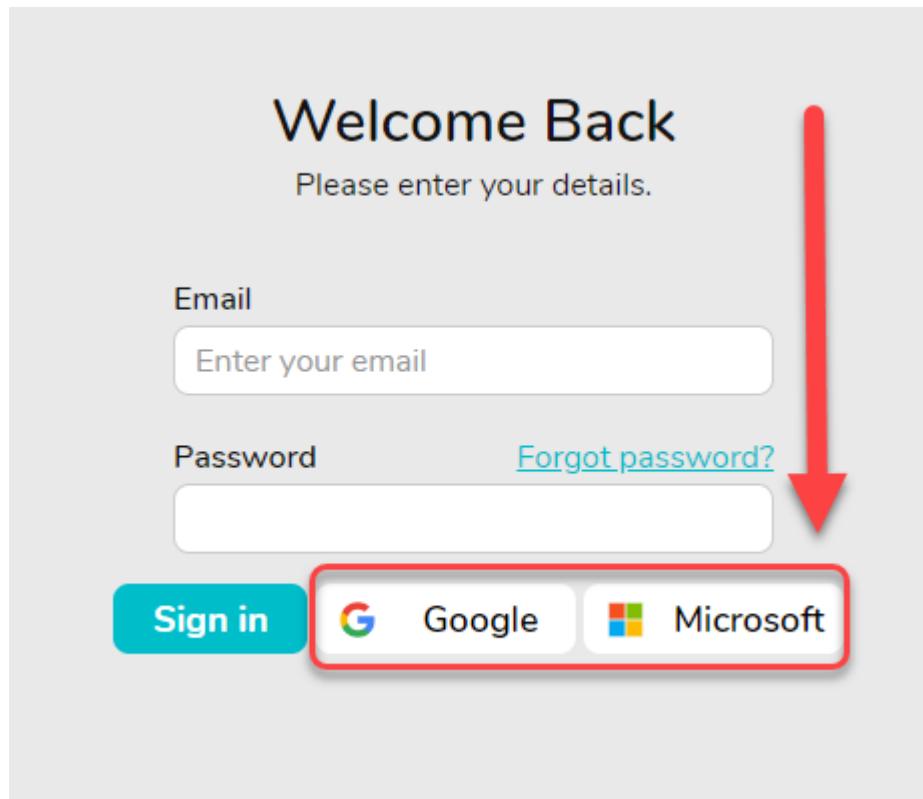


FYDO Clinic Update - 24/05/2024

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](#)



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.



Snow WHITE

Patient ID 153
Sex Female
Age 24
Language English
Pending -6,321.00

Allergies
Grass

Patient Details	
Title Miss	File Number External ID
First Name Snow	Middle Name
Last Name White	Preferred Name Snowy
Sex Female	Date of Birth 16/04/2000
Address 123 Forest Lane	Suburb BACK FOREST
Gender Woman, or girl, or female	
State NSW	
Postcode 2535	

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 screenshot shows two views of the patient details screen for patient 153, Snow White. The top view is labeled 'View Mode' and the bottom view is labeled 'Edit Mode'. Both views include a navigation bar with tabs: Patient Details, Appointments, Recalls, Accounts, Episodes, Communication, Documents, and Clinical. The left sidebar contains icons for Home, Patients, Calendars, and Lists. The main area displays patient details, allergies, and a summary table.

View Mode: The 'Patient Details' section shows fields for Title (Miss), First Name (Snow), Middle Name, Last Name (White), 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), and Postcode (2535). The 'Medicare / DVA / Concession' section shows fields for Medicare Number, Ref, Expiry, and Eligibility, and Veterans No., Veteran Card Colour, DVA Auth.No, and DVA Auth. Date. The 'Entitlement Card' section shows fields for Card Number and Exp. The 'Health Fund' section shows Fund Name (MPL - Medibank Private Limited), Membership No. (123456), UPI (0), Insurance Status (Full Fee), Alias Name, and Alias Surname.

Edit Mode: The 'Patient Details' section shows the same fields as View Mode, but the 'Preferred Name' field (Snowy) is highlighted with a blue outline, indicating it is the selected field. The 'Medicare / DVA / Concession' and 'Entitlement Card' sections are also visible.

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.

A red arrow points to the 'Batch Status' column in the table, which is highlighted in yellow. The table has columns AA, AF, AC, BatchID, and Batch Status. The data shows four rows of invoices with the same BatchID (40) and different Batch Statuses: Sent, Closed, Closed with Issues, and Sent.

