

# [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

Practice Details

Number: 10026  
Practice Name: Hollywood Clinic  
Address Line 1: 1 Hollywood Boulevard  
Address Line 2:  
Suburb: HOLLYWELL QLD 4216  
Mailing Address:  
Mailing Suburb:

Phone: (07)4555-5555  
Email: stansonly@hollywood.com.au  
Fax: (07)5444-4444  
Status: Active

Buttons: Merge, Label, Edit

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

### Merge Practice

Back Streets Back

Select a practice where Hollywood Clinic will be merged into. This means this practice will no longer exist, all referring doctors linked to this practice will be moved into the selected practice.

Buttons: Cancel, Merge Practice

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

D R RW

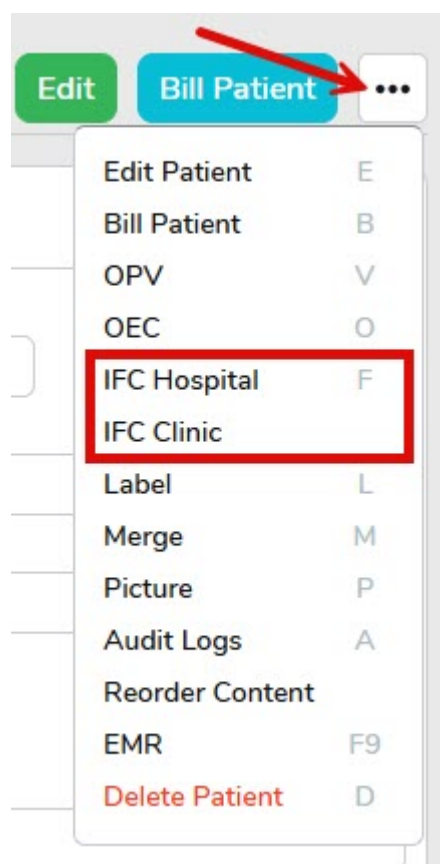
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# [FYDO Clinic Update - 07/08/2025](#)

## 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.

228 - FLINSTONE, Frederick ~ Fredy (08/11/1959 - 65) Total 2,850.00

Patient Details Appointments Recalls Accounts Episodes Communication Chart Tracking Documents **Clinical**

History Notes Patient Note **Body Stats** Show Deleted Add Body Stats

Height(cm)	Weight(kg)	BMI	Stat Date	Created Date/Time	Added By
175.00	68.50	22.37	06/08/2025	06/08/2025 09:29:33 AM	Madaleine James (Altura)

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Frederick FLINSTONE

Patient ID 228

Sex Male

Age 65

Language English

Pending 2,850.00

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.

**Access Denied**

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This feature is only available to users with access to FYDO hospital, you currently have access to FYDO clinic.

### SMS Automation

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

Settings / SMS Automation Add SMS Automation

Condition ▼	Template	Days After/Before	Send At	Location	Doctor/Theatre	Custom	Status	Action
To Confirm Appointment	Clinic Appt Reminder	3	9:00 AM	Kloe's Private Clinic	All	-	Active	***
To Confirm Appointment	Hospital Appt Reminder	3	9:00 AM	Kloe's Private Clinic	SMITH, John	-	Active	***

100 ▼ Records/Page

View Automation  
Mark as Inactive  
Delete Automation

## 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.

SETTINGS > PRACTICES Show Inactive  Add Practice Export To

ID	Practice Name	Address	Suburb	Phone	Fax	Email	Dr's	Status
1	Back Streets Back	100 Back Street	BACK PLAINS	(07)4555-5555	(07)4666-6666	backstage@backstreet.com.au	2	Active
10026	Hollywood Clinic	1 Hollywood Boulevard	HOLLYWELL	(07)4555-5555	(07)5444-4444	starsonly@hollywood.com.au	0	Active

100 ▼ Records/Page

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## 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.

### SMS Automation

Condition

To Confirm Appointment

Template

Clinic Appt Reminder

Days Before

2

Send At

02:08 PM

Location

Kloe's Private Clinic

Doctor/Theatre

All Doctors

Add Additional Filters

Appointment Type

All Appointment Types

Cancel

Setup Auto SMS

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## [FYDO Clinic Update - 17/04/2025](#)

### Patient Screen - Further Re-Order Options

In the Patient Screen, the section originally known as “Other Information” has been split into two sections: “**Personal Information**” and “**Other Information**”. This update allows you to better tailor the screen to your needs using our **Reorder Content** feature.

The image shows a patient information form with two main sections highlighted by red boxes: "Personal Information" and "Other Information". The "Personal Information" section includes fields for Marital Status, Occupation, Employment Status, Employer, Indigenous Status, Australian South Sea Islander, Language, Country of Birth, Religion, Interpreter, and Overseas Visitor. The "Other Information" section includes fields for Family GP (Current), Preferred Doctor, Bill Method, Fee Level, Send Invoices To, Location, Dental Benefit, Deceased, Archived, and Survey.

A "Reorder Content" dialog box is overlaid on the form. It has two columns: "Left Side" and "Right Side". The "Left Side" column contains a list of sections: Patient Details, Other Contacts, Referring Details, Personal Information, and Other Information. The "Right Side" column contains a list of sections: Medicare / DVA / HF Details and Community Nursing. The "Personal Information" and "Other Information" sections in the "Left Side" list are highlighted by a red box. A red arrow points to the "Personal Information" section in the "Left Side" list. The dialog box also has a "Reset Order" button and "Cancel" and "Save Order" buttons.

