

[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.

The screenshot displays the 'Make Appointment' interface. On the left, a patient profile for 'Brooks, Bob' is shown with details like MRN (110), DOB (21/06/1962), and Address. The main form area is titled 'Appointment Details' and includes fields for Location (Kloe's Private Clinic), Doctor (Smith, John), Date (14/01/2025), Time (10:30 AM), Appointment Type (Standard), Billing Type (Medicare), and Fee Level (1 - MBS 100%). A red arrow points to a 'Make Recurring' button located near the time field. Below this, a modal titled 'Recurring Appointment' is open, showing options to set the appointment to repeat 'Daily', 'Weekly', 'Monthly', or 'Yearly'. The 'Repeats' dropdown is currently set to 'Daily'. The 'Repeat Every' field is set to '1' day. The 'Start' date is '14/01/2025'. The 'End' section has two options: 'After 1 occurrence' (selected) and 'On 14/02/2025'. At the bottom of the modal are 'Cancel' and 'Save' buttons.

Appointment Details

Location: Kloe's Private Clinic

Doctor / Room / Walk-In: Smith, John

Date: 14/01/2025

Time: 10:30 AM

Appointment Type: Standard

Billing Type: Medicare

Fee Level: 1 - MBS 100%

Booking Code 1:

Booking Code 2:

Checklist: ☐ Letter Created

Recurring Appointment

Repeats: Daily

Repeat Every: 1 Days

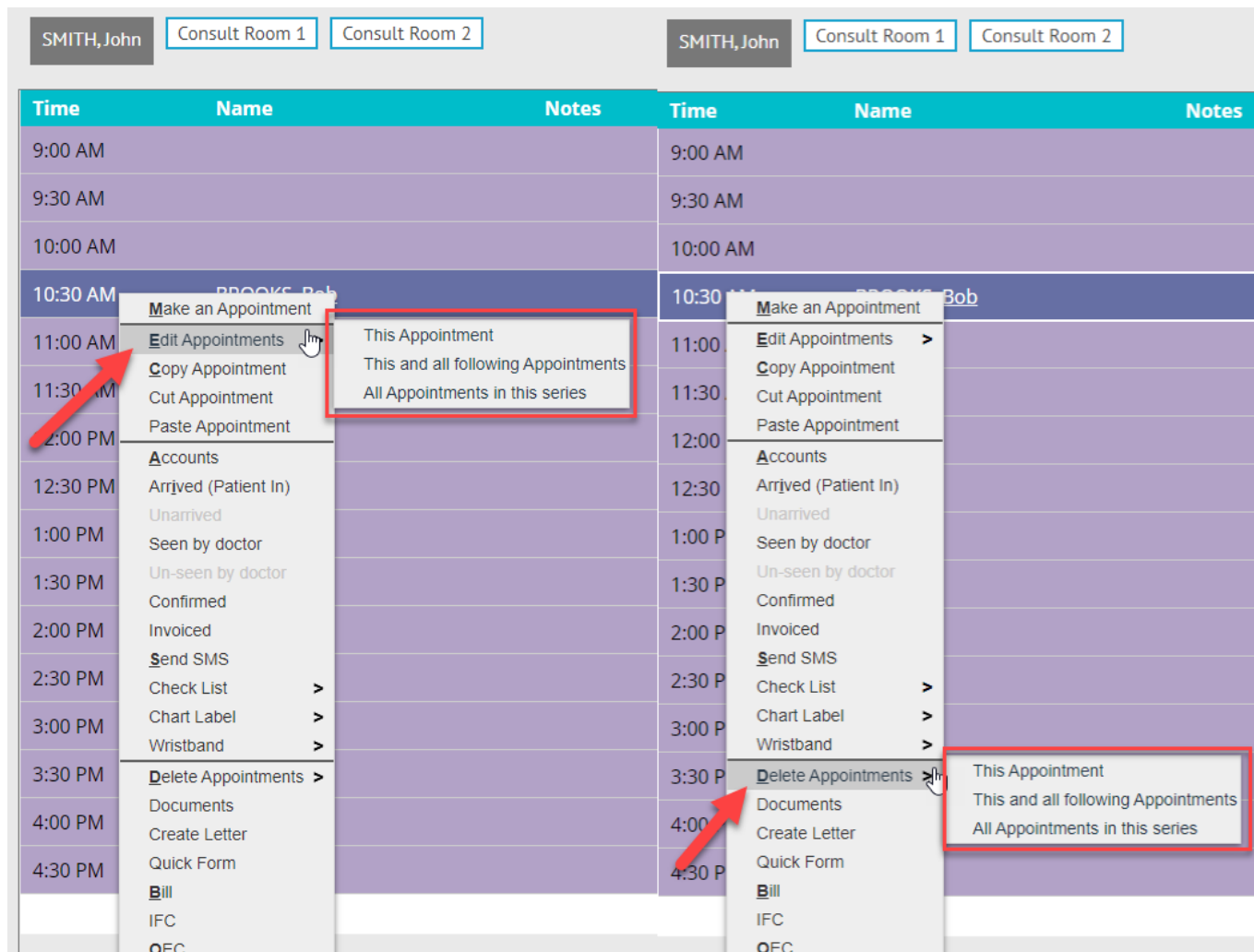
Start: 14/01/2025

End: ☒ After 1 occurrence

☐ On 14/02/2025

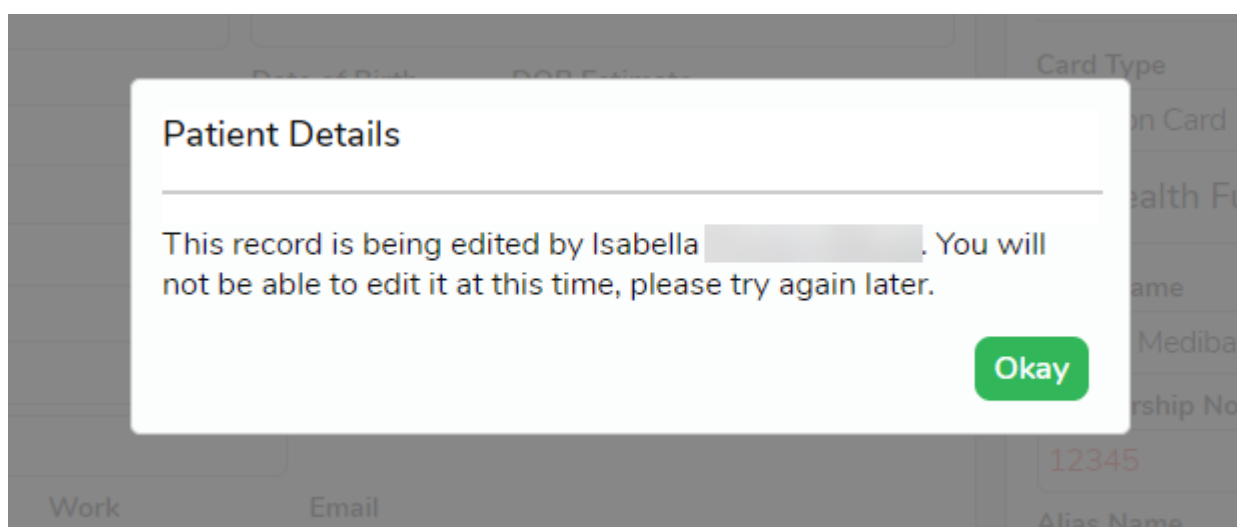
Cancel Save

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

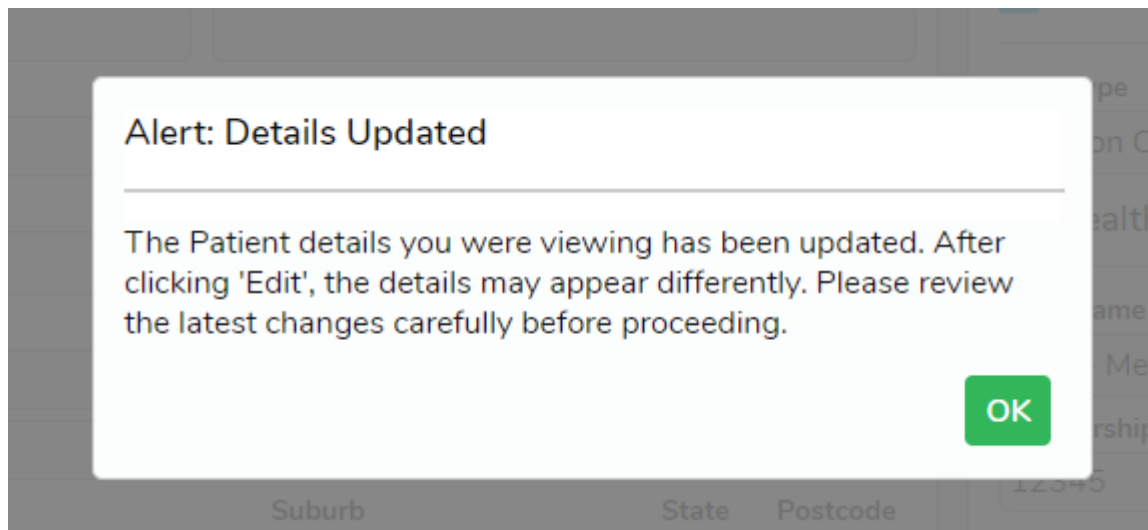


Patient Screen Improvements

