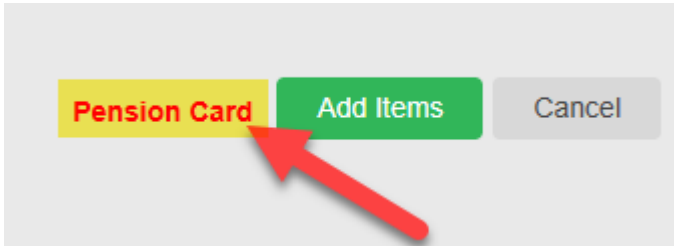


[FYDO Clinic Update - 28/03/2025](#)

New Pension/Concession Card Alert

We've improved the **Clinical Billing** screen to display a helpful alert when billing to Medicare. If a patient holds a Medicare/Pension Card, FYDO will now show an alert next to the **Add Items** button. This alert will assist users in improving accuracy when adding MBS item numbers.



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

[FYDO Clinic Update - 21/03/2025](#)

Waitlist Additions

Users can now add appointments directly from the **Waitlist!** This new feature is available in the **Right-Click Menu** when using the **Appointments Screen**.

Time	Name	Notes	App. Type
9:00 AM			Consult
9:30 AM			Consult
10:00 AM			Consult
10:30 AM			Consult
11:00 AM			Consult
11:30 AM			Consult
12:00 PM			Consult
12:30 PM			Consult
1:00 PM			Consult
1:30 PM			Consult

Make an Appointment

Create from Waitlist

Edit Appointment

Copy Appointment

Cut Appointment

Paste Appointment

Accounts

Arrived (Patient In)

Unarrived

Seen by doctor

Un-seen by doctor

Confirmed

Send SMS

Check List

Selecting this option will open a pop-up displaying all **Waitlist patients available for the selected day**. Their mobile phone number is displayed to make it quick and easy to contact the patient if needed.

Double-clicking on a patient opens the **Make Appointment Screen**, where details can be added to complete the booking.

Once the booking is made and the user clicks **Save**, another pop-up will appear, prompting them to decide whether to **Delete from waitlist** and/or **Delete Future Appointments** - ensuring a seamless and efficient transition from Waiting to Booking.

New User Group Access Levels

We've introduced new options to the **User Group > Access Levels** for the **Data I/O** function.

By default, these new options will mirror the current access levels that all users have in FYDO. Clinics can adjust these permissions as needed.

End of Day Banking Improvements

The **MRN** is now displayed in the **End of Day Banking** Report as an additional form of identification.

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

[FYDO Clinic Update - 07/02/2025](#)

Clinical Notes Templates

A new access level now governs **Clinical Notes Templates**. This access level inherits the settings already assigned to the **User Group** for **Templates**.



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

[FYDO Clinic Update - 24/01/2025](#)

Patient Audits

Additional audit logs have been added when amendments are made to the patient screen. New logs include:

- Preferred Name
- Title
- Pronoun
- Home Phone
- Work Phone
- Mobile
- Email
- DOB Estimate



