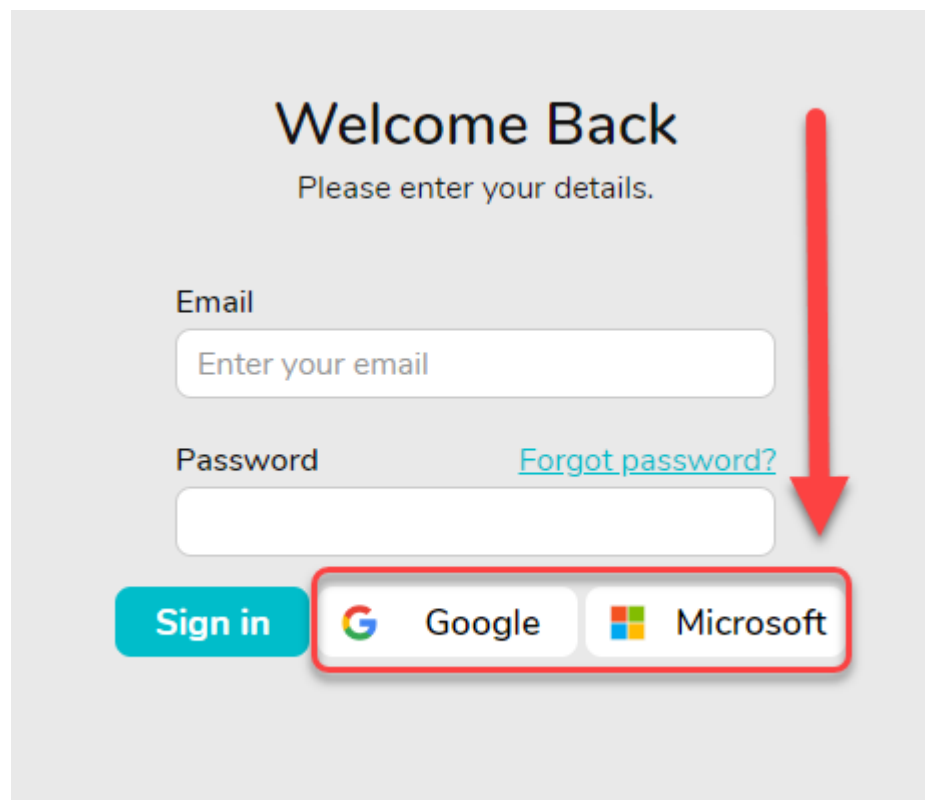


# [FYDO Clinic Update - 24/05/2024](#)

## 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:

- Header: "Welcome Back" followed by "Please enter your details."
- Email field: Labeled "Email" with a placeholder "Enter your email".
- Password field: Labeled "Password" with a placeholder "Enter your password".
- Link: A blue link "Forgot password?" next to the password field.
- Buttons: A teal "Sign in" button and two SSO buttons for "Google" and "Microsoft".
- Annotations: A red arrow points down to the SSO buttons, which 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	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.

REPORTS > PAYMENTS (CLINIC)

Payments (Clinic)

Location

All Locations

Department

All Departments

Doctor

All Doctors

☐ Include Inactive Doctors

Payment Type

All Payment Types

Group By (Primary)

Payment Type

Group By (Secondary)

No Group

☒ Show Refunds Only ?

