

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

Concession Card - OPV

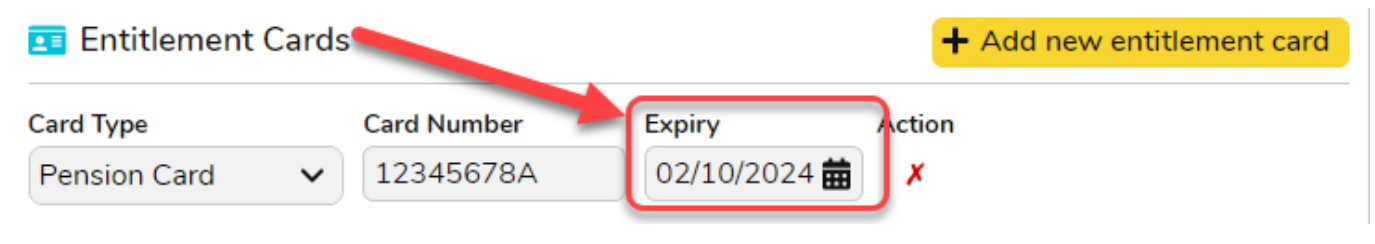
The issue with verifying patient Concession Cards on the patient screen has been resolved.

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

[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 the header, there are four columns: 'Card Type', 'Card Number', 'Expiry', and 'Action'. The 'Card Type' is set to '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 contains 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.

Patient Details

Title	Pronouns	File Number	External ID
Miss	She/Her/Hers		
First Name i	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

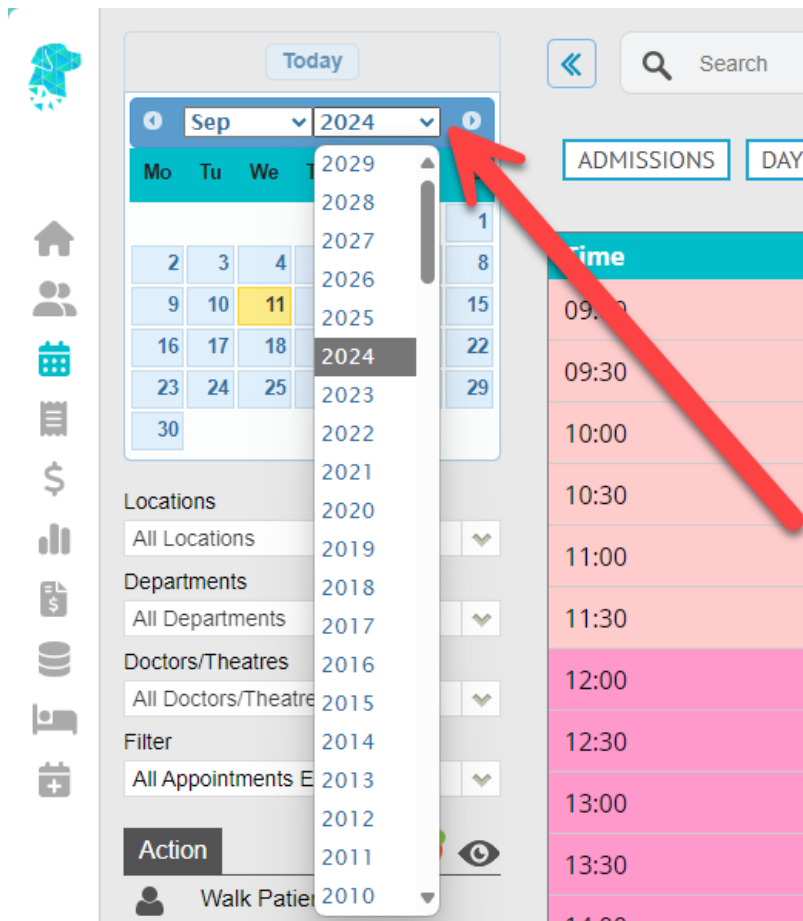
Surname
Darr

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

Allergies

Alert

Notes

Document Alert

Appointment Details

Location ACS 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
 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			

