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.

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

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.



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.



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

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.



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	t Room 2		
Time	Name	Notes	A	рр. Туре
9:00 AM			С	onsult
9:30 AM				onsult
10:00 AM		_	Make an Appointment Create from Waitlist	nsult
10:30 AM			Edit Appointment	 isult
11:00 AM			Cut Appointment	nsult
11:30 AM			Paste Appointment	Isult
12:00 PM			Arrived (Patient In)	sult
12:30 PM			Unarrived Seen by doctor	acult
12.30 FIV			Un-seen by doctor	isuit
1:00 PM			Confirmed Send SMS	isuit
1:30 PM			Check List	isult

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.



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		
In	voice Group Mandatory		
N	Patient Claims mode	Store and Forward	*
	Claiming Payment Date		
	Default Fee Level	Level 1 - MBS 100%	*
	Iculate 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:** <u>support@alturahealth.com.au</u> **Phone:** (02) 9632 0026

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.

Brooks, Bo	b	C Appo	ointment Deta	ils				
MRN	110	Locat	tion				Booking Code 1	
File No	-	Kloe	e's Private Clinic			~		~
DOB	21/06/1962 (63)	Docto	or / Room / Walk-I	n			Booking Code 2	
Sex	Male	Smi	th, John			~		~
Address	(Hover to view)	Date			Time			
Mobile	0404 444 444	14/0	01/2025	Ë	10:30 AM	0		
Medicare	2111-11111-1 ()	Арро	ointment Type		Make Recur	ring Mins		
Veterans	-	Star	ndard		~	30		
Fund Code	NIB	Billin	g Type		Fee Level			
Fund No	123457	Med	dicare	~	1 - MBS 100%	b		
ID	New	Charl	klint					

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

SMITH, Joł	Consult Room 1	Consult Room 2	SMITH	I, John Consult Room 1	Consult Room 2
Time	Name	Notes	Time	Name	Notes
9:00 AM			9:00 AI	N	
9:30 AM			9:30 AM	N	
10:00 AM			10:00 A	M	
10:30 AM	Make an Appointment		10:30	Make an Appointment	<u>Bob</u>
11:00 AM	Edit Appointments	This Appointment	11:00	Edit Appointments >	
11:30 M	<u>C</u> opy Appointment Cut Appointment	All Appointments in this series	11:30	Cut Appointment	
2:00 PM -	Paste Appointment		12:00 -	Paste Appointment	
12:30 PM	Arrived (Patient In)		12:30	Arrived (Patient In)	
1:00 PM	Unarrived Seen by doctor		1:00 P	Unarrived Seen by doctor	
1:30 PM	Un-seen by doctor		1:30 P	Un-seen by doctor	
2:00 PM	Invoiced		2:00 P	Invoiced	
2:30 PM	<u>S</u> end SMS Check List		2:30 P	<u>S</u> end SMS Check List >	
3:00 PM	Chart Label >		3:00 P	Chart Label >	
3:30 PM	Wristband >		3:30 P	Delete Appointments	This Appointment
4:00 PM	Documents Create Letter		4:00	Documents Create Letter	This and all following Appointments All Appointments in this series
4:30 PM	Quick Form		4:30 P	Quick Form	
	<u>B</u> ill			<u>B</u> ill	
	IFC			IFC	
	OEC			<u>o</u> ec	

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 CONFIG	URATION			
System Configuration SN	IS Account	Counters	Administrator	Email Notification
General				
Auto Logout Time	30			
Auto File Numbering	No			~
Appointment Display Time	Show 12 hou	r time		*
Appointment Tabs	Surname, Fir	st name – One lin	e	*
Report Group Name	Kloes Private	Clinic		
IFC Document Type	IFC			*
Default Document Type				*
Holding Bay Document Type				~
Preadmit Document Type	Admission Fo	orm		~
OEC Document Type	OEC			~
ОЕС Туре	Both Fund an	nd Medicare		~
Raise Ticket Email				
Raise Ticket Location				*
Alert when making an appointment	0.00			
if money outstanding > than				
Alert when money outstanding is X	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.

atient Looku	p						
Patient OC	other 🟮 🔍 k	kloe		Search	Make Dummy Appoint	tment Creat	e New Patien
Surname	Firstn	ame MRN	FileNo	Address		DOB	Ag.
Test	Kloe	301		123 Test D	ive DARLING	23/03/1990	34
Date	Time	Арр Туре	Doctor		Location		Cancelled
27/02/2025	10:30 AM	GP	Packer, Jame	es	Westmead Clinic		-
30/01/2025	12:00 PM	GP	Packer, Jame	es	Westmead Clinic		-
09/01/2025	11:30 AM	GP	Packer, Jame	es	Westmead Clinic		-
15/10/2024	11:00 AM	test	Packer, Jame	es	Westmead Clinic		-
10/09/2024	09:00 AM	New Patient	Packer, Jame	es	Westmead Clinic		-
Date	Time	Proc Notes	Theatr	e	Location	Adm#	Cancelled
30/01/2025	09:00 AM	Cataract	Theatr	e 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)

Consult Room	1 Consult Room 2 SMITH, John			
Time	Name	Age	Referring Doctor	Ref Date
9:00 AM	BROOKS, Bob	62	Ellis, James	01/06/2024
9:30 AM	JONES, Sandra	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.

« Q »	Search	,	Thursday, 12 December 2024 NUMBER OF APPOINTMENTS 2 I TOTAL MINUT	ES 60 of 480 Mins		ALL	INDIVIDUAL	WEEKLY	IST WAITLIST
SMITH, John	Consult Room 1 Consult R	pom 2							
Time	Name	Notes	Арр. Туре	Length	Letter	С	Arrived	Inv	
9:00 AM	BROOKS, Bob		Consult	30					
	101150.0		e 1	~~					

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

Ар	pointments		3 patients on waitlist	Thursday, 12 Dec 2024	Waitlist 🗸					
0	Patient Name	Doctor	Location	Available Days	Mobile	Future Appt	Notes	ld Patient	Added On	
0	JAMES, LEON	Any Doctor	Kloe's Private Clinic	MTWTFSS	0412-121-212	23/01/2025	Requires an appt ASA	• 1	2/12/2024	••• ^
0	BROOKS, Bob	SMITH, John	Kloe's Private Clinic	MTWTFSS	0404-444-444	31/12/2024		1	.2/12/2024	•••
0	JONES, Sandra	Any Doctor	Kloe's Private Clinic	MTWTFSS	0412-345-678			1	.2/12/2024	••• ,

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

Kloe's Private Clinic
Low
Select Doctor
MTWTFSS
Select Future Appointment
Cancel Add Waitlist

New Practice Fields

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

• Mailing Address

F

• Mailing Suburb

actice Details				
Number	2			
Practice Name	Happy Medical Centre			
Address Line 1	66 Happy Lane			
Address Line 2	123			
Suburb	BUNBURY	SA	5266	
Mailing Address	PO BOX 123			
Mailing Suburb	BUNBURY	SA	5266	

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