### 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	<a href="#">Download</a>

**Bug Fixes:**

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

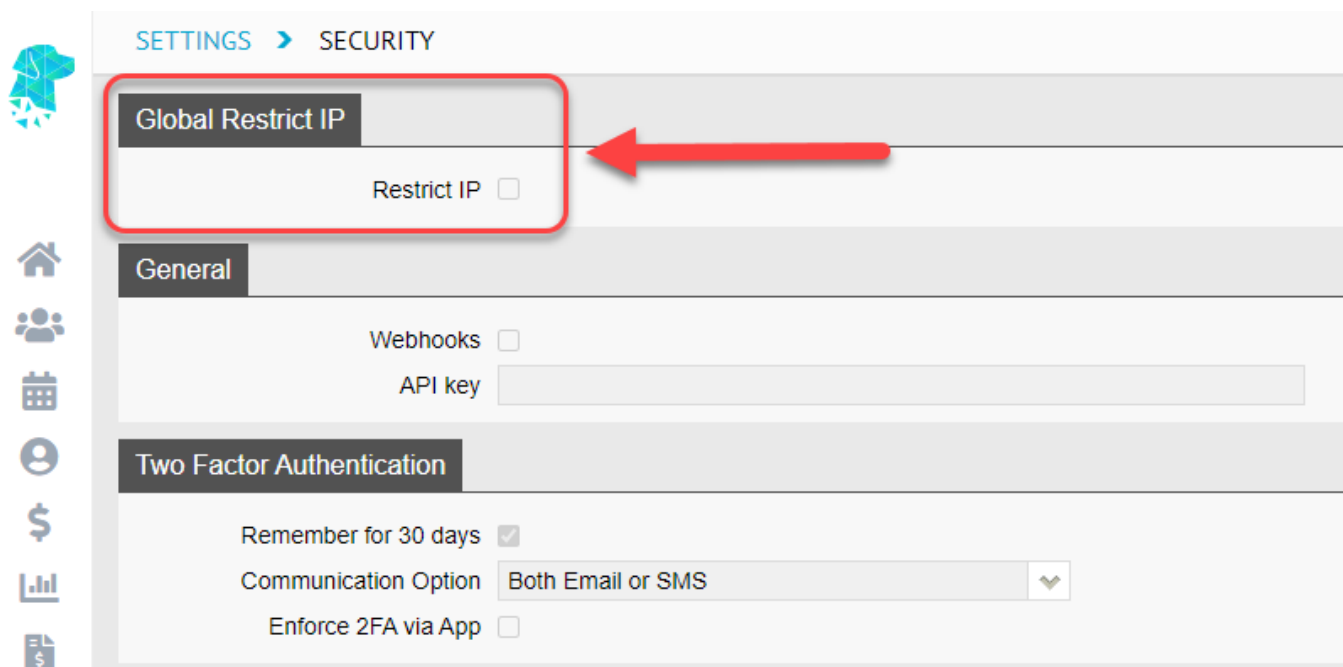
For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

# FYDO Clinic Update - 23/01/24

## New IP Restriction Function

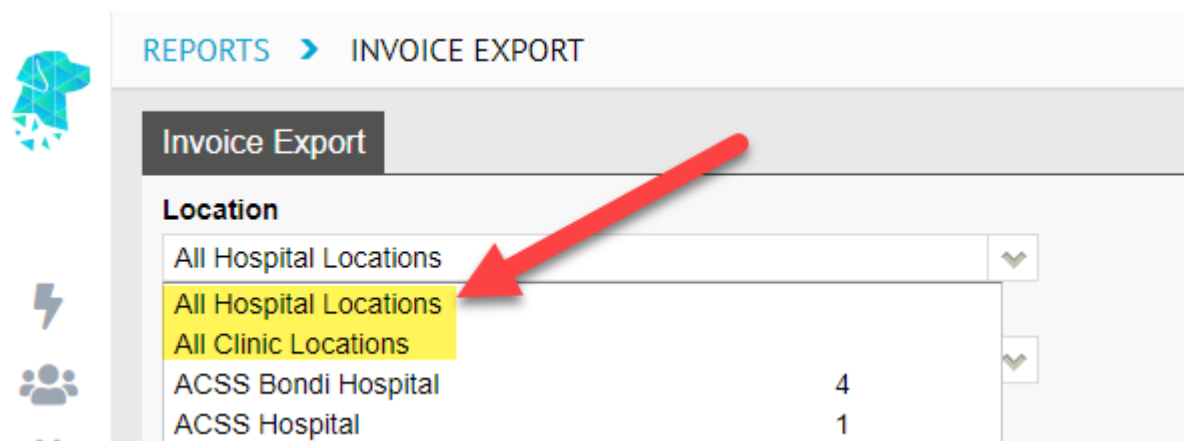
Clinics can now use the new **Global Restrict IP** function in **Settings > Security** to simultaneously restrict all users to a specific IP address. While the ability to restrict individual users is still available in **Settings > Users**, this new feature streamlines the process for applying IP Restrictions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

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



## 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.



## 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/>

# FYDO Clinic Update - 07/12/23

## Accounts (Clinic) Permissions

Clinic Accounts permissions have been moved from the **Patient** section within user groups to its own section called **Accounts (Clinic)**.

**Apply Payments** and **Apply Adjustments** have also been split into 2 separate permissions. Previously, they were together as a permission.