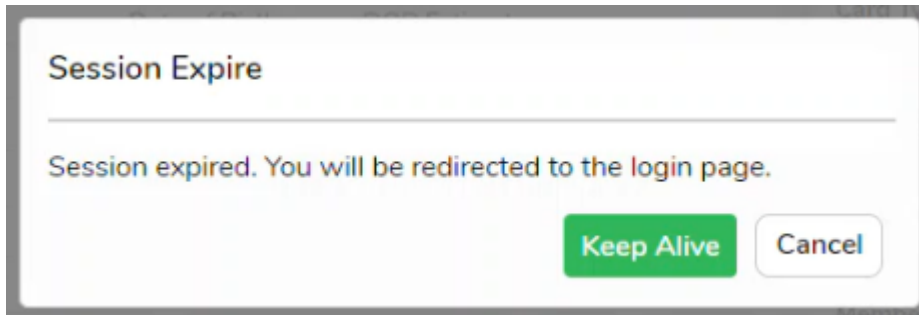
Recalls

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

Credentialing

Date of Credentialing

Avant
Berkshire Hathaway Specialty Insurance
Guild Professional Indemnity Insurance
MDA National
Medical Indemnity Protection Society (MIPS)
Medical Insurance Group Australia (MIGA)

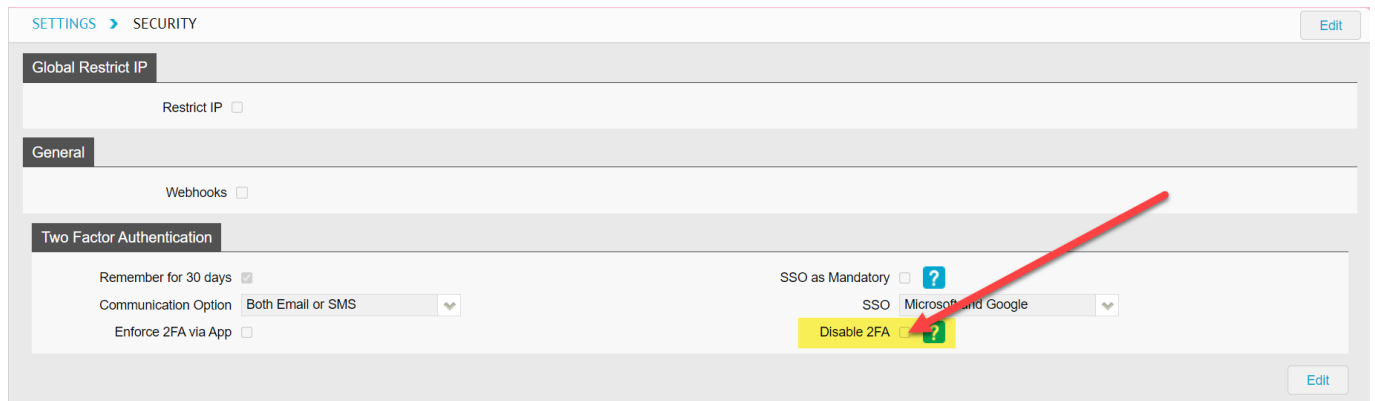
For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

[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**.



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**.

