

FYDO Clinic Update - 07/12/23

Accounts (Clinic) Permissions

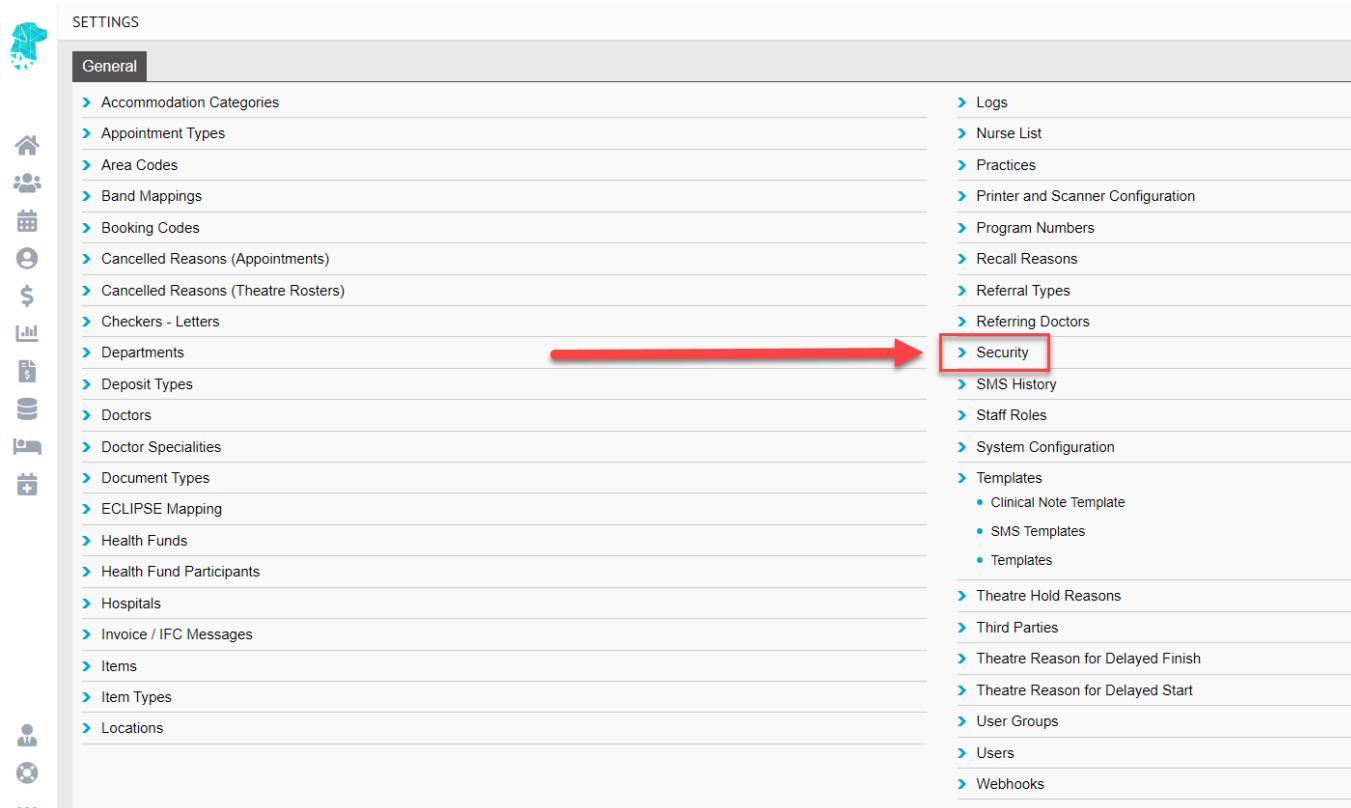
Clinic Accounts permissions have been moved from the **Patient** section within user groups to its own section called **Accounts (Clinic)**.

