

[FYDO Clinic Update - 30/08/2024](#)

Two-Factor Authentication

Facilities that utilise **Single Sign On (SSO)** are now able to disable **Two-Factor Authentication** if desired.

The option to disable can be found under **Settings > Security**.



SETTINGS > SECURITY

Global Restrict IP

Restrict IP ☐

General

Webhooks ☐

Two Factor Authentication

Remember for 30 days ☒

Communication Option Both Email or SMS

Enforce 2FA via App ☐

SSO as Mandatory ☐ ?

SSO Microsoft and Google

Disable 2FA ☐ ?

Edit

Login - Audit Logs

New audit logs have been added to track login activity.

- Failed login attempt
- Temporary blocked

User login activity can be tracked by going to **Settings > Logs**.

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

[FYDO Clinic Update - 08/08/2024](#)

New Entitlement Card Fields

FYDO now has the capacity to list up to four **Entitlement Cards** with the new feature button **+Add new entitlement card** visible when editing the Patient Screen.

New tokens will need to be added to any forms that generate this information from FYDO. So please let us know if you have a form that requires amendment, and we can assist.

Occupation Field

A new field has been added to FYDO to document a patients **Occupation** for clinics that collect this data.

Bug Fixes

- Doctors Email Addresses can now be viewed again
- Doctors Files can now be added again
- The Expiry Date for Entitlement Cards is no longer a mandatory field

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

FYDO Clinic Update - 20/06/2024

Practice Enhancements

Clinics are now able to easily print address labels for Practices from **Settings > Practices**.
The **Practice Email Address** can now also be documented.

SETTINGS > PRACTICES > 1 - BACK STREETS BACK

LabelEdit

Practice Details

Number1

Practice NameBack Streets Back

Address Line 1100 Back Street

Address Line 2

SuburbBACK PLAINSQLD4361

Phone(07)4555-5555

Fax(07)4666-6666

Email

Status☒ Active

Edit

ID	Surname	First Name	Provider Number	Mobile	Speciality	Status
1	Carter	Nick	-	-	-	Active
11	Length	Long Name Referral	-	-	-	Active

100

Records/Page

Records 1-2 of 2 (Page 1 of 1)

Religion added to Patient Screen

Clinics are now able to document a patient's **Religion** in the Patient Screen.



132 - MOUSE, Mickey ~ Mick (27/12/1977 - 46)

[Patient Details](#) [Appointments](#) [Recalls](#) [Accounts](#) [Episodes](#) [Communication](#) [Documents](#) [Clinical](#)



Mickey MOUSE

Patient ID 132
Sex Male
Age 46
Language English
Pending 829.00

* Allergies

Egg

Alert

BMI 44

Notes

Document Alert

Patient Details

Title	File Number	External ID	
Mr	99999		
First Name	Middle Name		
Mickey			
Last Name	Previous Name		
Mouse			
Preferred Name	Date of Birth	DOB Estimate	
Mick	27/12/1977	<input type="checkbox"/>	
Sex	Gender		
Male	Man, or boy, or male		
Address	Suburb	State	Postcode
1234 Topp Street	TOOWOOMBA	QLD	4350
Mobile	Home	Work	Email

Referring Details

Previous Referrals

Referring Doctor

Referral Date

Period

First Consult

Referral To

Site Referral (global)