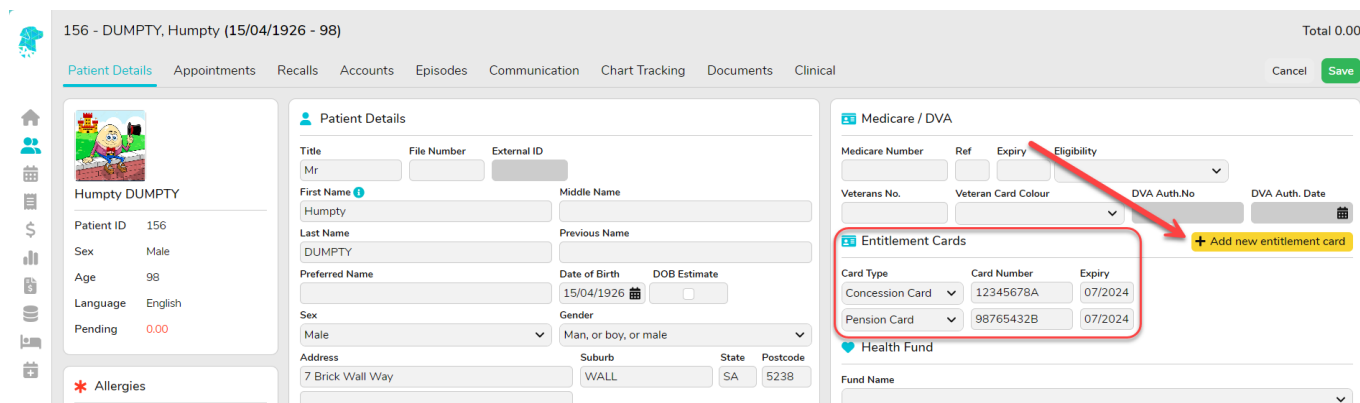
For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

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.



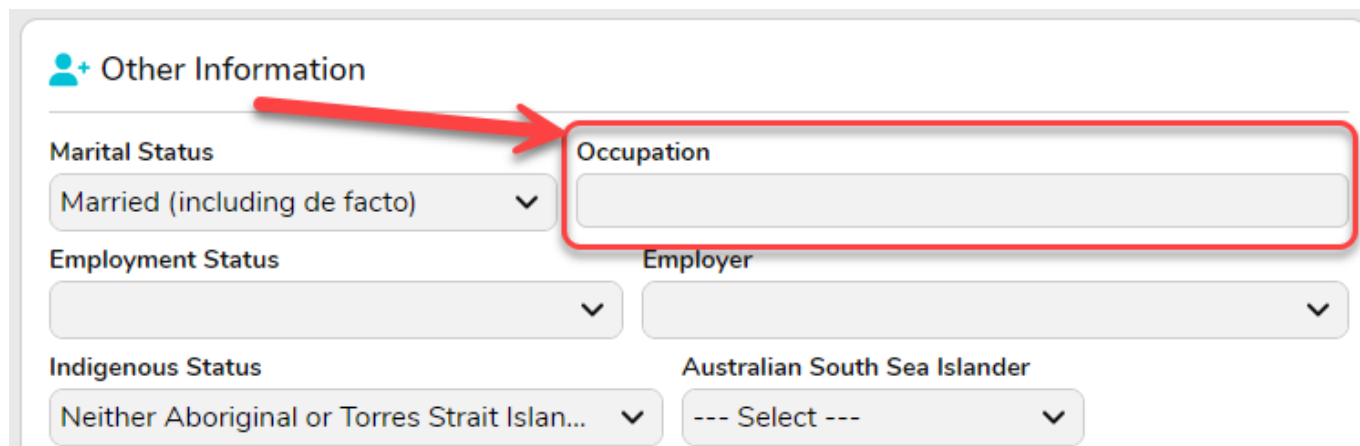
The screenshot shows the 'Patient Details' screen for a patient named Humpty DUMPTY. The 'Entitlement Cards' section is highlighted with a red box and contains the following data:

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

A red arrow points to the '+ Add new entitlement card' button. The 'Medicare / DVA' section is also visible, showing fields for Medicare Number, Ref, Expiry, Eligibility, Veterans No., Veteran Card Colour, DVA Auth. No., and DVA Auth. Date.

Occupation Field

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



The screenshot shows the 'Other Information' section of the form. The 'Occupation' field is highlighted with a red box and a red arrow. The 'Marital Status' field is set to 'Married (including de facto)'. The 'Employment Status' and 'Employer' fields are empty. The 'Indigenous Status' field is set to 'Neither Aboriginal or Torres Strait Islan...' and the 'Australian South Sea Islander' field is set to '--- Select ---'.

