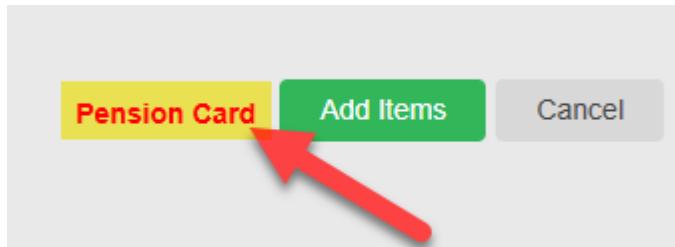


# FYDO Clinic Update - 28/03/2025

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

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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

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 X

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 <b>W</b> T F S S	0400- <span style="background-color: #e0e0e0; border: 1px solid #ccc; padding: 0 5px;"> </span>			12/03/2025
!	MIDDLETON, Catherine	107	M <b>T</b> W <b>T</b> F S S	0400- <span style="background-color: #e0e0e0; border: 1px solid #ccc; padding: 0 5px;"> </span>			09/12/2024
!	MOZART, Wolfgang	217	M T <b>W</b> T F S S	0414- <span style="background-color: #e0e0e0; border: 1px solid #ccc; padding: 0 5px;"> </span>			11/12/2024
!	KNIGHT, Kelvin	253	M T <b>W</b> T F S S	- <span style="background-color: #e0e0e0; border: 1px solid #ccc; padding: 0 5px;"> </span>			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

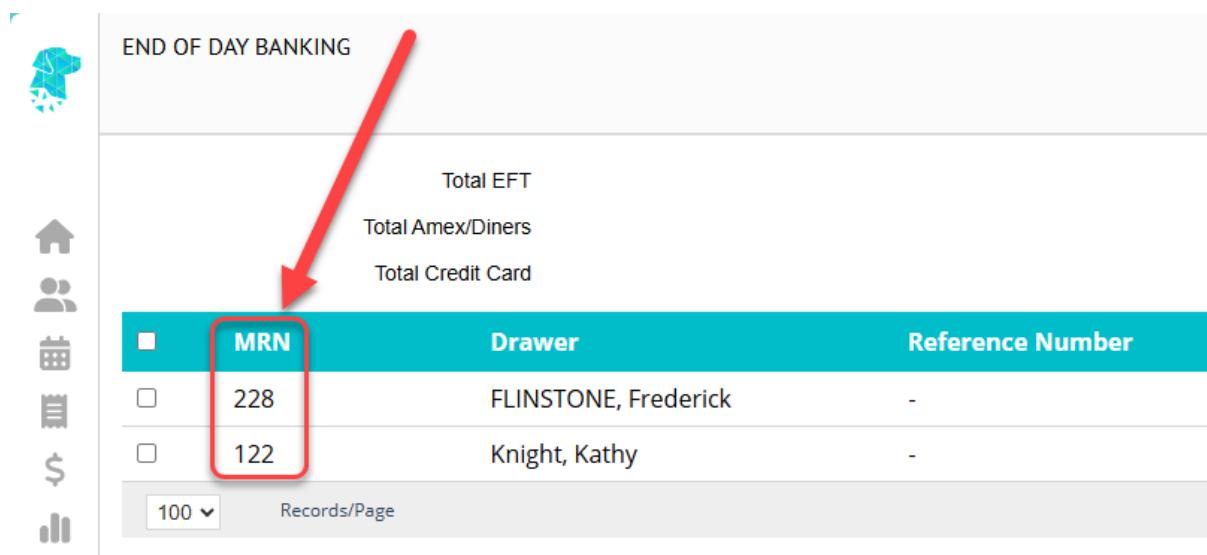
Billing Sheets	D	R	RW
Claims Import	D	R	RW
Data Extracts	D	R	RW
Patient Alerts - Mark as Completed	ON	OFF	

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.