Other Information

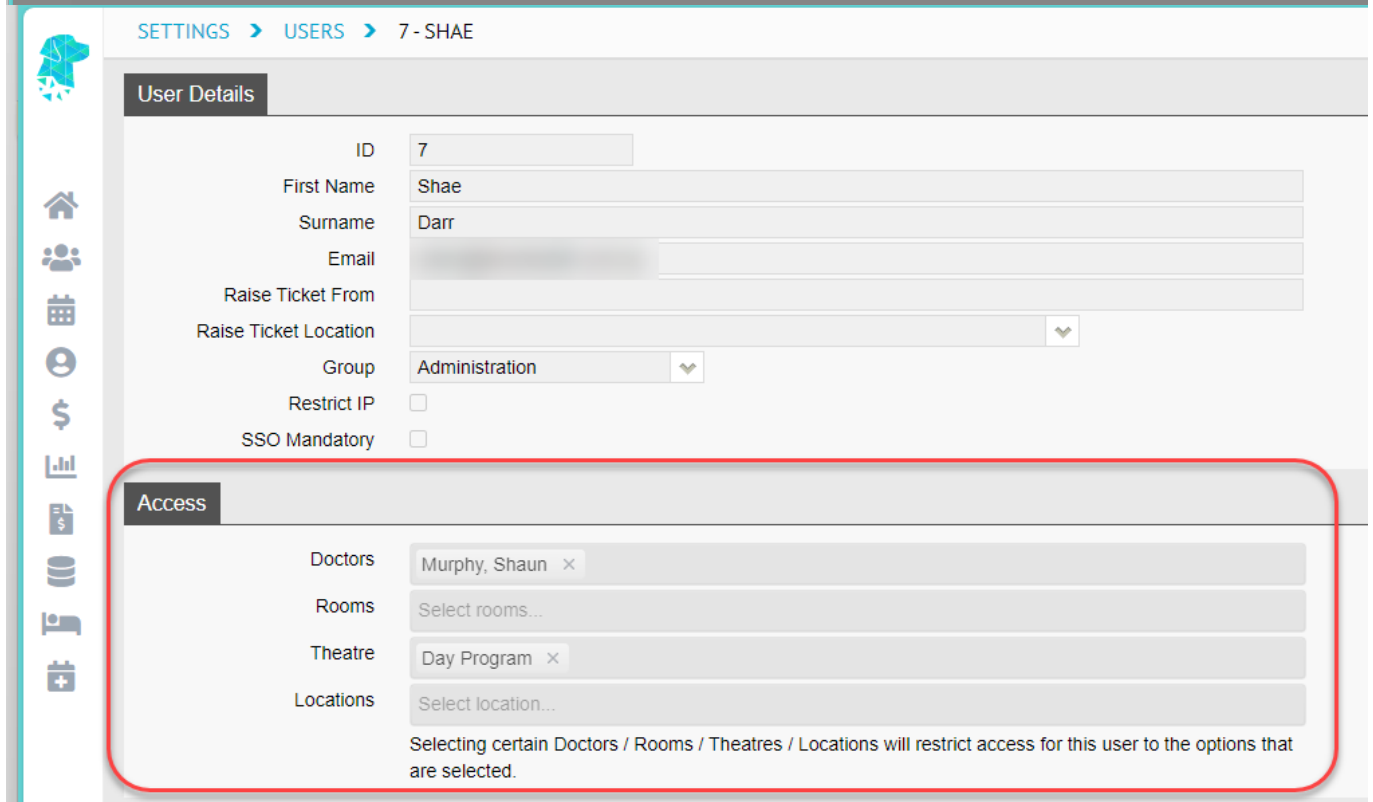
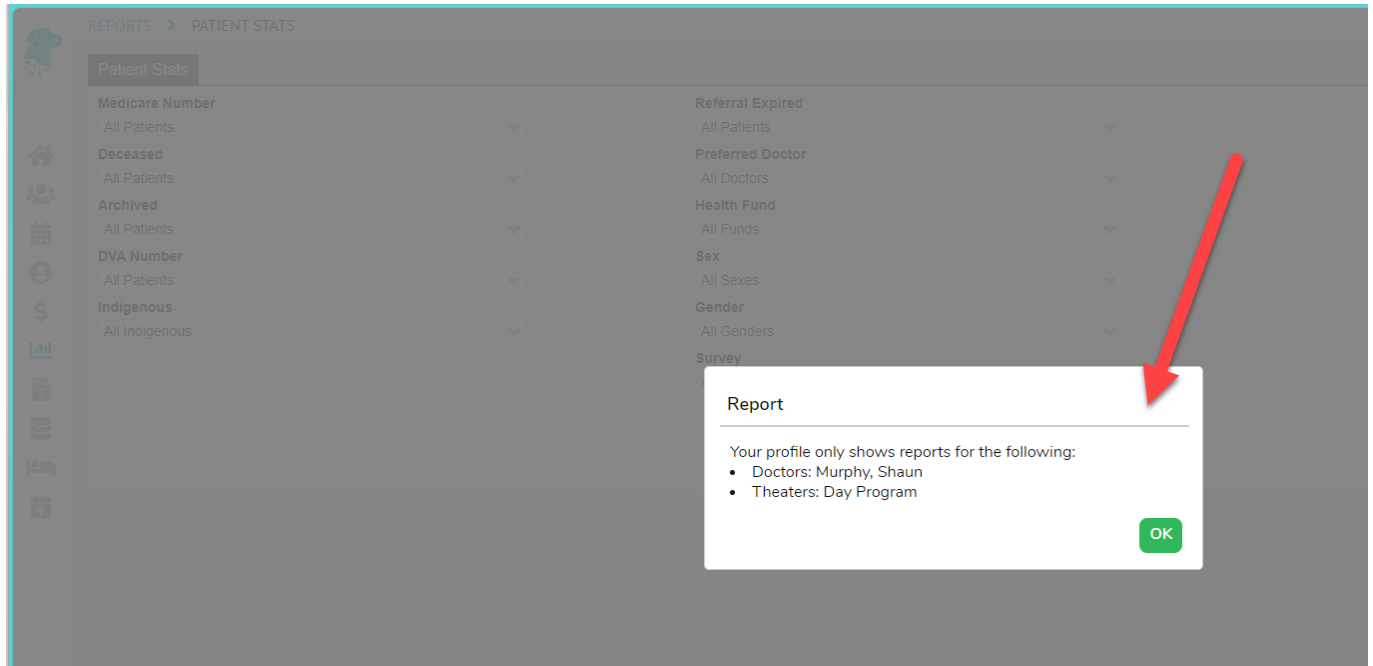
Marital Status	Employment Status	Employer
Married (including de facto)		
Indigenous Status	Australian or South Sea Islander	
Neither Aboriginal or Torres Strait Islander	No	
Language	Country of Birth	Religion
English	Australia	
Interpreter	Overseas Visitor	
Family GP (Current)	Preferred Doctor	
Search for a Family GP		
Bill Method	Fee Level	Send Invoices To
		Not Set
Location	Dental Benefit	
	0.00	
Deceased	Archived	Survey
	No	