Bug Fixes

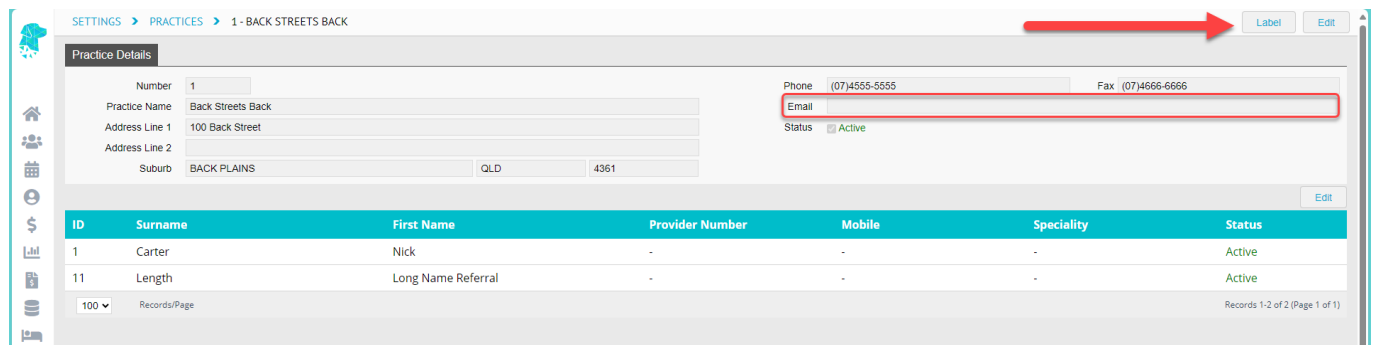
- Doctors Email Addresses can now be viewed again
- Doctors Files can now be added again
- The Expiry Date for Entitlement Cards is no longer a mandatory field

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

Number: 1

Practice Name: Back Streets Back

Address Line 1: 100 Back Street

Address Line 2:

Suburb: BACK PLAINS QLD 4361

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

Email:

Status: Active

Label Edit

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

100 Records/Page Records 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.



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

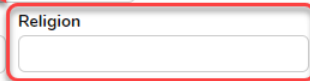
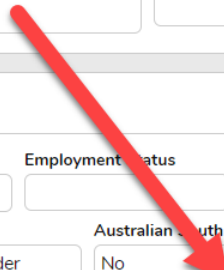
Previous Referrals

Referring Doctor	Referral Date	Period	First Consult

Referral To Site Referral (global)

