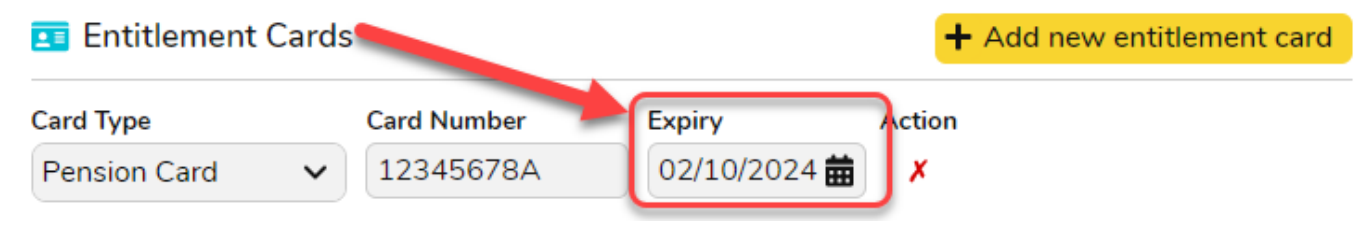


# [FYDO Clinic Update - 03/10/2024](#)

## 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.



The screenshot shows the 'Entitlement Cards' section with a '+ Add new entitlement card' button. Below is a table with columns: Card Type, Card Number, Expiry, and Action. The 'Card Type' is 'Pension Card'. The 'Card Number' is '12345678A'. The 'Expiry' field is highlighted with a red box and contains '02/10/2024' with a calendar icon. A red arrow points from the 'Entitlement Cards' header to the 'Expiry' field. The 'Action' column has a red 'X' icon.

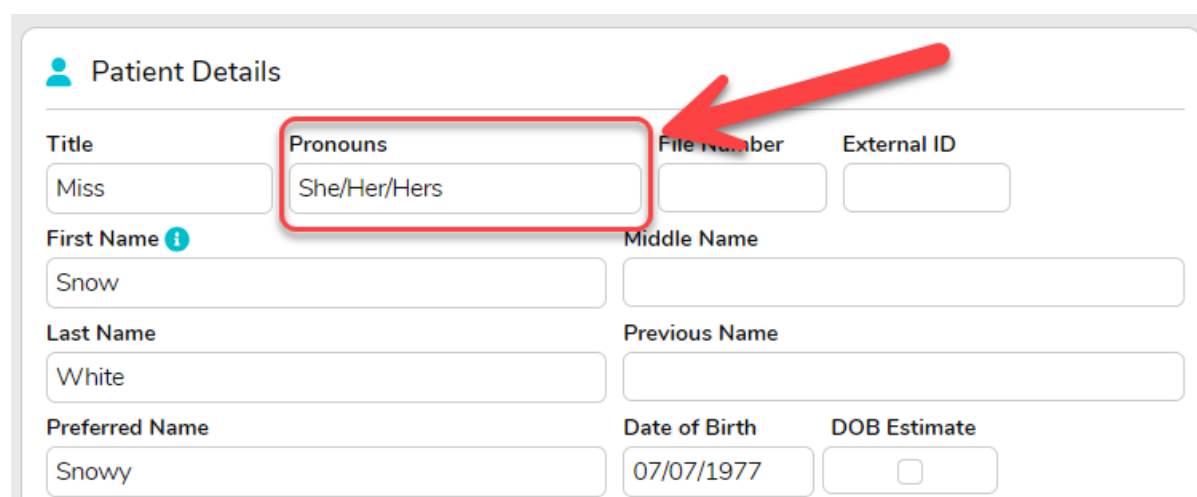
Card Type	Card Number	Expiry	Action
Pension Card	12345678A	02/10/2024	X

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.



The screenshot shows the 'Patient Details' form. The 'Pronouns' field is highlighted with a red box and contains 'She/Her/Hers'. A red arrow points from the 'Pronouns' field to the 'File Number' field. The form includes fields for Title, First Name, Last Name, Preferred Name, Middle Name, Previous Name, Date of Birth, and External ID.