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

FYDO Clinic Update - 13/06/2024

Patient Stats Report

If a user tries to run the **Patient Stats Report** for any data that falls outside the restrictions assigned to them, in **Settings > User**, they will now be shown a pop up of the categories they **do** have access to.



API Key

FYDO now has the ability to provide multiple API Keys, eliminating the need for third parties to share keys. Each API Key now includes a user field where facilities can label the user of each key. This enhancement improves control over disabling third party access and quickly identifies those that possess a key.

The screenshot shows the 'SETTINGS > SECURITY' page. Under the 'General' tab, the 'Webhooks' checkbox is checked. A red rounded rectangle highlights a table with 10 rows for API key management. Each row contains an 'API key' input field, a green 'Generate ApiKey' button, and a 'User' input field. Below this, the 'Two Factor Authentication' section is visible with options for 'Remember for 30 days', 'Communication Option' (set to 'Both Email or SMS'), and 'Enforce 2FA via App'.

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

FYDO Clinic Update - 30/05/2024

New User Group Access Level

There is a new access level that allows clinics to restrict users from **Creating Custom Views** for the **Appointments Screen**. All users will still have access to utilise the Custom Views that have been created for the clinic and will be able to choose their default preference.

The screenshot shows the 'Appointment' settings page. A red rounded rectangle highlights the 'Create Views (Clinic)' and 'Create Views (Hospital)' settings, each with 'ON' and 'OFF' toggle buttons. A red arrow points from the 'OFF' button of 'Create Views (Clinic)' to the right. To the right, under the 'Make' section, are 'Make (Clinic)', 'Make (Hospital)', and 'View' settings, each with 'ON' and 'OFF' toggle buttons. Information icons (i) are present next to 'Edit (Clinic)' and 'Edit (Hospital)'.

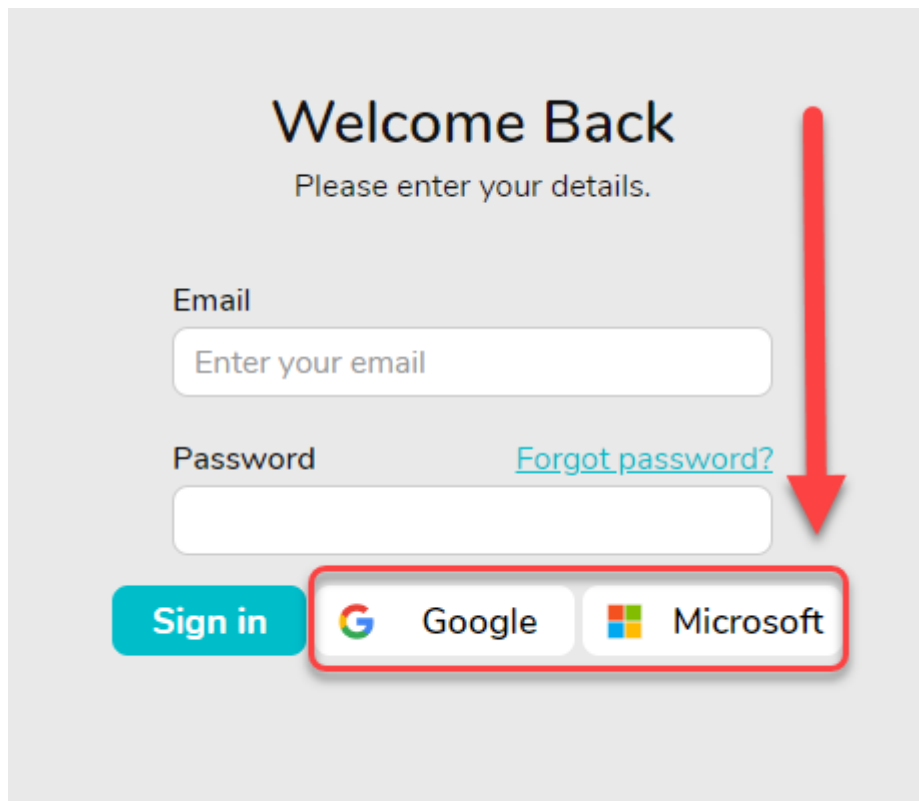
For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

FYDO Clinic Update - 24/05/2024

SSO - Single Sign On

FYDO now gives users, and facilities, the option to utilise Single Sign On (SSO). Please click on the link below to view our wiki page for more information on this feature.

[Single Sign On with FYDO](#)



