the Appointment heading. Previously, users were limited to a single option that allowed the creation and deletion of Custom Views only. This has now been enhanced to include the ability to create, edit, and delete all views. These additional options provide greater flexibility in managing views, allowing staff to create their own customised views, while also enabling administrators to control permissions and determine which staff members are authorised to modify all views which will affect all users.



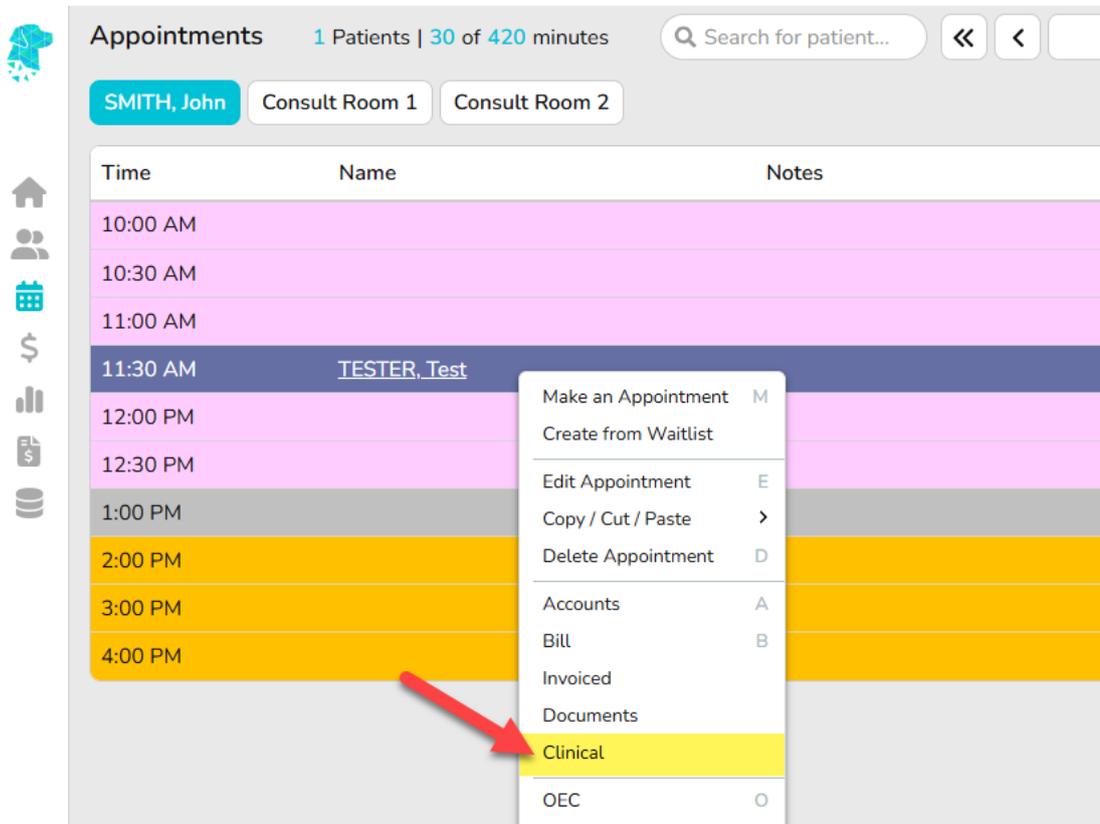
Appointment					
All Views - Create	<input checked="" type="checkbox"/> ON	<input type="checkbox"/> OFF	Edit (Hospital)	<input checked="" type="checkbox"/> ON	<input type="checkbox"/> OFF
All Views - Edit	<input checked="" type="checkbox"/> ON	<input type="checkbox"/> OFF	Edit Views (Hospital)	<input checked="" type="checkbox"/> ON	<input type="checkbox"/> OFF
All Views - Delete	<input checked="" type="checkbox"/> ON	<input type="checkbox"/> OFF	Make (Hospital)	<input checked="" type="checkbox"/> ON	<input type="checkbox"/> OFF
Create Views (Hospital)	<input checked="" type="checkbox"/> ON	<input type="checkbox"/> OFF	View	<input checked="" type="checkbox"/> ON	<input type="checkbox"/> OFF
Delete Views (Hospital)	<input checked="" type="checkbox"/> ON	<input type="checkbox"/> OFF	Edit (Clinic)	<input checked="" type="checkbox"/> ON	<input type="checkbox"/> OFF 
Create Views (Clinic)	<input checked="" type="checkbox"/> ON	<input type="checkbox"/> OFF	Edit Views (Clinic)	<input checked="" type="checkbox"/> ON	<input type="checkbox"/> OFF
Delete Views (Clinic)	<input checked="" type="checkbox"/> ON	<input type="checkbox"/> OFF	Make (Clinic)	<input checked="" type="checkbox"/> ON	<input type="checkbox"/> OFF