Title	Pronouns	File Number	External ID
Miss	She/Her/Hers		

First Name	Middle Name
Snow	

Last Name	Previous Name
White	

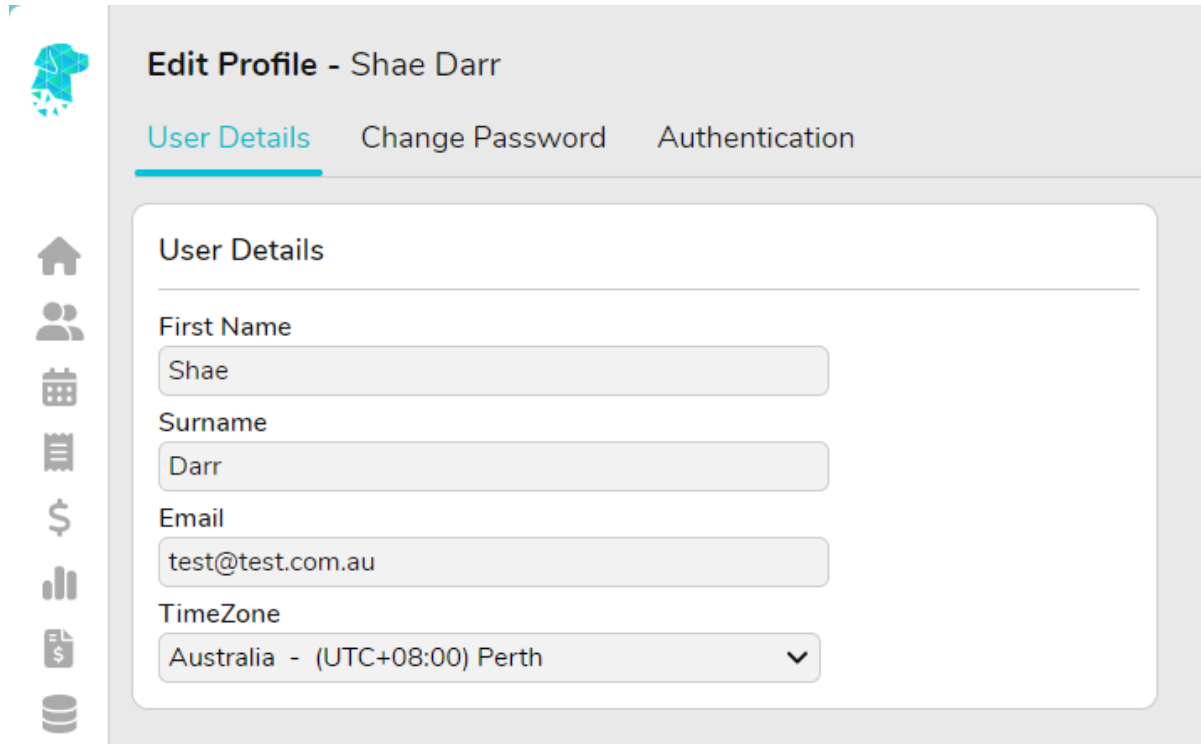
Preferred Name	Date of Birth	DOB Estimate
Snowy	07/07/1977	<input type="checkbox"/>

