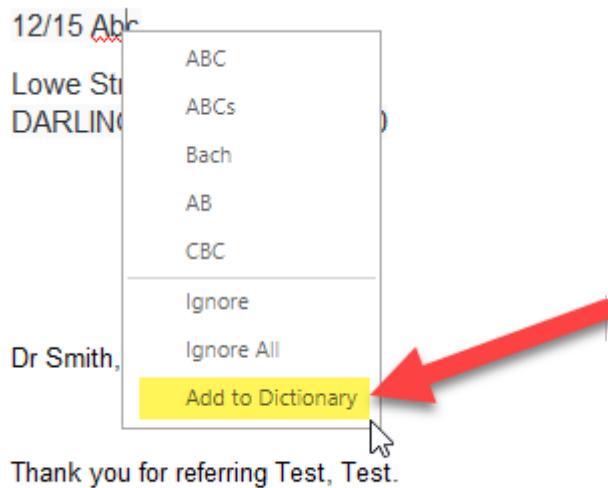


# FYDO Clinic Update 03/08/2023

## 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.

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		

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	Inv#	Inv Date	Balance	Bill Type	Next FU	Notes
All	31/03/2023	\$280.25	Health Fund			
All	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 

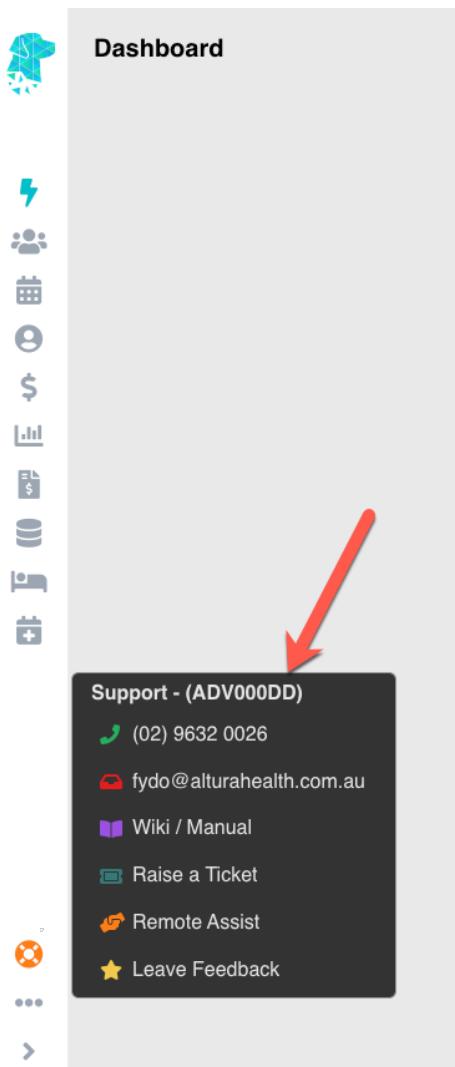
**Update** **Export To**   
Excel  
Excel - Raw data

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.

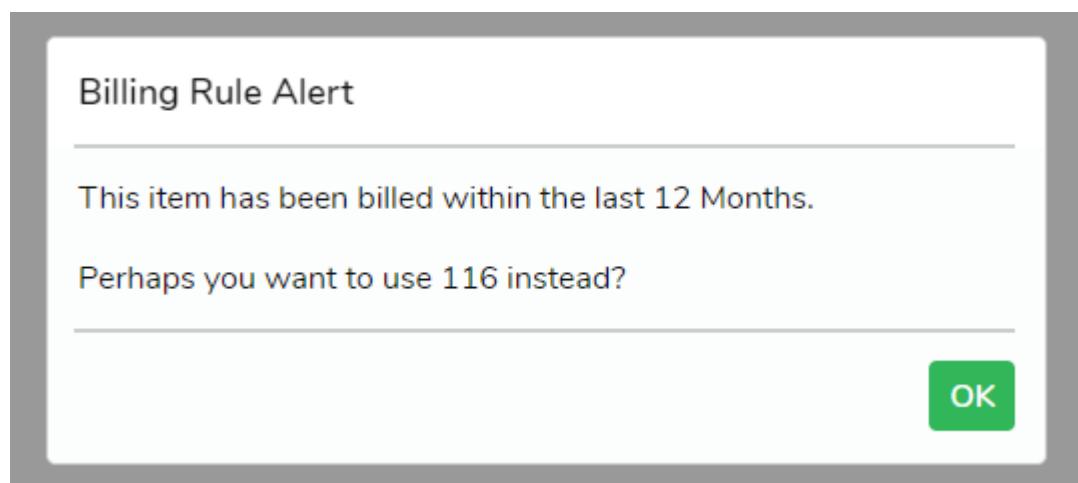
This ID may assist in easily identifying your clinic when you call FYDO for support (*Note: If there are multiple locations in the one FYDO this will display location 1's ID*).



