

# [FYDO Clinic Update - 04/06/2026](#)

## SMS Improvement

Previously, if an Automated SMS had already been sent for a particular appointment date, and a new appointment was then created within that same timeframe, the scheduled Automated SMS would send immediately for the new booking.

To give users more control over when this is sent, the **Confirmed** field is now displayed on the **Make Appointment** screen.

This allows users to select the appropriate confirmation status while creating the booking. For example, selecting **Confirmed** at the time of scheduling will prevent the Automated SMS from being sent immediately, where applicable.

The screenshot shows the 'Make Appointment' interface. At the top, there are fields for 'Date' (04/06/2026), 'Time' (09:30 AM), and 'Confirmed' (a dropdown menu). Below these are 'Appointment Type' (New Patient), 'Make Recurring' (a button), and 'Mins' (20). At the bottom, there are 'Billing Type' (Private) and 'Fee Level' (4 - Private Rooms). A red dashed arrow points from the 'Confirmed' dropdown to the 'Confirmed' field. The 'Confirmed' dropdown menu is open, showing four options: 'Confirmed', 'Left Msg', 'Sent Email', and 'Sent SMS'. The 'Confirmed' option is highlighted with a red border.

## Performance Optimisation

Additional performance improvements have been implemented across FYDO, resulting in a more efficient and responsive user experience.

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

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# [FYDO Clinic Update - 28/05/2026](#)

## Claims Import Enhancement

We have introduced an enhancement to the Claims Import auto send feature for Medicare and DVA batches.

A new toggle option is now available, allowing clients to choose whether imported Medicare and DVA claims are automatically sent after import, or saved for manual review and submission.

This feature is defaulted in FYDO to **automatic batch sending**.

If you would prefer this setting to be disabled, please submit a support ticket and our team will be happy to assist.

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

# FYDO Clinic Update 21/05/2026

## Items Report Enhancement

We have enhanced the underlying reporting framework for the **Items Report**.

As part of this update, the report now features a refreshed design and improved performance, with no changes to existing data or reporting capabilities.

A new real-time search field has also been added. Users can type alphanumeric characters into the search field to quickly narrow down results on-screen.

The screenshot displays the 'Reports / Items (Clinic)' interface. It features a 'Filters' section with dropdown menus for Location, Department, Doctor, Referring Doctor, Resource, Type, Billing Type, Fee Level, Item Type, Billing Type, and Grouped By. A 'Date Type' section allows selection between 'Date of Service' and 'Accounting Period'. A 'From - To' date range is set to 02/03/2026 to 30/05/2026. A 'Report Type' dropdown is set to 'Summary', and an 'Order by' dropdown is set to 'Item'. A search field is highlighted with a red box and a red callout box that says 'Interactively search within the report'. Below the filters, a table displays the report data. The table has columns for Item, Description, Qty, Inv (Gross), and Avg. The data is grouped by 'BUPA Australia - BUP' and 'Medicare'. The table shows items 116, 133, 110, and 116, with a total for BUPA Australia - BUP and Medicare. The date is 21/05/2026 1:54 PM.

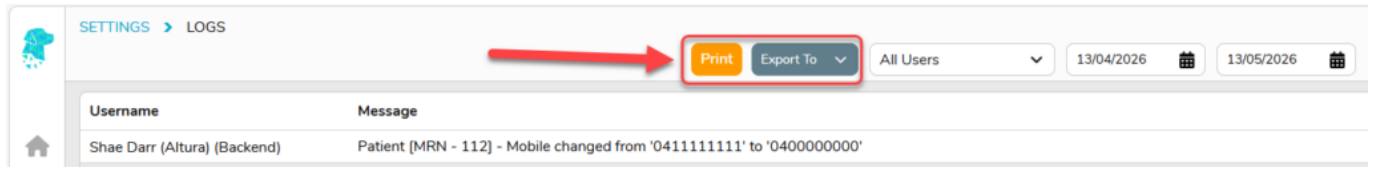
Item	Description	Qty	Inv (Gross)	Avg
<b>BUPA Australia - BUP</b>				
116	Professional attendance at consulting rooms or hospital, by a...	1	300.40	300.40
133	Professional attendance by a consultant physician in the prac...	1	175.05	175.05
Total - BUPA Australia - BUP		2	475.45	237.72
<b>Medicare</b>				
110	Professional attendance at consulting rooms or hospital, by a...	1	151.90	151.90
116	Professional attendance at consulting rooms or hospital, by a...	1	67.05	67.05
RRR64	Shoulder or upper arm or both: left or right: ultrasound scan	1	119.10	119.10

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# [FYDO Clinic Update - 14/05/2026](#)

## Additions to Audit Logs

Users can now export Audit Logs to PDF for printing along with the ability to export to excel.