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

Accounts (Clinic)					
Accounts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Bill	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Apply Adjustments	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Delete Transactions	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Apply Payments	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Reverse Invoices	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>	Nurse List	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>
Appointment Types	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>	Practices	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>
Area Codes	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>	Program Numbers	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>
Band Mappings	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>	Recall Reasons	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>
Booking Codes	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>	Referral Types	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>
Cancelled Reasons (Appointments)	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>	Referring Doctor	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>
Cancelled Reasons (Theatre Rosters)	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>	Security	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>
Departments	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>	SMS Setup	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>
Deposit Types	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>	SMS Templates	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>
Doctors	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>	Staff Roles	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>
Doctor Specialities	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>	System Configuration	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>
Document Types	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>	Templates	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>
ECLIPSE mappings	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>	Theatre Hold Reasons	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>
Health Funds	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>	Theatre Reason for Delayed Finish	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>
Hospitals	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>	Theatre Reason for Delayed Start	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>
Invoices Messages	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>	Third Parties	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>
Items	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>	User Groups	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>
Item Types	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>	Users	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>
Locations	<input type="button" value="D"/> <input type="button" value="R"/> <input type="button" value="RW"/>	Users - Unblock	<input type="button" value="ON"/> <input type="button" value="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	jones@test.com	111 Fly St		DARLINGHURST	NSW	2010
0414-456-78	jones@test.com	111 Fly St		DARLINGHURST	NSW	2010
0414-456-78	jones@test.com	111 Fly St		DARLINGHURST	NSW	2010

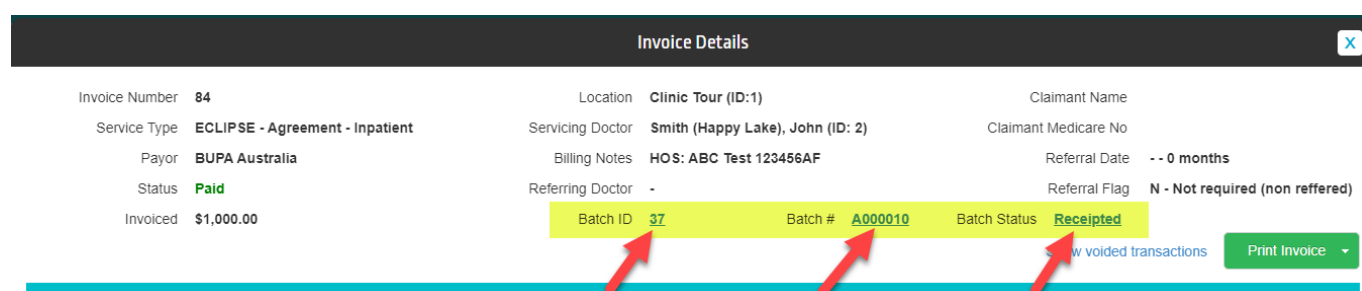
For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

[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.