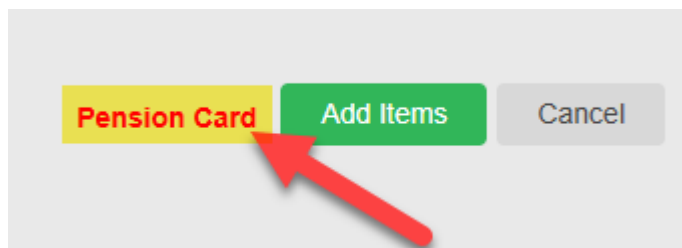
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## [FYDO Clinic Update - 11/04/2025](#)

### Improvement to the Pension/Concession Card Alert

We've improved this feature to now apply across all bill types.

The **Clinical Billing** screen has been enhanced to display a helpful alert when billing a patient that holds a Pension/Concession Card. FYDO will now show an alert next to the **Add Items** button. This aims to assist users in improving accuracy when choosing a fee level and entering MBS item numbers.



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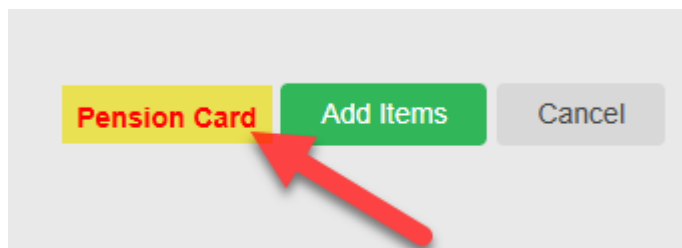
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## [FYDO Clinic Update - 28/03/2025](#)

### 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 Pension/Concession 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.



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# 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**.

SMITH, John

Consult Room 1

Consult Room 2

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.

Create From Waitlist

×

Here is a quick selection of patients filtered down to doctor, location and available day.

Q

Search

ⓘ	Patient Name	MRN	Available Days	Mobile	Future Appt	Notes	Added On
⚠	KNIGHT, Kathy	122	M T W T F S S	0400-			12/03/2025
⚠	MIDDLETON, Catherine	107	M T W T F S S	0400-			09/12/2024
⚠	MOZART, Wolfgang	217	M T W T F S S	0414-			11/12/2024
✅	KNIGHT, Kelvin	253	M T W T F S S	-			12/03/2025

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.

Waitlist Alert

Please select one or both options below to confirm your desired action before saving the appointment.

☒ Delete from waitlist

☐ Delete Future Appointment

Save and Delete Selected

## New User Group Access Levels

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

Data I/O		
Billing Sheets	<div>D</div> <div>R</div> <div>RW</div>	
Claims Import	<div>D</div> <div>R</div> <div>RW</div>	
Data Extracts	<div>D</div> <div>R</div> <div>RW</div>	
Patient Alerts - Mark as Completed	<div>ON</div> <div>OFF</div>	
Patient Alerts - Mark as Incomplete	<div>ON</div> <div>OFF</div>	
Patient Alerts - View	<div>ON</div> <div>OFF</div>	
Preadmit Holding Bay	<div>D</div> <div>R</div> <div>RW</div>	
Report Holding Bay	<div>D</div> <div>R</div> <div>RW</div>	

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.

END OF DAY BANKING

Total EFT

Total Amex/Diners

Total Credit Card

	MRN	Drawer	Reference Number
<input type="checkbox"/>	228	FLINSTONE, Frederick	-
<input type="checkbox"/>	122	Knight, Kathy	-

100

Records/Page

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# 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**.

Settings General

Accommodation Category	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>	Pathology Providers	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>
Appointment Types	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>	Practices	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>
Area Codes	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>	Program Numbers	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>
Band Mappings	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>	Recall Reasons	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>
Booking Codes	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>	Referral Types	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>
Cancelled Reasons (Appointments)	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>	Referring Doctor	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>
Cancelled Reasons (Theatre Rosters)	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>	Security	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>
Chart Location	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>	SMS Automation	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>
Departments	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>	Staff Roles	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>
Deposit Types	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>	Survey	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>
Doctors	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>	System Configuration	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>
Doctor Specialities	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>	Templates	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>
Document Types	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>	Templates - Clinical Note	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>
ECLIPSE mappings	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>	Templates - SMS	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>
Health Funds	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>	Theatre Hold Reasons	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>
Hospitals	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>	Theatre Reason for Delayed Finish	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>
Invoices Messages	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>	Theatre Reason for Delayed Start	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>
Items	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>	Third Parties	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>
Item Types	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>	User Groups	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>
Locations	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>	Users	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>
Nurse List	<input type="button" value="D"/>	<input type="button" value="R"/>	<input type="button" value="RW"/>	Users - Unblock	<input type="button" value="ON"/>	<input type="button" value="OFF"/>	

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# 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

SETTINGS > LOGS

All Users

23/12/2024

22/01/2025

Search on

Text

MRN

Search

Username	Message	Date Created	Action
Shae	Patient [MRN - 228] - Pronoun changed from 'None' to 'He/Him/His'	22/01/2025 2:41:27 PM	
Shae	Patient [MRN - 228] - Email changed from 'fred@bedrock.com.au' to 'fredflinstone@bedrock.com.au'	22/01/2025 2:41:03 PM	
Shae	Patient [MRN - 228] - Mobile changed from '0404040404' to '0400000000'	22/01/2025 2:40:45 PM	
Shae	Patient [MRN - 228] - Preferred Name changed from 'Fred' to 'Fredy'	22/01/2025 2:39:41 PM	

## 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

<<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

Claiming Payment Date

Default Fee Level

Calculate Dental Benefit

Invoice Due In Days

Store and Forward

?

Level 1 - MBS 100%

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](mailto:support@alturahealth.com.au)

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

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