## Billing Rule Alert

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

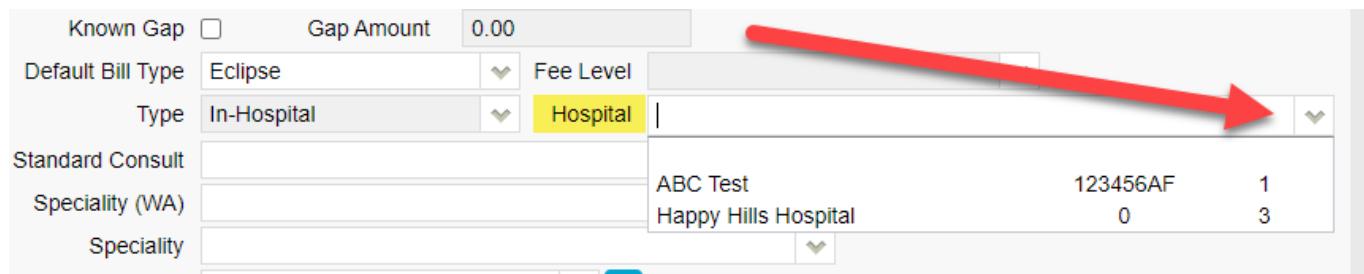
For example, if item 110 has been billed in the last 12 months for a patient, under the same provider number and a user goes to bill an item 110 within the 12 months, a billing alert will pop up. This is just an alert based on the items rules for claiming and users can still proceed with billing the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