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

Bug Fixes:

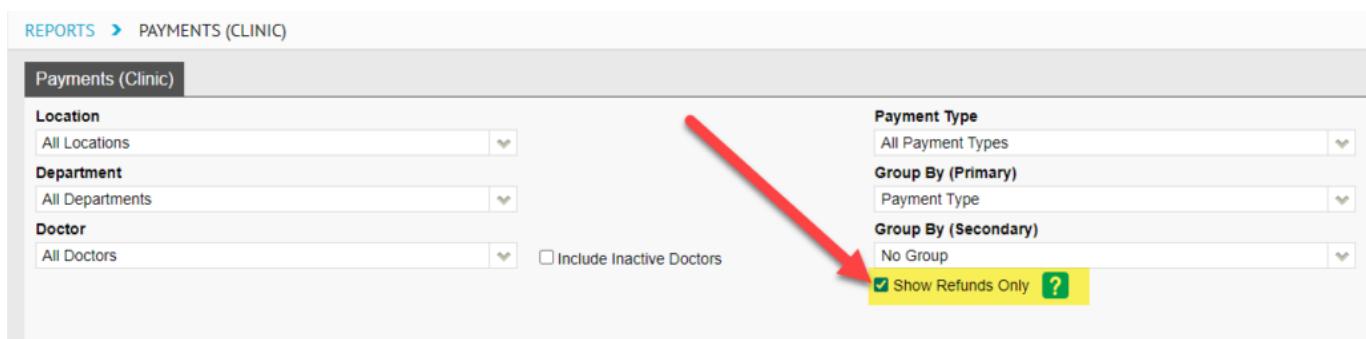
- Some users were experiencing issues uploading documents. This has now been resolved

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.



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.

Heart Health Fund

Fund Name

ADF - Australian Defence Force

Membership No.

DAN: 123456J / EPID: 123456789

UPI

Insurance Status

0

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.



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 Referrals Doctors Type was visually not showing has been resolved.

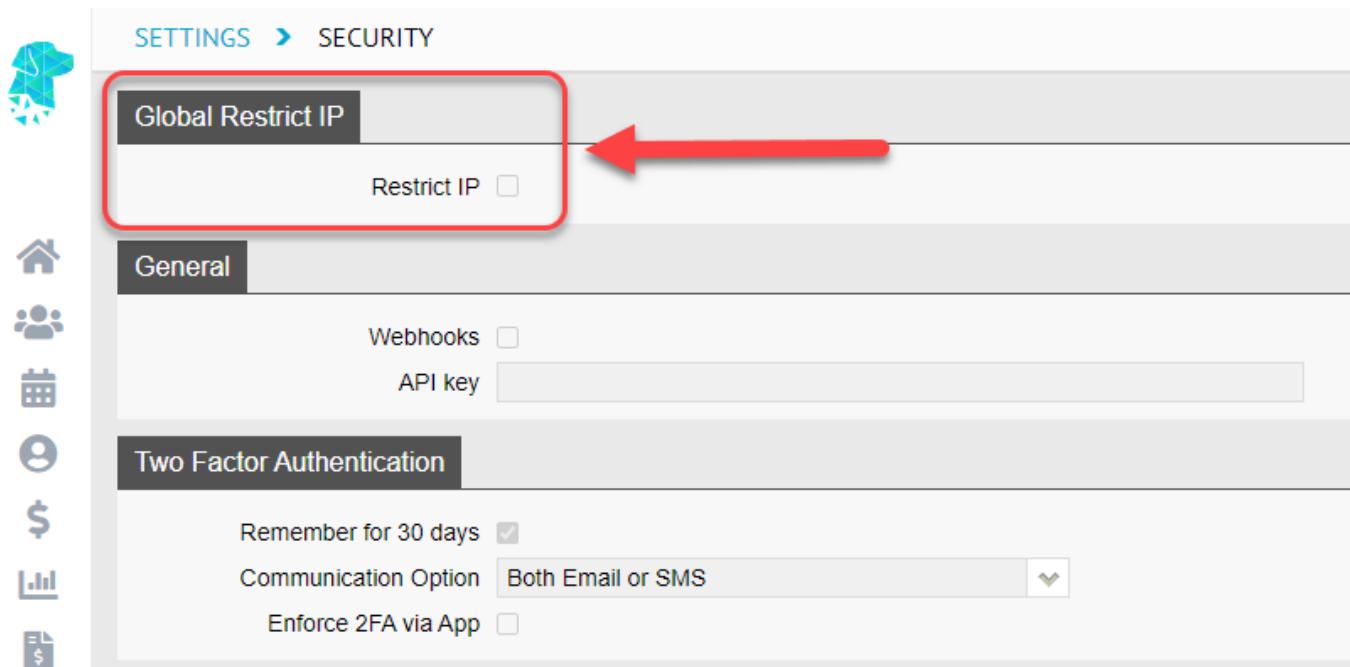
For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

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.