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

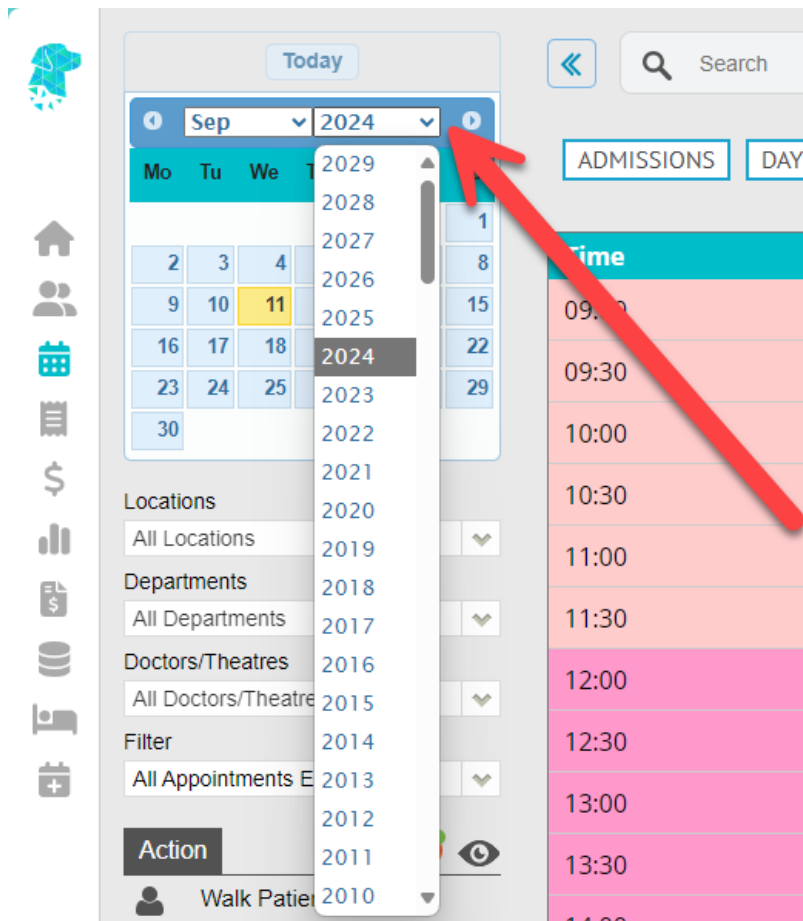
Surname  
Darr

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.



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

Appointment Details

Location ACSS Clinic
Booking Code 1

Doctor / Room / Walk-in Baker1, Leticiaa
Booking Code 2

Date 04/09/2024
Time 03:00 PM

Appointment Type Appt 15 min
Make Recurring Mins 15

Billing Type Medicare
Fee Level 1 - MBS 100%

Notes

Referring Details

Previous Referrals

Referring Doctor ANDORRA, Test
Add Referring Doctor
Referral To Search for a Referral To

Referral Date 02/09/2024
Period 3
First Consult
Site Referral (global)
Open Access

Items

Code	Description	Action

Future Appointments

Date	Time	Appointment Type	Provider
No future appointments found			

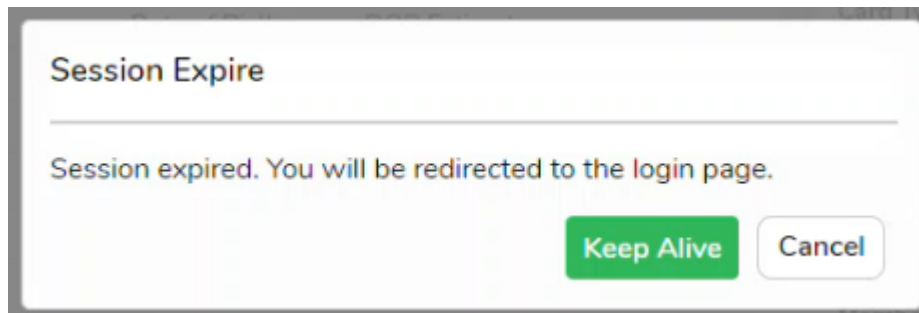
Recalls

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.



## 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

Insured To

Credentiaing

Date of Credentiaing

Avant

Berkshire Hathaway Specialty Insurance

Guild Professional Indemnity Insurance

MDA National

Medical Indemnity Protection Society (MIPS)

Medical Insurance Group Australia (MIGA)