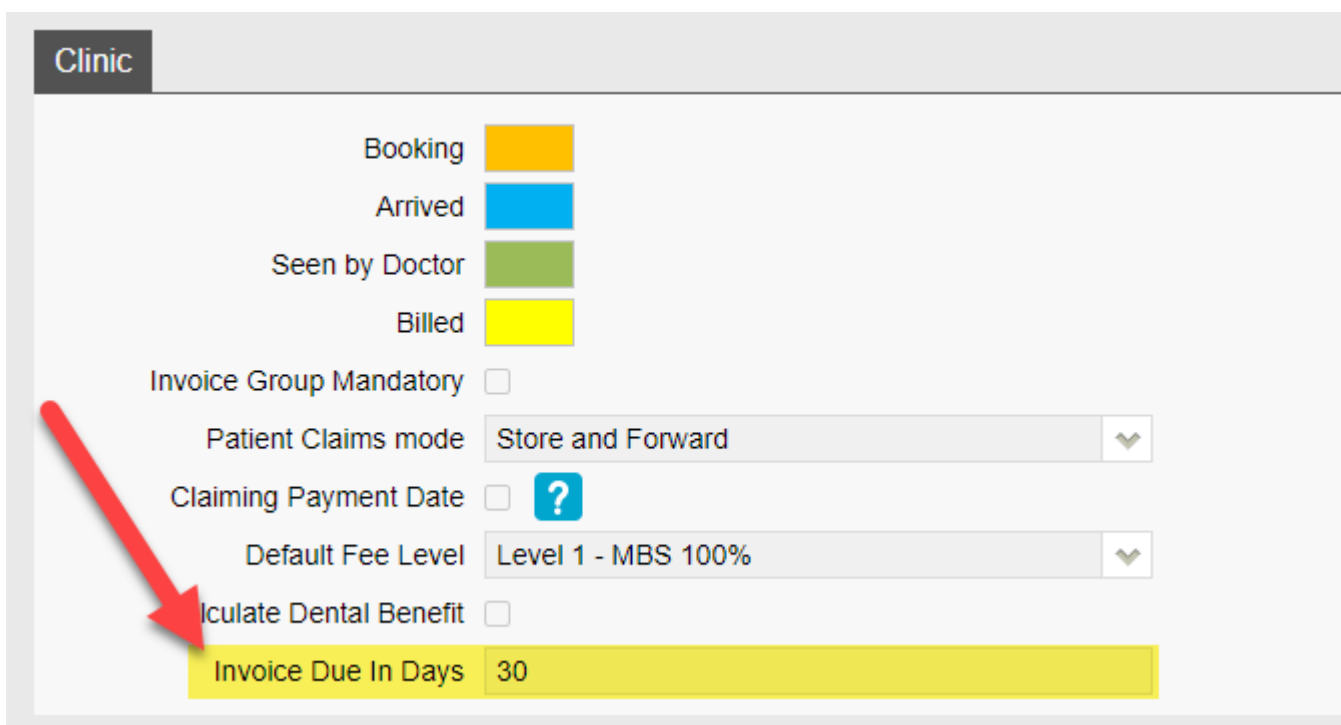
New Token

We've now added a **Due Date** token for invoices. This new token will automatically calculate an invoice due date based on the invoice accounting period date + xxx number of days.

To add a **Due Date** to invoices, download the required invoice templates, add the token **<<InvDueDate>>** and then upload the updated templates back into FYDO.

INVOICE NUMBER
<<InvNo>>
PRINTED
<<CurrentDate>>
DUE DATE
<<InvDueDate>>
PAGE
I <<InvPage>>/<<InvTotPages>>

Next, specify the number of days from the invoice date until it is due. Navigate to **Settings > System Configuration** and enter the desired value in the “Invoice Due In Days” field.



Clinic

Booking

Arrived

Seen by Doctor

Billed

Invoice Group Mandatory

Patient Claims mode Store and Forward ▼

Claiming Payment Date ?

Default Fee Level Level 1 - MBS 100% ▼

Calculate Dental Benefit

Invoice Due In Days 30

FYDO will now automatically calculate and apply accurate due dates to invoices!

If you need assistance setting up the **Due Date** token, our friendly FYDO support team is here to help! Feel free to reach out to us via:

Email: support@alturahealth.com.au

Phone: [\(02\) 9632 0026](tel:(02)96320026)

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

[FYDO Clinic Update - 16/01/2025](#)

Recurring Appointment Feature

Users can now utilise the **Make Recurring** feature to add multiple bookings for the same patient on a **daily, weekly, monthly** or **yearly** basis. Appointments can even be made on certain days of the week, e.g. Mondays, Wednesdays and Fridays.