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

# [FYDO Clinic Update - 23/04/2026](#)

## Claims Import - Automated Batch Submission

For clients using Claims Import, Medicare and DVA batches will now be automatically submitted after importing, removing the need to manually send batches via Claiming Medical.

### What this means for you:

- No more manually sending Medicare and DVA batches
- Reduced risk of missed or delayed submissions
- This update will run seamlessly in the background, with no action required from your side.

### Please note:

We still recommend reviewing the Claiming Medical screen after importing to ensure all batches have been successfully submitted and no issues have occurred.

## New Field in Doctor Setup

In preparation for the 1st of July 2026 Assignment of Benefit changes to Simplified Billing, we have introduced a new field within the Doctor Setup called **Assignment Type**.

This field can be defaulted to:

- **R - Requested**
- **I - Implied**

The screenshot shows a software interface with a dropdown menu for 'Assignment Type'. The dropdown is currently blank. Below the dropdown, two options are visible: 'Requested' with a corresponding 'R' and 'Implied' with a corresponding 'I'. A red arrow points to a question mark icon next to the dropdown menu.

This field will be blank by default and can be configured now in preparation for the 1st of July 2026.

For more information on these changes, please visit [Improving the assignment of benefit process | Australian Government Department of Health, Disability and Ageing](#)

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

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## [FYDO Clinic Update - 16/04/2026](#)

### **Arrears Report Enhancement**

We have enhanced the underlying reporting framework for the Arrears Report.

As part of this update, the report now features a refreshed design and improved performance, with no changes to existing data or reporting capabilities.

The **Interactive** report type has been renamed to **List**, as both the Detailed and Summary reports are interactive.

The **Detailed** report has been enhanced with new right-click actions, allowing users to quickly add a financial note, navigate to the patient's Accounts tab, or open the Patient Details screen directly from within the report.

In addition, a new search bar is now available across all Arrears report types, making it easier to interactively search and locate data directly on-screen.

Reports / Arrears (Clinic) Refresh

Filters

Location: All Locations

Department: All Departments

Fund: 57 items checked

Period: 60 days and over

Billing Type: All Billing Type

Doctor: All Doctors

Report Types:  Detail  Summary  List Interactive Report renamed to List

As At: 16/04/2026

Run report for each Department

Run report for each Doctor

Order by: Name

Search... As at: 16/04/2026 Detail For All Locations and All Departments and Multiple Funds and All Doctors and Period: 60 days and over and All Billing Types

Patient Name	DOS	Doctor	Inv Num	Inv Date	Balance Outstanding	<15 Days	<30 Days	<45 Days	<60 Days	<90 Days	120+ Days
<b>BUPA Australia</b>											
JONES, Sandra			84	12/10/2023	\$-500.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$-500.00
SMITH, Test			142	17/10/2024	\$-500.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$-500.00
TESTER, Test		SMITH, John	26	23/03/2023	\$-100.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$-100.00
Subtotal - BUPA Australia					\$-1,100.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$-1,100.00
<b>Medibank Private Limited</b>											
SMITH, John	24/03/2023	SMITH, John	36	24/03/2023	\$155.60	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$155.60
<b>Total</b>					<b>\$-294.40</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$200.00</b>	<b>\$-494.40</b>

1 to 8 of 8 Page 1 of 1 50 Date: 16/04/2026 12:22 PM Print Export

More report enhancements are on the way as we continue to modernise and improve reporting across FYDO.

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

## [FYDO Clinic Update - 26/03/2026](#)

### SMS Automation Enhancement

When setting up an **SMS Automation**, **"To Confirm Appointment"**, users are now able to decide if the automated SMS is sent to **all patients** (*new option*) or only sent to patients that have **not yet confirmed** (*historic function of the To Confirm Appointment Automated SMS*)..