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

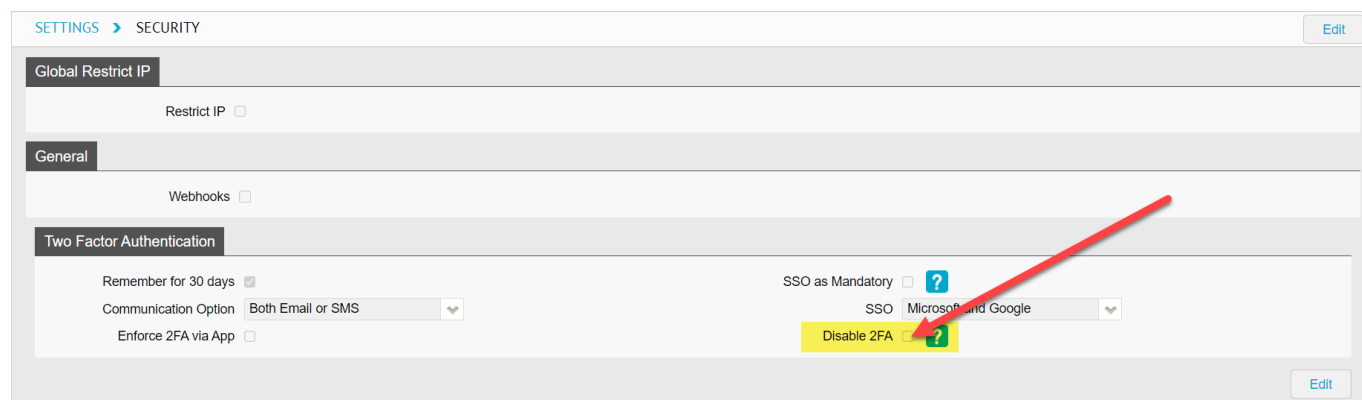
---

## **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 ☐

### **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/>

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# 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.

156 - DUMPTY, Humpty (15/04/1926 - 98) Total 0.00

Patient Details

Humpty DUMPTY

Patient ID 156  
Sex Male  
Age 98  
Language English  
Pending 0.00

Allergies

Medicare / DVA

Medicare Number Ref Expiry Eligibility  
Veterans No. Veteran Card Colour DVA Auth.No DVA Auth. Date

Entitlement Cards

Card Type	Card Number	Expiry
Concession Card	12345678A	07/2024
Pension Card	98765432B	07/2024

+ Add new entitlement card

Health Fund

Fund Name

## Occupation Field

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

+ Other Information

Marital Status

Married (including de facto)

Employment Status

Employer

Indigenous Status

Australian South Sea Islander

Neither Aboriginal or Torres Strait Islan...