The screenshot shows the 'END OF DAY BANKING' report. A red arrow points to the 'MRN' column header, which is highlighted with a red box. The report includes sections for 'Total EFT', 'Total Amex/Diners', and 'Total Credit Card'. Below these sections is a table with columns for 'MRN', 'Drawer', and 'Reference Number'. The 'MRN' column contains values 228 and 122. The 'Drawer' column contains names: FLINSTONE, Frederick and Knight, Kathy. The 'Reference Number' column contains '-' and '-'. At the bottom of the table, there is a dropdown menu for 'Records/Page' set to 100.

MRN	Drawer	Reference Number
228	FLINSTONE, Frederick	-
122	Knight, Kathy	-

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

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

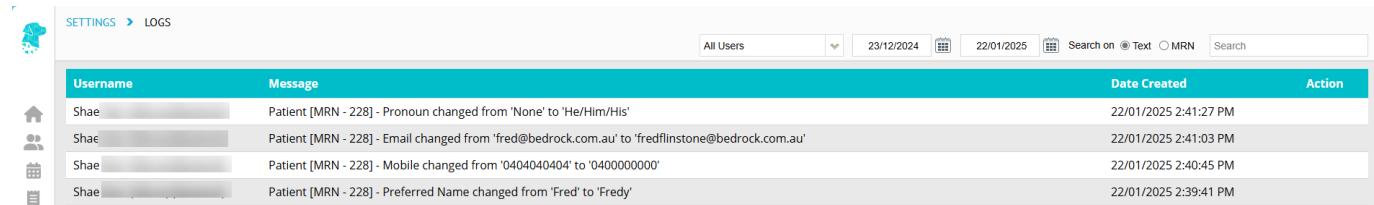
# FYDO Clinic Update - 24/01/2025

## 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

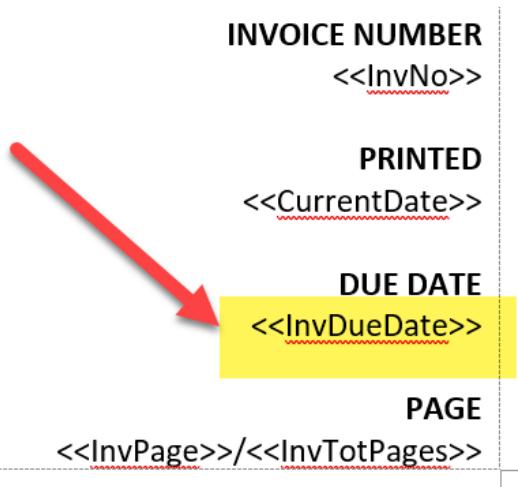


Username	Message	Date Created	Action
Shae	Patient [MRN - 228] - Pronoun changed from 'None' to 'He/Him/His'	22/01/2025 2:41:27 PM	
Shae	Patient [MRN - 228] - Email changed from 'fred@bedrock.com.au' to 'fredflinstone@bedrock.com.au'	22/01/2025 2:41:03 PM	
Shae	Patient [MRN - 228] - Mobile changed from '0404040404' to '0400000000'	22/01/2025 2:40:45 PM	
Shae	Patient [MRN - 228] - Preferred Name changed from 'Fred' to 'Freddy'	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	<input type="checkbox"/>
Patient Claims mode	Store and Forward
Claiming Payment Date	<input type="checkbox"/>
Default Fee Level	Level 1 - MBS 100%
Calculate Dental Benefit	<input type="checkbox"/>
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](mailto:support@alturahealth.com.au)

Phone: (02) 9632 0026

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

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## 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, 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:

Booking Code 2:

