

[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.

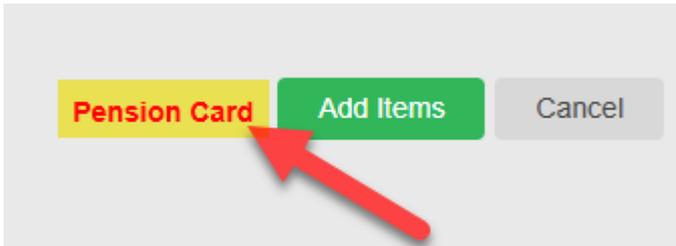
The image displays two screenshots from a patient management system. The top screenshot shows the 'Patient Screen' with two sections highlighted by red boxes: 'Personal Information' and 'Other Information'. The 'Personal Information' section includes fields for Marital Status, Occupation, Employment 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. The bottom screenshot shows the 'Reorder Content' dialog box, which allows users to rearrange the order of sections on the left and right sides of the screen. The 'Left Side' contains Patient Details, Other Contacts, Referring Details, Personal Information, and Other Information. The 'Right Side' contains Medicare / DVA / HF Details and Community Nursing. A red arrow points to the 'Personal Information' section in the dialog box. The dialog box also includes 'Reset Order', 'Cancel', and 'Save Order' buttons.

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

[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.

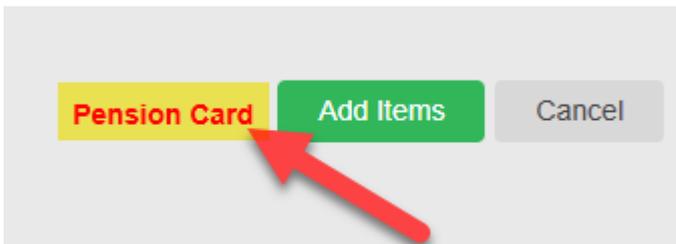


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[FYDO Clinic Update - 28/03/2025](#)

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.