Other Information

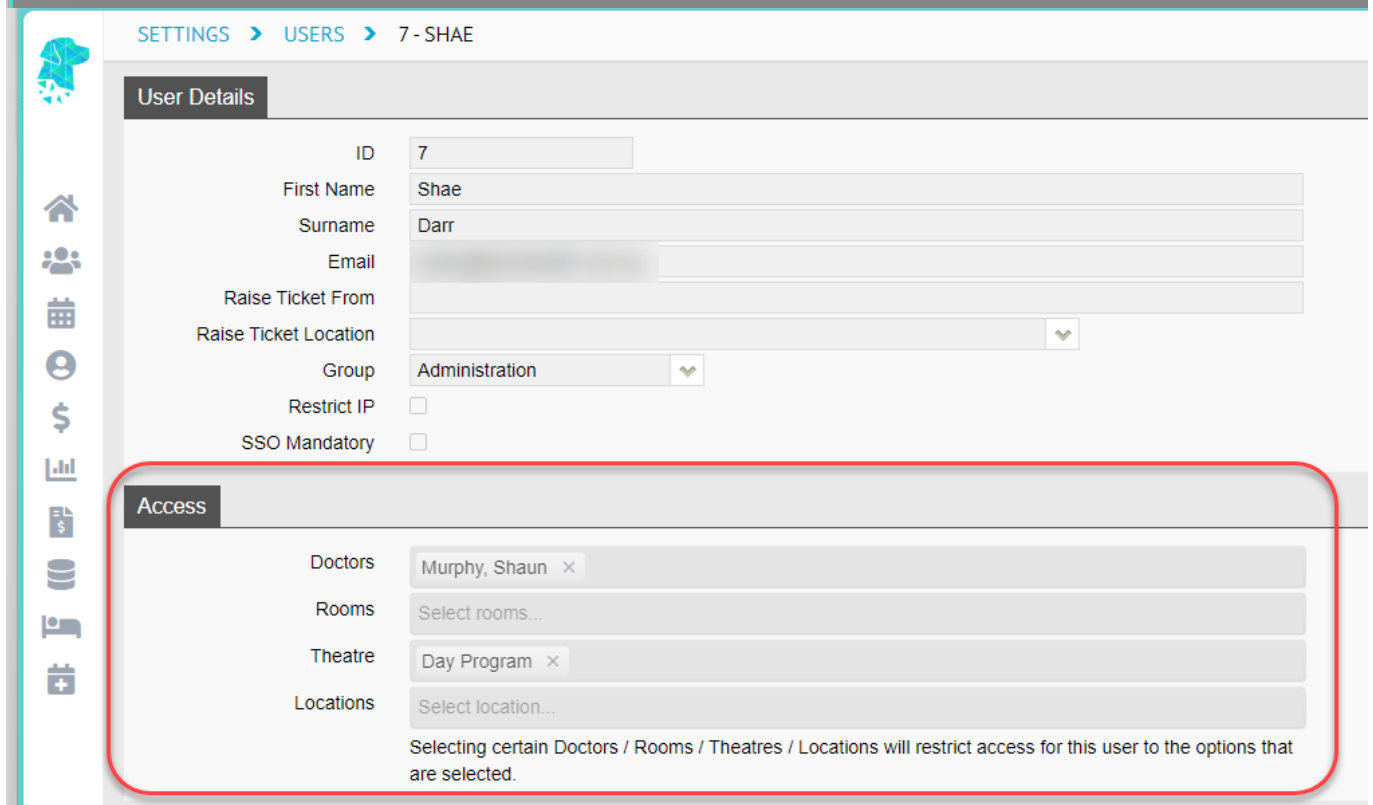
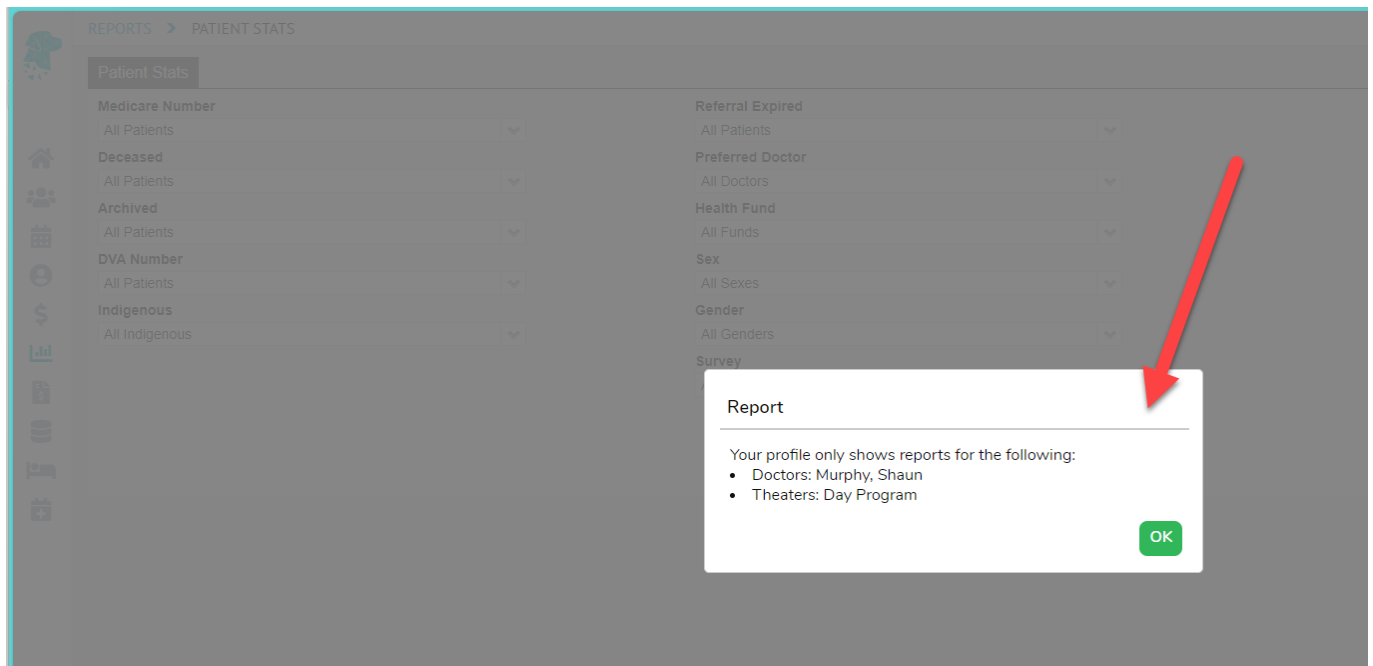
Marital Status	Employment Status	Employer
Married (including de facto)		
Indigenous Status	Australian or South Sea Islander	
Neither Aboriginal or Torres Strait Islander	No	
Language	Country of Birth	Religion
English	Australia	
Interpreter	Overseas Visitor	
Family GP (Current)	Preferred Doctor	
Search for a Family GP		
Bill Method	Fee Level	Send Invoices To
		Not Set
Location	Dental Benefit	
	0.00	
Deceased	Archived	Survey
	No	