For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

[FYDO Clinic Update - 18/12/2025](#)

Clinical Added to Appointment Right-Click Menu

You can now access Clinical directly from the right-click menu on a patient's appointment. Selecting Clinical will take you straight to the Clinical tab within the patient's file, making it faster and easier to view and update clinical notes without extra navigation.



Referral Expired Warning

When cutting and pasting an appointment to a new date/time, FYDO will now warn you if the referral attached to the appointment is expired for the new appointment date/time. This helps prevent booking issues and ensures referrals remain valid before the appointment is saved.



New Patient Summary Panel Across Clinical Screens

A new Patient Summary Panel has been added across all screens under the Clinic tab within a patient file. This panel provides quick visibility of key patient details, including demographics, allergies, alerts, notes, and document alerts. This ensures important information is easily accessible at all times.

101 - TESTER, Test (01/01/1990 - 35)

Patient Details Appointments Recalls Accounts Episodes Communic

History Notes Patient Note Body Stats

NO IMAGE AVAILABLE

Test TESTER

Patient ID 101

Sex Female

Age 35

Language

Pending 365.65

*** Allergies**

Bees

Alert

New W/C Claim

Notes

Inv last 3x Appts to W/C

Document Alert

New Referral added to File

Doctor	Reason
10/02/2023 10:44 AM	test Submitted
07/02/2023 04:35 PM	Test Submitted
02/02/2023 02:11 PM	test Submitted

OEC Description Enhancement

When running an OEC check, the Documents section previously displayed only “OEC” as the description. It will now also display the associated item number, making it easier to navigate the documents and quickly locate the correct file.

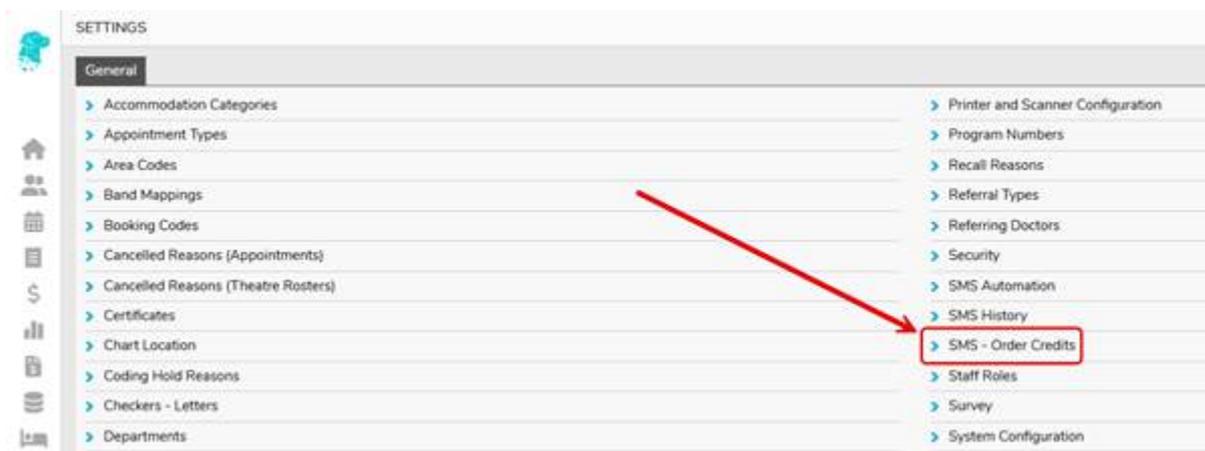
Document Name	Type	Adm Date	MHR	Created ↑	
OEC-32229	OEC	08/12/2025		11/12/2025	🔍 ...
OEC-32222	OEC	08/12/2025		11/12/2025	🔍 ...
OEC-30473	OEC	08/12/2025		11/12/2025	🔍 ...
OEC-32223	OEC	08/12/2025		11/12/2025	🔍 ...
OEC-32220	OEC	08/12/2025		11/12/2025	🔍 ...
OEC-460	OEC	08/12/2025		11/12/2025	🔍 ...
OEC-32222	OEC	08/12/2025		11/12/2025	🔍 ...