--- Select ---

## 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

Practice Details

Number1

Practice NameBack Streets Back

Address Line 1100 Back Street

Address Line 2

SuburbBACK PLAINSQLD4361

Phone(07)4555-5555Fax(07)4666-6666

Email

StatusActive

LabelEdit

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

100Records/PageRecords 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

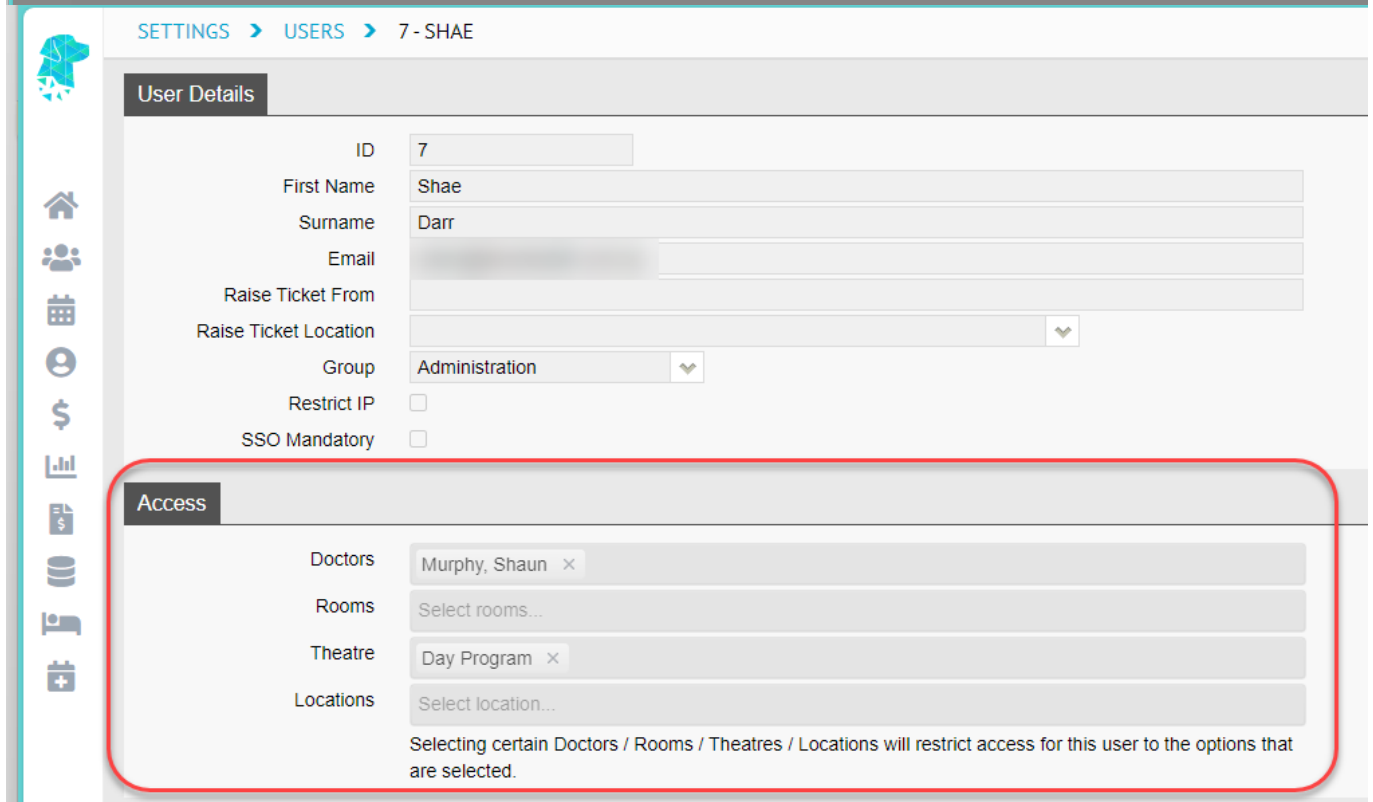
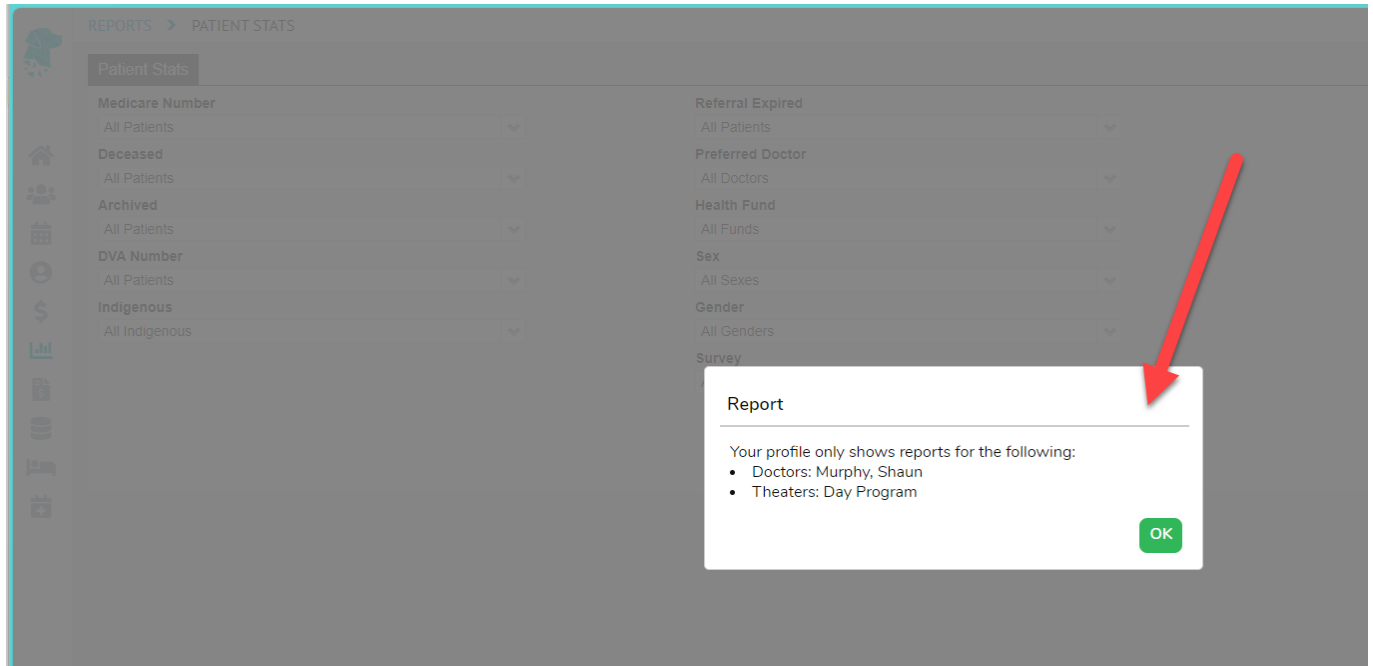
Marital Status	Employment Status	Employer
Married (including de facto)		
Indigenous Status	Australian or South Sea Islander	
Neither Aboriginal or Torres Strait Islander	No	
Language	Country of Birth	Religion
English	Australia	
Interpreter	Overseas Visitor	
Family GP (Current)	Preferred Doctor	
Search 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 box highlights a table with 10 rows for API key management. Each row contains an 'API key' input field, a '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'.

