FYDO Clinic Update 07/07/2023
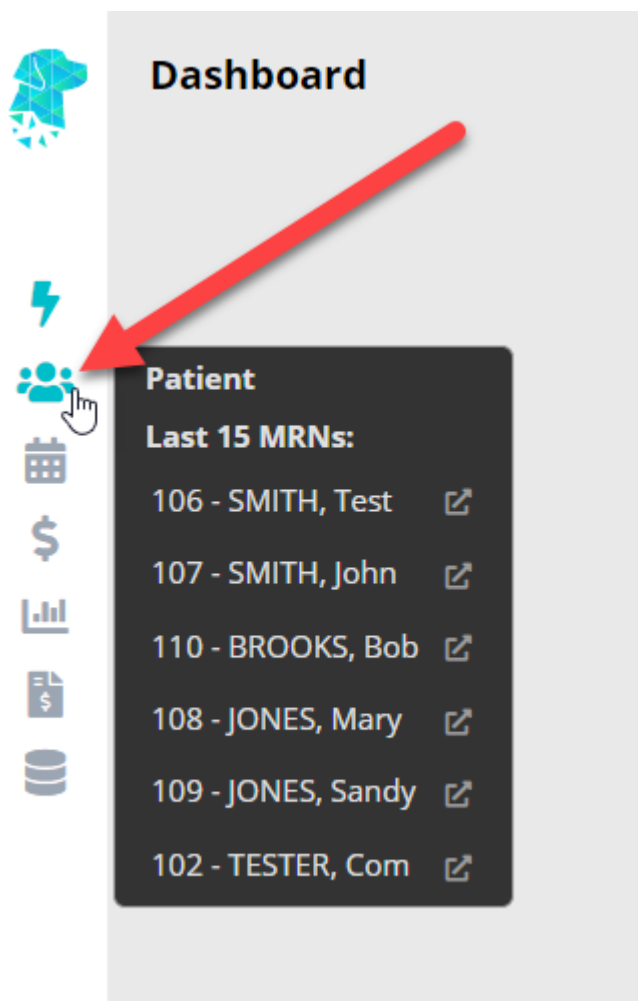
Show Last 15 MRN's

FYDO now allows users to easily & efficiently identify the last 15 MRN's/Patients that they have interacted with & navigate to them.
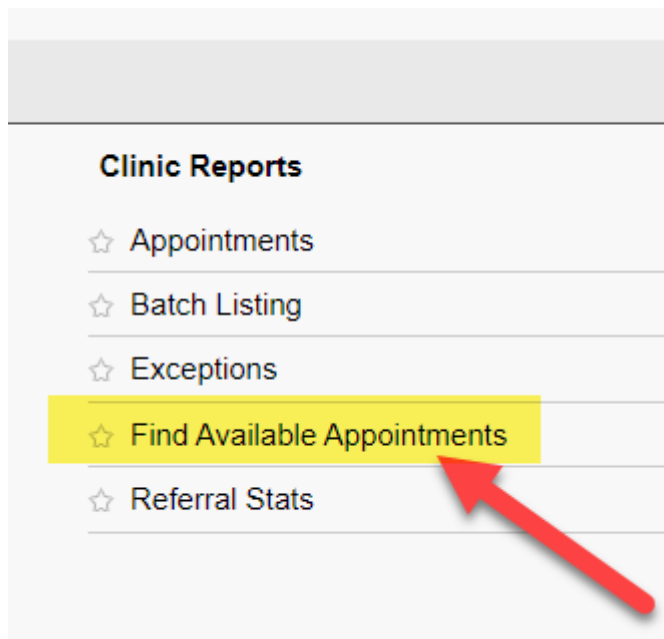This feature can be utilised by simply hovering over the **Patient** tab in the main menu & selecting the desired patient.

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.