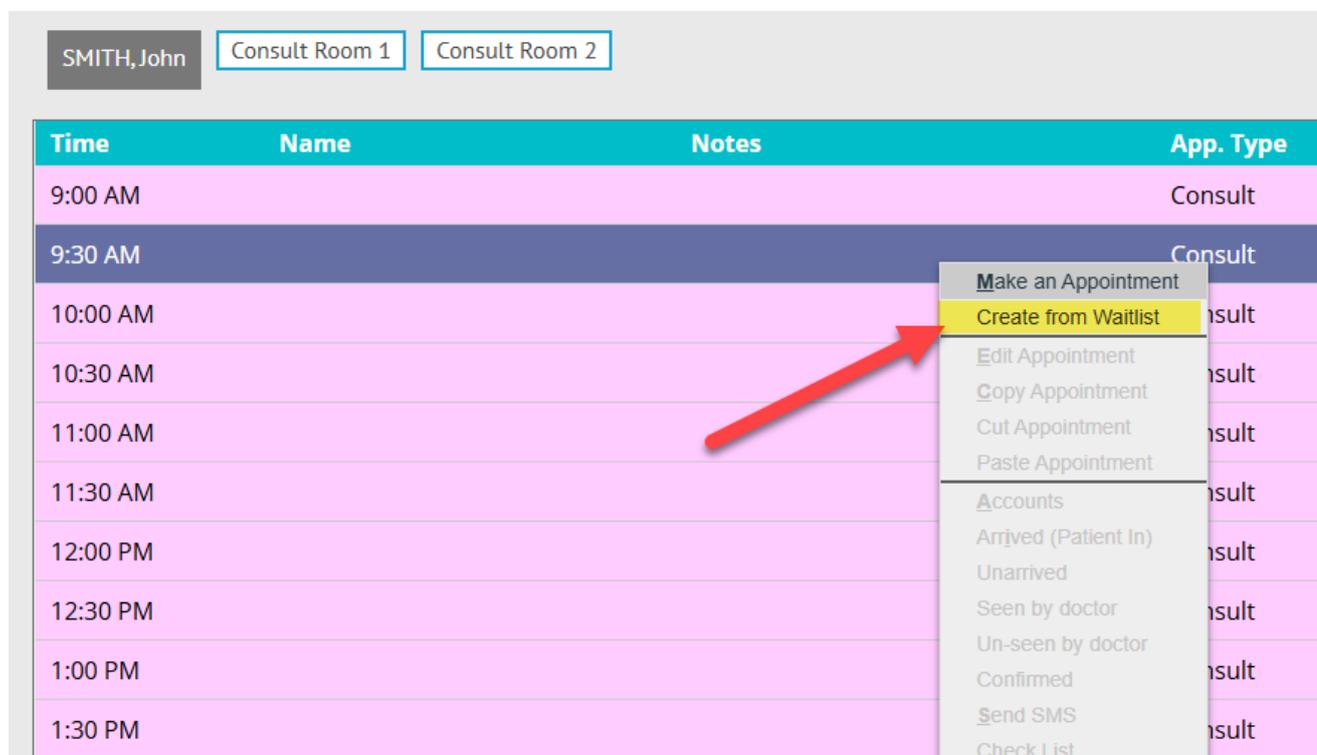


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[FYDO Clinic Update - 21/03/2025](#)

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**.



The screenshot shows the 'Appointments Screen' for 'SMITH, John' with filters for 'Consult Room 1' and 'Consult Room 2'. The table displays appointment slots from 9:00 AM to 1:30 PM. A right-click menu is open over the 10:00 AM slot, with the 'Create from Waitlist' option highlighted in yellow. A red arrow points to this option.

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	MTWTFSS	0400-			12/03/2025
!	MIDDLETON, Catherine	107	MTWTFSS	0400-			09/12/2024
!	MOZART, Wolfgang	217	MTWTFSS	0414-			11/12/2024
!	KNIGHT, Kelvin	253	MTWTFSS	-			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.

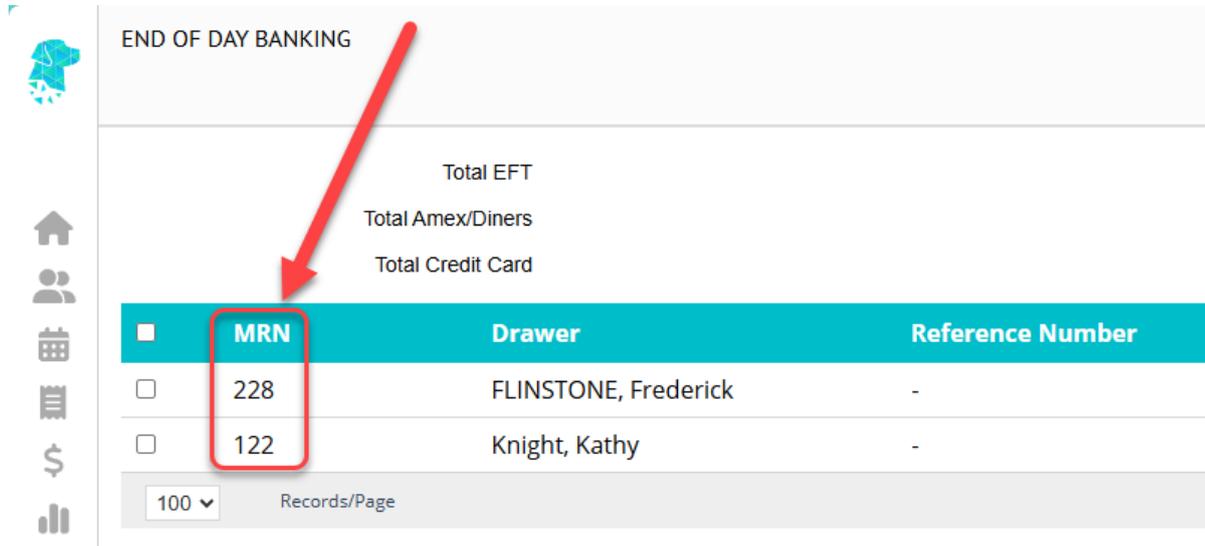
Data I/O

Billing Sheets		D	R	RW	Patient Alerts - Mark as Incomplete	ON	OFF	
Claims Import		D	R	RW	Patient Alerts - View	ON	OFF	
Data Extracts		D	R	RW	Preadmit Holding Bay	D	R	RW
Patient Alerts - Mark as Completed		ON	OFF		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