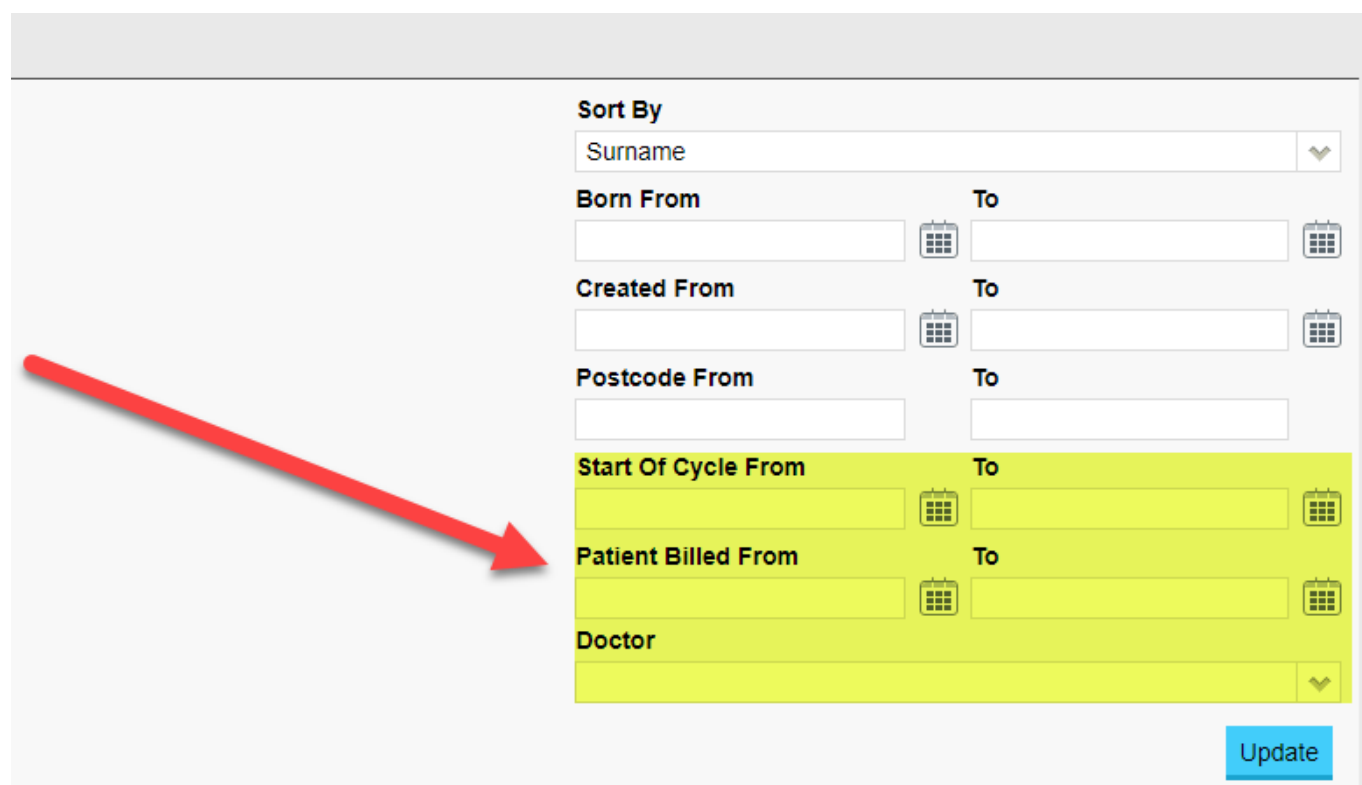


The screenshot shows the 'Invoice Details' screen. It contains several fields: Invoice Number (84), Service Type (ECLIPSE - Agreement - Inpatient), Payor (BUPA Australia), Status (Paid), Invoiced (\$1,000.00), Location (Clinic Tour (ID:1)), Servicing Doctor (Smith (Happy Lake), John (ID: 2)), Billing Notes (HOS: ABC Test 123456AF), Referring Doctor (-), Claimant Name, Claimant Medicare No, Referral Date (- - 0 months), and Referral Flag (N - Not required (non referred)). At the bottom, there is a yellow highlighted row with the following information: Batch ID (37), Batch # (A000010), and Batch Status (Receipted). Red arrows point to these three fields, indicating they are hyperlinks. To the right of this row are two buttons: 'Show voided transactions' and 'Print Invoice'.

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 the 'Patient Stats Report' filter form. It has a 'Sort By' dropdown menu set to 'Surname'. Below this are several filter sections: 'Born From' and 'To' (with calendar icons), 'Created From' and 'To' (with calendar icons), 'Postcode From' and 'To', 'Start Of Cycle From' and 'To' (with calendar icons), 'Patient Billed From' and 'To' (with calendar icons), and 'Doctor' (with a dropdown menu). A red arrow points to the 'Start Of Cycle From' and 'Patient Billed From' sections, indicating they are new filter options. At the bottom right is an 'Update' button.