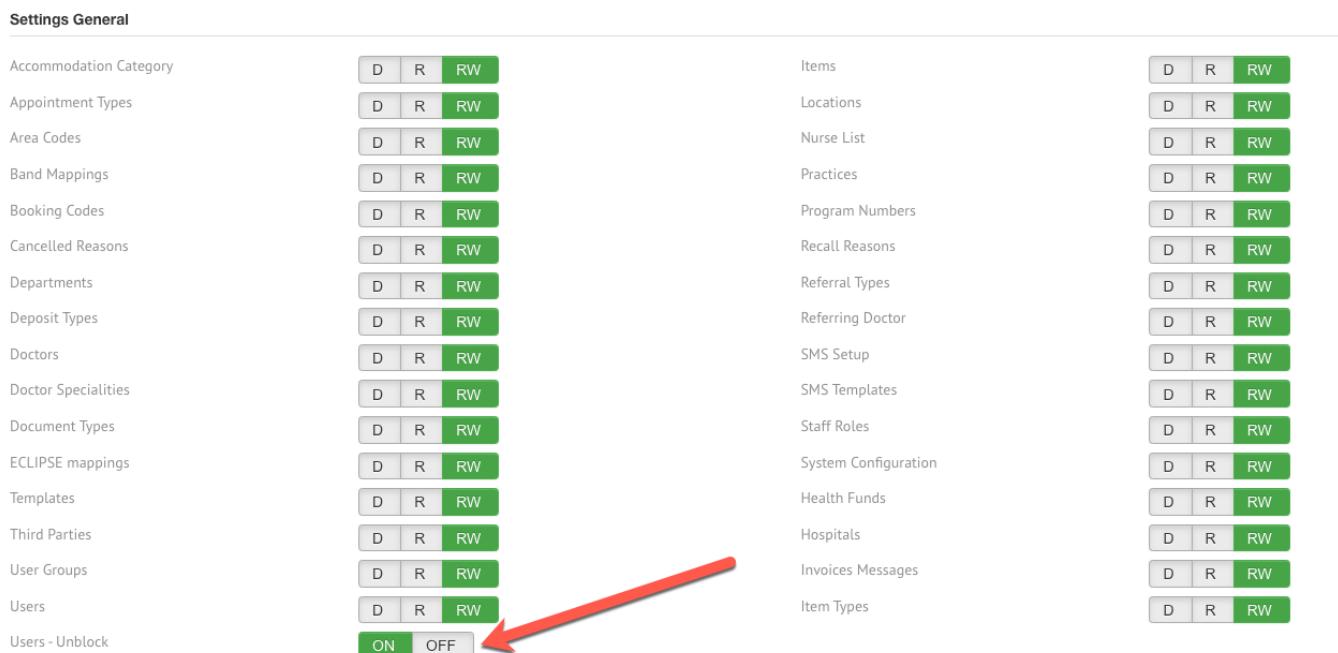
ABC Test	123456AF	1
	0	3

## 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.



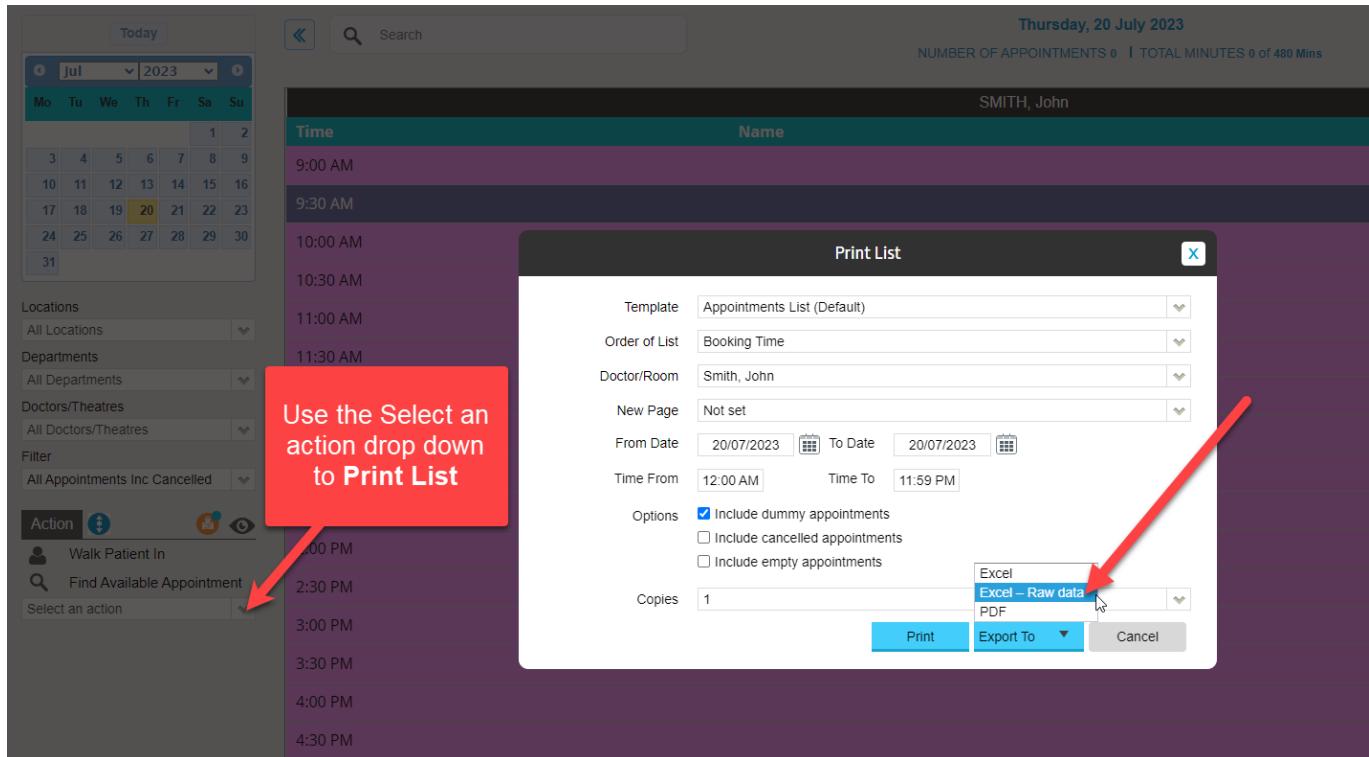
Settings General			
Accommodation Category	D R RW	Items	D R RW
Appointment Types	D R RW	Locations	D R RW
Area Codes	D R RW	Nurse List	D R RW
Band Mappings	D R RW	Practices	D R RW
Booking Codes	D R RW	Program Numbers	D R RW
Cancelled Reasons	D R RW	Recall Reasons	D R RW
Departments	D R RW	Referral Types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