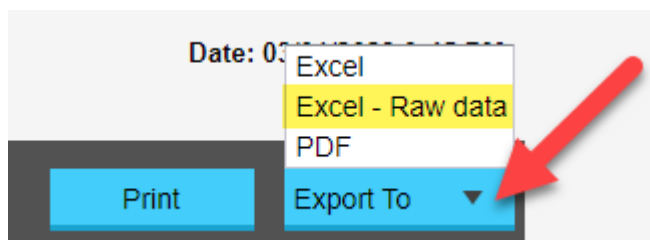The report can be found under **Reports > Clinic Reports.**

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.
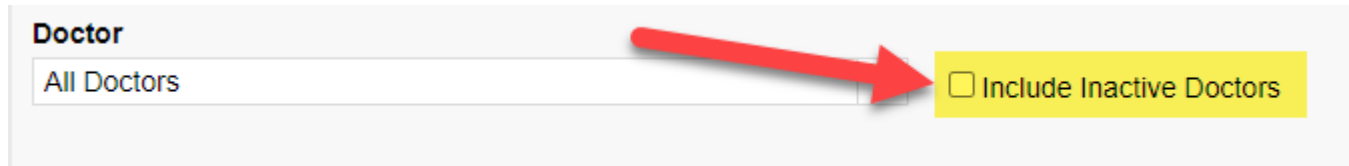

Hide Inactive Doctors

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

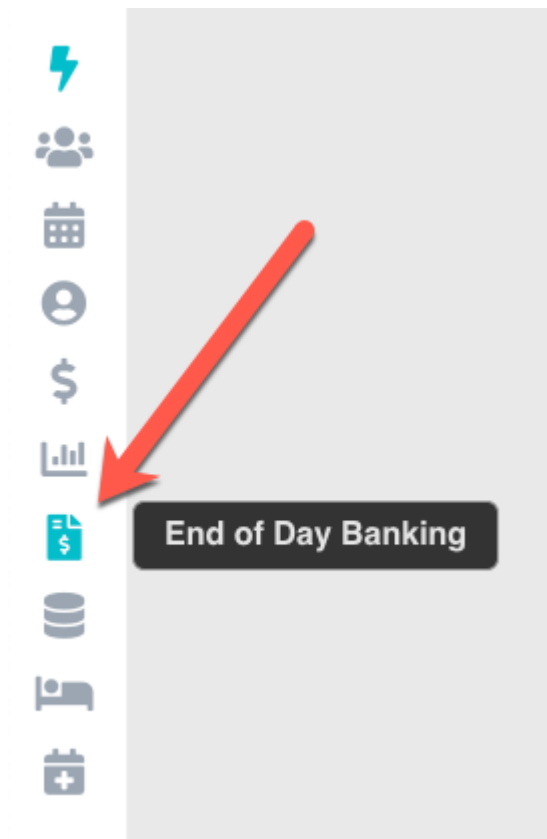called **Include Inactive Doctors.**

Bug Fix

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

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

FYDO Clinic Update 15/06/2023

End of Day Banking

The **End of Day Banking** has been relocated to the main menu. This is to assist in easy access for staff performing this task, as they no longer need to enter the settings menu.

The permissions associated with the **End of Day Banking** have not changed. However, they have also been relocated in the **User Groups** to come under their own heading.

Gender Field

We have added a **Gender** field to the **Patient Details** screen. This field will automatically populate based on the sex.

For example – when Male is selected as Sex, Gender will automatically change to "Man, or boy, or male" and Female Sex has been mapped to "Woman, or girl, or female." However, the Gender field can be overwritten to any other value provided.

Bug Fix

- The issue that users were experiencing when using the Save As option for a letter is now resolved
- The issue some users were experiencing with a doctors Default Bill Type not working has now been resolved
- The issue some users were experiencing when billing using the bill type Private – Other has
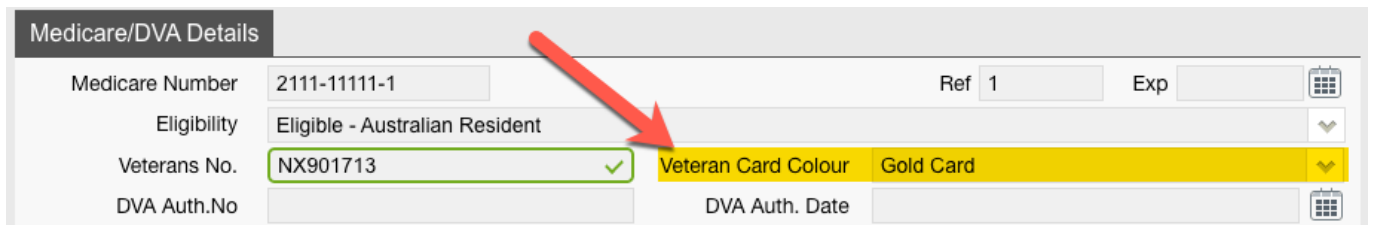
now been resolved