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

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

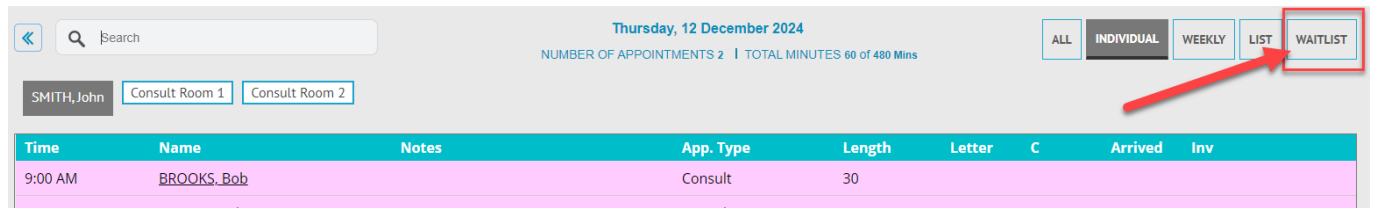
Consult Room 2

SMITH, John

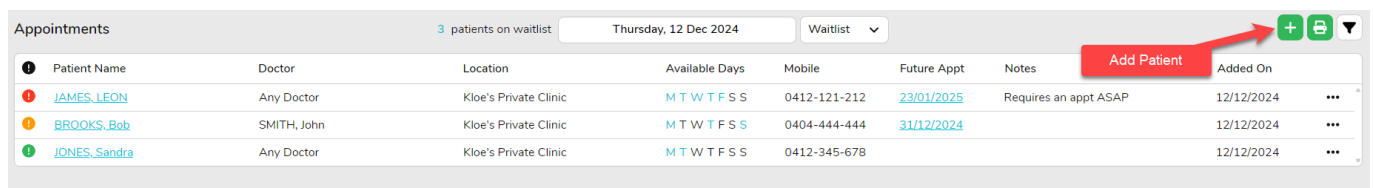
Time	Name	Age	Referring Doctor	Ref Date
9:00 AM	<u>BROOKS, Bob</u>	62	Ellis, James	01/06/2024
9:30 AM	<u>JONES, Sandra</u>	34	Allen, Jennifer	02/12/2024
10:00 AM				