[FYDO Clinic Update - 13/06/2024](#)

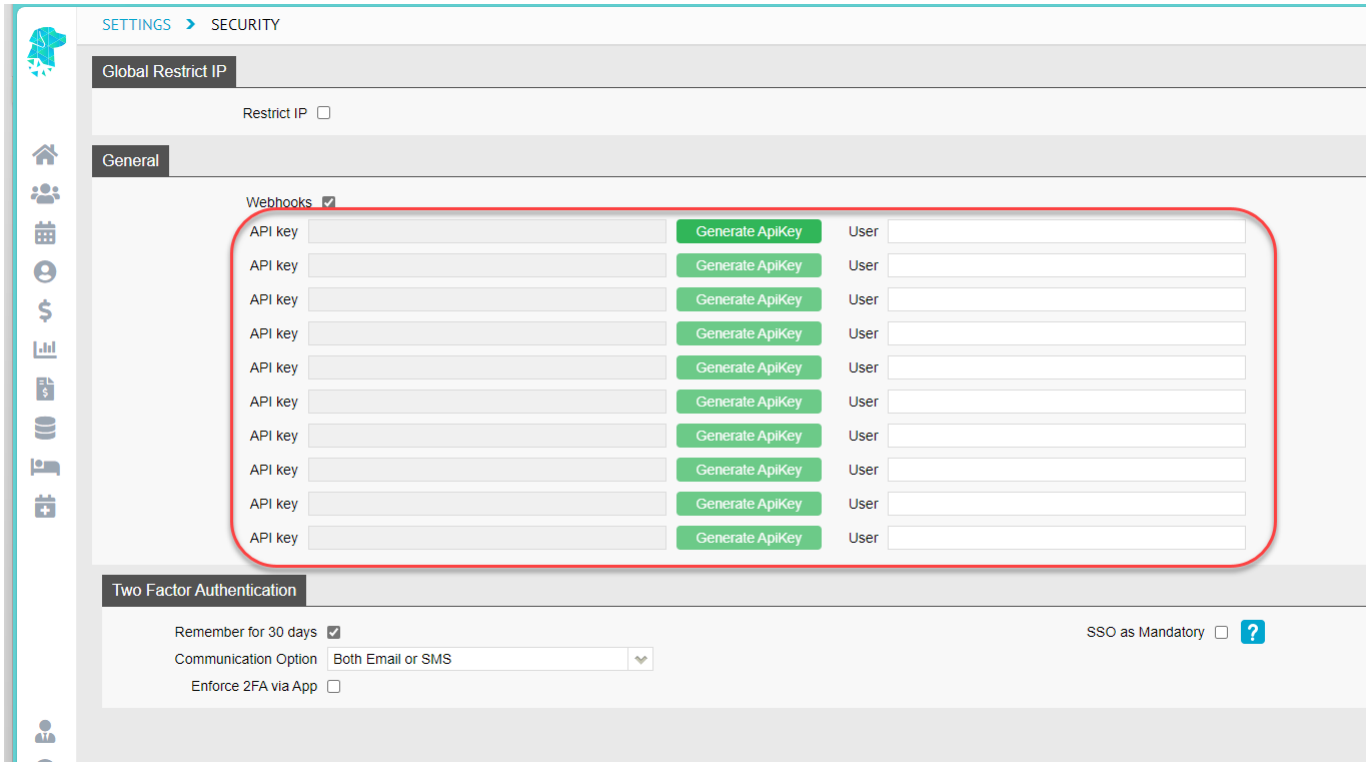
Patient Stats Report

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.



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.



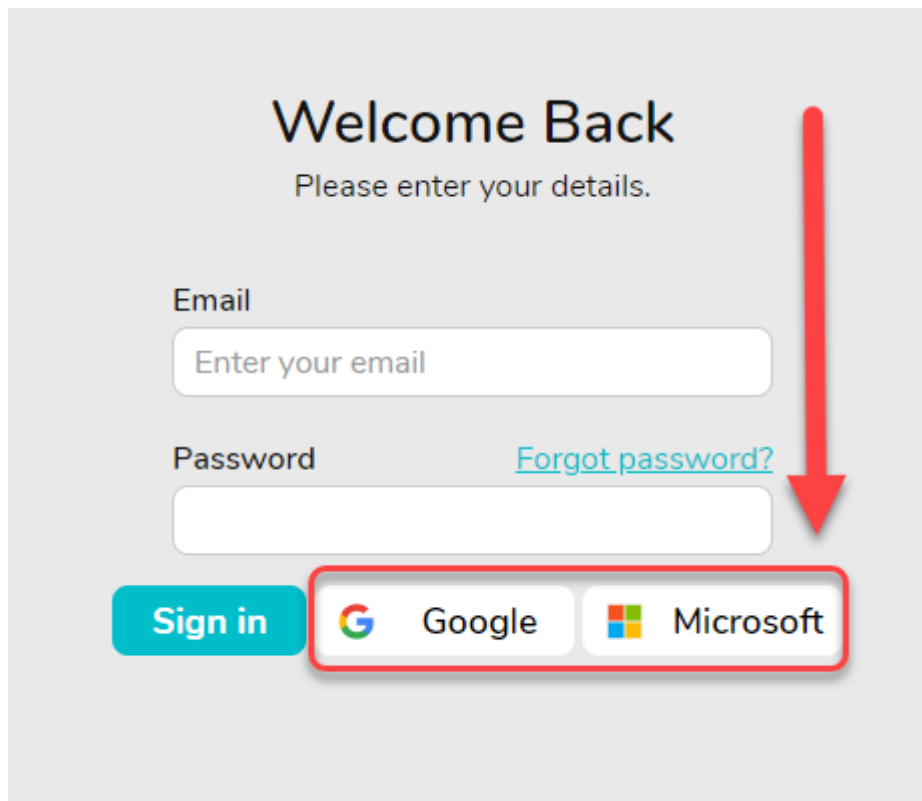
For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

[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](#)

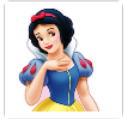


Rename Maiden Name field to Previous Name

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



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 i 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

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/>