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**



### **New patient fields include:**

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

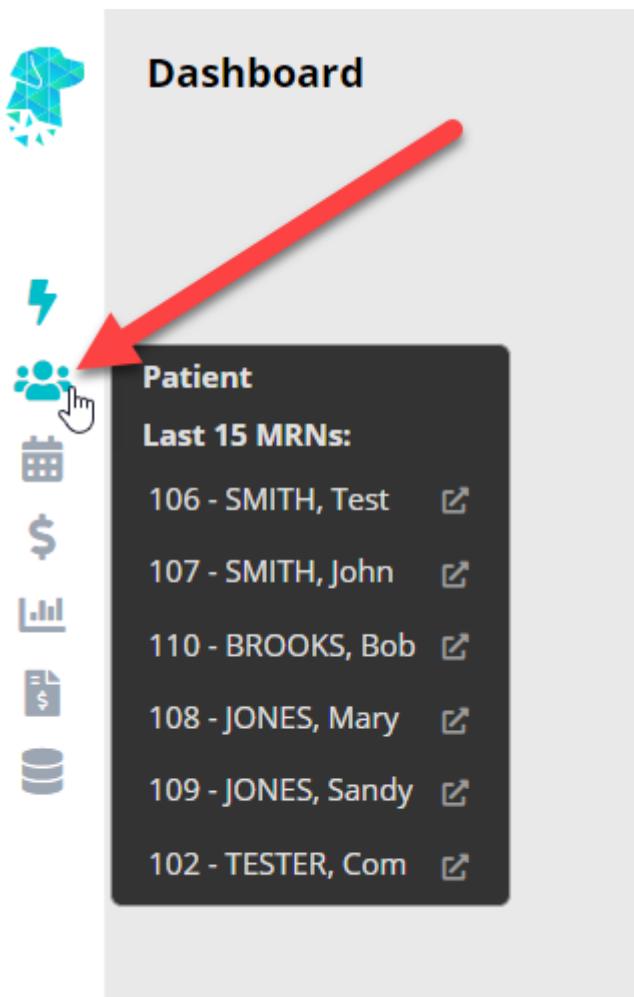
For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

