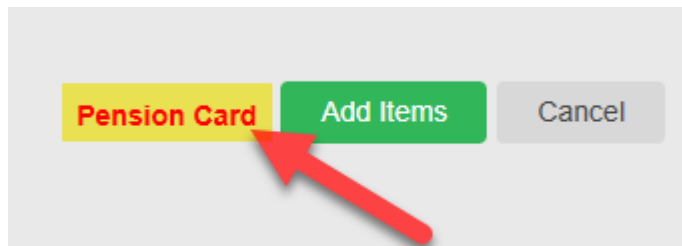


[FYDO Clinic Update - 28/03/2025](#)

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.



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**.

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.

Search

!	Patient Name	MRN	Available Days	Mobile	Future Appt	Notes	Added On
!	KNIGHT, Kathy	122	M T W T F S S	0400- <div></div>			12/03/2025
!	MIDDLETON, Catherine	107	M T W T F S S	0400- <div></div>			09/12/2024
!	MOZART, Wolfgang	217	M T W T F S S	0414- <div></div>			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	D R RW	
Claims Import	D R RW	
Data Extracts	D R RW	
Patient Alerts - Mark as Completed	ON OFF	
Patient Alerts - Mark as Incomplete	ON OFF	
Patient Alerts - View	ON OFF	
Preadmit Holding Bay	D R RW	
Report Holding Bay	D R RW	

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			
<div> <div>Total EFT</div> <div>Total Amex/Diners</div> <div>Total Credit Card</div> </div>			
	MRN	Drawer	Reference Number
<input type="checkbox"/>	228	FLINSTONE, Frederick	-
<input type="checkbox"/>	122	Knight, Kathy	-
<div> <div>100</div> <div>Records/Page</div> </div>			

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**.

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

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

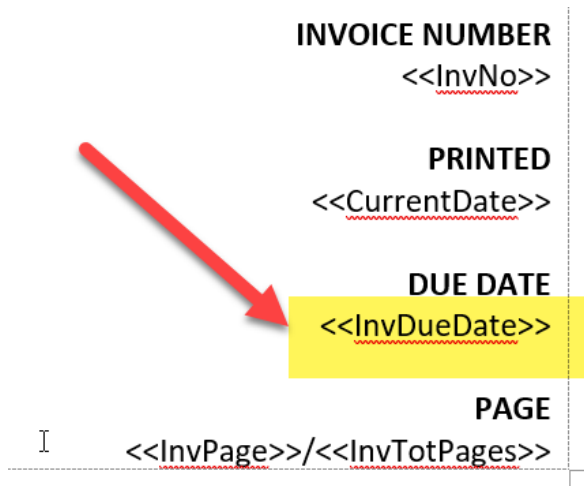
- DOB Estimate

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.



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

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

Doctor / Room / Walk-In Smith, John

Date 14/01/2025 Time 10:30 AM

Appointment Type Standard 30 Mins

Billing Type Medicare Fee Level 1 - MBS 100%

Checklist ☐ Letter Created

[Make Recurring](#)