For previous updates, please visit

FYDO Clinic Update 08/06/2023

DVA Card Colour Addition

FYDO will now automatically populate the **Veteran Card Colour** when a successful OPV is done & DVA return the information.
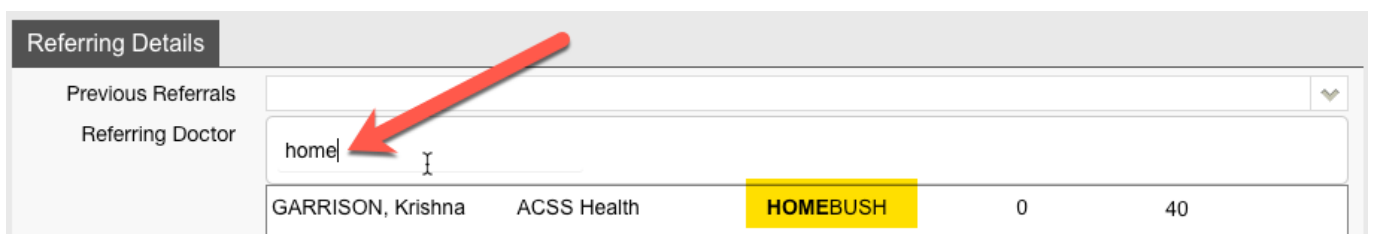

New Option to Search for Referring Doctors

Users are now able to search for Referring Doctors by typing the suburb.

For previous updates, please visit https://wiki.fydo.cloud/updates-clinic/
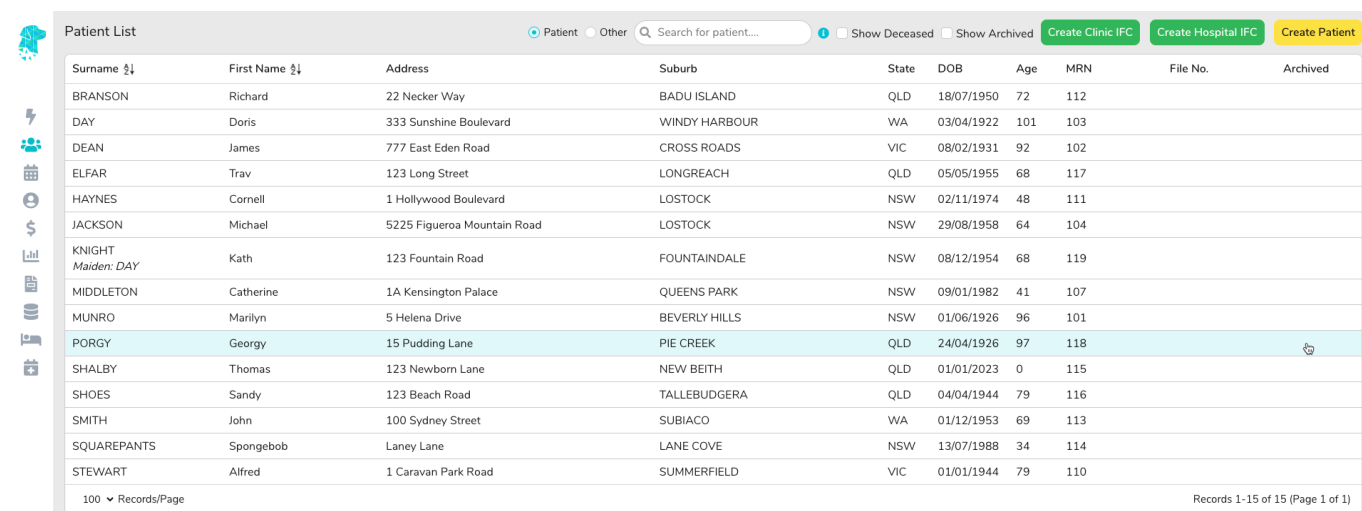
FYDO Clinic Update 01/06/2023

New Look Patients Screen

The Patients Screen has received a makeover. It has all the same functionalities, just with a fresh new look.