### Accounts (Clinic)

Accounts

ON OFF

Apply Adjustments

ON OFF

Apply Payments

ON OFF

Bill

ON OFF

Delete Transactions

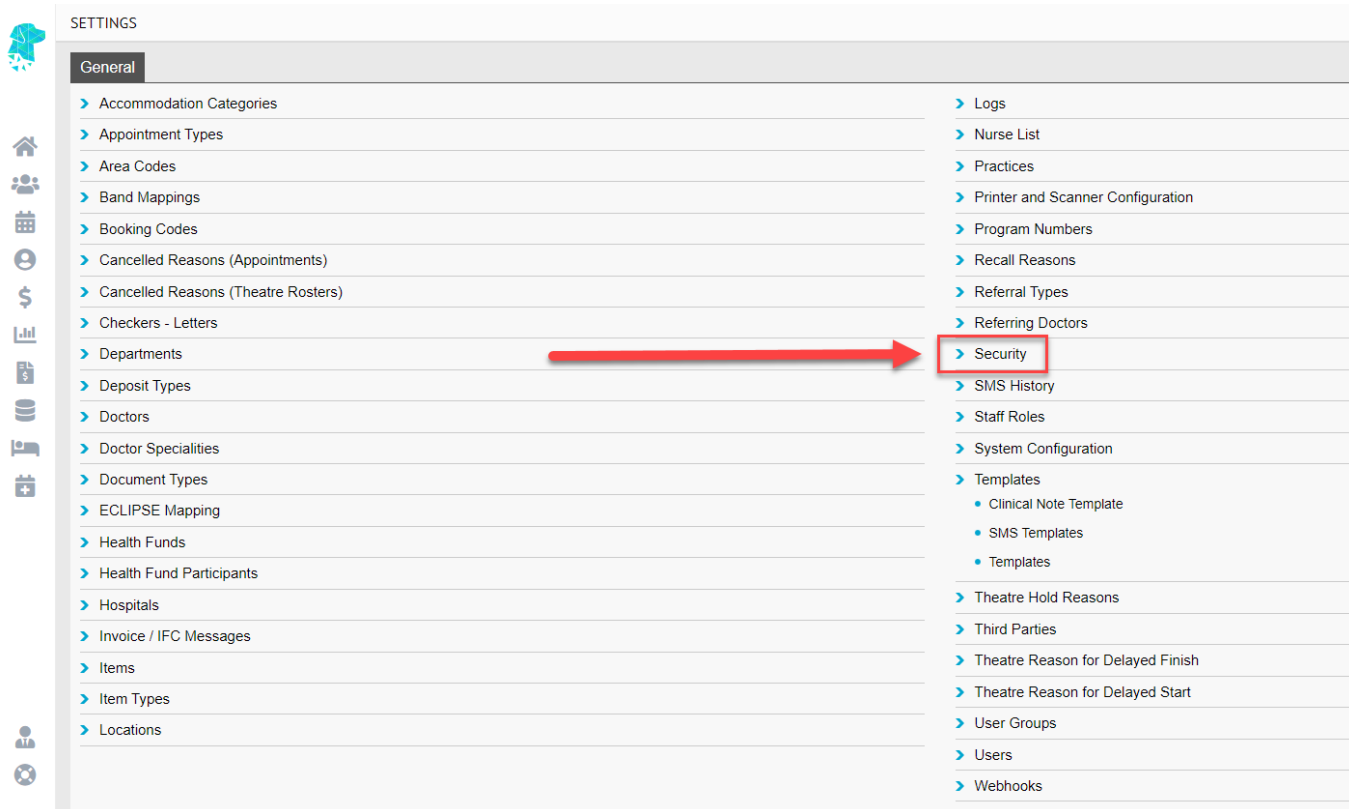
ON OFF

Reverse Invoices

ON OFF

## Security Settings Relocation

The **Security Settings**, originally located in **System Configuration**, can now be accessed directly from Settings. This change is designed to provide more control over user access to this section of FYDO.



These Security Settings include:

- Webhooks
- API Key
- 2 Factor Authentication Settings
- Single Sign On Settings

A new permission control has been added to **Settings > User Groups**. This change helps clinics grant specific users access to **System Configuration** without necessarily providing access to **Security**.

The new permission control will be defaulted to 'D - Deny' for all users except the Subscriber, who can adjust this setting for the required user groups.

