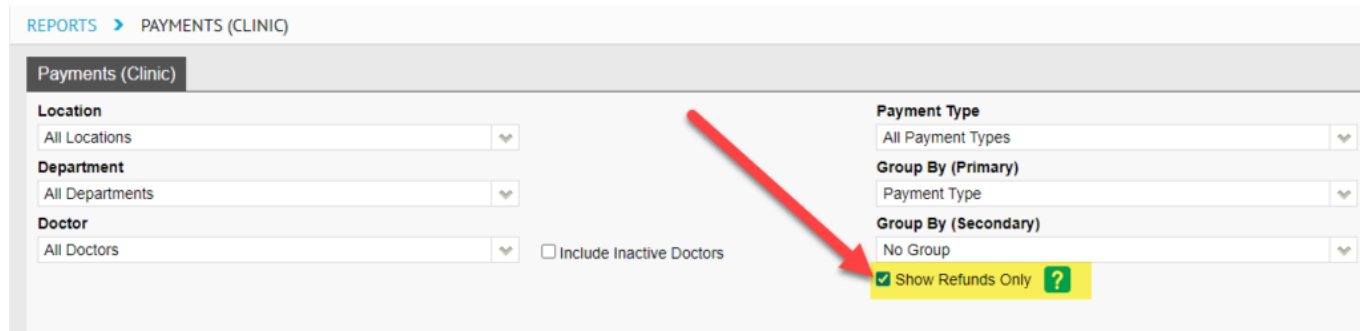


[FYDO Clinic Update - 21/03/2024](#)

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.

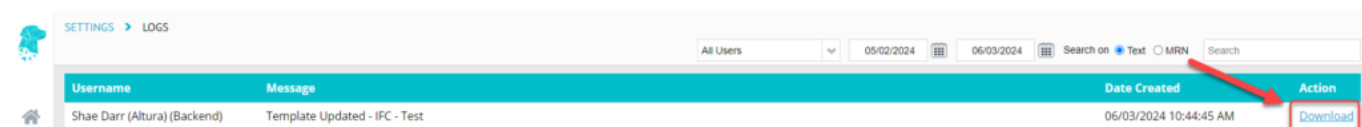
For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

[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 These logs will include the option to download the updated template, enabling users to search superseded versions if necessary.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	Download

Bug Fixes:

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

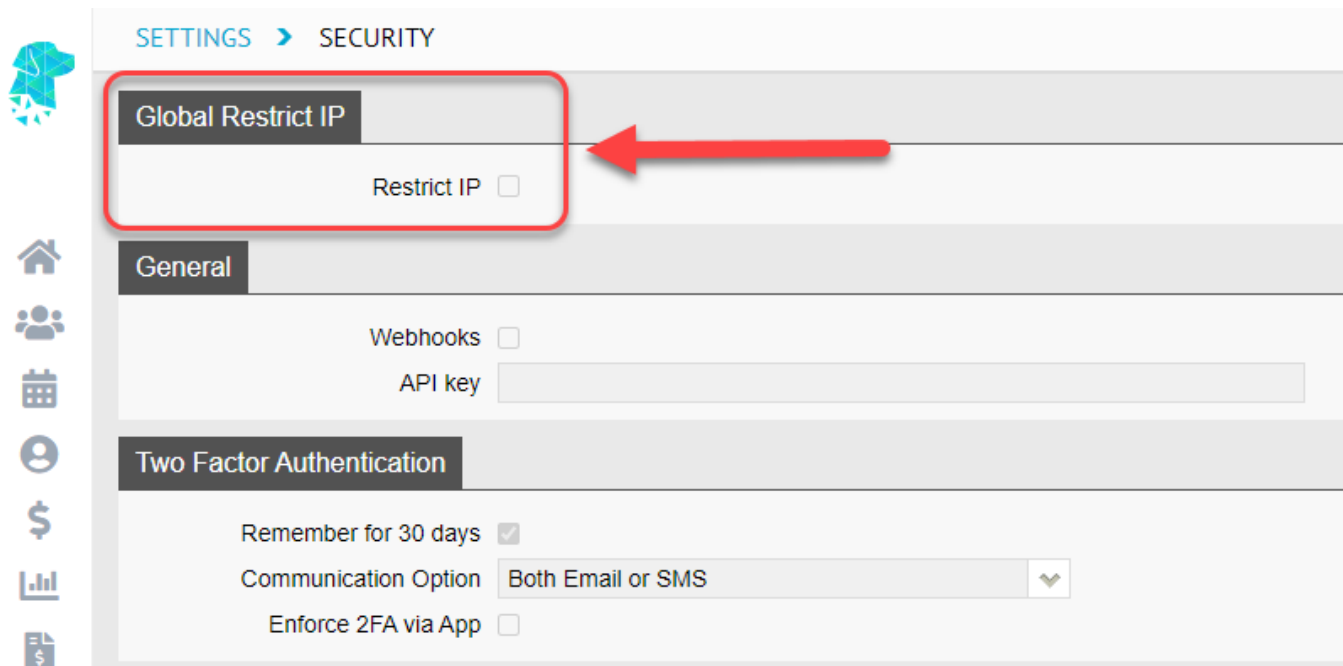
For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