For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

[FYDO Clinic Update - 20/11/2025](#)

Ordering SMS Credits

It is now even easier to **order SMS Credits** with a new dedicated location in FYDO:



For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

[FYDO Clinic Update - 02/10/2025](#)

Addition to Doctors

In addition to a provider number, doctors are also assigned a prescriber number. Facilities can now record this information directly within the doctor's profile, eliminating the need for separate spreadsheets. This enhancement will also support future initiatives related to clinic prescribing.

Location	Kloe's Private Clinic	▼	Clinic
Department	test		
Provider	123456AF	ECLIPSE Enabled	Ye
Date of Birth		Age	
Payee Provider	123456AF	Fund Payee ID	
Dr ABN	12-345-678-999	Sex	▼
Service Type	Specialist		
Vocationally registered	VR doctor	▼	Alliec
Speciality (WA)		▼	
Speciality		▼	
AHPRA	123456789	Expiry Date	
Prescriber			
<input checked="" type="checkbox"/> DVA Registered <input type="checkbox"/> Occupational Therapist <input type="checkbox"/> DVA GST Exempt			

For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

[FYDO Clinic Update - 25/09/2025](#)

New Waitlist Feature

When adding a patient to the waitlist, you'll now see a new tick box option: **“Transfer notes into appointment.”**

If this box is ticked, any notes you enter at the time of adding the patient to the waitlist will automatically carry across to the patients appointment when made from the waitlist.

Add to Waitlist - Sandra JONES Previous: Smith ✕

Location ▼ Kloe's Private Clinic

Priority Level ▼ Low

Doctor ▼ SMITH, John

Available Days ▼
M
T
W
T
F
S
S

Future Appointment ▼ Select Future Appointment

Notes ▼

New Patient - Requires Referral

Transfer notes into appointment

Cancel
Add Waitlist

For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

FYDO Clinic Update - 14/08/2025

Merge Practices Feature

Facilities now have the ability to merge **Practices**. This enhancement streamlines workflow and improves data management by providing a simple way to consolidate multiple practices and maintain a cleaner, more organised database. You will find this merge feature in **Settings > Practices > Select Practice**.

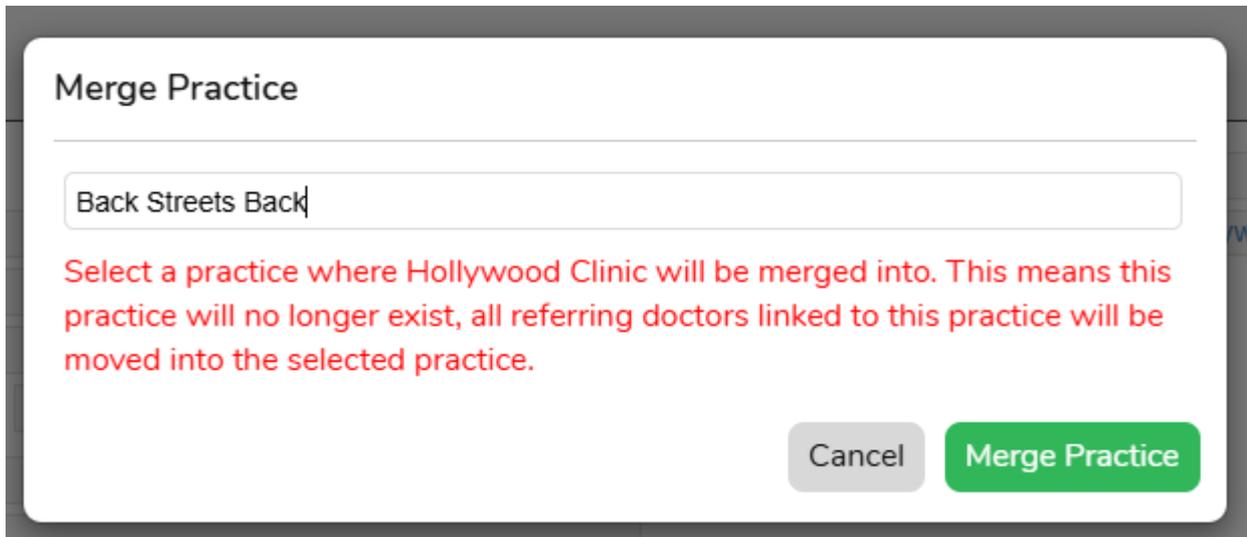
SETTINGS > PRACTICES > 10026 - HOLLYWOOD CLINIC