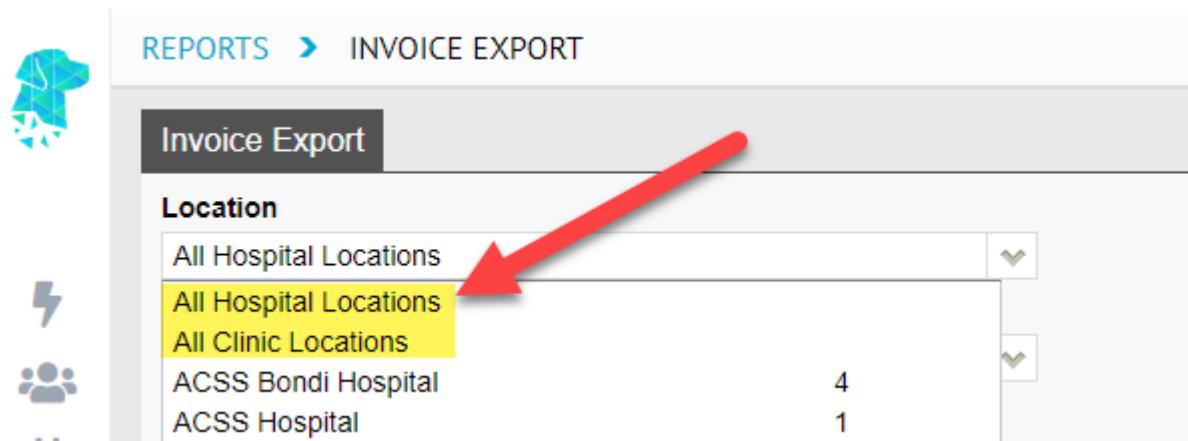
Only users with the required access levels will be able to make amendments to these settings.



The screenshot shows the 'SETTINGS > SECURITY' page. A red box highlights the 'Global Restrict IP' section, which contains a 'Restrict IP' checkbox. Below this, there are sections for 'General' (Webhooks and API key) and 'Two Factor Authentication' (Remember for 30 days, Communication Option set to 'Both Email or SMS', and Enforce 2FA via App checkbox).

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.



The screenshot shows the 'REPORTS > INVOICE EXPORT' page. A red arrow points to the 'Location' dropdown menu, which lists 'All Hospital Locations' (highlighted in yellow) and 'All Clinic Locations' (highlighted in yellow). Other options include 'ACSS Bondi Hospital' and 'ACSS Hospital'. To the right of the dropdown, there are counts: 4 for 'All Hospital Locations' and 1 for 'All Clinic Locations'.

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	<input checked="" type="checkbox"/> ON	<input type="checkbox"/> OFF	
Apply Adjustments	<input checked="" type="checkbox"/> ON	<input type="checkbox"/> OFF	
Apply Payments	<input checked="" type="checkbox"/> ON	<input type="checkbox"/> OFF	
Bill		<input checked="" type="checkbox"/> ON	<input type="checkbox"/> OFF
Delete Transactions		<input checked="" type="checkbox"/> ON	<input type="checkbox"/> OFF
Reverse Invoices		<input checked="" type="checkbox"/> ON	<input type="checkbox"/> 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.

SETTINGS

General

- Accommodation Categories
- Appointment Types
- Area Codes
- Band Mappings
- Booking Codes
- Cancelled Reasons (Appointments)
- Cancelled Reasons (Theatre Rosters)
- Checkers - Letters
- Departments
- Deposit Types
- Doctors
- Doctor Specialties
- Document Types
- ECLIPSE Mapping
- Health Funds
- Health Fund Participants
- Hospitals
- Invoice / IFC Messages
- Items
- Item Types
- Locations

Security

- Logs
- Nurse List
- Practices
- Printer and Scanner Configuration
- Program Numbers
- Recall Reasons
- Referral Types
- Referring Doctors
- Security
- SMS History
- Staff Roles
- System Configuration
- Templates
 - Clinical Note Template
 - SMS Templates
 - Templates
- Theatre Hold Reasons
- Third Parties
- Theatre Reason for Delayed Finish
- Theatre Reason for Delayed Start
- User Groups
- Users
- Webhooks

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 Specialties	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	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.