[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

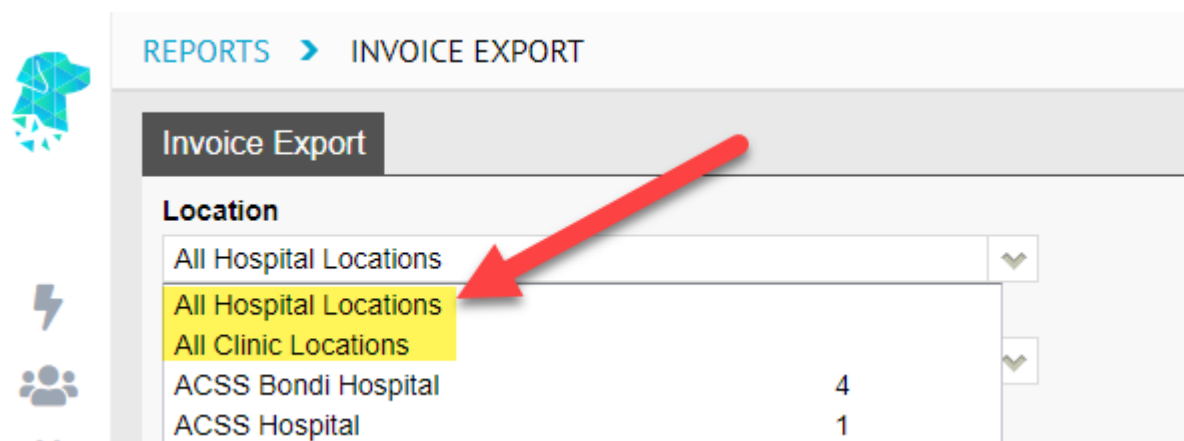
Remember for 30 days ☒

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/>

FYDO Clinic Update - 07/12/23

Accounts (Clinic) Permissions

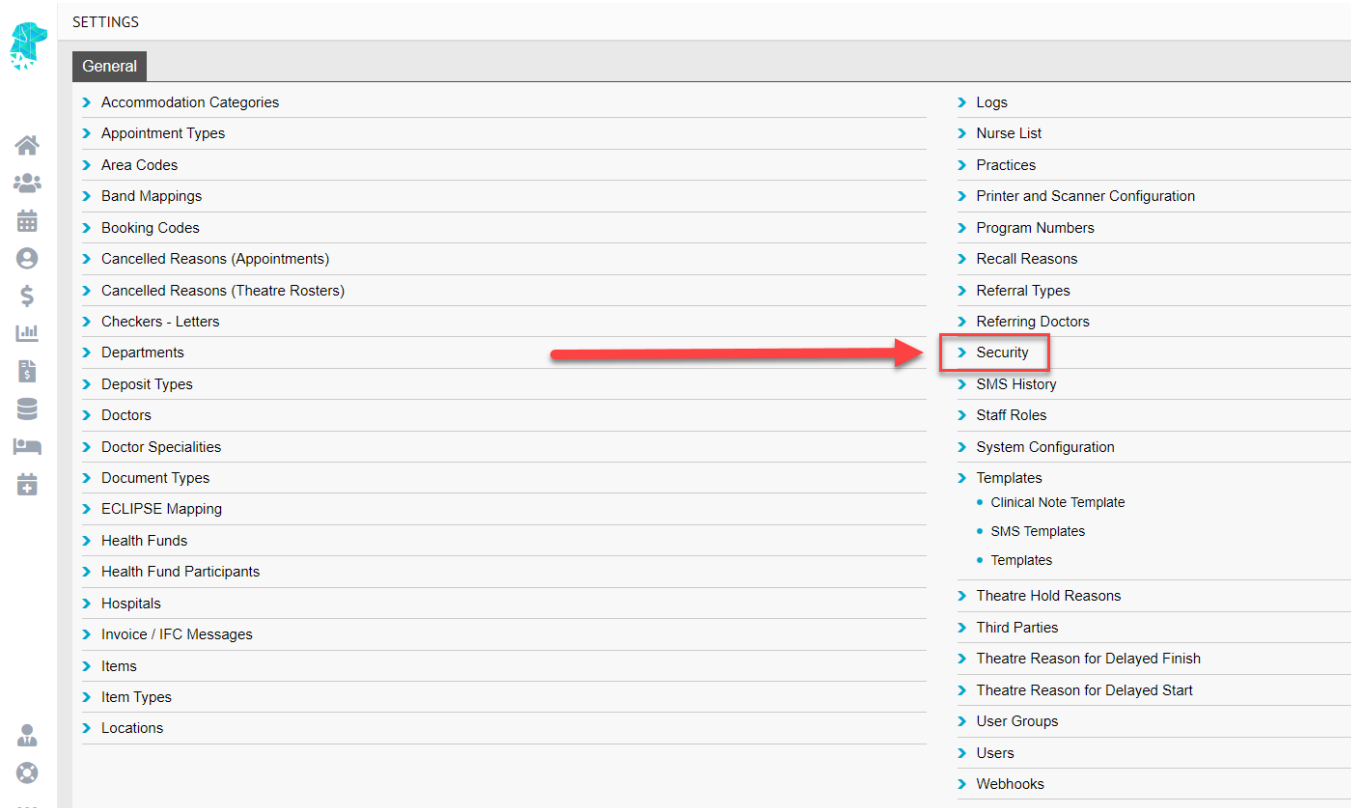
Clinic Accounts permissions have been moved from the **Patient** section within user groups to its own section called **Accounts (Clinic)**.

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

Accounts (Clinic)					
Accounts	<div><div>ON</div><div>OFF</div></div>		Bill	<div><div>ON</div><div>OFF</div></div>	
Apply Adjustments	<div><div>ON</div><div>OFF</div></div>		Delete Transactions	<div><div>ON</div><div>OFF</div></div>	
Apply Payments	<div><div>ON</div><div>OFF</div></div>		Reverse Invoices	<div><div>ON</div><div>OFF</div></div>	

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 with the following information:

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		

Red arrows point to the Batch ID (37), Batch # (A000010), and Batch Status (Receipted) fields. Below these fields are links for 'View voided transactions' and a 'Print Invoice' button.

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 with the following fields:

- Sort By: Surname
- Born From: [Date Picker] To: [Date Picker]
- Created From: [Date Picker] To: [Date Picker]
- Postcode From: [Text Field] To: [Text Field]
- Start Of Cycle From: [Date Picker] To: [Date Picker]
- Patient Billed From: [Date Picker] To: [Date Picker]
- Doctor: [Dropdown Menu]

A red arrow points to the 'Start Of Cycle From' field. An 'Update' button is located at the bottom right.