Merge
Label
Edit

Practice Details

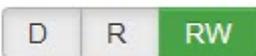
Number 10026	Phone (07)4555-5555 Fax (07)5444-4444
Practice Name Hollywood Clinic	Email starsonly@hollywood.com.au
Address Line 1 1 Hollywood Boulevard	Status <input checked="" type="checkbox"/> Active
Address Line 2	
Suburb HOLLYWELL QLD 4216	
Mailing Address	
Mailing Suburb	

ID	Surname	First Name	Provider Number	Mobile	Speciality	Status
No referring doctors found						



Permissions for this feature can also be managed within **User Groups** under **Settings General**. Users with **Read and Write (RW)** access will have the ability to merge practices.

Practices



For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

[FYDO Clinic Update - 07/08/2025](#)

Improved workflow for creating an IFC

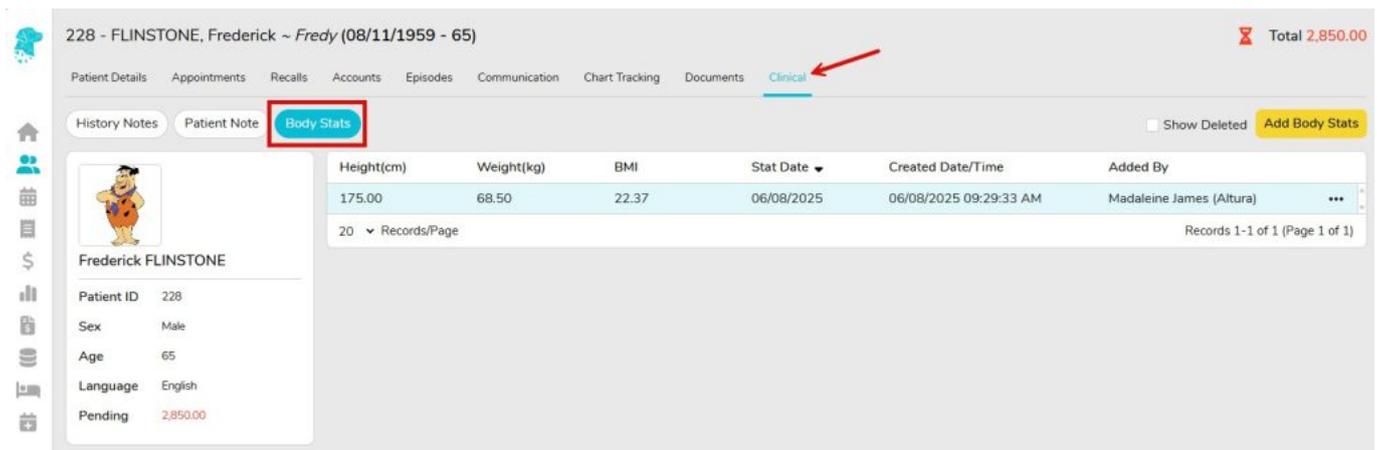
Wanting to generate an IFC for a patient that is NOT booked for an appointment yet? You can now do this directly from the patient screen, eliminating the need to navigate back to the Patient List Screen. This new feature is accessible by clicking on the three dots on the right-hand side of the patient screen which will generate a drop-down menu where you will see this option.

Users will need to add additional information while using this feature, as it isn't linked to a particular appointment with pre-populated item numbers etc.



Body Stats

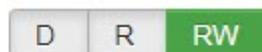
FYDO has introduced a new **Body Stats** tab, now available within the **Clinical** section of the **Patient Screen**. This feature allows users to record a patient's height and weight, with the system automatically calculating the Body Mass Index (BMI). Users can also assign a start date to these measurements.



If height and weight data are entered during the **Preadmit Admission Form** process, they will automatically transfer to FYDO and be stored within the Body Stats section.

Additionally, user permissions for this feature can be managed within **User Groups**, with access levels configurable to **Deny**, **Read**, or **Read and Write**.