Recurring Appointment

Repeats Daily

Repeat Every 1 Days

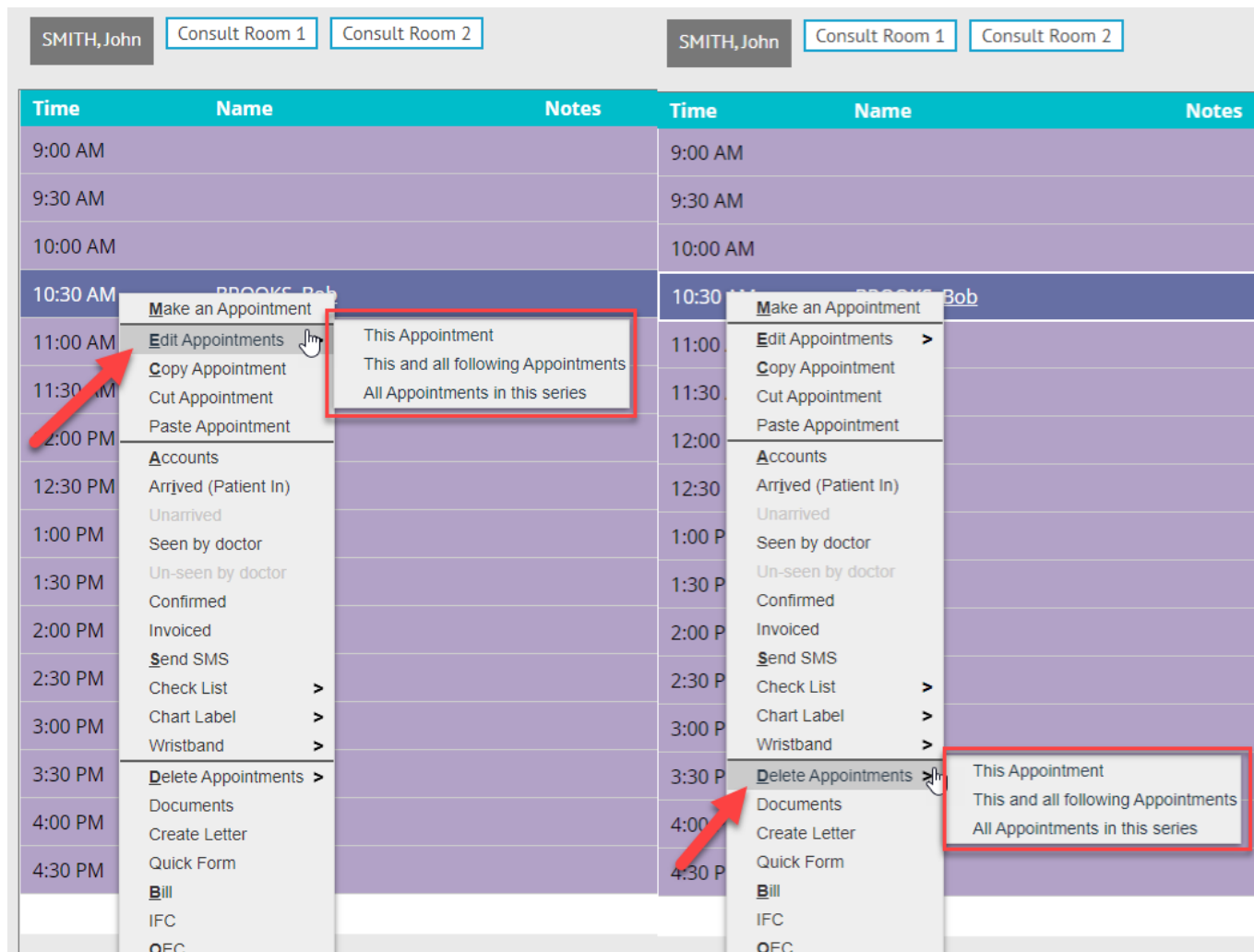
Start 14/01/2025

End ☒ After 1 occurrence

☐ On 14/02/2025

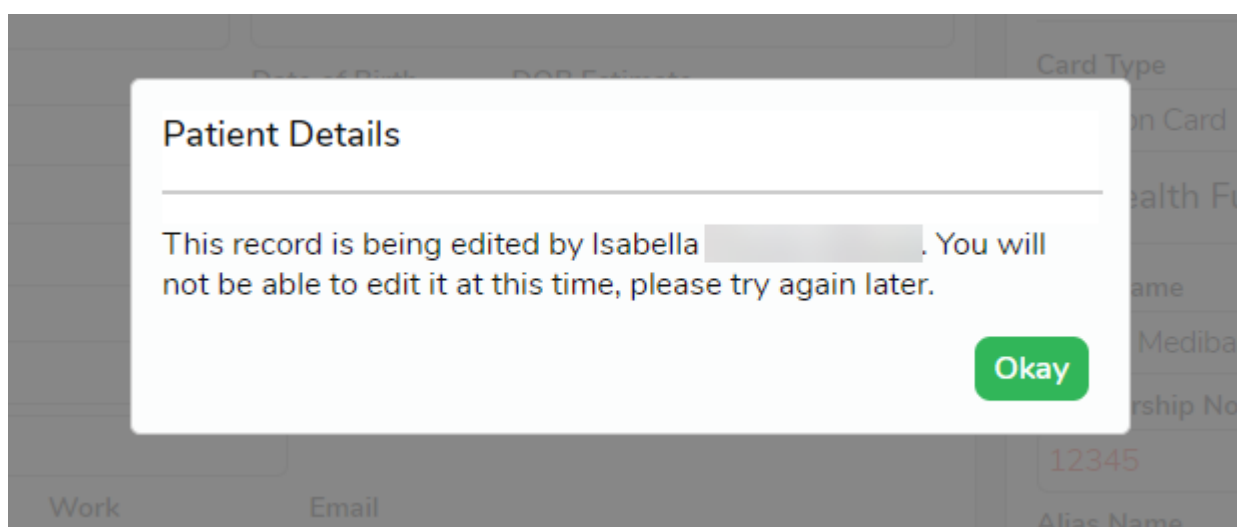
Cancel Save

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

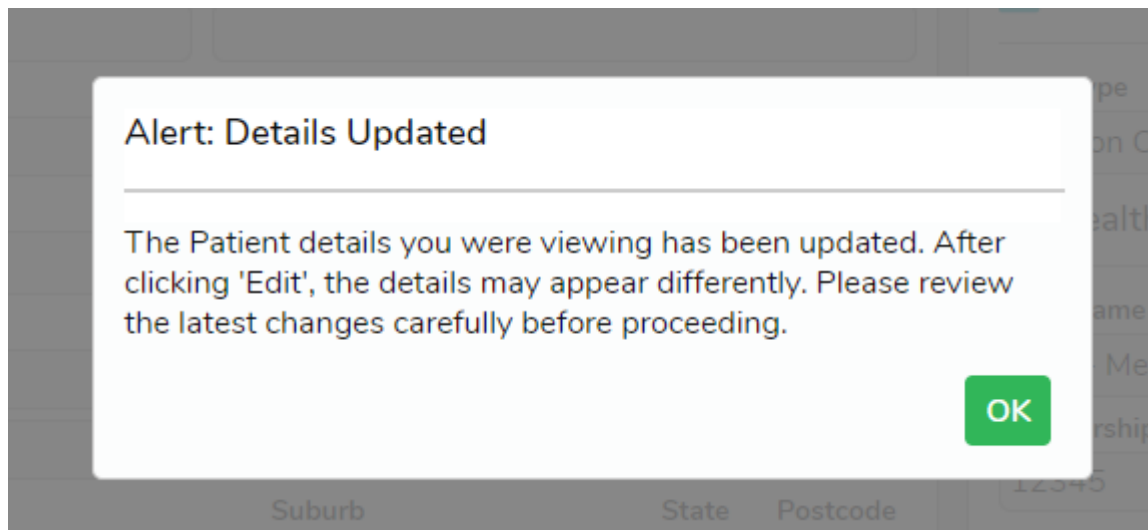


Patient Screen Improvements

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	<input type="checkbox"/>



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

Q

kloe

Search

Make Dummy Appointment

Create New Patient