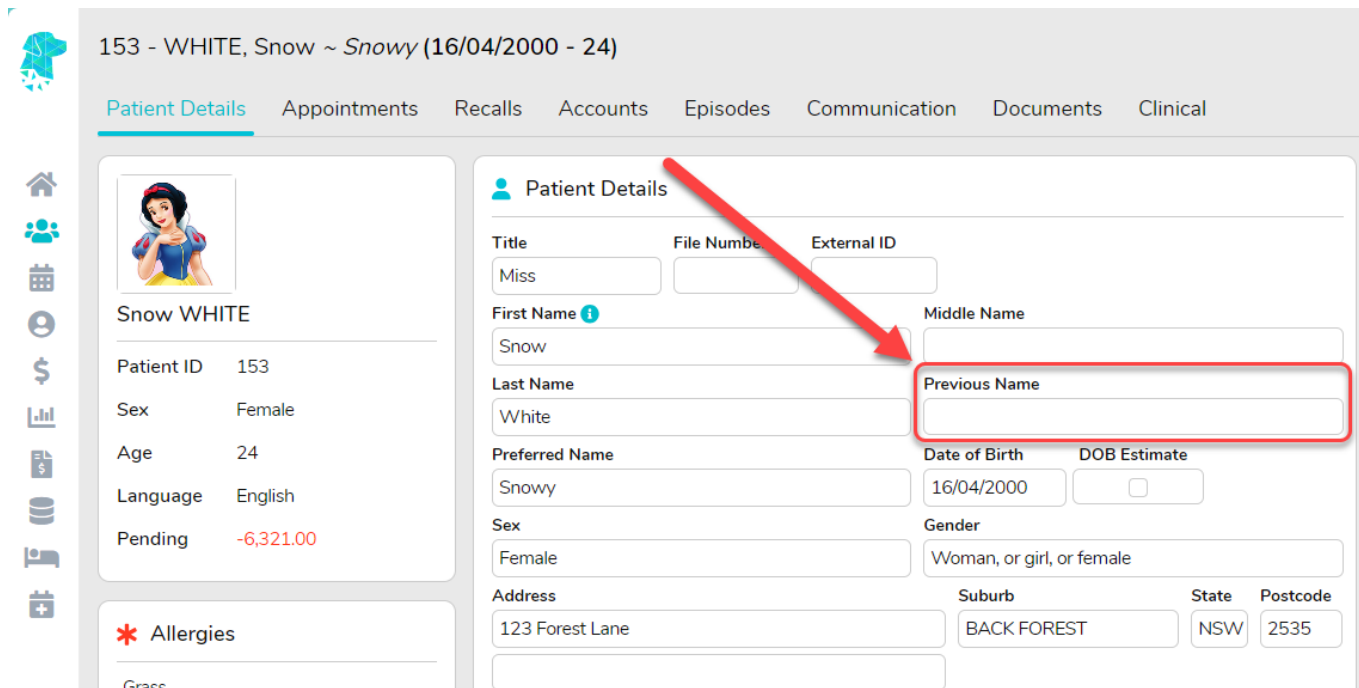
The screenshot shows a login interface with the following elements:

- Welcome Back**: A heading with the subtext "Please enter your details."
- Email**: A label above a text input field containing the placeholder "Enter your email".
- Password**: A label above a text input field.
- Forgot password?**: A blue hyperlink next to the password field.
- Sign in**: A teal button.
- Google**: A button with the Google logo.
- Microsoft**: A button with the Microsoft logo.

A red arrow points from the top right towards the social login buttons (Google and Microsoft), which are highlighted with a red rectangular box.

Rename Maiden Name field to Previous Name

To enhance the usability of the **Maiden Name** field, we have now renamed it to **Previous Name**. This change will be reflected across all screens in FYDO.



153 - WHITE, Snow ~ Snowy (16/04/2000 - 24)

Patient Details Appointments Recalls Accounts Episodes Communication Documents Clinical

Patient Details

Title Miss File Number External ID

First Name Snow Middle Name

Last Name White Previous Name

Preferred Name Snowy Date of Birth 16/04/2000 DOB Estimate

Sex Female Gender Woman, or girl, or female

Address 123 Forest Lane Suburb BACK FOREST State NSW Postcode 2535

Snow WHITE

Patient ID 153

Sex Female

Age 24

Language English

Pending -6,321.00

Allergies

Grass

Billing Alert for HCF/BUPA Backdated Claims

When billing a patient whose health fund cover is with HCF or BUPA, if the date of service is 3 months prior to the fee levels threshold date, the below alert message will pop-up.

Older claims – BUPA / HCF

Since the date of service is 3 months prior to 'Level 17 - HCF KNOWN GAP' threshold, you may want to check if you should be using different rates, to avoid possibly getting paid the Medicare rate.