Clinical - Body Stats

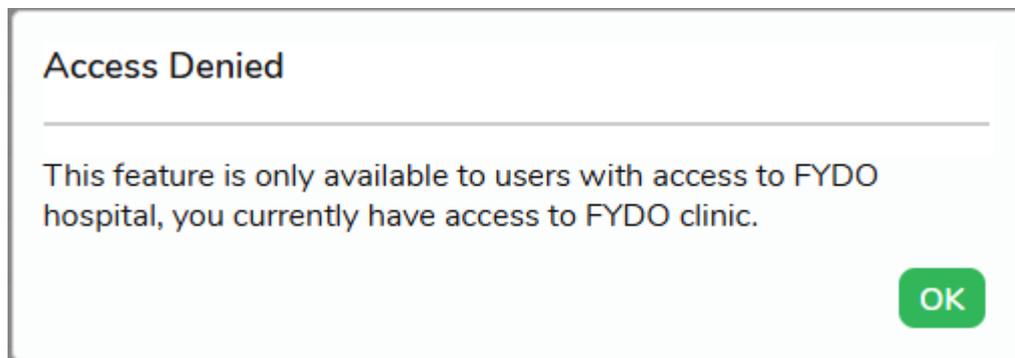


For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

[FYDO Clinic Update - 31/07/2025](#)

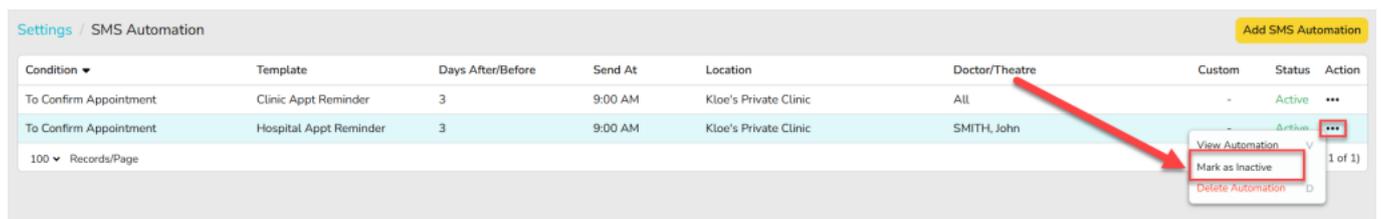
New Alerts

Clinic users will now see clear alerts when attempting to access FYDO features that are only available in the FYDO Hospital module.



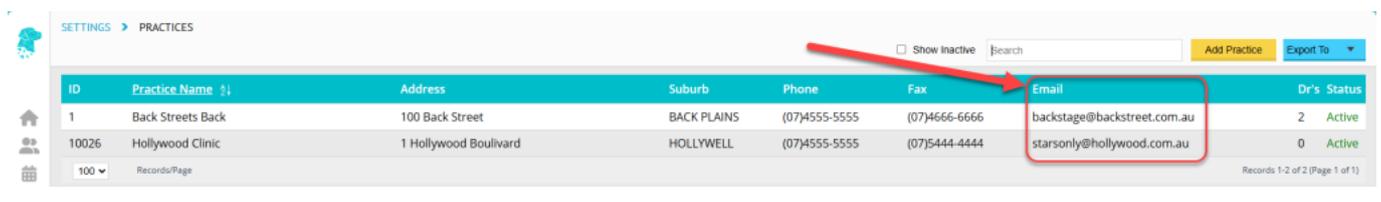
SMS Automation

Clinics can now **Deactivate** SMS Automations, allowing them to pause messages when needed without deleting the entry or losing the settings.



Practices

Email addresses are now displayed in the list of **Practices** under **Settings**. This information is also included in the **Excel Export**, making it easy for clinics to access and use for emailing purposes.



For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

[FYDO Clinic Update - 12/06/2025](#)

SMS Automation - Additional filter option

An enhancement has been made to **Settings > SMS Automation**, with the addition of new filtering option. FYDO now allows users to filter SMS automation rules by **Appointment Type**, offering greater flexibility and control in message targeting. This filter option is available within the **“To Confirm Appointment”** SMS condition, making it easier to tailor confirmation messages to specific appointment types.

The screenshot shows the 'SMS Automation' configuration screen. It includes several settings: 'Condition' set to 'To Confirm Appointment', 'Template' set to 'Clinic Appt Reminder', 'Days Before' set to '2', 'Send At' set to '02:08 PM', 'Location' set to 'Kloe's Private Clinic', and 'Doctor/Theatre' set to 'All Doctors'. A red box highlights the 'Add Additional Filters' section, which contains an 'Appointment Type' dropdown menu currently set to 'All Appointment Types'. At the bottom right, there are 'Cancel' and 'Setup Auto SMS' buttons.

For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>