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:

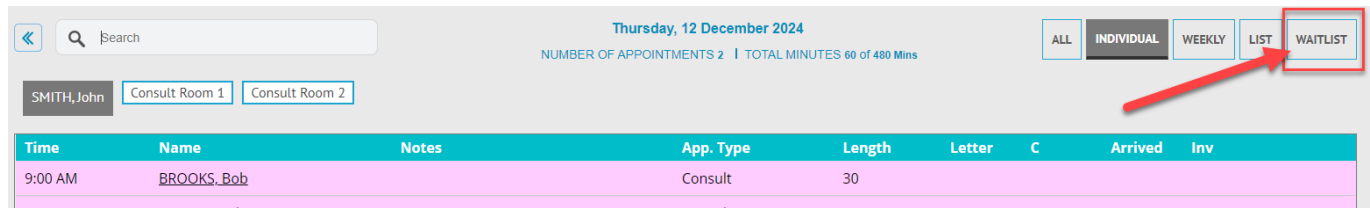
- Patient's Age
- Referring Doctor Details (*from the Edit Appointment Screen*)
- Referral Date (*highlighted in if expired*)

Consult Room 1	Consult Room 2	SMITH, John
----------------	----------------	-------------

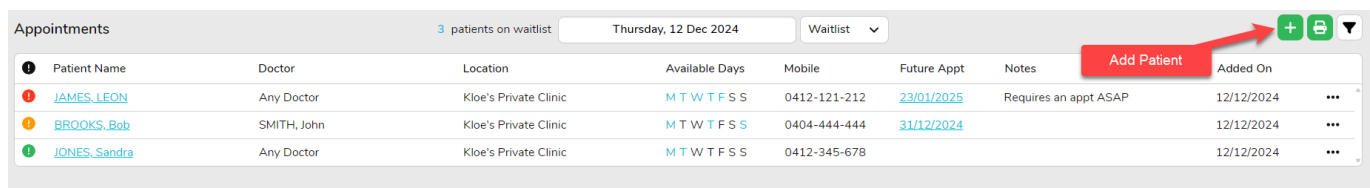
Time	Name	Age	Referring Doctor	Ref Date
9:00 AM	<u>BROOKS, Bob</u>	62	Ellis, James	01/06/2024
9:30 AM	<u>JONES, Sandra</u>	34	Allen, Jennifer	02/12/2024
10:00 AM				