OK

We have introduced this alert message to help avoid preventable rejections and underpayments due to incorrect fees being used for backdated claims.

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

[FYDO Clinic Update - 17/05/2024](#)

Patient Screen Amendments

Following the launch of our **New Patient Screen**, we received some wonderful feedback that has helped us enhance it even further:

- In **View Mode**, each field is **outlined**.
- In **Edit Mode**, each field is both **outlined** and **shaded**.
- In **Edit Mode**, the selected field is indicated with a **blue outline**.

The image displays two versions of the Patient Screen interface. The top version is in 'View Mode', indicated by a green callout box. The bottom version is in 'Edit Mode', also indicated by a green callout box. In 'Edit Mode', the 'Date of Birth' field is highlighted with a blue outline and a red arrow points to it. The interface includes a sidebar with navigation icons, a patient summary section, and a main form area with tabs for Patient Details, Medicare / DVA / Concession, and Health Fund. The patient summary section shows the patient's name (Snow WHITE), ID (153), sex (Female), age (24), language (English), and pending amount (-5,331.00). The Patient Details section includes fields for Title, File Number, External ID, First Name, Middle Name, Last Name, Previous Name, Preferred Name, Date of Birth, DOB Estimate, Sex, Gender, Address, Suburb, State, and Postcode. The Medicare / DVA / Concession section includes fields for Medicare Number, Ref, Expiry, Eligibility, Veterans No., Veteran Card Colour, DVA Auth.No, DVA Auth. Date, Entitlement Card, Card Number, Exp, Fund Name, Membership No., UPI, Insurance Status, Alias Name, and Alias Surname. The Health Fund section includes fields for Fund Name, Membership No., UPI, Insurance Status, Alias Name, and Alias Surname.

Transactions Report - Additional Data to Raw Data Export

The **Batch Status** of an invoice will now be included in the Transactions Report when exported in Raw Data format.

AA	AF	AC
BatchID	Batch	Batch Status
40	A000013	Sent
40	A000013	Closed
40	A000013	Closed with Issues
40	A000013	Sent

Bug Fixes:

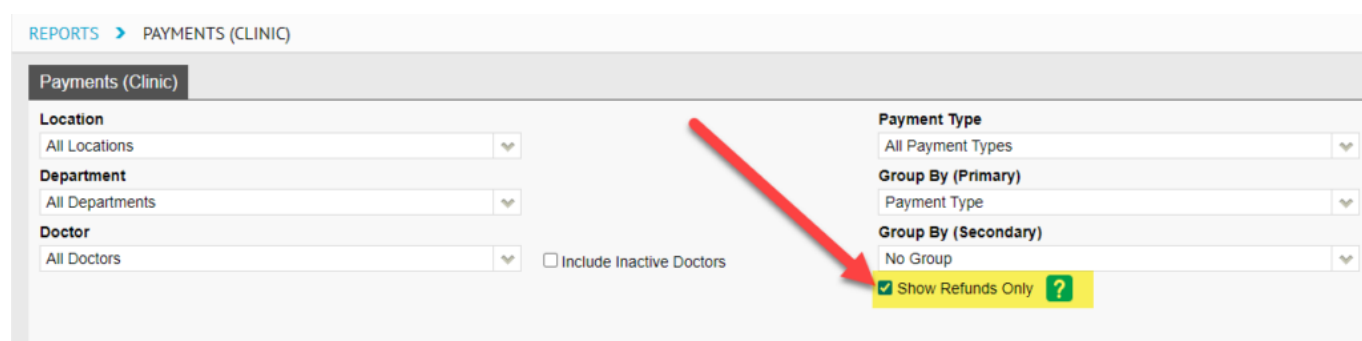
- Some users were experiencing issues uploading documents. This has now been resolved

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

FYDO Clinic Update - 21/03/2024

Payments Report - Refunds

A new tick-box has been added to the **Payments Report** called **Show Refunds Only**. By ticking this tick-box, it will filter the report to show Refunded amounts only.