Doctor / Room / Walk-In: Smith, John

Date: 14/01/2025

Time: 10:30 AM

Appointment Type: Standard

Make Recurring

Mins: 30

Billing Type: Medicare

Fee Level: 1 - MBS 100%

Checklist:  Letter Created

Recurring Appointment

Repeats: Daily

Repeat Every: 1 Days

Start: 14/01/2025

End:  After  occurrence

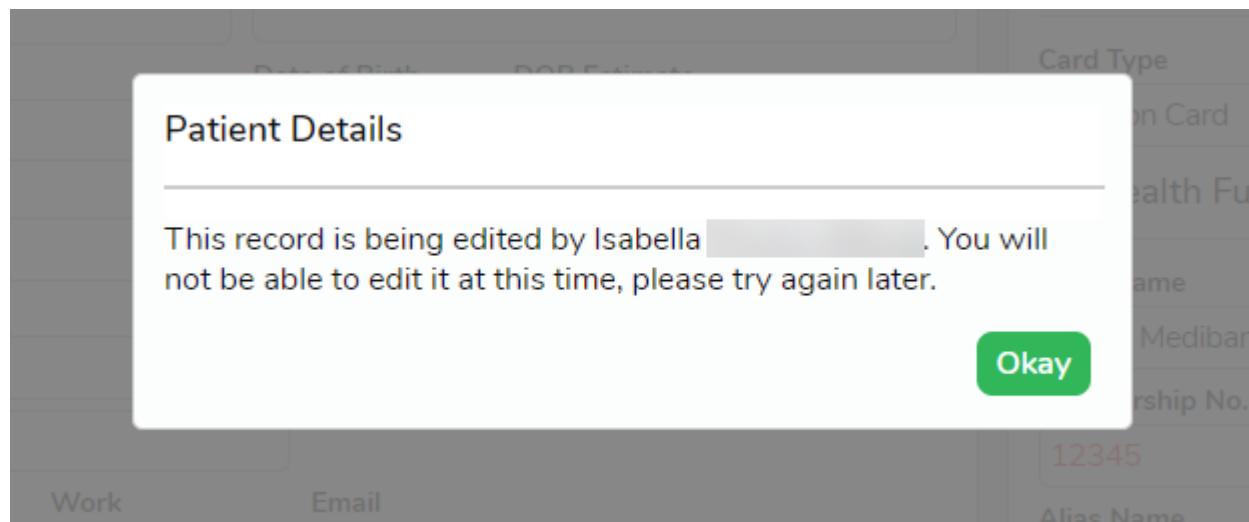
On 14/02/2025

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

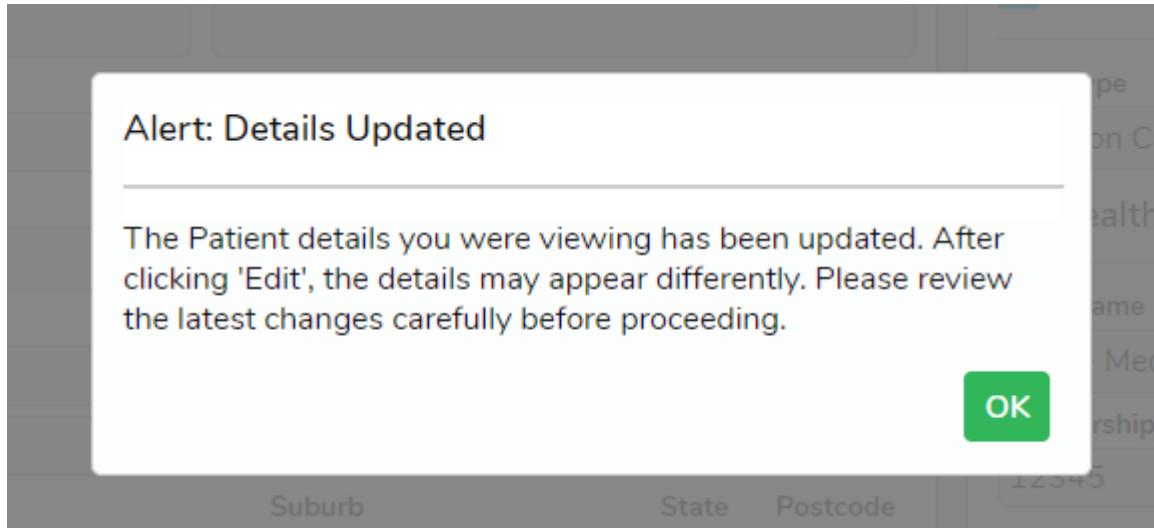
SMITH,John	Consult Room 1	Consult Room 2	SMITH,John	Consult Room 1	Consult Room 2
Time	Name	Notes	Time	Name	Notes
9:00 AM			9:00 AM		
9:30 AM			9:30 AM		
10:00 AM			10:00 AM		
10:30 AM	PROOKS, Bob		10:30 AM	PROOKS, Bob	
11:00 AM		<a href="#">Make an Appointment</a>	11:00		<a href="#">Make an Appointment</a>
		<a href="#">Edit Appointments</a> 			<a href="#">Edit Appointments</a> >
		<a href="#">Copy Appointment</a>			<a href="#">Copy Appointment</a>
		<a href="#">Cut Appointment</a>			<a href="#">Cut Appointment</a>
		<a href="#">Paste Appointment</a>			<a href="#">Paste Appointment</a>
		<a href="#">Accounts</a>			<a href="#">Accounts</a>
		<a href="#">Arrived (Patient In)</a>			<a href="#">Arrived (Patient In)</a>
		<a href="#">Unarrived</a>			<a href="#">Unarrived</a>
		<a href="#">Seen by doctor</a>			<a href="#">Seen by doctor</a>
		<a href="#">Un-seen by doctor</a>			<a href="#">Un-seen by doctor</a>
		<a href="#">Confirmed</a>			<a href="#">Confirmed</a>
		<a href="#">Invoiced</a>			<a href="#">Invoiced</a>
		<a href="#">Send SMS</a>			<a href="#">Send SMS</a>
		<a href="#">Check List</a> >			<a href="#">Check List</a> >
		<a href="#">Chart Label</a> >			<a href="#">Chart Label</a> >
		<a href="#">Wristband</a> >			<a href="#">Wristband</a> >
		<a href="#">Delete Appointments</a> >			<a href="#">Delete Appointments</a> >
		<a href="#">Documents</a>			<a href="#">Documents</a>
		<a href="#">Create Letter</a>			<a href="#">Create Letter</a>
		<a href="#">Quick Form</a>			<a href="#">Quick Form</a>
		<a href="#">Bill</a>			<a href="#">Bill</a>
		<a href="#">IFC</a>			<a href="#">IFC</a>
		<a href="#">OEC</a>			<a href="#">OEC</a>