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 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"/>		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
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

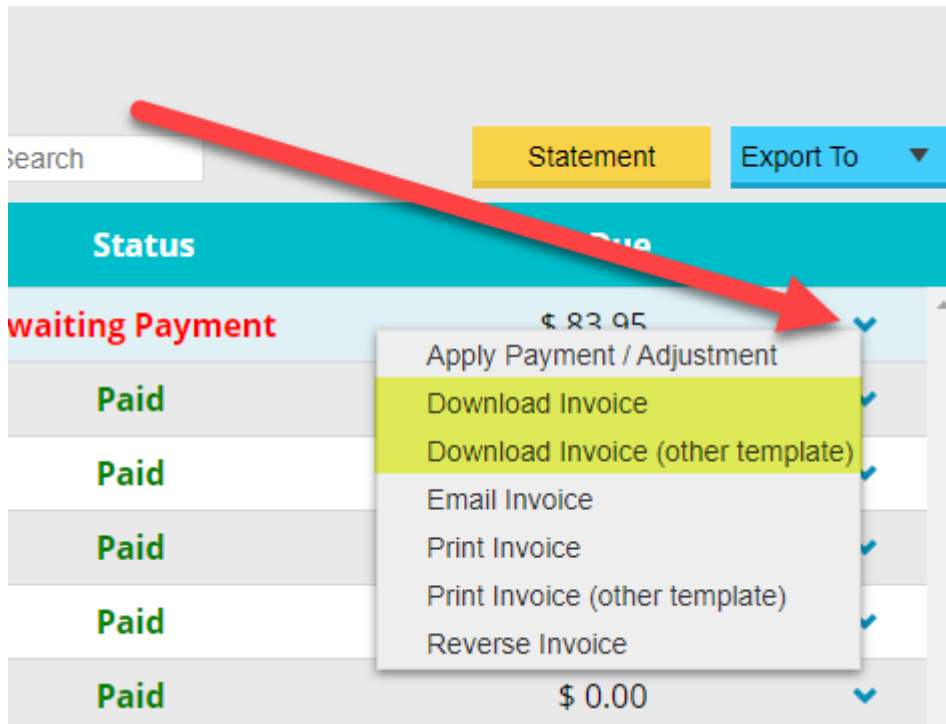
Arrived

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.



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.

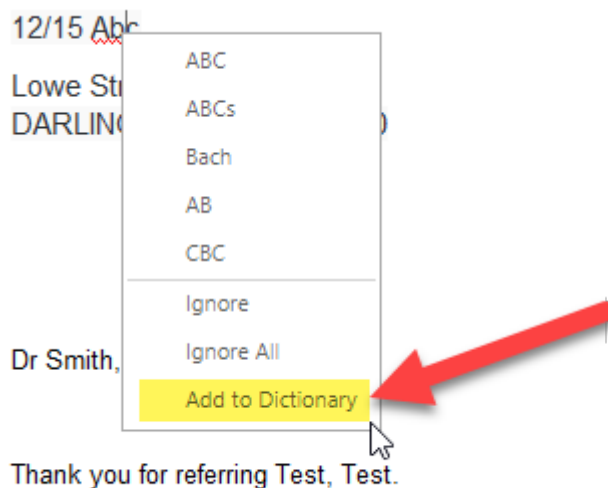
For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

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



Order by



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


Patient Name	MRN	DOS	Doctor	Inv Num	Inv Date	Balance	Fund Name	Next FU	Notes
--------------	-----	-----	--------	---------	----------	---------	-----------	---------	-------

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
- Date not set
- Future
- Today
- Today and overdue