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

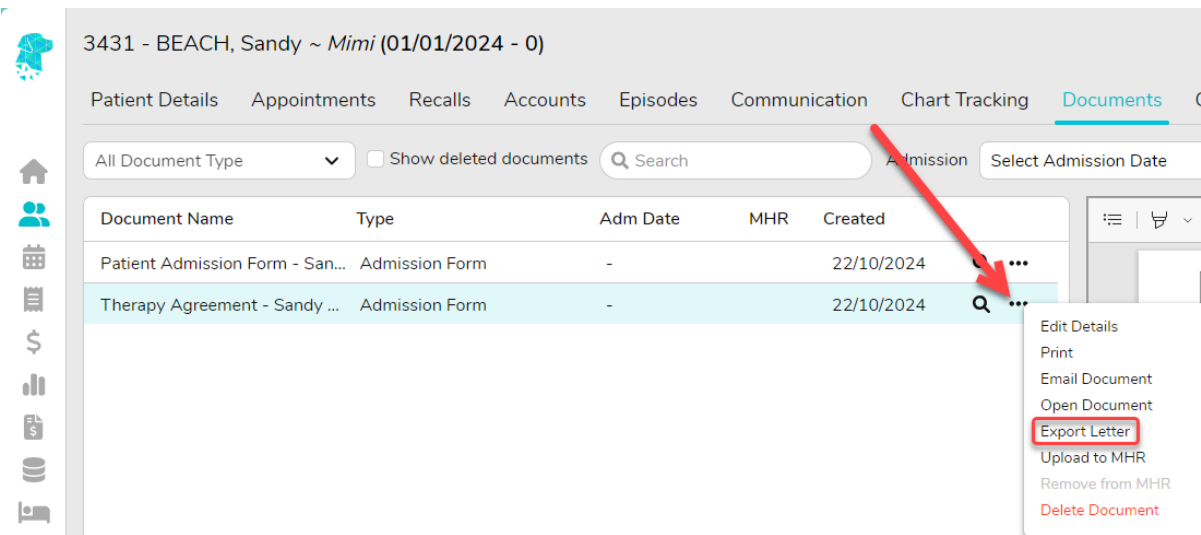
Number	<input type="text" value="2"/>		
Practice Name	<input type="text" value="Happy Medical Centre"/>		
Address Line 1	<input type="text" value="66 Happy Lane"/>		
Address Line 2	<input type="text" value="123"/>		
Suburb	<input type="text" value="BUNBURY"/>	<input type="text" value="SA"/>	<input type="text" 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	<div>Make an Appointment</div> <div>Edit Appointment</div> <div>Copy Appointment</div> <div>Cut Appointment</div> <div>Paste Appointment</div> <div>Accounts</div> <div>Arrived (Patient In)</div> <div>Unarrived</div> <div>Seen by doctor</div> <div>Un-seen by doctor</div> <div>Confirmed</div> <div>Invoiced</div> <div>Send SMS</div> <div>Check List</div> <div>Chart Label</div> <div>Wristband</div>
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		

Appointments / Edit Appointment

Smith, Test

MRN106

File No-

DOB01/01/1990 (34)

SexFemale

Address(Hover to view)

Mobile0414 204 349

Medicare2111-11111-1 ()

Veterans-

Fund CodeBUP

Fund No123456789

ID38

Appointment Details

LocationClinic Tour

Doctor / Room / Walk-InSmith (Happy Lake), John

Date17/10/2024

Appointment TypeConsult

Billing TypeECLIPSE

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/>

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

Concession Card - OPV

The issue with verifying patient Concession Cards on the patient screen has been resolved.

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

[FYDO Clinic Update - 03/10/2024](#)

Entitlement Card Expiry Date

The **Expiry Date Field** for the **Entitlement Cards** has been updated to follow the DD/MM/YYYY format, in line with current requirements. For expiry dates that are still shown as MM/YYYY, users will need to enter the last day of the expiry month.

Entitlement Cards

+ Add new entitlement card


Card Type	Card Number	Expiry	Action
Pension Card ▼	12345678A	02/10/2024 📅	✖


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

FYDO Clinic Update - 12/09/2024

Pronouns Field

FYDO now includes a new field on the **Patient Screen** for recording **Pronouns**. This field offers 3 main options in the dropdown menu, while also allowing users to free type and add individual Pronouns.

 Patient Details


Title	Pronouns	File Number	External ID
Miss	She/Her/Hers		
First Name 	Middle Name		
Snow			
Last Name	Previous Name		
White			
Preferred Name	Date of Birth	DOB Estimate	
Snowy	07/07/1977	<input type="checkbox"/>	

This field also has a token, which allows the information to be populated on Lists, Labels, Quick Forms, etc.