# 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.

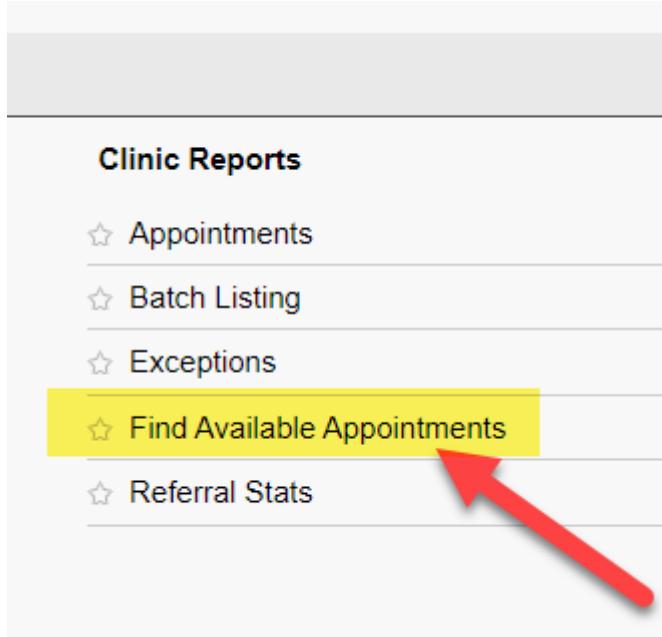
This feature can be utilised by simply hovering over the **Patient** tab in the main menu & selecting the desired patient.



## 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.



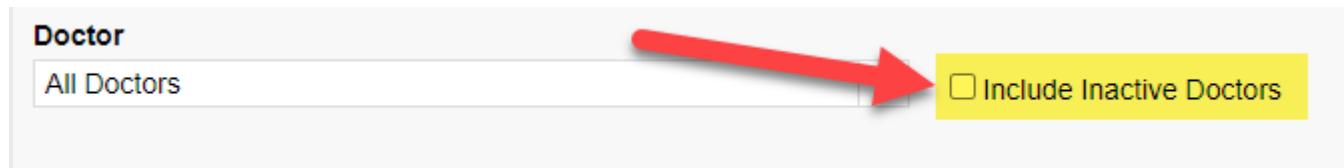
### **Hide Inactive Doctors**

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**.



## Bug Fix

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

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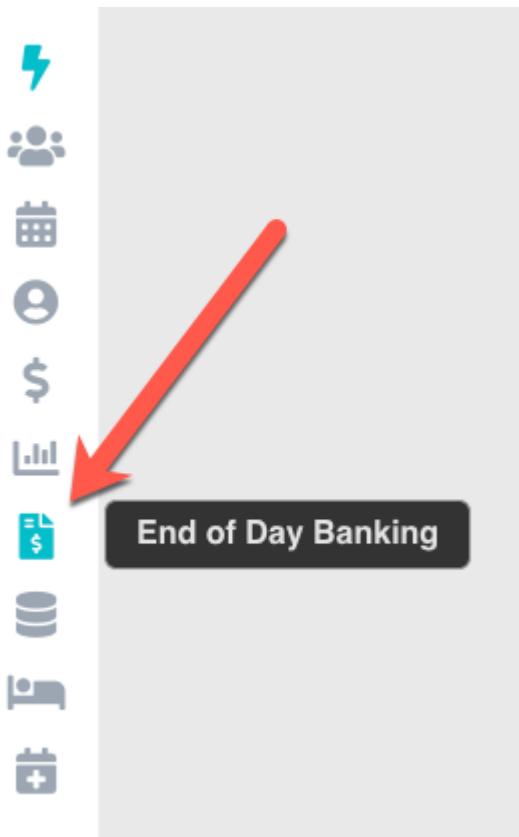
For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

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## 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.

A screenshot of the "Patient Details" screen. The "Patient Details" tab is selected. The form includes fields for Patient # (451), File Num, External ID, Title (Mr), First Name (John), Middle Name, Last Name (CITIZEN), Maiden Name, Pref. Name, Address (100 Sydney Street), Suburb (HOMEBUSH), State (NSW), Postcode (2140), Mailing Address, Suburb, State, Postcode, Sex (Male), Gender (dropdown menu showing options: Man, or boy, or male; Woman, or girl, or female; Non-binary; Different term; Prefer not to answer; Not stated), Date of Birth (13/05/1973), Age (dropdown menu), Mobile (0400-111-222), Home (dropdown menu), and Email (johnny@gmail.com). A dropdown menu for "Gender" is open, showing the following options with their corresponding values:

Man, or boy, or male	1
Woman, or girl, or female	2
Non-binary	3
Different term	4
Prefer not to answer	5
Not stated	9