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
List Type	Summary	Account Status
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"/>		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
List Type	Summary	Account Status
Select		9 Items Selected
<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

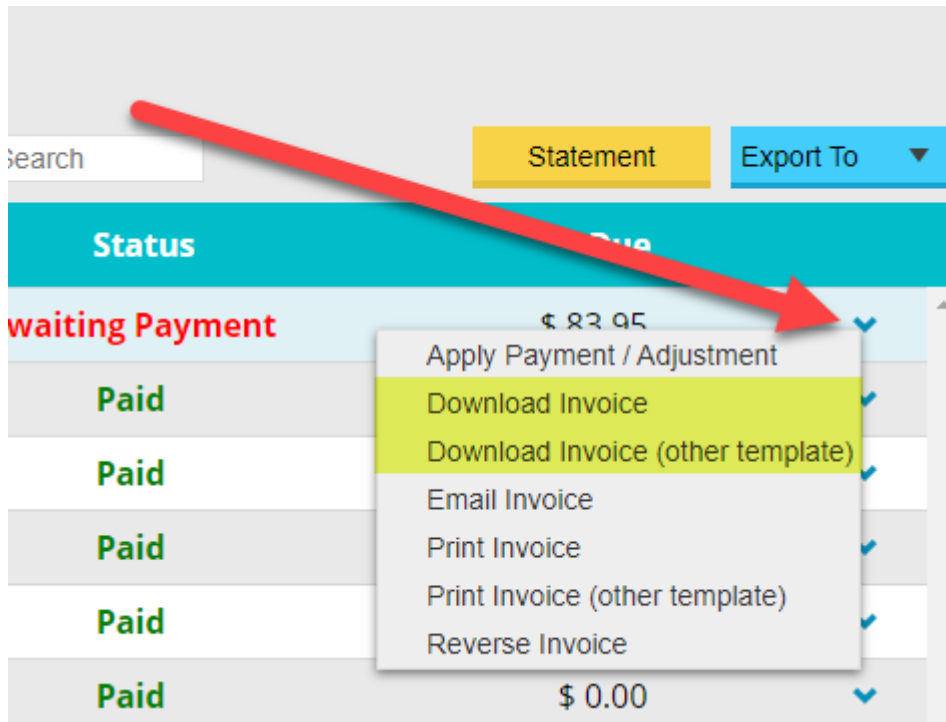
Arrived

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.



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

[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.

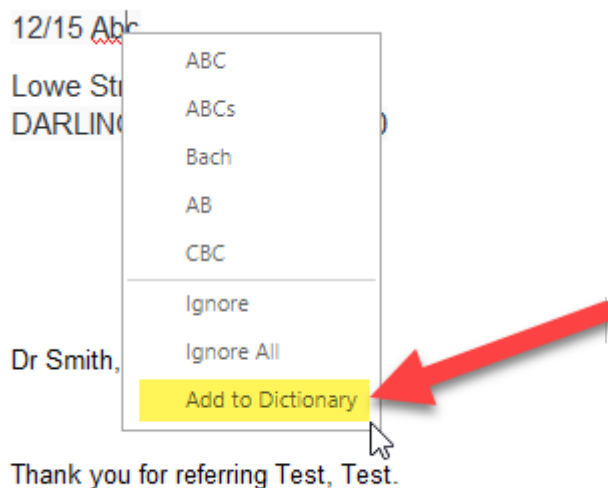
For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

FYDO Clinic Update 03/08/2023

Letters - Adding Words to the Dictionary

Users are now able to add words to the **Dictionary** when typing **Letters**.

When a word is underlined with red that you would like added to the **Dictionary**, simply **Right Click > Add to Dictionary**.



IFC Message

We have added the option **IFC Message**, this gives users the ability to add a customised message or choose a message already created.

To create **IFC Messages** that will be stored as an option from the drop-down, go to **Settings > Invoice/IFC Messages**.

MRN 102

Bill Type Private - Patient (Outpatient)

DOS	Item	Description
03/08/2023	110	Professional attendance at consulting r

IFC Message



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

FYDO Clinic Update 28/07/2023

Interactive Arrears Report

There is now an option to view the **Arrears Report** in **Interactive** mode.

Report Types

☐ Detail ☐ Summary ☒ Interactive

As At

28/07/2023

Order by

Name

When interactive mode is selected, users will be able to view their outstanding debt (arrears), defined down to patient specifics.

All Funds	Next FU		Update
	All		

This report will allow users to add a **Financial Note** and **Follow Up Date** to outstanding debts by **Right Clicking** on a line and selecting **Financial Note**. This also allows users to easily navigate to a patients **Accounts** and/or **Patient Details**.