Bug Fix

The ordering of the List View by time, when using a Custom-Made View, has been fixed.

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

FYDO Clinic Update 25/05/2023

New Appointment Screen Right Click Feature

Users are now able to use a single left/normal click, on the **Appointment Time**, to display the menu.
The menu is still available by Right Clicking anywhere on the appointment line; however, this new feature has been introduced to make FYDO more compatible with tablets & iPads.

New Custom View Options for Lists

Users are now able to create their own **Custom Views** for the **Appointments Screen**, when displayed in **List** mode.
These views can be created to include all the same fields that are used in the other view options.
For instructions on creating your own **Custom Views**, follow the instructions on our Wiki page at
Creating Custom Views in the Appointments Screen

Bug Fix

The issue that some users were experiencing when trying to "Reset Mobile (2FA)" has now been rectified.

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

FYDO Clinic Update 19/05/2023

New Batch Status Added to Claiming Medical

There has been a new batch status added to **Claiming Medical** called **Closed with Rejection.** Prior, when moving a rejected invoice/item out of a batch, it would move out to a **Closed** batch status if a Health Fund claim or into a open batch if Medicare/DVA, you would also lose the exception code/reason. Now, when moving out a rejected invoice/item, it will go into its own batch with the status **Closed with Rejection,** you will also no longer lose the exception code/reason when moving the rejection out. This new batch status will benefit all clinics, in particular those with multiple users, as this will help users identify invoices/items that have been moved out of its original batch due to a rejection.

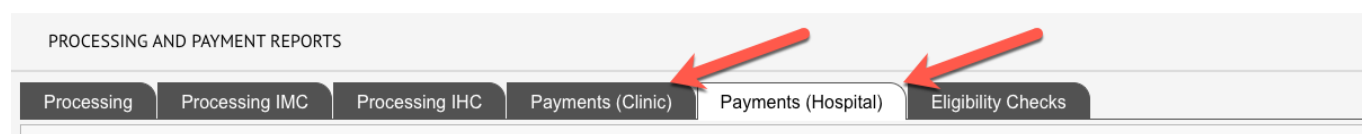*Please note: When moving out Medicare/DVA rejections, this will automatically close the current*

open batch (If any) for that provider, this is so the rejected invoice/item is able to move into its own batch and not into the current open batch.

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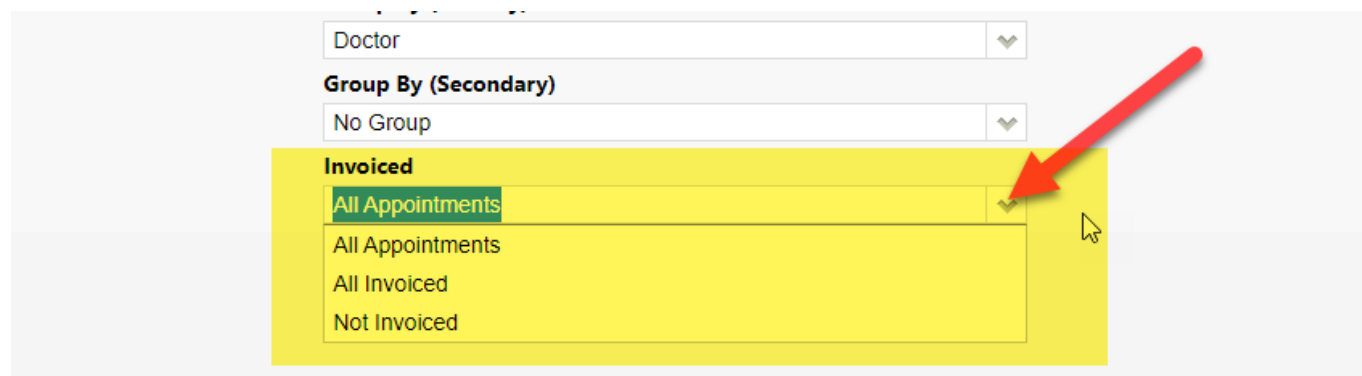

FYDO Clinic Update 12/05/2023

Processing & Payments Reports > Payments Tab Additions

The **Payments** Tab has now been divided into **Clinic** & **Hospital.** This change will benefit facilities that utilise both the FYDO Hospital & the FYDO Clinic modules. For facilities that only utilise one of the modules, there will be no significant change. The user will just need to ensure they click on the relevant tab for their facility.