## 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.



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

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## **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.

System Configuration		SMS Account	Counters	Administrator	Email Notification
<b>General</b>					
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 X

Patient  Other i  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	-

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## FYDO Clinic Update - 12/12/2024

### Custom View Additions

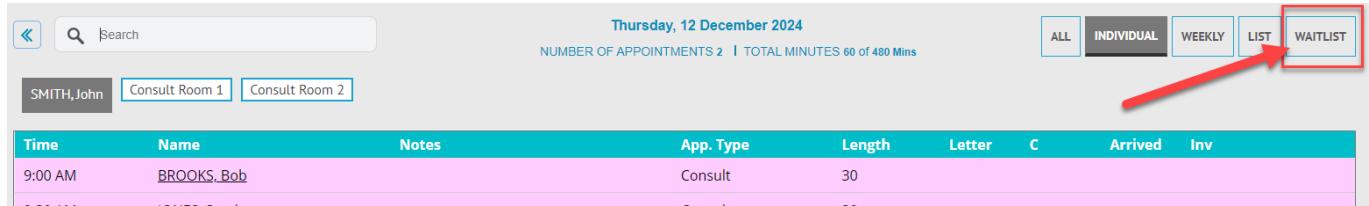
New fields are now available for display in the **Appointment Screen Custom Views**, including:

- 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				

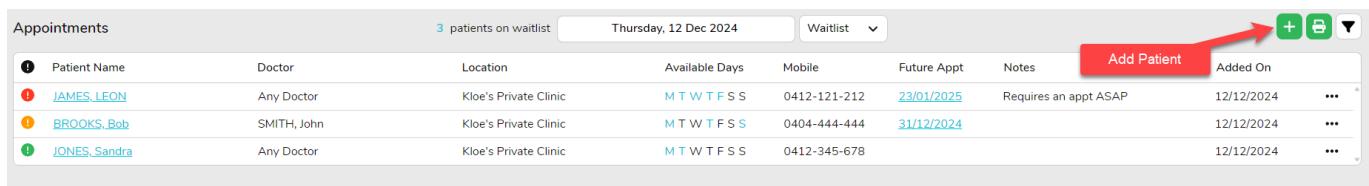
# Waitlist Feature

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



The screenshot shows the FYDO Appointments Screen. At the top, there is a search bar and a date indicator 'Thursday, 12 December 2024'. Below the date, it says 'NUMBER OF APPOINTMENTS 2 | TOTAL MINUTES 60 of 480 Mins'. There are four tabs at the top right: 'ALL', 'INDIVIDUAL', 'WEEKLY', and 'LIST'. The 'LIST' tab is highlighted with a red box and a red arrow pointing to it. Below the tabs, there is a table with columns: Time, Name, Notes, App. Type, Length, Letter, C, Arrived, and Inv. The table shows two entries: 'SMITH, John' and 'BROOKS, Bob'.

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



The screenshot shows the Waitlist screen. At the top, it says 'Appointments' and '3 patients on waitlist'. Below that is a date 'Thursday, 12 Dec 2024' and a dropdown 'Waitlist'. There is a red box and a red arrow pointing to the 'Add Patient' button. The main table has columns: Patient Name, Doctor, Location, Available Days, Mobile, Future Appt, Notes, and Added On. The table lists three patients: 'JAMES, Leon', 'BROOKS, Bob', and 'JONES, Sandra'.

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

Cancel Add Waitlist

## New Practice Fields

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

- Mailing Address
- Mailing Suburb

SETTINGS > PRACTICES > 2 - HAPPY MEDICAL CENTRE

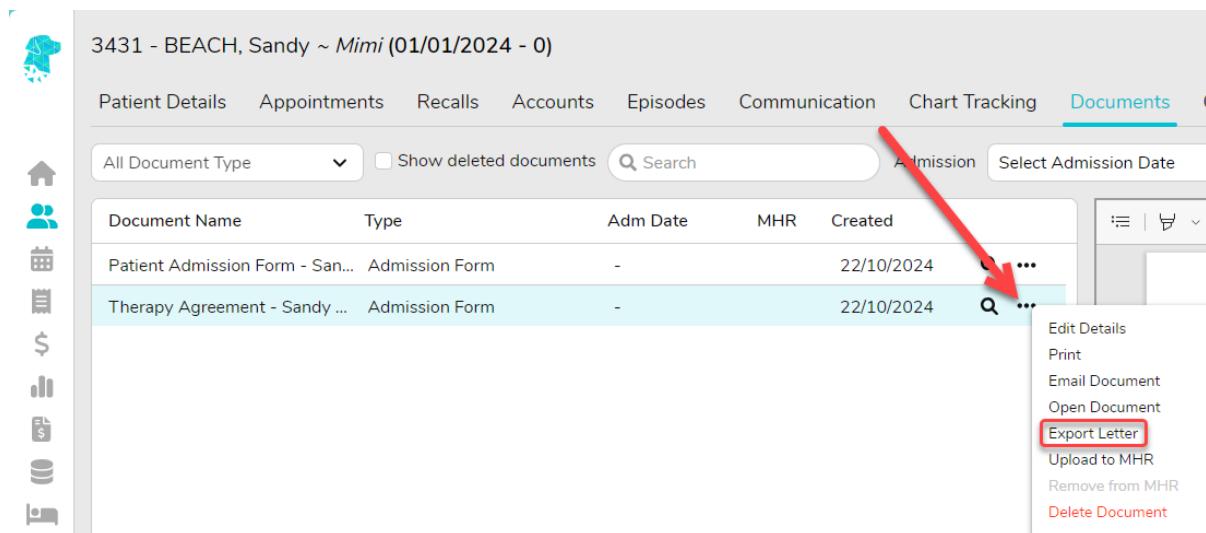
Practice Details			
Number	2		
Practice Name	Happy Medical Centre		
Address Line 1	66 Happy Lane		
Address Line 2	123		
Suburb	BUNBURY	SA	5266
Mailing Address	PO BOX 123		
Mailing Suburb	BUNBURY	SA	5266

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# 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.