Patient Name	MRN	DOS	Doctor	Inv#	Inv Date	Balance	Bill Type	Next FU	Notes
JONES, Mary	108	21/03/2023	SMITH, John	39	31/03/2023	\$280.25	Health Fund	-	-
JONES, Sandy	109	02/05/2023	SMITH, John	52	28/07/2023	\$387.35	Health Fund	-	-
SMITH, John	107	24/03/2023	SMITH, John	36	24/03/2023	\$155.60	Health Fund	-	-
SMITH, John	107	01/05/2023	SMITH, John	49	26/05/2023	(\$200.00)	Patient Claims	-	-
SMITH, Test	106	24/03/2023	SMITH, John	32	24/03/2023	\$500.00	Health Fund	-	-

Users will be able to filter the **Arrears** report by **Next Follow Up**. The options will include: All, Date not Set, Future, Today, as well as Today and Overdue. When selecting today and overdue for example, it will show the user any invoice that is due or overdue based on the **Next Follow Up** date.

Next FU

All

All

Date not set

Future

Today

Today and overdue

The Interactive view can also be exported to **Excel** and **Excel - Raw Data**

Report Types

☐ Detail

☐ Summary

☒ Interactive

As At

28/07/2023

Order by

Name

Update

Export To

Excel

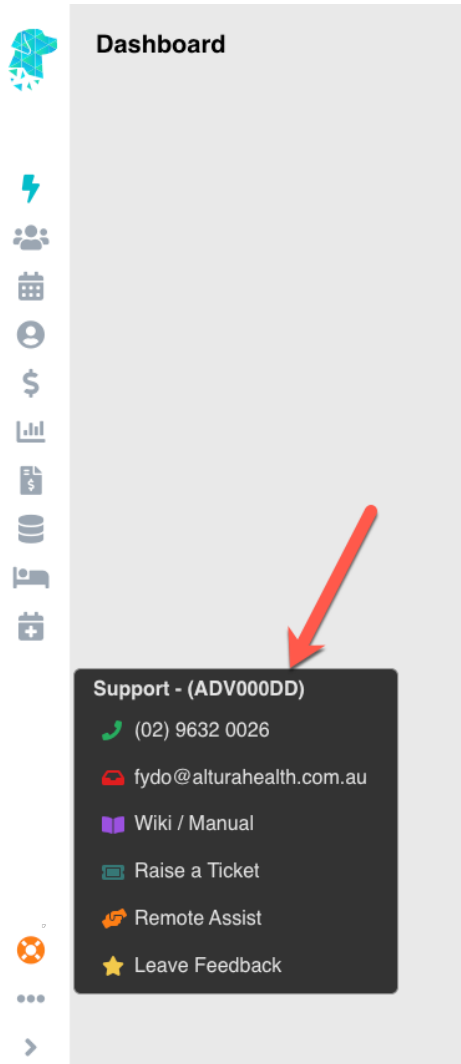
Excel - Raw data

Next FU	Notes
-	-

Minor ID/Location ID added to the Support Information

Users will now be able to easily identify their Minor ID/ Location ID by hovering over the **Support** icon in the FYDO main menu.