#### Settings General

Accommodation Category	D	R	RW	Nurse List	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
Departments	D	R	RW	SMS Setup	D	R	RW
Deposit Types	D	R	RW	SMS Templates	D	R	RW
Doctors	D	R	RW	Staff Roles	D	R	RW
Doctor Specialities	D	R	RW	System Configuration	D	R	RW
Document Types	D	R	RW	Templates	D	R	RW
ECLIPSE mappings	D	R	RW	Theatre Hold Reasons	D	R	RW
Health Funds	D	R	RW	Theatre Reason for Delayed Finish	D	R	RW
Hospitals	D	R	RW	Theatre Reason for Delayed Start	D	R	RW
Invoices Messages	D	R	RW	Third Parties	D	R	RW
Items	D	R	RW	User Groups	D	R	RW
Item Types	D	R	RW	Users	D	R	RW
Locations	D	R	RW	Users - Unblock	ON	OFF	



## Items Report

Additional fields have been added to the **Items Report** when exported in raw data format.

- Patient Mobile
- Patient Email
- Patient Address

Mobile	Email	PatientAddress1	PatientAddress2	PatientSuburb	PatientState	PatientPostcode
0414-456-78	<a href="mailto:jones@test.com">jones@test.com</a>	111 Fly St		DARLINGHURST	NSW	2010
0414-456-78	<a href="mailto:jones@test.com">jones@test.com</a>	111 Fly St		DARLINGHURST	NSW	2010
0414-456-78	<a href="mailto:jones@test.com">jones@test.com</a>	111 Fly St		DARLINGHURST	NSW	2010

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

## FYDO Clinic Update 27/11/23

### Batch Hyperlink

On the **Invoice Details** screen, we have introduced hyperlinks that will take the user to the batch where the invoice is located within the **Claiming Medical** screen.

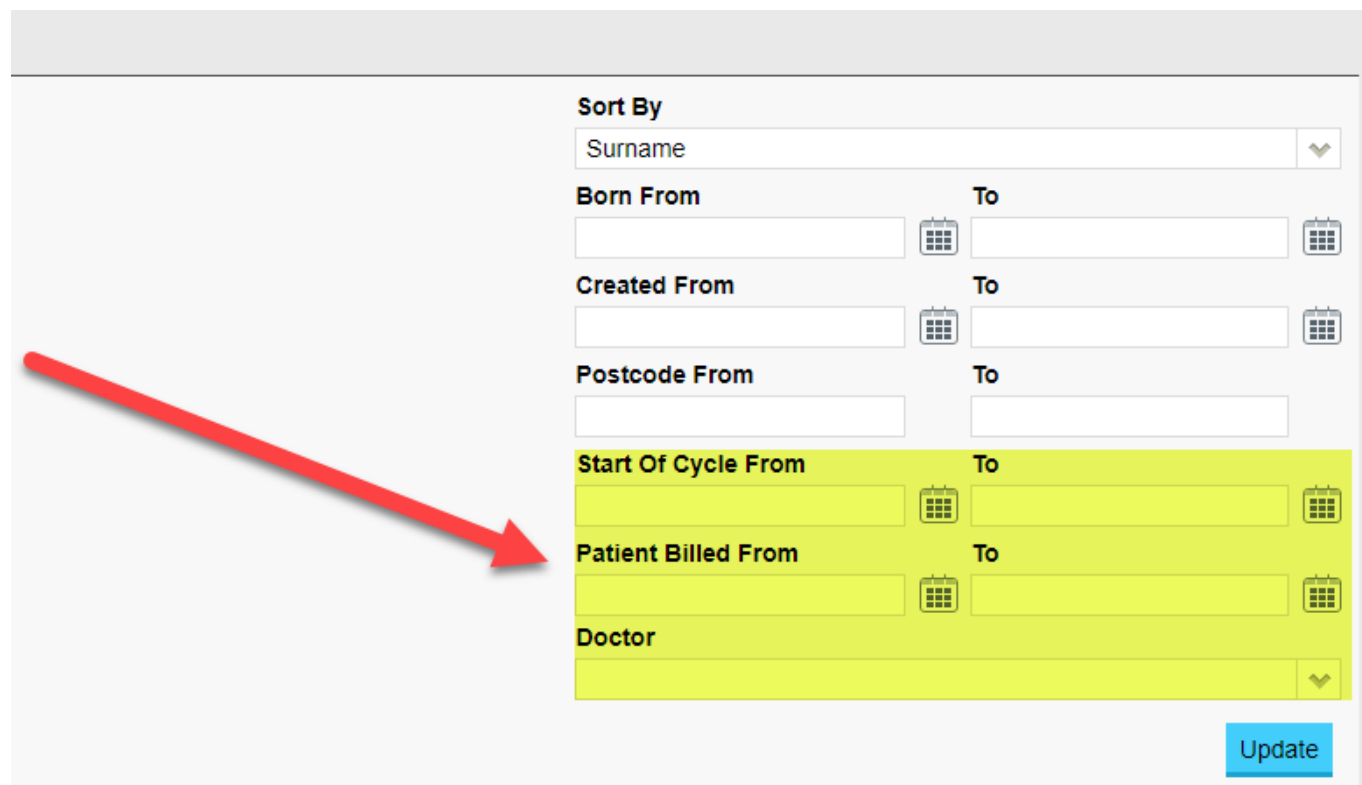
Simply, click on the **Batch ID**, **Batch #** or the **Batch Status** of an invoice from the **Invoice Details** screen to go directly to where the invoice is located.