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	Received
							View voided transactions
							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 image shows a screenshot of a web-based application interface for a 'Patient Stats Report'. The interface includes a 'Sort By' dropdown set to 'Surname', and several filter sections with date pickers. A red arrow points from the text above to the 'Start Of Cycle From' filter field. The 'Start Of Cycle From' field is highlighted with a yellow background. The other filter sections are: 'Born From' (from and to date pickers), 'Created From' (from and to date pickers), 'Postcode From' (from and to text fields), 'Patient Billed From' (from and to date pickers), and 'Doctor' (a dropdown menu). A blue 'Update' button is located at the bottom right.

Sort By	
Surname	
Born From	To
<input type="text"/>	<input type="text"/>
Created From	To
<input type="text"/>	<input type="text"/>
Postcode From	To
<input type="text"/>	<input type="text"/>
Start Of Cycle From	To
<input type="text"/>	<input type="text"/>
Patient Billed From	To
<input type="text"/>	<input type="text"/>
Doctor	<input type="button" value="▼"/>

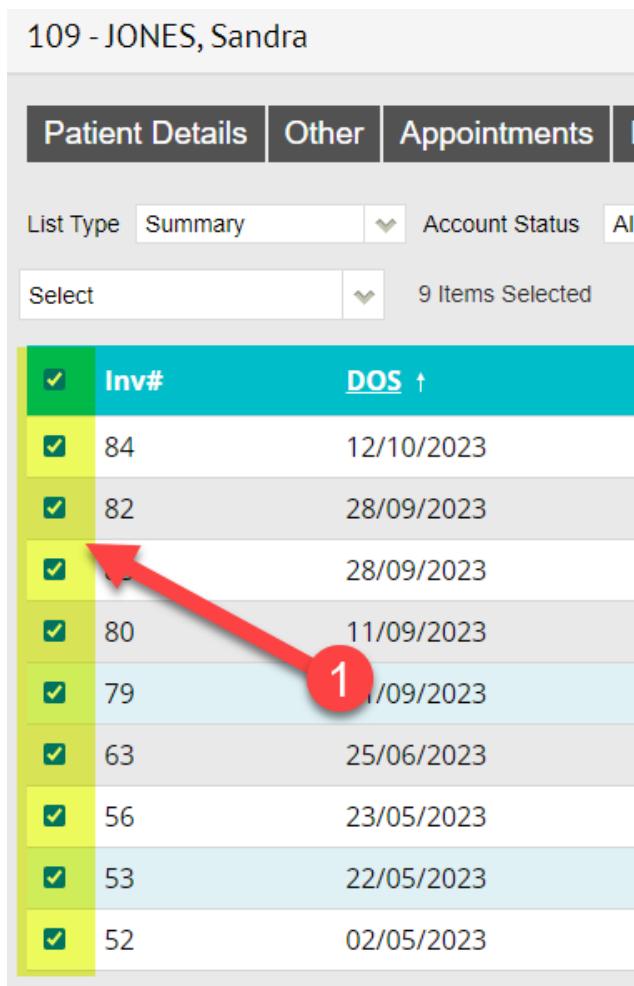
For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