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="text" value="M"/> <input type="text" value="T"/> <input type="text" value="W"/> <input type="text" value="T"/> <input type="text" value="F"/> <input type="text" value="S"/> <input type="text" 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

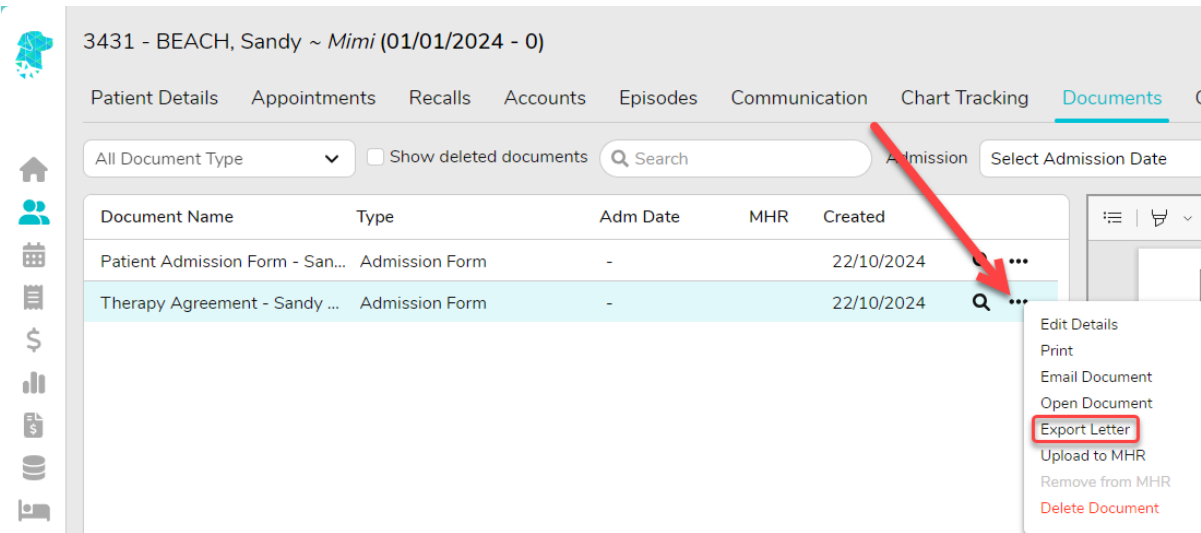
Number	<input type="text" value="2"/>		
Practice Name	<input type="text" value="Happy Medical Centre"/>		
Address Line 1	<input type="text" value="66 Happy Lane"/>		
Address Line 2	<input type="text" value="123"/>		
Suburb	<input type="text" value="BUNBURY"/>	<input type="text" value="SA"/>	<input type="text"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

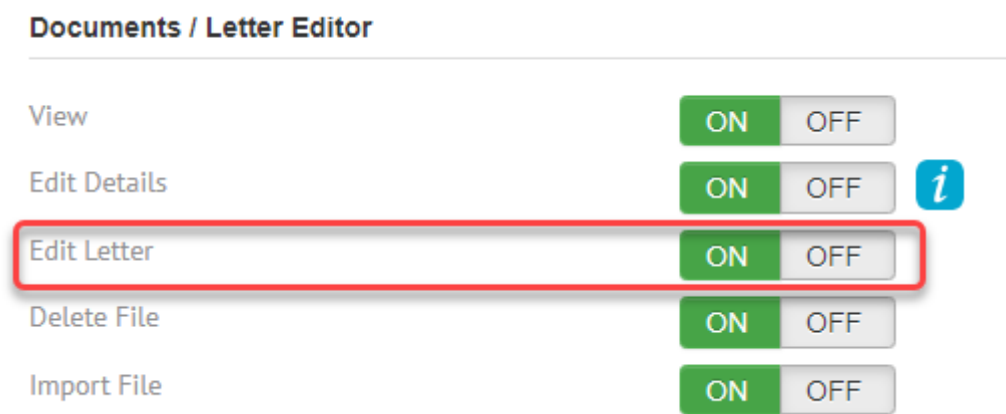
Exporting Letters

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.