Appointments / Make Appointment

Brooks, Bob

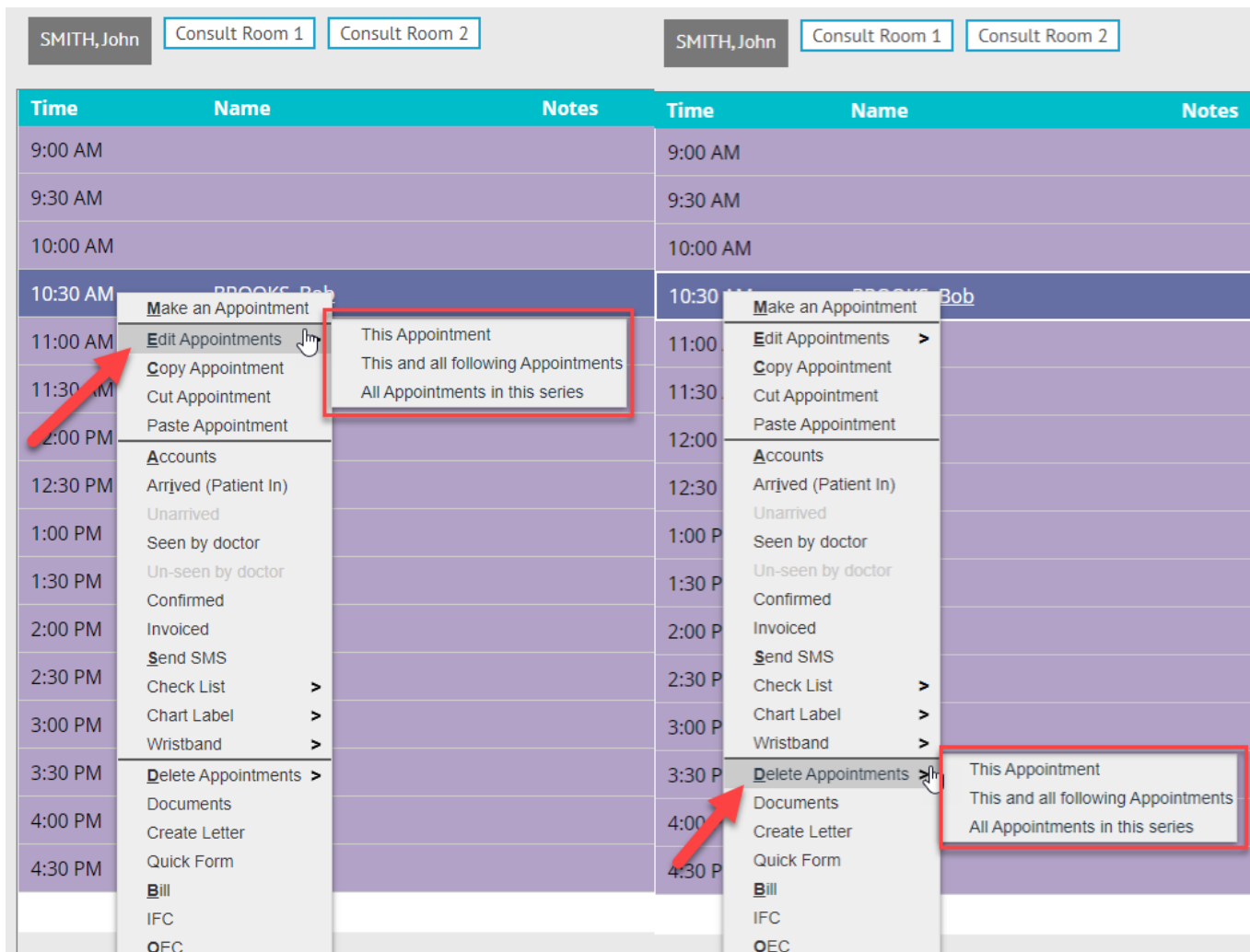
MRN 110
File No -
DOB 21/06/1962 (63)
Sex Male
Address [\(Hover to view\)](#)
Mobile 0404 444 444
Medicare 2111-11111-1 ()
Veterans -
Fund Code NIB
Fund No 123457
ID New

Appointment Details

Location Kloe's Private Clinic
Booking Code 1
Doctor / Room / Walk-In Smith, John
Booking Code 2
Date 14/01/2025
Time 10:30 AM
Appointment Type Standard
Mins 30
Billing Type Medicare
Fee Level 1 - MBS 100%

Checklist
 Letter Created

Appointments in a recurring series also include additional options for **Edit Appointments** or **Delete Appointments**.



Patient Screen Improvements

A great new feature has been introduced to the **Patient Screen** to avoid simultaneous edits by multiple users. If a record is being edited, other users attempting to access it will receive a pop-up notification and will be prevented from making changes.



Additionally, if a user has the Patient Screen open, and changes are made to the record while they are viewing it, they will be alerted when they click "Edit". This ensures they are aware of any updates to the information.



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

FYDO Clinic Update - 10/01/2025

Outstanding Debt Alert

Clinics can now set an alert to flag patients with outstanding balances over a specified number of days when booking appointments. To enable this feature, go to **Settings > System Configuration**, then enter a value in the '**Alert when making an appointment if money outstanding > than**' field and specify the number of days in the '**Alert when money outstanding is X days outstanding**' field.