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**



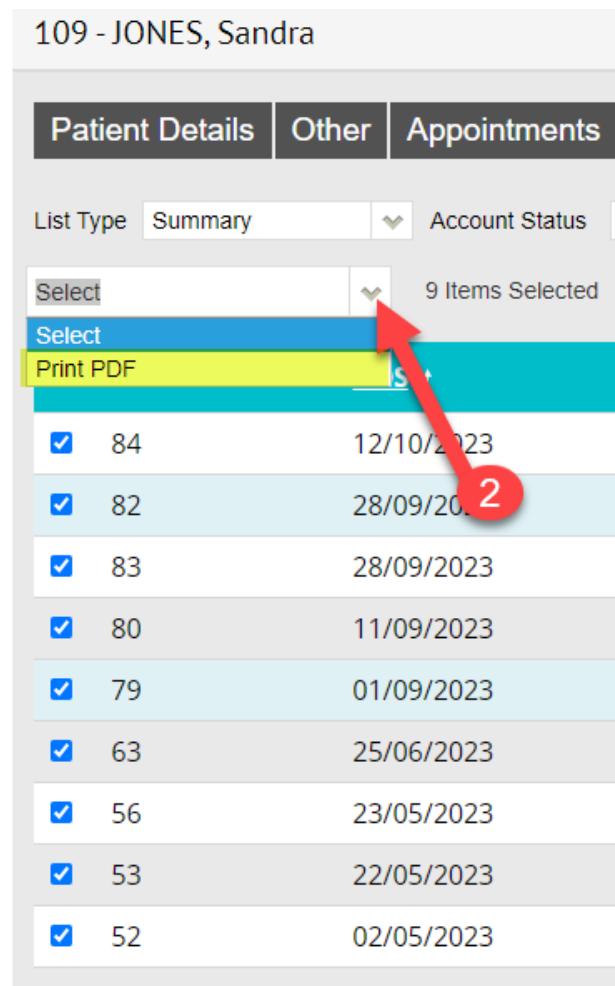
109 - JONES, Sandra

Patient Details Other Appointments

List Type Summary Account Status All

Select 9 Items Selected

Inv#	DOS
84	12/10/2023
82	28/09/2023
81	28/09/2023
80	11/09/2023
79	11/09/2023
63	25/06/2023
56	23/05/2023
53	22/05/2023
52	02/05/2023



109 - JONES, Sandra

Patient Details Other Appointments

List Type Summary Account Status

Select 9 Items Selected

Select

Print PDF

Inv#	DOS
84	12/10/2023
82	28/09/2023
83	28/09/2023
80	11/09/2023
79	01/09/2023
63	25/06/2023
56	23/05/2023
53	22/05/2023
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 Configuration SMS Account Counters Administrator File Transfer Email 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	<input type="checkbox"/>	
API key		

Two Factor Authentication

Remember for 30 days	<input checked="" type="checkbox"/>
Communication Option	Both Email or SMS
Enforce 2FA via App	<input type="checkbox"/>

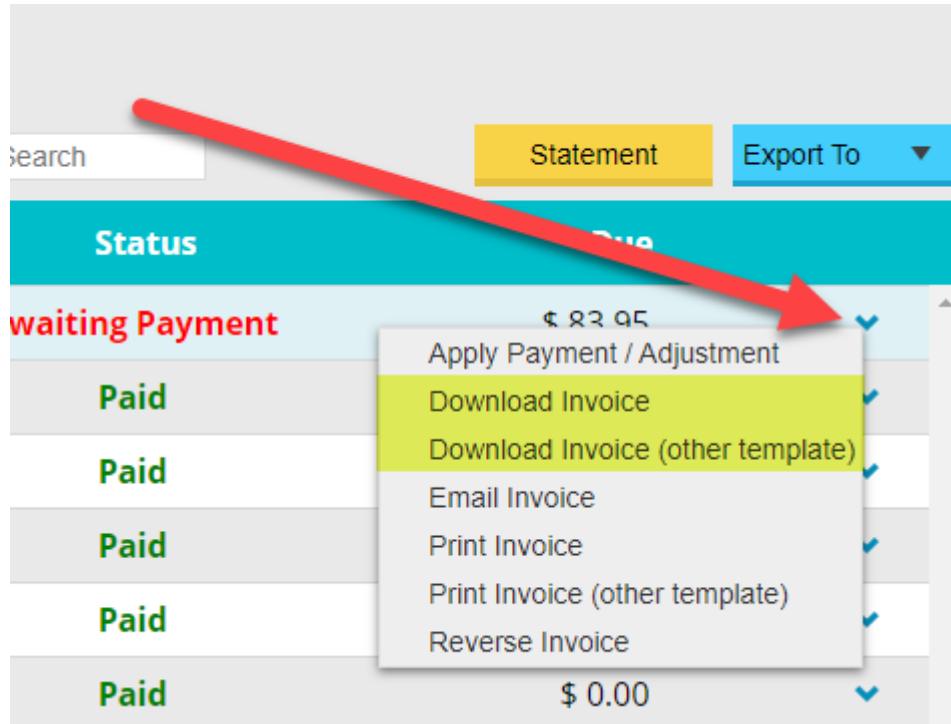
Clinic

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.

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**.

Time	Name
9:00 AM	
9:30 AM	JONES, Sandra
10:00 AM	
10:30 AM	
11:00 AM	

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/>