Total EFT
Total Amex/Diners
Total Credit Card

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

100 Records/Page

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

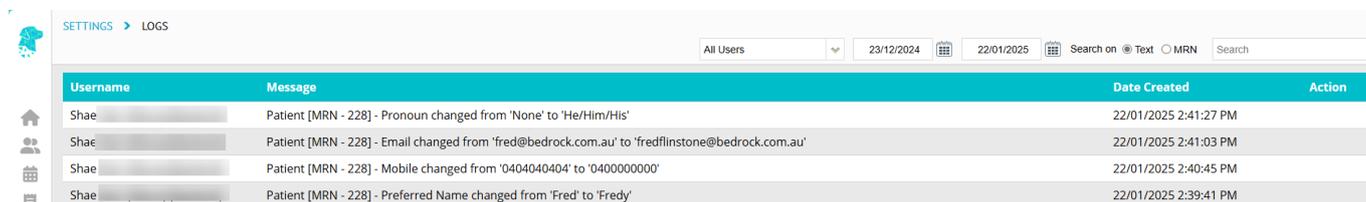
For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

[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



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
I <<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 Store and Forward ▼

Claiming Payment Date ?

Default Fee Level Level 1 - MBS 100% ▼

Accumulate 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: support@alturahealth.com.au

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

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[FYDO Clinic Update - 16/01/2025](#)

Recurring Appointment Feature

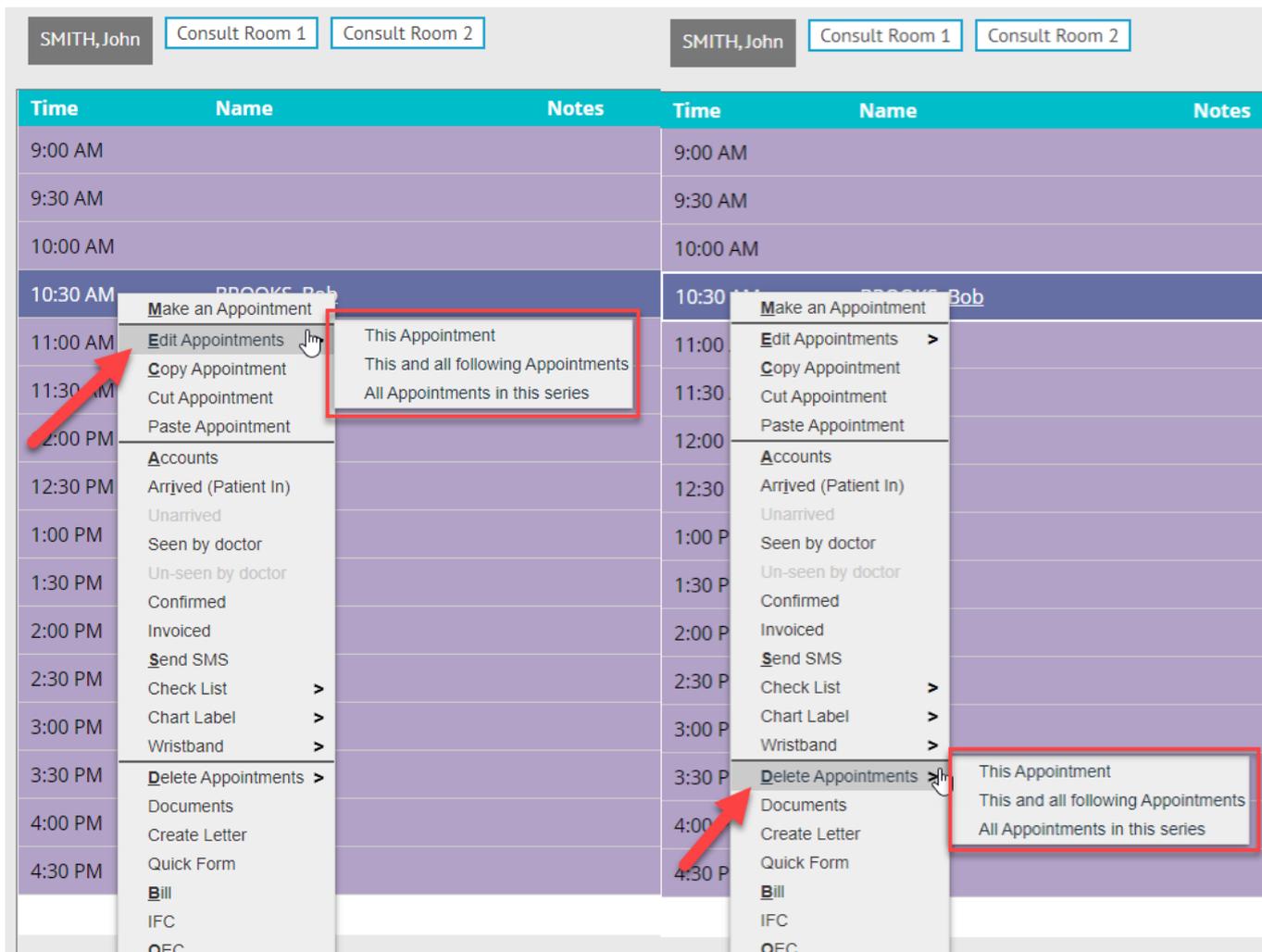
Users can now utilise the **Make Recurring** feature to add multiple bookings for the same patient on a **daily, weekly, monthly** or **yearly** basis. Appointments can even be made on certain days of the week, e.g. Mondays, Wednesdays and Fridays.