SETTINGS > SYSTEM CONFIGURATION

System Configuration | SMS Account | Counters | Administrator | Email Notification

General

Auto Logout Time	30
Auto File Numbering	No
Appointment Display Time	Show 12 hour time
Appointment Tabs	Surname, First name – One line
Report Group Name	Kloes Private Clinic
IFC Document Type	IFC
Default Document Type	
Holding Bay Document Type	
Preadmit Document Type	Admission Form
OEC Document Type	OEC
OEC Type	Both Fund and Medicare
Raise Ticket Email	
Raise Ticket Location	
Alert when making an appointment if money outstanding > than	0.00
Alert when money outstanding is X days outstanding	0

SSO as Mandatory

New feature within Patient Lookup

From the **Appointments** screen, when using the **Patient Lookup**, users can now easily view the last 5 clinic and hospital bookings for a patient. To view this information, simply click the grey arrow at the end of the patient's line to expand and view the patient's 5 most recent upcoming/past clinic and hospital bookings.

Patient Lookup ✕

Patient
 Other

Surname	Firstname	MRN	FileNo	Address	DOB	Age
Test	Kloe	301		123 Test Drive DARLING...	23/03/1990	34

Date	Time	App Type	Doctor	Location	Cancelled
27/02/2025	10:30 AM	GP	Packer, James	Westmead Clinic	-
30/01/2025	12:00 PM	GP	Packer, James	Westmead Clinic	-
09/01/2025	11:30 AM	GP	Packer, James	Westmead Clinic	-
15/10/2024	11:00 AM	test	Packer, James	Westmead Clinic	-
10/09/2024	09:00 AM	New Patient	Packer, James	Westmead Clinic	-

Date	Time	Proc Notes	Theatre	Location	Adm#	Cancelled
30/01/2025	09:00 AM	Cataract	Theatre 3	Victorian Hospital	1578	-

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

[FYDO Clinic Update - 12/12/2024](#)

Custom View Additions

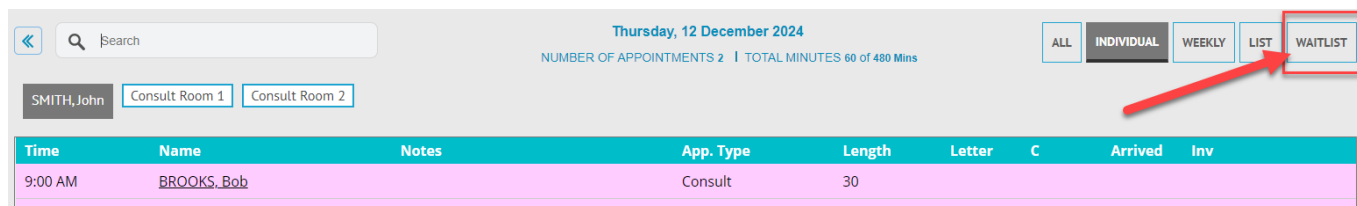
New fields are now available for display in the **Appointment Screen Custom Views**, including:

- Patient's Age
- Referring Doctor Details (*from the Edit Appointment Screen*)
- Referral Date (*highlighted in if expired*)

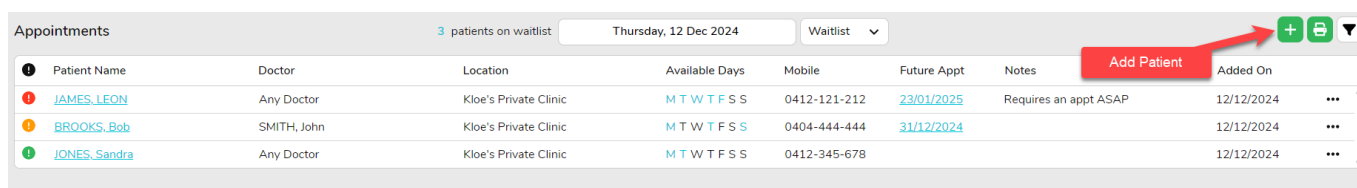
Time	Name	Age	Referring Doctor	Ref Date
9:00 AM	<u>BROOKS, Bob</u>	62	Ellis, James	01/06/2024
9:30 AM	<u>JONES, Sandra</u>	34	Allen, Jennifer	02/12/2024
10:00 AM				

Waitlist Feature

FYDO now includes a **Waitlist** feature that clinics can use to maintain a list of patients waiting for an appointment time.