## 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

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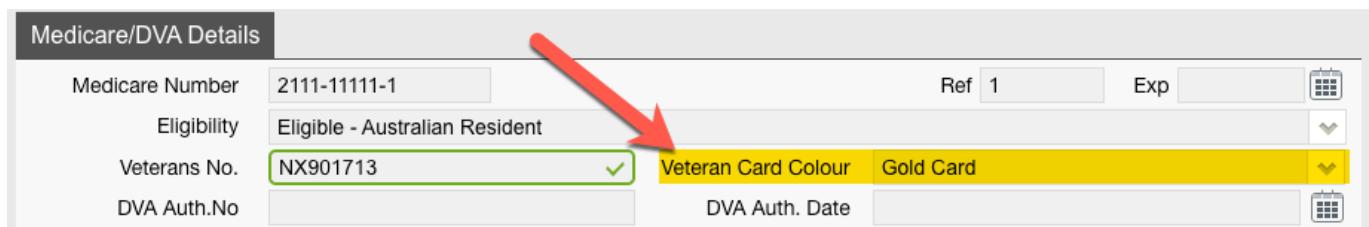
For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

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## **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.



Medicare/DVA Details

Medicare Number	2111-11111-1	Ref	1	Exp	<input type="button" value="Calendar"/>
Eligibility	Eligible - Australian Resident				<input type="button" value="▼"/>
Veterans No.	NX901713	Veteran Card Colour	Gold Card		<input type="button" value="▼"/>
DVA Auth.No		DVA Auth. Date			<input type="button" value="Calendar"/>

A red arrow points from the text 'FYDO will now automatically populate the Veteran Card Colour when a successful OPV is done & DVA return the information.' to the 'Veteran Card Colour' field, which is highlighted in yellow and contains the text 'Gold Card'.

### **New Option to Search for Referring Doctors**

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



Referring Details

Previous Referrals	<input type="text"/>					
Referring Doctor	<input type="text" value="home"/> <input type="button" value="Search"/>					
<table><tr><td>GARRISON, Krishna</td><td>ACSS Health</td><td><b>HOMEBUSH</b></td><td>0</td><td>40</td></tr></table>		GARRISON, Krishna	ACSS Health	<b>HOMEBUSH</b>	0	40
GARRISON, Krishna	ACSS Health	<b>HOMEBUSH</b>	0	40		

A red arrow points from the text 'Users are now able to search for Referring Doctors by typing the suburb.' to the search bar in the 'Referring Doctor' section, which contains the text 'home'.

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

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# 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.



Patient List										
			Search for patient...	<input checked="" type="radio"/> Patient	<input type="radio"/> Other	<input type="checkbox"/> Show Deceased	<input type="checkbox"/> Show Archived	<button>Create Clinic IFC</button>	<button>Create Hospital IFC</button>	<button>Create Patient</button>
	Surname 	First Name 	Address	Suburb	State	DOB	Age	MRN	File No.	Archived
	BRANSON	Richard	22 Necker Way	BADU ISLAND	QLD	18/07/1950	72	112		
	DAY	Doris	333 Sunshine Boulevard	WINDY HARBOUR	WA	03/04/1922	101	103		
	DEAN	James	777 East Eden Road	CROSS ROADS	VIC	08/02/1931	92	102		
	ELFAR	Trav	123 Long Street	LONGREACH	QLD	05/05/1955	68	117		
	HAYNES	Cornell	1 Hollywood Boulevard	LOSTOCK	NSW	02/11/1974	48	111		
	JACKSON	Michael	5225 Figueroa Mountain Road	LOSTOCK	NSW	29/08/1958	64	104		
	KNIGHT <i>Maiden: DAY</i>	Kath	123 Fountain Road	FOUNTAINDALE	NSW	08/12/1954	68	119		
	MIDDLETON	Catherine	1A Kensington Palace	QUEENS PARK	NSW	09/01/1982	41	107		
	MUNRO	Marilyn	5 Helena Drive	BEVERLY HILLS	NSW	01/06/1926	96	101		
	PORGY	Georgy	15 Pudding Lane	PIE CREEK	QLD	24/04/1926	97	118		
	SHALBY	Thomas	123 Newborn Lane	NEW BEITH	QLD	01/01/2023	0	115		
	SHOES	Sandy	123 Beach Road	TALLEBUDGERA	QLD	04/04/1944	79	116		
	SMITH	John	100 Sydney Street	SUBIACO	WA	01/12/1953	69	113		
	SQUAREPANTS	Spongebob	Laney Lane	LANE COVE	NSW	13/07/1988	34	114		
	STEWART	Alfred	1 Caravan Park Road	SUMMERFIELD	VIC	01/01/1944	79	110		