163 - SWAGGER, Bob Lee (16/04/1986 - 38)

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

All Expand Message Sent Show Inactive Search Add Note

Comm	Type	Date	To	Message Sent	Status	ID	User
SMS	Appointment	23/10/2024	0400-	Hi Bob Lee, this is a reminder of your appt on 25/10/2024 at 09:30 AM.	Delayed	854	Shae Darr (Aitura)

100 Records/Page

Audit Log
Cancel Delayed SMS

SMS History Makeover

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

Settings / SMS History

Status: All Statuses SMS Way: All Ways Type: All Type Created From: 23/09/2024 Created To: 23/10/2024 Search: Refresh Export To

Patient	Status / ID	Created / Delay	Message	Reply	W
LOU, Mrs Lady 0400	Delivered 858	C: 23/10/2024 02:35:37 PM	Dear Lady, We hope you are recovering well following your procedure at Shaes Private Hospital on 16/10/2024. Please contact us on 07 5444 4444 if you have any concerns or queries. Many Thanks	-	T
WHITE, Miss Snow 0400	Delivered 857	C: 23/10/2024 02:35:10 PM	Dear Snow, In preparation for your procedure on 16/10/2024 at 10:30 AM please ensure you cease eating food at 10:30 AM and have no further fluid after 10:30 AM. Many Thanks	-	T
STEWART, Mr Alfred 0400	Replied 856	C: 23/10/2024 02:34:29 PM	Hi Alfred, this is a reminder of your appt on 16/10/2024 at 10:00 AM.	R: 23/10/2024 02:17:24 PM Yes	T
SWAGGER, Mr Bob Lee 0400	Not Sent 855	C: 23/10/2024 11:26:48 AM D: 23/10/2024 11:28:00 AM	Dear Bob Lee, Your admission time for your appointment on 25/10/2024 has changed. Please now arrive at Shaes Private Hospital at 09:30 AM. Many Thanks	-	T
SWAGGER, Mr Bob Lee 0400	Delayed 854	C: 23/10/2024 11:15:55 AM D: 24/10/2024 11:15:00 AM	Hi Bob Lee, this is a reminder of your appt on 25/10/2024 at 09:30 AM.	-	T

100 Records/Page

Records 1-5 of 5 (Page 1 of 1)

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

ALL INDIVIDUAL WEEKLY LIST

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.

SMITH (HAPPY LAKE), John

Consult Room 1

Consult Room 2

Time	Name	Notes
9:00 AM		
9:30 AM	SMITH, Test	
10:00 AM		
10:30 AM		
11:00 AM		
11:30 AM		
12:00 PM		
12:30 PM		
1:00 PM		
1:30 PM		
2:00 PM		

Make an Appointment

Edit Appointment

Copy Appointment

Cut Appointment

Paste Appointment

Accounts

Arrived (Patient In)

Unarrived

Seen by doctor

Un-seen by doctor

Confirmed

Invoiced

Send SMS

Check List

Chart Label

Wristband

Letter Created

Appointments / Edit Appointment

Smith, Test

MRN 106

File No -

DOB 01/01/1990 (34)

Sex Female

Address (Hover to view)

Mobile 0414 204 349

Medicare 2111-11111-1 ()

Veterans -

Fund Code BUP

Fund No 123456789

ID 38

Appointment Details

Location Clinic Tour

Doctor / Room / Walk-In Smith (Happy Lake), John

Date 17/10/2024

Appointment Type Consult

Billing Type ECLIPSE

Checklist Letter Created

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.

Time		Name	MRN	Procedure	Surgeon	Notes	Sts	
09:00								
09:30		<u>SWAGGER, Bob Lee</u>	163	Left Knee Arthrosc	HOUSE, Greg	Needs Wheelchair	D	
10:00	 	<u>STEWART, Alfred</u>	110	Gastroscopy	MURPHY, Shaun		B	
10:30	 	<u>WHITE, Snow</u>	147	Left Cat & IOL	TEST, Test	No carer at home	D	
11:00		<u>LOU, Lady</u>	153	Colonoscopy & Ga	MURPHY, Shaun		D	
11:40								
12:00								
12:30								
13:00								
13:30								
14:00								
14:30								
15:00								

Dragging & Dropping

Are you sure you want to drag and drop this appointment?

Yes

No

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