<<patPronoun>>

User Edit Profile

In line with our evolving sleek new look, the **User Edit Profile** page has also received a makeover.



Edit Profile - Shae Darr

[User Details](#) [Change Password](#) [Authentication](#)

User Details

First Name

Shae

Surname

Darr

Email


test@test.com.au

TimeZone

Australia - (UTC+08:00) Perth

Calendar Year

Even small improvements matter! We've reordered the year dropdown to help users more efficiently select the correct year.



Today

<< 🔍 Search

Sep 2024

Mo Tu We Th Fr Sa Su

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30

ADMISSIONS DAY

Time

09:00 09:30 10:00 10:30 11:00 11:30 12:00 12:30 13:00 13:30 14:00

Locations

All Locations

Departments

All Departments

Doctors/Theatres

All Doctors/Theatres

Filter

All Appointments

Action

Walk Patient

2029 2028 2027 2026 2025 2024 2023 2022 2021 2020 2019 2018 2017 2016 2015 2014 2013 2012 2011 2010

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

FYDO Clinic Update - 06/09/2024

New Look Make Appointment/Edit Appointment Screen

The **Make Appointment/Edit Appointment Screen** has received a makeover. It has all the same functionalities, just with a fresh new look.

Appointments / Make Appointment

Clinic \$0.00 Hospital \$0.00 Total \$0.00 Cancel Save

Test, Kloe

MRN 796
File No -
DOB
Sex Female
Address (Hover to view)
Mobile
Medicare
Veterans -
Fund Code MPL
Fund No 123456AB
ID New

* Allergies
-
Alert
-
Notes
-
Document Alert
-

Appointment Details

Location ACSS Clinic
Doctor / Room / Walk-In Baker1, Leticiaa
Date 04/09/2024 Time 03:00 PM
Appointment Type Appt 15 min
Billing Type Medicare Fee Level 1 - MBS 100%
Booking Code 1
Booking Code 2
Notes

Referring Details

Previous Referrals
Referring Doctor ANDORRA, Test
Referral Date 02/09/2024 Period 3 First Consult
Referral To Search for a Referral To
Site Referral (global) Open Access

Items

Code Description Action

Future Appointments

Date Time Appointment Type Provider

No future appointments found

Recalls

Date Reason Provider Location

No recalls found

Audit

Session Expiry Alert

FYDO will now provide users an alert **2 minutes** prior to their **sessions expiring**, based on the hospital's individual System Configuration. This alert gives users the option to select **Keep Alive** to extend their session. If **Keep Alive** is not selected within the final 2 minutes, FYDO will automatically log out the user as per current protocol.

Session Expire

Session expired. You will be redirected to the login page.

Keep Alive Cancel

OPV & IHI Fields

Following wonderful feedback from our users, we have decided to swap the order of the **Individual Healthcare Identifier (IHI)** and the **Online Patient Verification (OPV)** fields for ease of use and functionality of the Patient Screen.

✓ Online Patient Verification (OPV)

Type

Health Fund

As at

04/09/2024

OPV Check

Last Medicare Check

Last Health Fund Check

-

-

Location

Shaes Private Hospital

Health Identifier

Health Identifier Number

MHR consent

IHI Check

Status

Record Status

Last Verified

-

-

-

Doctors Insurance Field

The **Insurance** field, on the **Doctors** details page, now includes pre-populated options for the most popular Insurance Companies. This field also allows free text entry, so additional companies can be typed in if required.

SETTINGS > DOCTORS > 2 - LENNON, JOHN

Doctor Details

Other

Doctor Details

Dr Code

2

Title

Dr

First Name

John

Surname

Lennon

Address

1 Penny Lane

Suburb

STRAWBERRY FIELDS

QLD

4444

Phone

(07)4666-6666

Fax

(07)4555-5555

Mobile

0444-444-444

Email

john@letitbe.com.au

Email CC

Qualification

Status

☒ Active

Insurance

Insurance

Policy No

Avant

Insured To

Berkshire Hathaway Specialty Insurance

Credentiaing

MDA National

Date of Credentiaing

Medical Indemnity Protection Society (MIPS)

Medical Insurance Group Australia (MIGA)

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