## Bug Fix

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

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

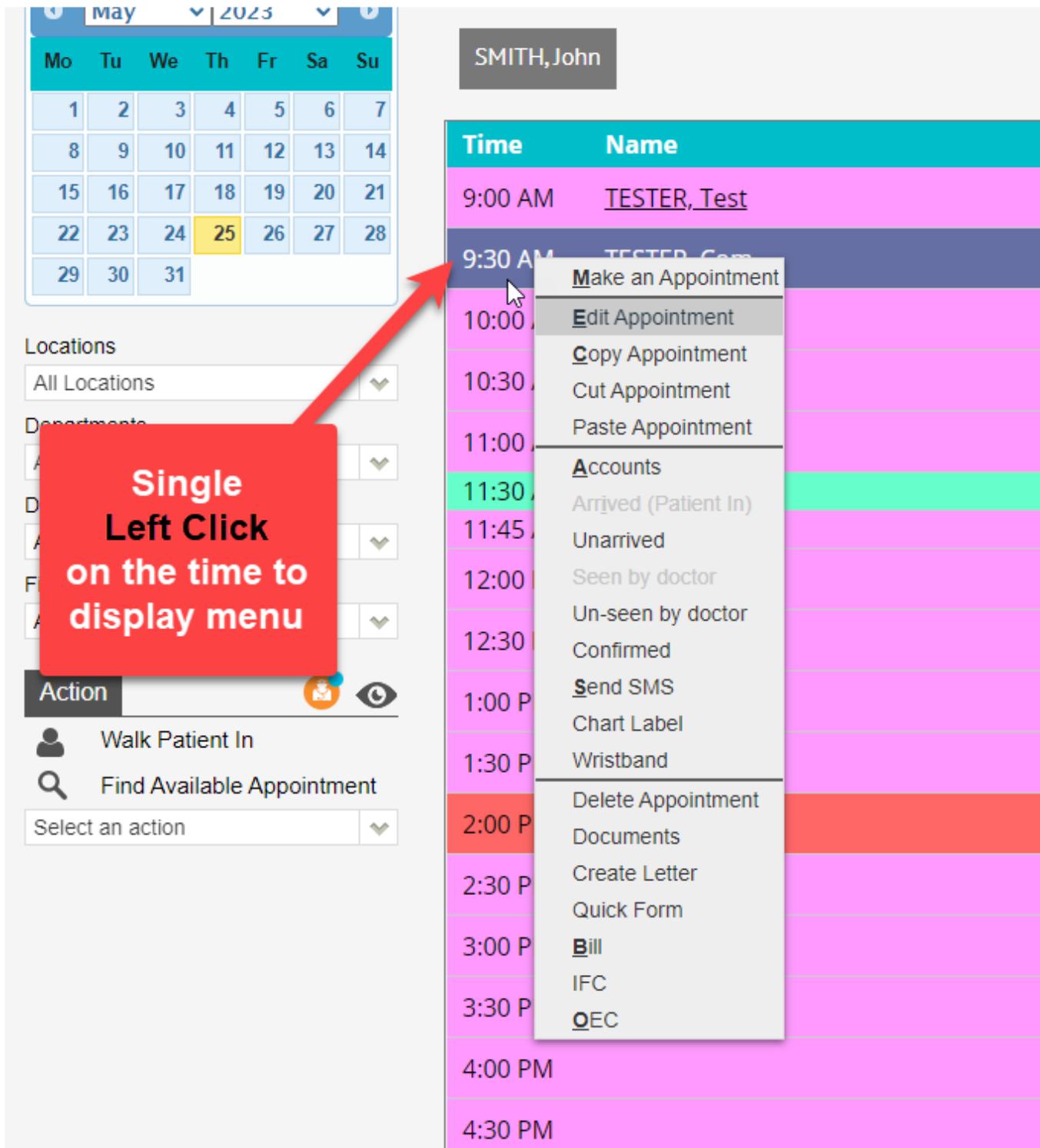
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# FYDO Clinic Update 25/05/2023