This **Waitlist** can be accessed from the **Appointments Screen**, allowing patients to be added along with details about the type of appointment they require.



Details that can be logged include:

- **Priority Level** of their appointment
- **Preferred Doctor**
- **Available Days** the patient can attend
- Whether the patient already has a **Future Appointment** booked
- Any **Notes** relating to the entry

Add to Waitlist - Sandra Jones Previous: Smith

Location	<input type="text" value="Kloe's Private Clinic"/>	▼
Priority Level	<input type="text" value="Low"/>	▼
Doctor	<input type="text" value="Select Doctor"/>	▼
Available Days	<input type="checkbox" value="M"/> <input type="checkbox" value="T"/> <input type="checkbox" value="W"/> <input type="checkbox" value="T"/> <input type="checkbox" value="F"/> <input type="checkbox" value="S"/> <input type="checkbox" value="S"/>	
Future Appointment	<input type="text" value="Select Future Appointment"/>	▼
Notes	<input type="text"/>	

New Practice Fields

New fields have been added to **Practices**:

- Mailing Address
- Mailing Suburb

SETTINGS > PRACTICES > 2 - HAPPY MEDICAL CENTRE

Practice Details

Number	<input type="text" value="2"/>		
Practice Name	<input type="text" value="Happy Medical Centre"/>		
Address Line 1	<input type="text" value="66 Happy Lane"/>		
Address Line 2	<input type="text" value="123"/>		
Suburb	<input type="text" value="BUNBURY"/>	<input type="text" value="SA"/>	<input type="text" value="5266"/>
Mailing Address	<input type="text" value="PO BOX 123"/>	<input type="text"/>	<input type="text"/>
Mailing Suburb	<input type="text" value="BUNBURY"/>	<input type="text" value="SA"/>	<input type="text" value="5266"/>

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

[FYDO Clinic Update - 08/11/2024](#)

Exporting Letters

Users can now **Export Letters** as **Word documents**, enabling them to download and edit the form/letter with any additional information as needed.



New Access Level

In addition to the existing option to restrict access to edit document names and types, there is now an option to prevent users from **Editing Letters**.



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

[FYDO Clinic Update - 24/10/2024](#)

Delayed SMS Improvements

Delayed SMS messages can now be cancelled. While FYDO has always allowed users to schedule SMS messages to be sent at specific times, you now can cancel a scheduled SMS if needed.

To cancel, go to the patient's **Communications** Tab and select **Cancel Delayed SMS** from the menu.

The audit log has also been upgraded to reflect these new functions.



SMS History Makeover

The SMS History Screen has been redesigned to improve readability and align with FYDO's modern look and feel.



New Arrived Icon for Appointments

Users now have the option to add an Arrived Icon to their Custom appointment views. Previously, users only had the option to show the Arrived Time.

Thursday, 24 October 2024
 NUMBER OF APPOINTMENTS 2 | TOTAL MINUTES 60 of 480 Mins

SMITH (HAPPY LAKE), John Consult Room 1 Consult Room 2

Time	Name	Notes	App. Type	Length	Letter	C	Arrived	Inv
9:00 AM	BROOKS, Bob	New Patient Consult	Consult	30		Sent SMS	✓	
9:30 AM	JONES, Sandra	Needs new referral	Consult	30				

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

[FYDO Clinic Update - 17/10/2024](#)

New Checklist Added to Appointments

The new Check List feature allows users to effortlessly mark when a letter has been created for a patient's appointment, eliminating the need to go through the patient's documents to check.

The Check List can be accessed from the Appointments Screen Right-Click Menu, as well as on the Edit Appointment Screen.



Users can also add the Letter Created tick to their Custom appointment views, making it easy to see on the Appointments Screen whether a letter has been created for a patient.

SMITH (HAPPY LAKE), John Consult Room 1 Consult Room 2

Time	Name	Notes	App. Type	Length	Letter	C
9:00 AM			Consult	30		
9:30 AM	SMITH, Test		Consult	30	✓	
10:00 AM			Consult	30		

Drag & Drop Alert

Users will now receive an alert when using the FYDO **Drag & Drop** feature, helping to prevent appointments from being moved accidentally.



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