Appointments Report

The **Appointments Report** can now be used to filter for appointments not yet invoiced. To ensure the report is accurate, users need to bill from the **Appointment** screen, as the report picks up on the green invoiced tick against a patients appointment.

User Location Access

Users can now have their access restricted to a specific location in FYDO. User location access can be found under **Settings > Users**.

For previous updates, please visit

FYDO Clinic Update 28/04/2023

Accounts – Status

We have introduced a new Status on the Accounts screen called **No Charges** for invoices with a $0.00 invoiced amount.

Claiming Medical

There has been 2 new updates to **Claiming Medical**:

1. Claims that are rejected with $0.00 paid will now show with the **Status Rejected**. Prior, rejected claims would show with the **Status Payment Received** but with $0.00 in the **Paid** column.

2. Users are name able to update a patient's **Fund Membership** number and/or **Fund UPI** number for a claim from **Claiming Medical.** To change a patient's **Fund Membership** number and/or **Fund UPI** number simply click **Action > View Batch Details > Action > Edit Invoice.**
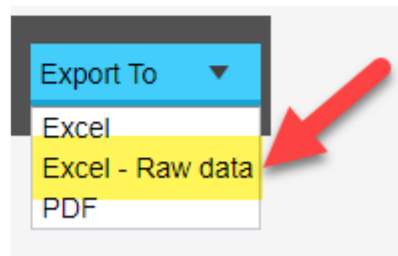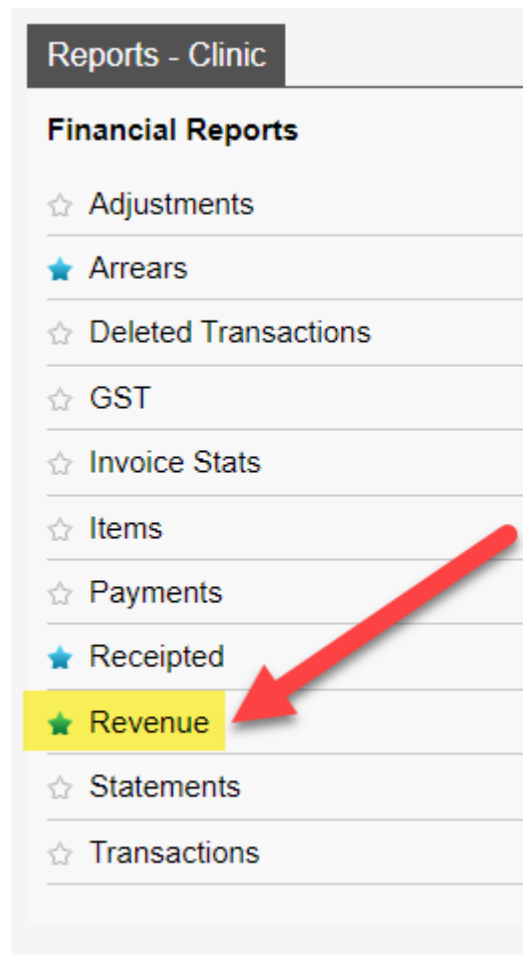

Bug Fixes

Issue with **Accounts** showing by default in ascending date of service order has now been rectified to show in descending order.

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

FYDO Clinic Update 17/04/2023

Revenue Report

Users are now able to export the Revenue report in **Excel – Raw Data** format.

Report Holding Bay

When committing a report to a patient's file, users no longer have to link a doctor before being able to commit the report.

Adjustments Permission

We have introduced a new permission to **User Groups** for **Adjustments**. Users can now be restricted/or allowed access to edit, add or remove adjustment types**.** By default, this permission is set to **Deny.** To modify this permission, go to **Settings > User Groups >** Double click on the group you wish to change permissions for **> Edit >** Under **Settings Clinic** select the required level of access **> Save**.

Bug Fixes

Issue with the **Invoice Stats** report showing incorrect owing amounts has been rectified.

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