The screenshot shows the FYDO Clinic software interface. On the left is a vertical toolbar with icons for Home, Patients, Appointments, Recalls, Accounts, Episodes, Communication, Chart Tracking, and Documents. The main area shows a patient record for '3431 - BEACH, Sandy ~ Mimi (01/01/2024 - 0)'. The 'Documents' tab is selected. A table lists two documents: 'Patient Admission Form - San...' and 'Therapy Agreement - Sandy ...'. A context menu is open over the second document, with a red arrow pointing to the '...' button. The menu options are: Edit Details, Print, Email Document, Open Document, **Export Letter** (which is highlighted with a red box), Upload to MHR, Remove from MHR, and Delete Document.

## 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**.



The screenshot shows the 'Documents / Letter Editor' access level settings. It lists several options with 'ON' and 'OFF' buttons and an 'i' icon for information. The 'Edit Letter' option is highlighted with a red box.

Action	ON	OFF	Info
View	ON	OFF	
Edit Details	ON	OFF	i
<b>Edit Letter</b>	ON	OFF	
Delete File	ON	OFF	
Import File	ON	OFF	

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

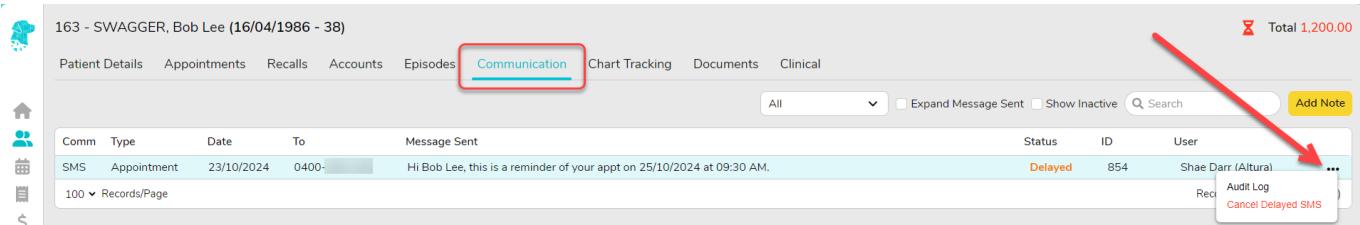
# FYDO Clinic Update - 24/10/2024

## 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.

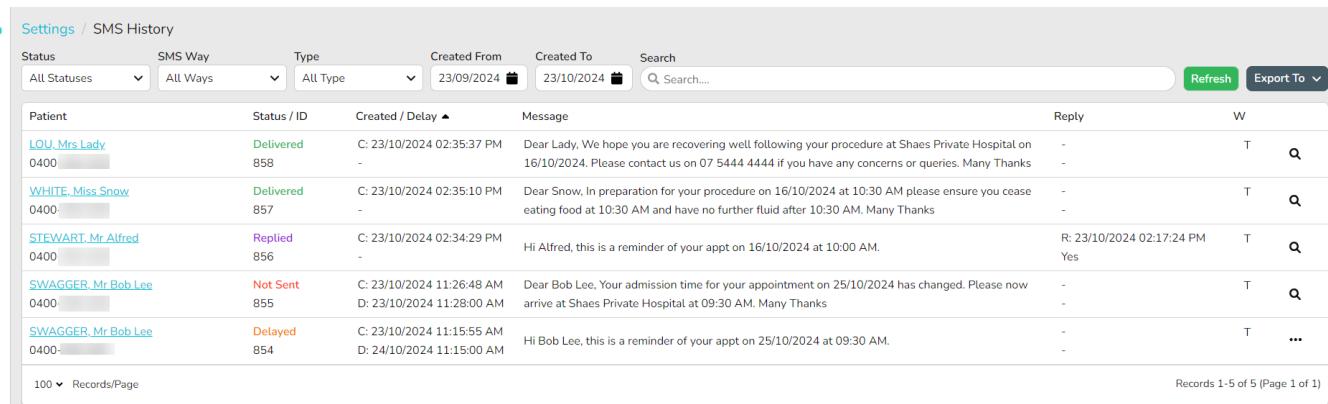
The audit log has also been upgraded to reflect these new functions.