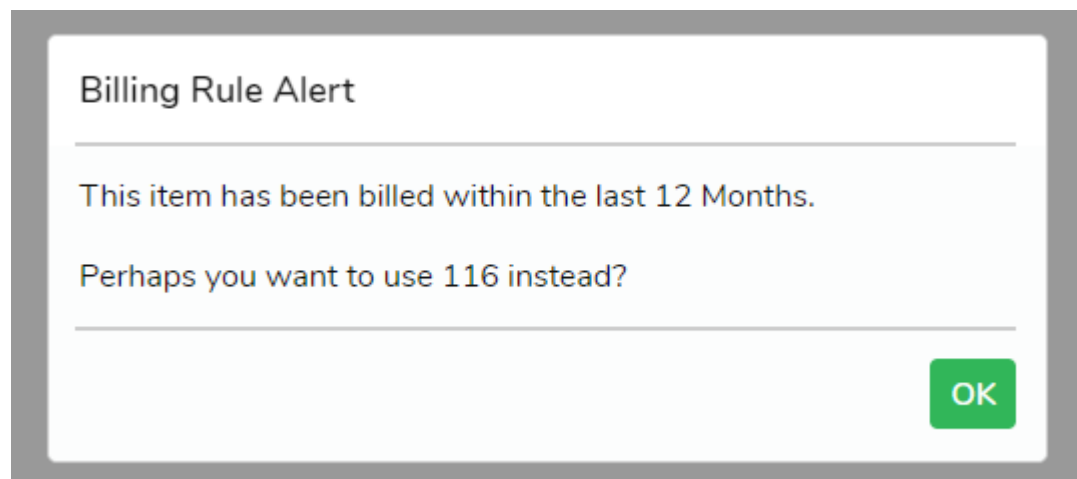
This ID may assist in easily identifying your clinic when you call FYDO for support (*Note: If there are multiple locations in the one FYDO this will display location 1's ID*).



Billing Rule Alert

We have introduced **Billing Rule Alerts** for multiple Item Numbers.

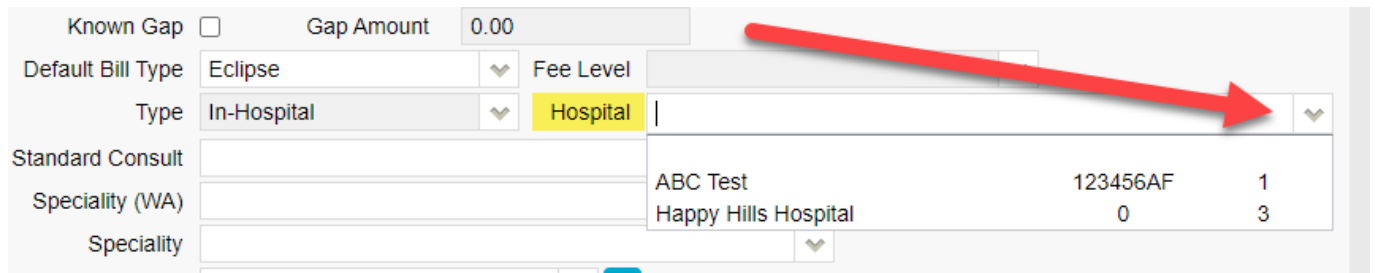
For example, if item 110 has been billed in the last 12 months for a patient, under the same provider number and a user goes to bill an item 110 within the 12 months, a billing alert will pop up. This is just an alert based on the items rules for claiming and users can still proceed with billing the item or the item can be changed by clicking **OK**.



Doctor Setup - Hospital

Under a Doctors setup, there is now an option to link a **Hospital** to their provider number. This will save time for users when billing for a doctor that has multiple provider numbers and multiple hospital locations, as FYDO will know what hospital to select automatically when a specific provider number is selected for billing.

To Link a **Hospital** to a **Doctors** provider number go to **Settings > Doctors**



The screenshot shows the 'Doctor Setup' form. A red arrow points to the 'Hospital' dropdown menu, which is currently set to 'Happy Hills Hospital'. The form includes fields for 'Known Gap', 'Gap Amount', 'Default Bill Type', 'Fee Level', 'Type', 'Standard Consult', 'Speciality (WA)', and 'Speciality'. The 'Hospital' dropdown is highlighted in yellow.

Speciality (WA)	Speciality	Provider Number	Count
ABC Test		123456AF	1
Happy Hills Hospital		0	3

Unblock User Permission - Relocated

The permission setting that allows the ability to **Unblock** a user, after they have entered their password incorrectly too many times, has been relocated to ensure it is easier to find. This setting is now found by navigating to **Settings > User Groups** & selecting the user group that you wish to allow this ability to. This function will be automatically set to **OFF** & will need to be assigned to the user groups that require to be able to perform this function.