The screenshot shows the 'Make Appointment' interface. On the left is a patient profile for Bob Brooks. The main form contains appointment details such as location, doctor, date, and time. A red box highlights the 'Make Recurring' button next to the 'Appointment Type' dropdown, with a red arrow pointing to it. Below the main form is a modal titled 'Recurring Appointment' with the following settings:

- Repeats: Daily
- Repeat Every: 1 Days
- Start: 14/01/2025
- End: After 1 occurrence
- On 14/02/2025

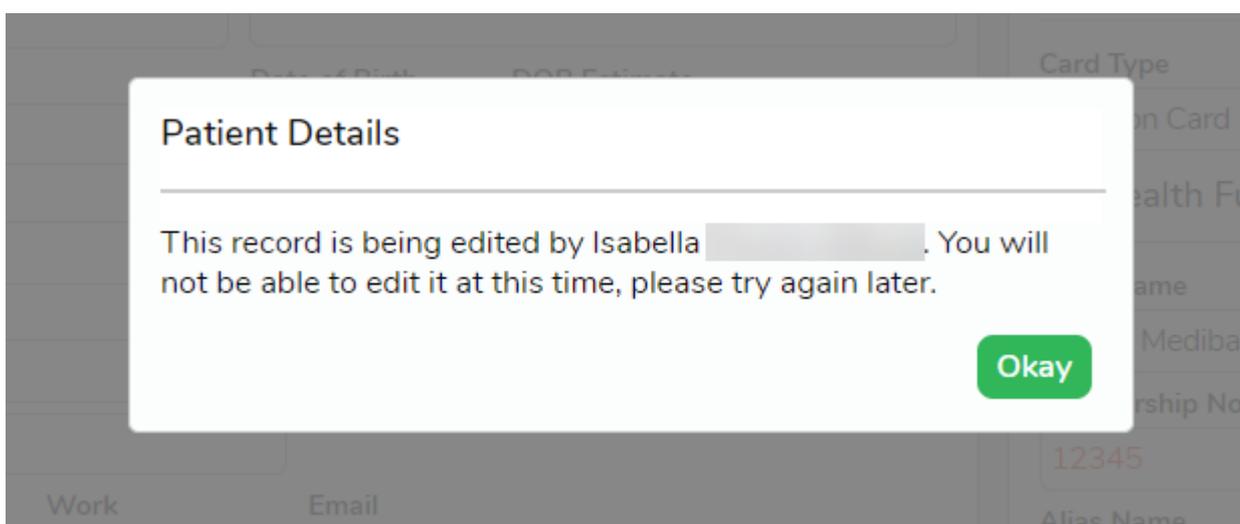
Buttons for 'Cancel' and 'Save' are located at the bottom right of the modal.