Invoice Details					
Invoice Number	84	Location	Clinic Tour (ID:1)	Claimant Name	
Service Type	ECLIPSE - Agreement - Inpatient	Servicing Doctor	Smith (Happy Lake), John (ID: 2)	Claimant Medicare No	
Payor	BUPA Australia	Billing Notes	HOS: ABC Test 123456AF	Referral Date	-- 0 months
Status	Paid	Referring Doctor	-	Referral Flag	N - Not required (non referred)
Invoiced	\$1,000.00	Batch ID	37	Batch #	A000010
		Batch Status	Receipted		
			<a href="#">View voided transactions</a>	<a href="#">Print Invoice</a>	

## Patient Stats Report

New filter options have been added to the **Patient Stats Report**.

This report can now be filtered based on Community Nursing patients start of cycle date (*Please note- to retrieve acucare data, a patients cycle information must be kept up to date within their patient file*), patients billed within a specific date range and it can also be filtered to show patients billed under a specific doctor.



The screenshot shows a web interface for the Patient Stats Report. It features a 'Sort By' dropdown menu set to 'Surname'. Below this are several filter sections: 'Born From' and 'To' with date pickers; 'Created From' and 'To' with date pickers; 'Postcode From' and 'To' with text input fields; and a highlighted yellow section containing 'Start Of Cycle From' and 'To' with date pickers, 'Patient Billed From' and 'To' with date pickers, and a 'Doctor' dropdown menu. A red arrow points from the left towards the highlighted yellow section. An 'Update' button is located at the bottom right of the form.

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

## [FYDO Clinic Update 09/11/2023](#)

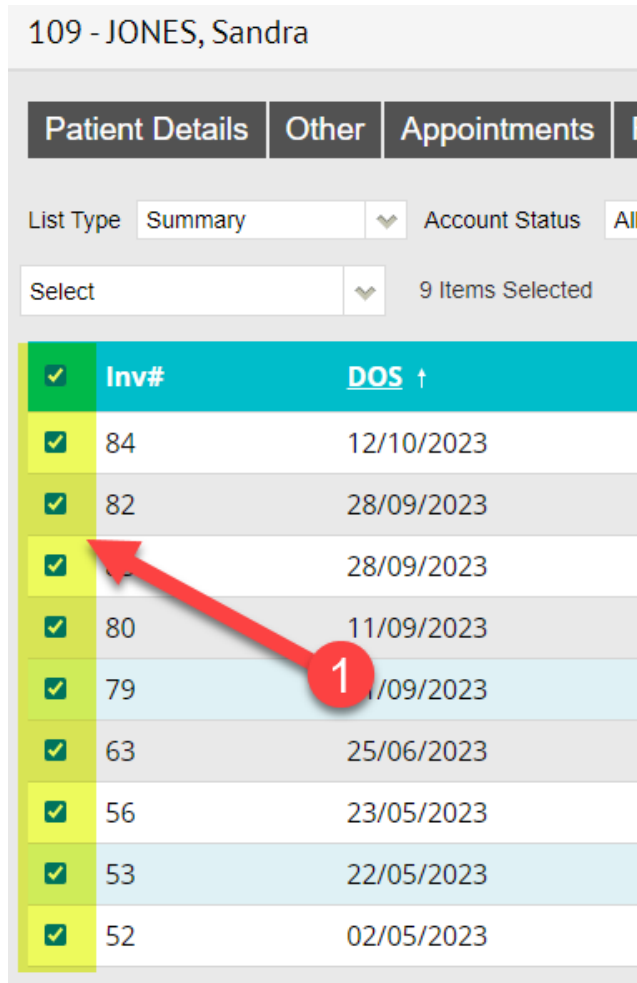
### Print Multiple Invoices

Users now have the option to print multiple invoices at once for a patient.