Settings General

Accommodation Category	D	R	RW
Appointment Types	D	R	RW
Area Codes	D	R	RW
Band Mappings	D	R	RW
Booking Codes	D	R	RW
Cancelled Reasons	D	R	RW
Departments	D	R	RW
Deposit Types	D	R	RW
Doctors	D	R	RW
Doctor Specialities	D	R	RW
Document Types	D	R	RW
ECLIPSE mappings	D	R	RW
Templates	D	R	RW
Third Parties	D	R	RW
User Groups	D	R	RW
Users	D	R	RW
Users - Unblock	ON	OFF	
Items	D	R	RW
Locations	D	R	RW
Nurse List	D	R	RW
Practices	D	R	RW
Program Numbers	D	R	RW
Recall Reasons	D	R	RW
Referral Types	D	R	RW
Referring Doctor	D	R	RW
SMS Setup	D	R	RW
SMS Templates	D	R	RW
Staff Roles	D	R	RW
System Configuration	D	R	RW
Health Funds	D	R	RW
Hospitals	D	R	RW
Invoices Messages	D	R	RW
Item Types	D	R	RW

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

FYDO Clinic Update 20/07/2023

Added fields to the Print List - Raw Data Export

There have been additional fields added to the **Print List > Export to Raw Data**

The screenshot shows the FYDO Clinic software interface. On the left, there is a sidebar with a calendar for July 2023, a search bar, and a list of actions. The main area displays a list of appointments for John Smith on Thursday, 20 July 2023. A 'Print List' dialog box is open, showing various settings for printing the list. The 'Export To' dropdown menu is open, showing 'Excel', 'Excel - Raw data', and 'PDF'. A red arrow points to the 'Excel - Raw data' option. Another red arrow points to the 'Select an action' dropdown in the left sidebar, with a text box saying 'Use the Select an action drop down to Print List'.

New patient fields include:

- Address
- Email Address
- Health Fund Details
- Health Fund Number
- Pension Number

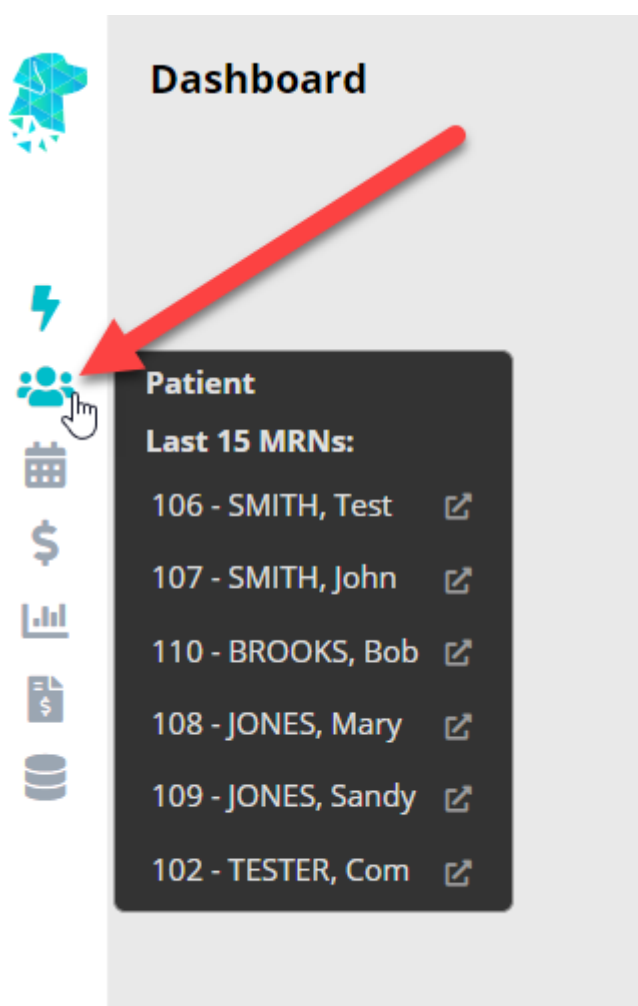
For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

[FYDO Clinic Update 07/07/2023](#)

Show Last 15 MRN's

FYDO now allows users to easily & efficiently identify the last 15 MRN's/Patients that they have interacted with & navigate to them.