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

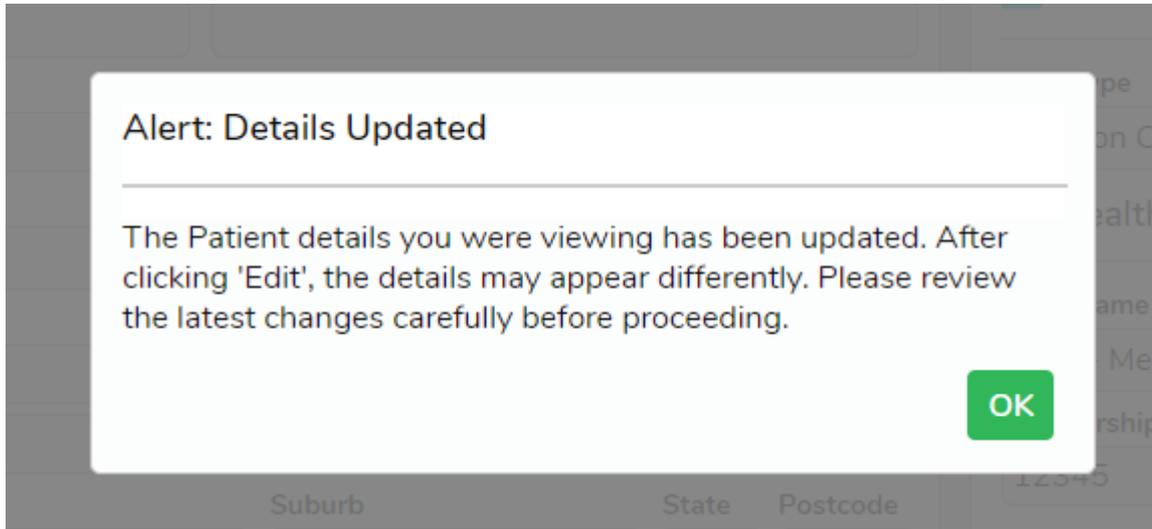


Patient Screen Improvements

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.

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

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*)

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

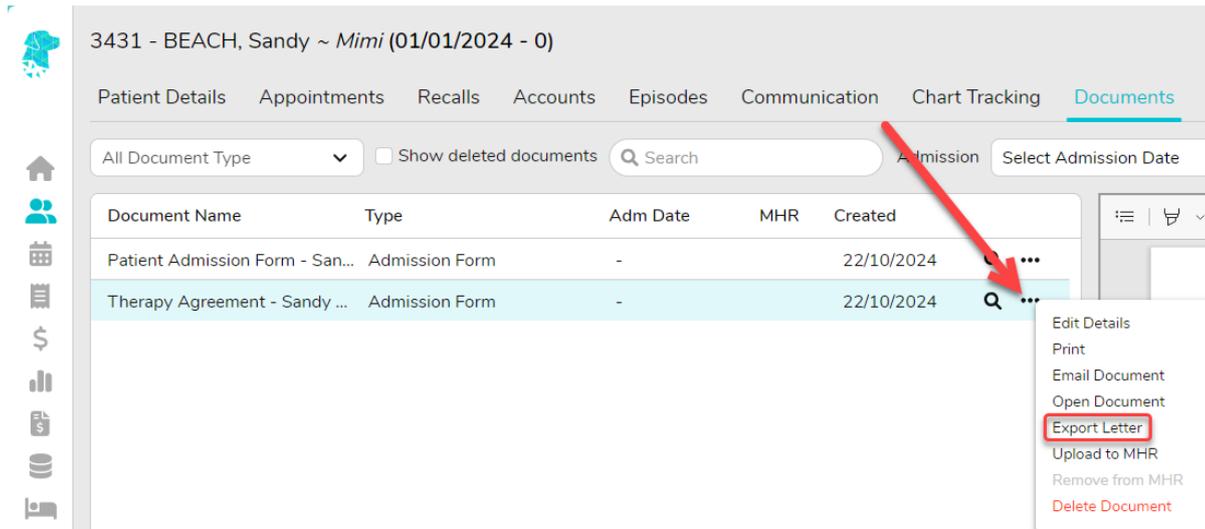
Number	<input type="text" value="2"/>		
Practice Name	<input type="text" value="Happy Medical Centre"/>		
Address Line 1	<input type="text" value="66 Happy Lane"/>		
Address Line 2	<input type="text" value="123"/>		
Suburb	<input type="text" value="BUNBURY"/>	<input type="text" value="SA"/>	<input type="text"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

Documents / Letter Editor

View	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF
Edit Details	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF 
Edit Letter	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF
Delete File	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF
Import File	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF

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