The screenshot shows the 'Payments (Clinic)' report interface. On the left, there are filters for Location (All Locations), Department (All Departments), and Doctor (All Doctors). A checkbox for 'Include Inactive Doctors' is also present. On the right, there are filters for Payment Type (All Payment Types), Group By (Primary) (Payment Type), and Group By (Secondary) (No Group). A red arrow points to a new checkbox labeled 'Show Refunds Only' with a question mark icon, which is highlighted with a yellow background.

Health Fund Number Character Limit

The **character limit** for the **health fund number field** has been extended to accommodate 33 characters. This will particularly assist clinics that bill Department of Defence patients, who are required to record the DAN and EPID numbers.

♥ Health Fund

Fund Name

ADF - Australian Defence Force

Membership No.

DAN: 123456J / EPID: 123456789

UPI

0

Insurance Status

Full Fee

Improvements made to History Notes

Under the **Clinical** tab in a patient's file, there has been design improvements made to the **History Notes** screen. A patients list of **History Notes** will now auto adjust based on the screen size, as well

as a scroll bar has been added to the **History Note** preview window when viewing long **Clinical Notes**. These improvements were made due to some users finding details/actions on the **History Notes** screen were being cut off when using a smaller screen.

Bug Fixes:

- The Recalls SMS function issue has been resolved.

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

FYDO Clinic Update - 08/03/2024

New Logs for Template Uploads

Clinics can now access audit logs for Template updates in FYDO. These logs will include the option to download the updated template, enabling users to search superseded versions if necessary.

Please note that this **Download** feature applies only to templates uploaded after this update and will not affect historical data.

SETTINGS > LOGS

All Users

05/02/2024

06/03/2024

Search on ☒ Text ☐ MRN

Search

Username	Message	Date Created	Action
Shae Darr (Altura) (Backend)	Template Updated - IFC - Test	06/03/2024 10:44:45 AM	Download

Bug Fixes:

- The issue where a Referrings Doctors Type was visually not showing has been resolved.

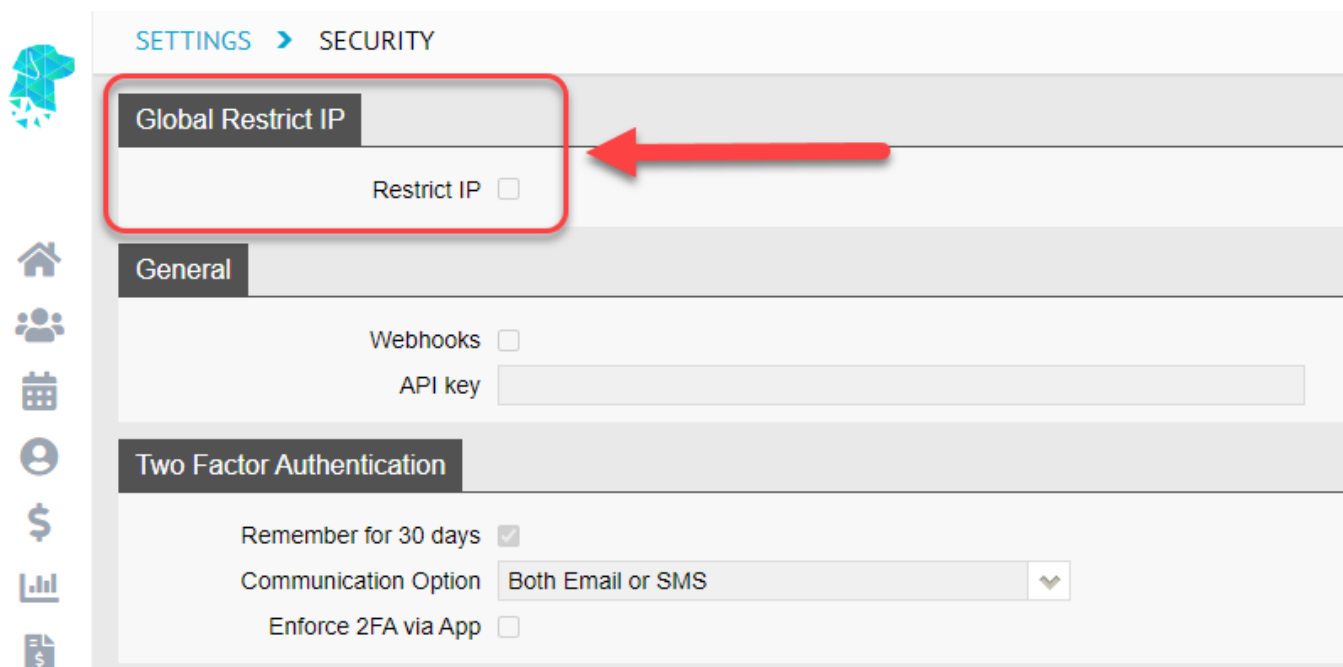
For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