Inv#	31703/2023	\$280.25	Health Fund
?	28/07/2023	\$387.35	Health Fund

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

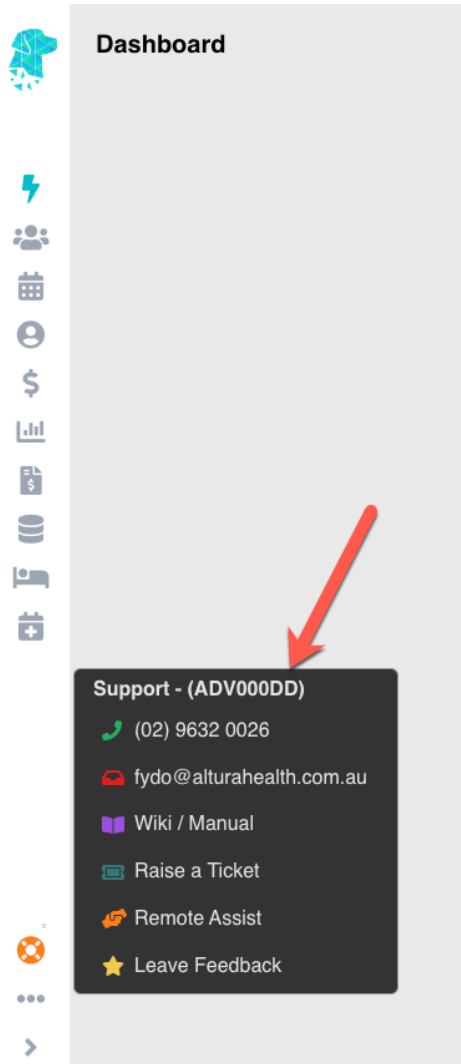
Excel - Raw data

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.

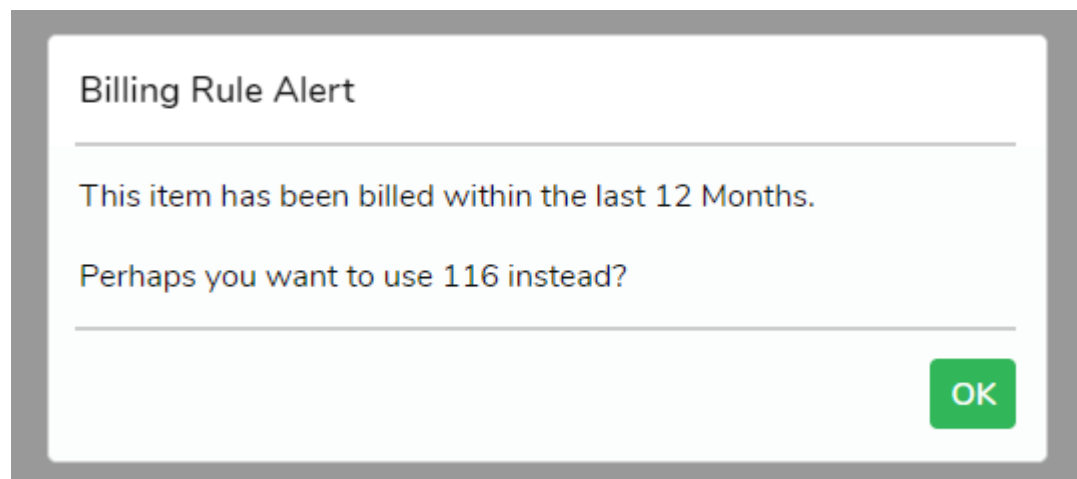
This ID may assist in easily identifying your clinic when you call FYDO for support (*Note: If there are multiple locations in the one FYDO this will display location 1's ID*).



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**

Known Gap	<input type="checkbox"/>	Gap Amount	0.00
Default Bill Type	Eclipse	Fee Level	
Type	In-Hospital	Hospital	
Standard Consult			
Speciality (WA)	ABC Test 123456AF 1		
Speciality	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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Items	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appointment Types	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Locations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Area Codes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Nurse List	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Band Mappings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Practices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Booking Codes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Program Numbers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cancelled Reasons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Recall Reasons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Departments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Referral Types	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deposit Types	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Referring Doctor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doctors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SMS Setup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doctor Specialities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	SMS Templates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Document Types	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Staff Roles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ECLIPSE mappings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	System Configuration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Templates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Health Funds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Third Parties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Hospitals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User Groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Invoices Messages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Item Types	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Users - Unblock	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				

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