## 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.

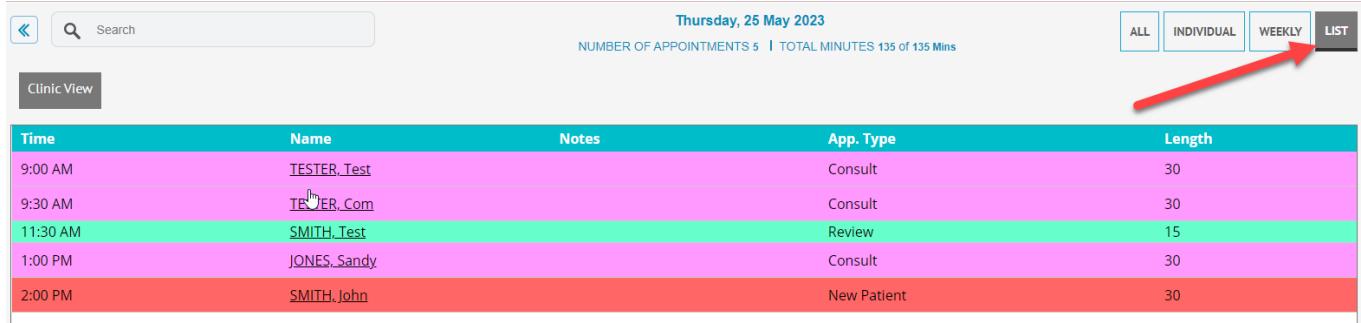
The menu is still available by Right Clicking anywhere on the appointment line; however, this new feature has been introduced to make FYDO more compatible with tablets & iPads.



## 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](#)



Thursday, 25 May 2023				
NUMBER OF APPOINTMENTS 5   TOTAL MINUTES 135 of 135 Mins				
Clinic View				
Time	Name	Notes	App. Type	Length
9:00 AM	TESTER_Test		Consult	30
9:30 AM	TE <sup>ER</sup> Com		Consult	30
11:30 AM	SMITH.Test		Review	15
1:00 PM	JONES_Sandy		Consult	30
2:00 PM	SMITH_John		New Patient	30

## Bug Fix

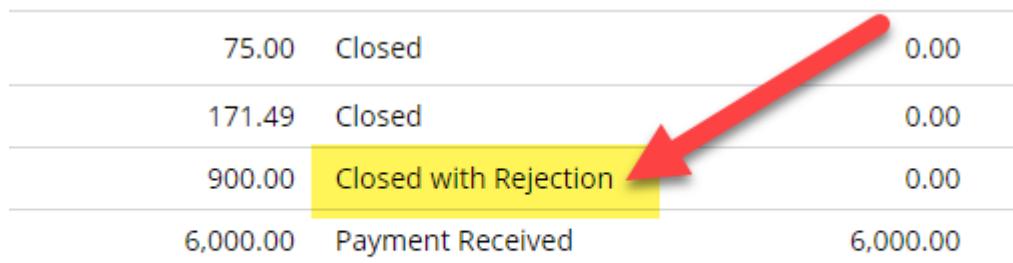
The issue that some users were experiencing when trying to “Reset Mobile (2FA)” has now been rectified.

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.



75.00	Closed	0.00
171.49	Closed	0.00
900.00	Closed with Rejection	0.00
6,000.00	Payment Received	6,000.00

*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.*

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