API key	Generate ApiKey	User

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 box highlights the 'Create Views (Clinic)' and 'Create Views (Hospital)' options, each with 'ON' and 'OFF' toggle buttons. A red arrow points from the 'OFF' button of 'Create Views (Hospital)' to the 'ON' button of 'Create Views (Clinic)'. Other settings include 'Edit (Clinic)', 'Edit (Hospital)', 'Make (Clinic)', 'Make (Hospital)', and 'View', each with 'ON' and 'OFF' toggle buttons and an information icon.

Appointment	ON	OFF	
Create Views (Clinic)	ON	OFF	
Create Views (Hospital)	ON	OFF	
Edit (Clinic)	ON	OFF	i
Edit (Hospital)	ON	OFF	i

---

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

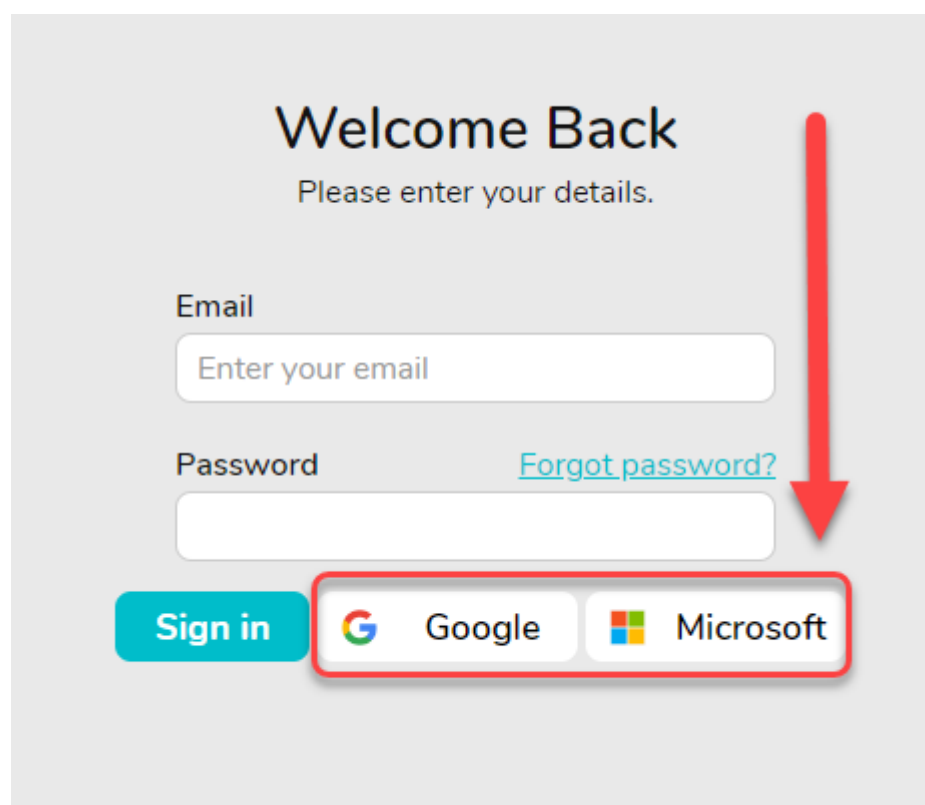
---

## **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](#)

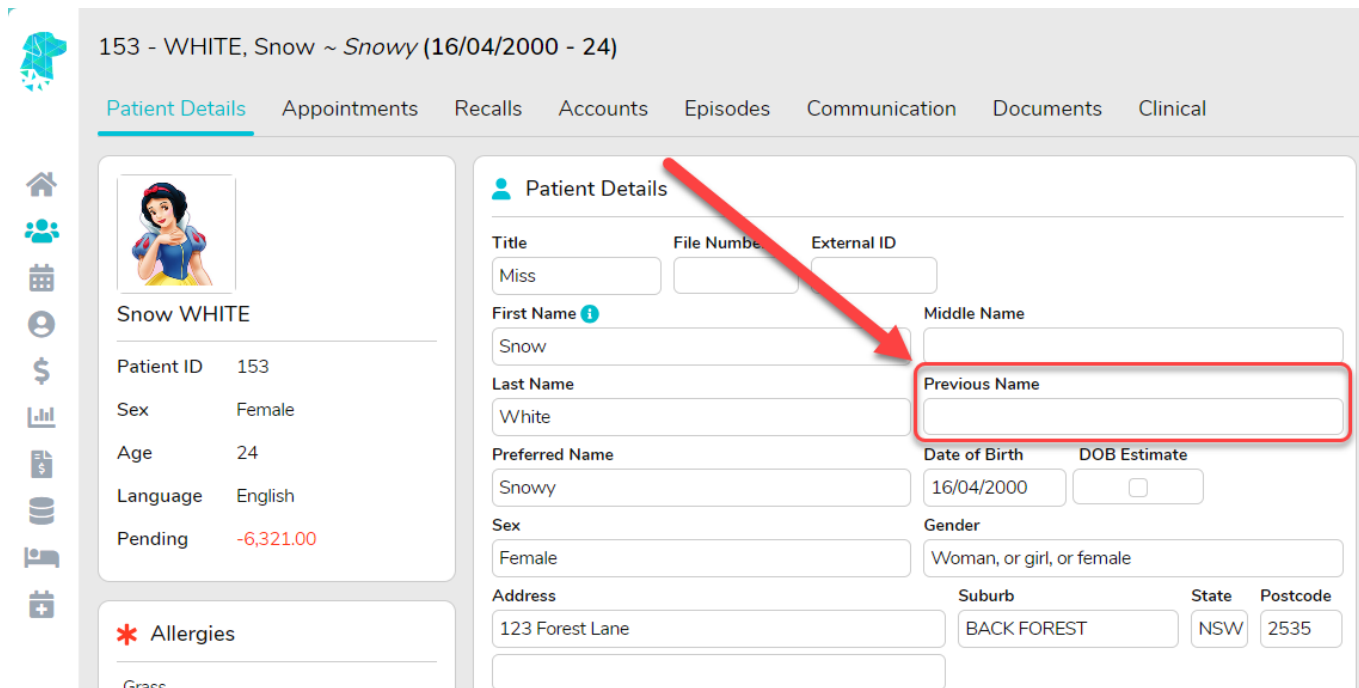


The screenshot shows a login interface with the following elements:

- Welcome Back** header with the instruction "Please enter your details."
- Email** label above a text input field containing the placeholder "Enter your email".
- Password** label above a text input field.
- A [Forgot password?](#) link in blue text next to the password field.
- A red arrow pointing downwards from the top right towards the SSO buttons.
- A row of buttons at the bottom: a teal "Sign in" button, a "Google" button with the Google logo, and a "Microsoft" button with the Microsoft logo. These three buttons are enclosed in 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

**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 a patient management interface. The top version is in 'View Mode', showing a patient profile for 'Snow WHITE' with fields for personal details, allergies, and Medicare information. A green callout box labeled 'View Mode' points to the top right. The bottom version is in 'Edit Mode', showing the same patient profile with fields for editing. A green callout box labeled 'Edit Mode' points to the top right. A red arrow points to the 'Date of Birth' field in the 'Edit Mode' screenshot.

## 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	BatchID	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

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