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  
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 (Altura)  
100 Records/Page  
Audit Log Cancel Delayed SMS

## SMS History Makeover

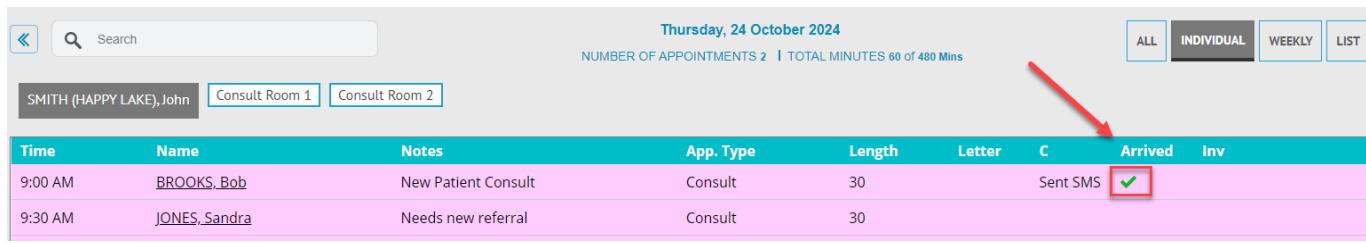
The SMS History Screen has been redesigned to improve readability and align with FYDO's modern look and feel.



Settings / SMS History  
Status SMS Way Type Created From Created To Search Refresh Export To  
All Statuses All Ways All Type 23/09/2024 23/10/2024 Search...  
Patient Status / ID Created / Delay Message Reply W  
LOU\_Mrs.Lady Delivered 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  
0400 858 -  
WHITE\_Miss.Snow Delivered 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  
0400 857 -  
STEWART\_Mr.Alfred Replied 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 T  
0400 856 Yes  
SWAGGER\_Mr.Bob.Lee Not Sent C: 23/10/2024 11:26:48 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  
0400 855 D: 23/10/2024 11:28:00 AM  
SWAGGER\_Mr.Bob.Lee Delayed C: 23/10/2024 11:15:55 AM Hi Bob Lee, this is a reminder of your appt on 25/10/2024 at 09:30 AM. - T  
0400 854 D: 24/10/2024 11:15:00 AM  
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

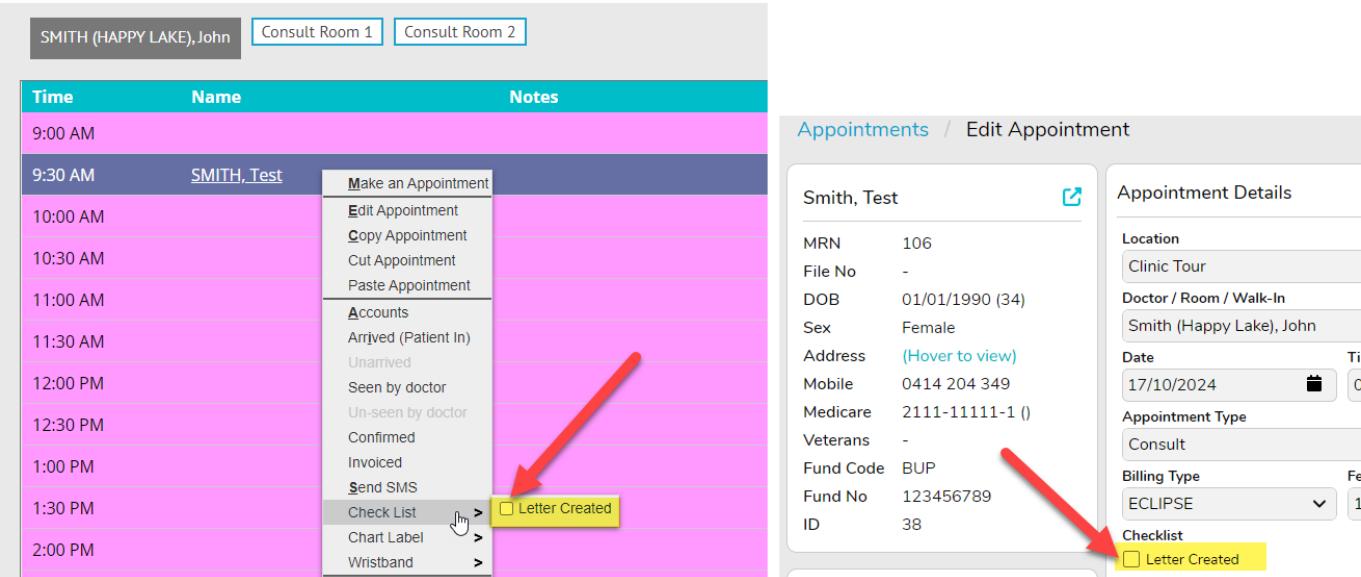
For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