Simply **Tick** the required invoices > Click on the **Select** drop-down arrow > **Print PDF**

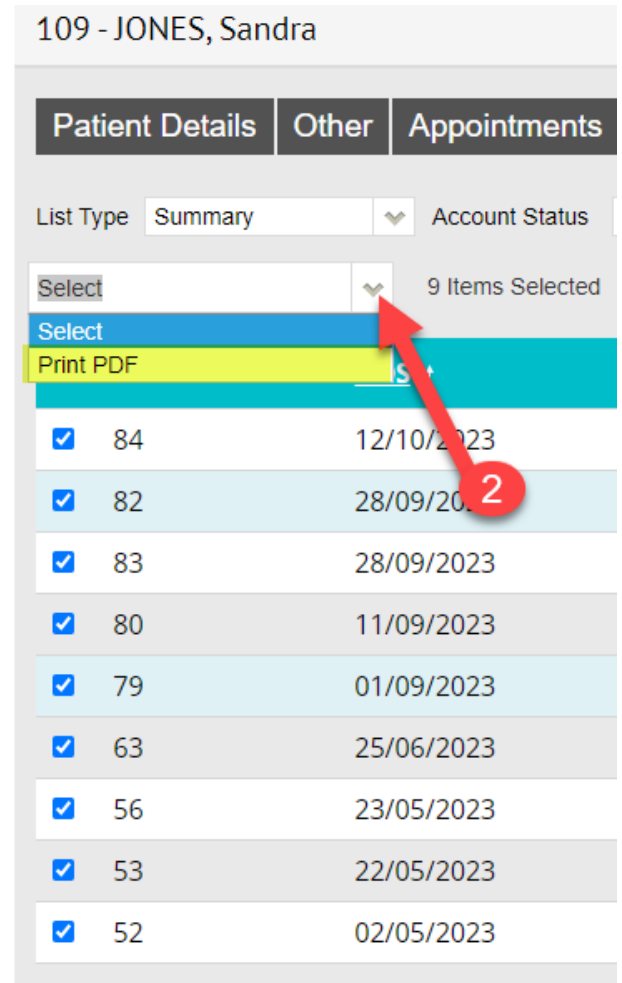
109 - JONES, Sandra

Patient Details	Other	Appointments	P
List Type	Summary	Account Status	All
Select		9 Items Selected	
<input checked="" type="checkbox"/>	Inv#	DOS ↑	
<input checked="" type="checkbox"/>	84	12/10/2023	
<input checked="" type="checkbox"/>	82	28/09/2023	
<input checked="" type="checkbox"/>	81	28/09/2023	
<input checked="" type="checkbox"/>	80	11/09/2023	
<input checked="" type="checkbox"/>	79	01/09/2023	
<input checked="" type="checkbox"/>	63	25/06/2023	
<input checked="" type="checkbox"/>	56	23/05/2023	
<input checked="" type="checkbox"/>	53	22/05/2023	
<input checked="" type="checkbox"/>	52	02/05/2023	



109 - JONES, Sandra

Patient Details	Other	Appointments	P
List Type	Summary	Account Status	All
Select		9 Items Selected	
Select			
Print PDF			
<input checked="" type="checkbox"/>	84	12/10/2023	
<input checked="" type="checkbox"/>	82	28/09/2023	
<input checked="" type="checkbox"/>	83	28/09/2023	
<input checked="" type="checkbox"/>	80	11/09/2023	
<input checked="" type="checkbox"/>	79	01/09/2023	
<input checked="" type="checkbox"/>	63	25/06/2023	
<input checked="" type="checkbox"/>	56	23/05/2023	
<input checked="" type="checkbox"/>	53	22/05/2023	
<input checked="" type="checkbox"/>	52	02/05/2023	



## Bug Fix

- The issue some users were experiencing with being unable to email invoices has been resolved.

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

## [FYDO Clinic Update 06/10/2023](#)

### 2 Step Authenticator App Additions

FYDO requires all users to complete the 2 Step Authentication process. However, they are given the option to use SMS, Email or an App to complete this verification.