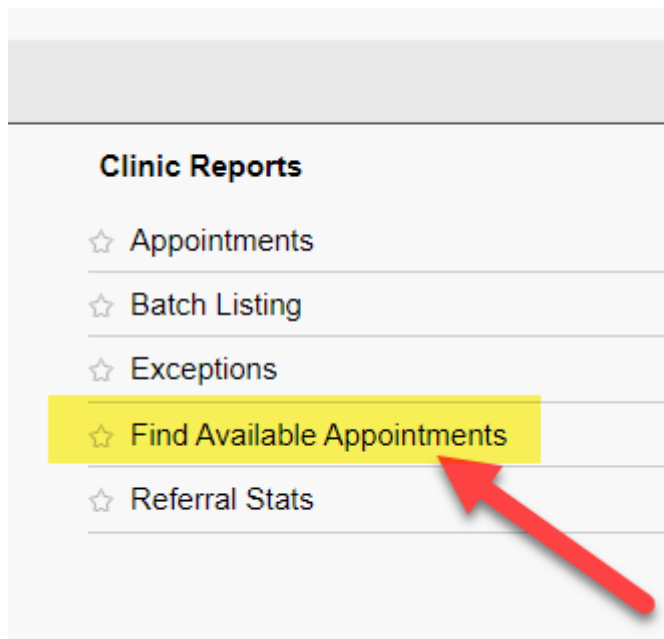
This feature can be utilised by simply hovering over the **Patient** tab in the main menu & selecting the desired patient.



Find Available Appointments Report

There is now a report that can be used to **Find Available Appointments**. This report will show 3 months worth of available appointments at a time, as opposed to the **Find Available Appointments** option on the **Appointments** screen, which will show the next 20 available appointments.

The report can be found under **Reports > Clinic Reports**.

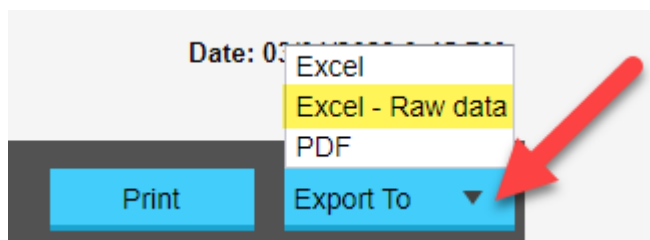


For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

[FYDO Clinic Update 30/06/2023](#)

Deleted Transaction Report

A New **Export To** option has been added to the **Deleted Transaction Report**. Users are now able to export this report to **Excel - Raw Data** format.



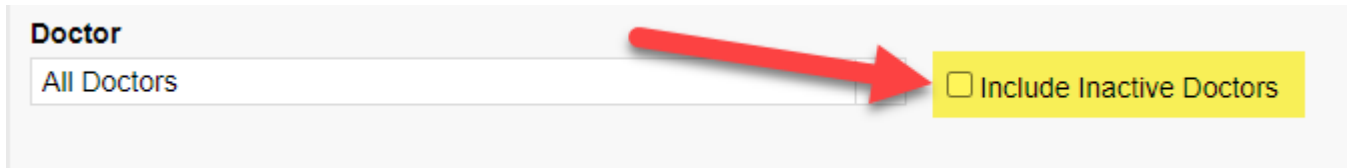
Hide Inactive Doctors

By default, Inactive Doctors will no longer show under the **Doctor** filter for the following reports:

- **Payments**
- **Transactions**
- **Revenue**

If users wish to view the Inactive Doctors, they will need to click the tick box next to the Doctor filter

called **Include Inactive Doctors**.



The screenshot shows a user interface element. On the left, there is a dropdown menu titled "Doctor" with the text "All Doctors" displayed. To the right of this menu is a yellow rectangular button with the text "Include Inactive Doctors". A large red arrow points from the dropdown menu towards the button, indicating a relationship or action.

Bug Fix

- The issue some users were experiencing with Location Restrictions not working correctly when billing is now resolved

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