# FYDO Clinic Update - 17/10/2024

## New Checklist Added to Appointments

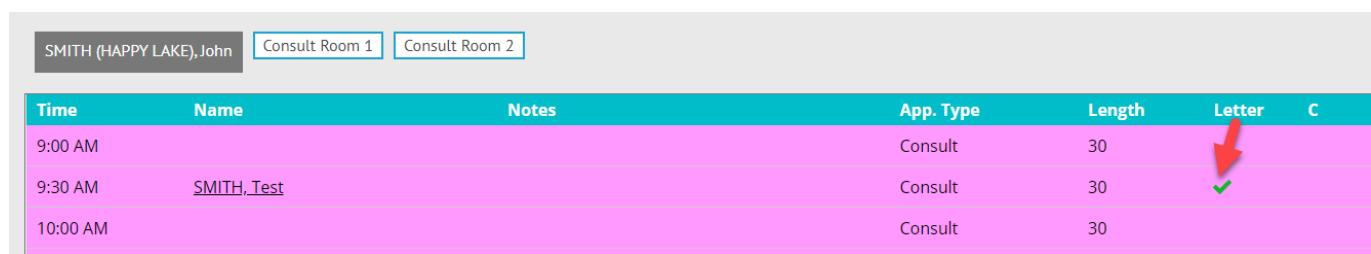
The new Check List feature allows users to effortlessly mark when a letter has been created for a patient's appointment, eliminating the need to go through the patient's documents to check.

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



The image shows two screenshots of the FYDO software interface. On the left is the 'Appointments' screen, displaying a list of scheduled appointments for 'SMITH (HAPPY LAKE), John'. The appointment at 9:30 AM is for 'SMITH, Test'. A right-click context menu is open over this appointment, with the 'Check List' option highlighted. A yellow box surrounds the 'Check List' option, and a red arrow points from this box to a second yellow box containing the text 'Letter Created'. On the right is the 'Edit Appointment' screen for the same patient and appointment. It shows detailed patient information and appointment details. A red arrow points from the 'Letter Created' checkbox in the 'Checklist' section of the edit screen to another 'Letter Created' checkbox in a yellow box on the same section, indicating that the setting from the edit screen applies to the appointments 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.



The image shows the 'Appointments' screen with a custom view applied. The columns are labeled: Time, Name, Notes, App. Type, Length, Letter, and C. The 'Letter' column is highlighted with a pink background. A red arrow points to the 'Letter' column header, indicating that the 'Letter Created' tick is visible in this custom view.

## 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	<a href="#">SWAGGER, Bob Lee</a>	163	Left Knee Arthrosc	HOUSE, Greg	Needs Wheelchair	D
10:00	<span style="color: red;">█</span> <span style="color: red;">█</span> <a href="#">STEWART, Alfred</a>	110	Gastroscopy	MURPHY, Shaun		B
10:30	<span style="color: red;">█</span> <span style="color: red;">█</span> <a href="#">WHITE, Snow</a>	147	Left Cat & IOL	TEST, Test	No carer at home	D
11:00	<a href="#">LOU, Lady</a>	153	Colonoscopy & Ga	MURPHY, Shaun		D
11:40	<b>Dragging &amp; Dropping</b>					
12:00						
12:30						
13:00						
13:30						
14:00						
14:30						
15:00						

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