**SMS Automation** ✕

**Condition**  
To Confirm Appointment ▼

**Template**  
Clinic Appt Reminder ▼

Week days Only

**Days Before**  
3

**Send At**  
09:00 AM

**Location**  
Kloe's Private Clinic ▼

**Doctor**  
All Doctors ▼

**Confirmed**  
Exclude Confirmed Appointme ▼  
Exclude Confirmed Appointments  
Send to all

Cancel Setup Auto SMS

Utilising the new **Confirmed** field, the user will be able to set the automation to:

- **Send to all** and the SMS Automation will be sent to all bookings regardless of their confirmation status.
- **Exclude Confirmed Appointments** and the SMS Automation will only be sent to patients that are yet to confirm their appointment.

This ensures that patients can receive an SMS and reply to it, then also receive an additional SMS for a separate reason.

## Receipted Report Enhancement

We have enhanced the underlying reporting framework for the **Receipted Report**.

As the first Clinic report to receive this upgrade, this update introduces a refreshed design and faster performance, with no changes to existing data or reporting capabilities.

A new search bar has also been introduced, allowing users to interactively search for data directly within the report on-screen.

Report layout options have been simplified by replacing the previous **“Run report for each Doctor”** and **“Run report for each Department”** tick boxes with a single **“Start New Page”** option. This will begin a new page for each Doctor or Department, depending on the selection in the **Group By (Primary)** filter.

Reports / Receipted (Clinic) Refresh

**Filters** Collapse ^

Location: All Locations  
 Department: All Departments  
 Billing Type: All Billing Types  
 Type: All Types

Practitioner: All Practitioner  Include Inactive Practitioner  
 Group By (Primary): Doctor  Start new page  
 Group By (Secondary): No group

From - To: 26/03/2026 → 26/03/2026

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Search... Primary: Doctor Secondary: None From 26/03/2026 to 26/03/2026 · For All Locations , All Departments , All Billing Types and All Practitioner

Patient Name	MRN	DOB	Inv#	DOS	Item	Invoiced	Practitioner
<b>Test DOCTOR</b> <span style="float: right;">Primary</span>							
<b>St. Lukes Health Insurance</b>							
ALTURA, Test	113	01/01/1980	388	26/03/2026	110	\$210.45	DOCTOR, Test
						Payment Date: 26/03/2026 · Total :	\$210.45
						<b>St. Lukes Health Insurance Total :</b>	<b>\$210.45</b>
						<b>Test DOCTOR Total :</b>	<b>\$210.45</b>
						<b>Grand Total :</b>	<b>\$210.45</b>

More report enhancements are on the way as we continue modernising reporting across FYDO.

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

## [FYDO Clinic Update - 19/03/2026](#)

### Automated SMS Addition

A checkbox has been added under **Settings > SMS Automation** to enable SMS messages to be sent on weekdays only.

If **“Week days Only”** is not selected, FYDO will function as it always has. For example, if an automated SMS is scheduled for **1 day prior to the procedure**, a patient booked for Monday will receive their SMS on Sunday.

However, if **“Week days Only”** is selected, the same SMS will instead be sent on the **preceding Friday** for a patient booked on Monday.

The same is also applicable for the **Post Discharge** Automated SMS type for SMSs scheduled following the patients discharge.

## SMS Automation ×

Condition

To Confirm Appointment ▼

Template

Time Calculations ▼

Week days Only

## Logs Improvement

FYDO has introduced an audit log for item numbers within **Settings > Logs**. This enhancement enables users to track when items are added, removed, or marked as inactive.

## OPV On Import

We've introduced a new option for claims import clients to run an OPV check on import files prior to claims being imported to FYDO.

- FYDO will automatically flag any patients who fail the OPV check
- Errors are identified before submission
- Users can correct and re-import claims

This feature is optional. If you'd like it turned on for your clinic, please contact our Support Team and we'll enable it for you.

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

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## [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**.

SMS Credit Notifications

Send SMS alerts

1st credit alert  ?

2nd credit alert  ?

To Email

CC Email

BCC Email

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