FYDO Clinic Update - 23/01/24

New IP Restriction Function

Clinics can now use the new **Global Restrict IP** function in **Settings > Security** to simultaneously restrict all users to a specific IP address. While the ability to restrict individual users is still available in **Settings > Users**, this new feature streamlines the process for applying IP Restrictions across the board.

Only users with the required access levels will be able to make amendments to these settings.



SETTINGS > SECURITY

Global Restrict IP

Restrict IP ☐

General

Webhooks ☐

API key

Two Factor Authentication

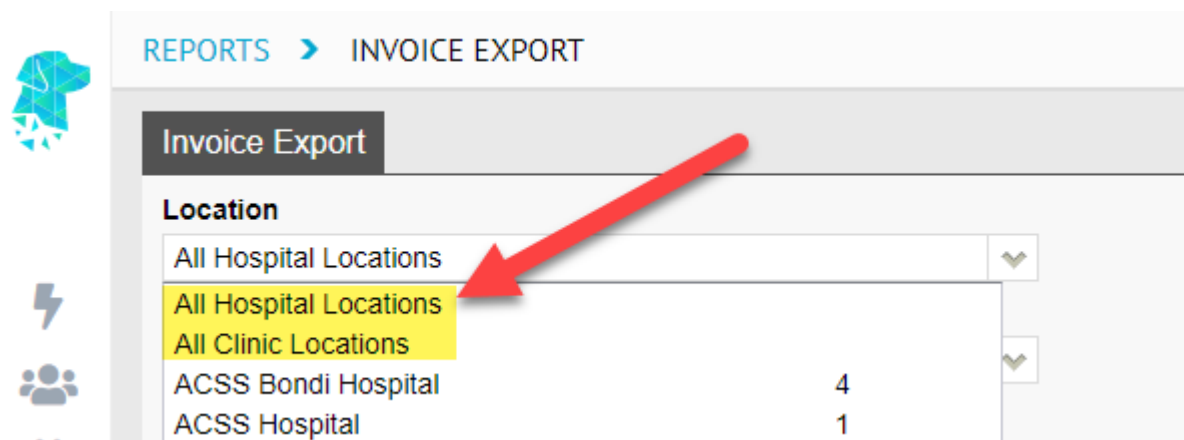
Remember for 30 days ☒

Communication Option Both Email or SMS

Enforce 2FA via App ☐

Invoice Export Report Additions

The Invoice Export Report can now be run for **All Hospital Locations** and **All Clinic Locations** AT ONCE! This new feature allows multi-location facilities to easily collate invoice data across all their sites simultaneously.



REPORTS > INVOICE EXPORT

Invoice Export

Location

All Hospital Locations

All Hospital Locations

All Clinic Locations

ACSS Bondi Hospital 4

ACSS Hospital 1

Bug Fixes:

- The issue some users were experiencing where an Entitlement Card was showing as expired in error has been resolved.

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