Clinics are now able to **require** users to utilise an **Authenticator App** to complete the **Two Step Authentication Process**.

The Authenticator App is the most reliable & secure option for 2 Step Verification & clinics are able to enforce the use of this in **Settings > System Configuration**.

SETTINGS > SYSTEM CONFIGURATION

System ConfigurationSMS AccountCountersAdministratorFile TransferEmail Notification

General

Auto Logout Time

30

Range between 5 - 180 (mins)

Auto File Numbering

No

Appointment Display Time

Show 12 hour time

Appointment Tabs

Surname, First name – One line

Report Group Name

Clinic Tour

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

Webhooks

☐

API key

Two Factor Authentication

Remember for 30 days

☒

Communication Option

Both Email or SMS

Enforce 2FA via App

☐

Clinic

Booking

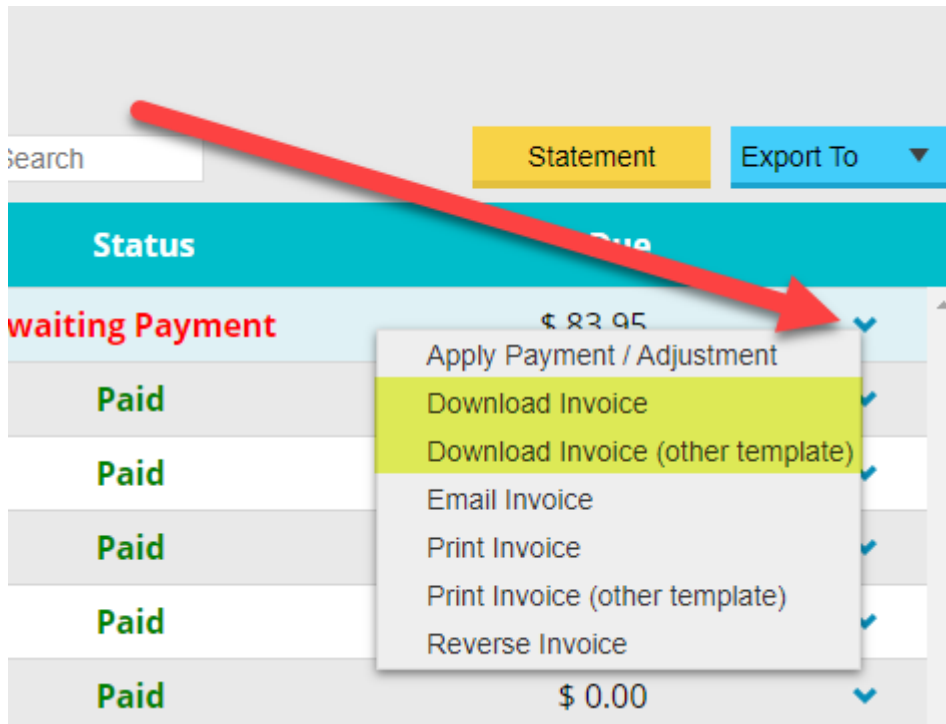
Arrived

Seen by Doctor

Billed

## Download Invoice

We have added a new **Download Invoice** option to the **Accounts** screen within a patient file. Clinics who have direct printing setup for FYDO will benefit from this new option, as previously they were unable to download an invoice.



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

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## **FYDO Clinic Update 18/09/2023**

### **Appointments Screen Custom View Addition**

Users will now be able to create custom views that display the patient's **Preferred Name** on the Appointment Screen.

<div>SMITH, John</div> <div>Consult Room 1</div> <div>Consult Room 2</div>			
Time	Name	Pref Name	Arrived
9:00 AM			
9:30 AM	JONES, Sandra	Sandy	12:11 PM
10:00 AM			
10:30 AM			
11:00 AM			

## Patient Name Hover Additions

When users hover over the patient's name, they will now be able to see the patients **Preferred Name** & their **Maiden Name**.

<div>SMITH, John</div> <div>Consult Room 1</div> <div>Consult Room 2</div>	
Time	Name
9:00 AM	
9:30 AM	JONES, Sandra
10:00 AM	
10:30 AM	
11:00 AM	

JONES, Sandra (Pref: Sandy)  
Maiden: Smith

## Bug Fix

- The issue some users were experiencing with being unable to reallocate payments has been resolved.

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