

# [FYDO Clinic Update 12/05/2023](#)

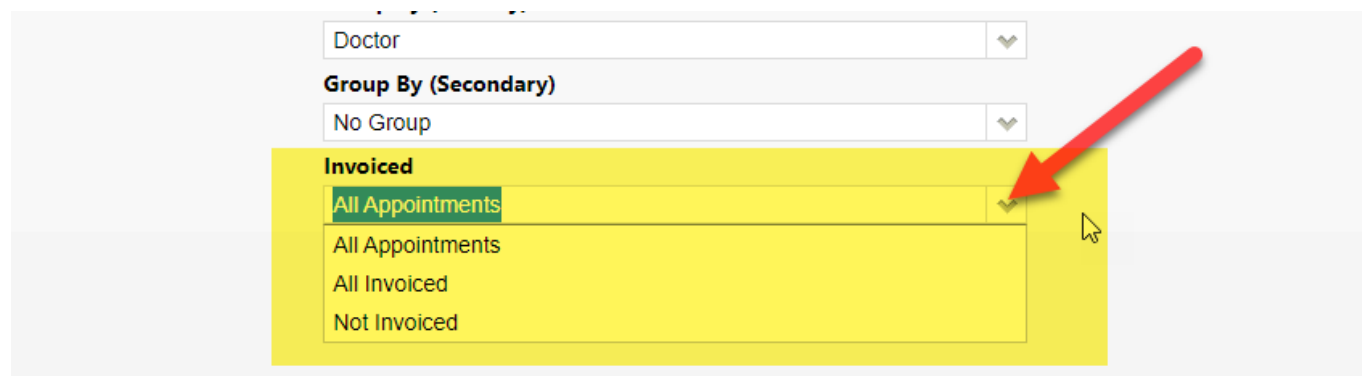
## Processing & Payments Reports > Payments Tab Additions

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**.

Personal message	<input type="text"/>
Doctors	<input type="text" value="Select doctors..."/>
Rooms	<input type="text" value="Select rooms..."/>
Theatre	<input type="text" value="Select theatre..."/>
Locations	<input type="text" value="Select location..."/>
Status	<input checked="" type="checkbox"/> Active <input type="checkbox"/> Unblock Permission

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

## 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.

Patient Details

Other

Appointments

Recalls

Accounts

Episodes

Communication

Documents

Clinical

List Type

Summary

Account Status

All

Service Type

All

From

To

Search

Statement

Export To

Inv#	DOS ↑	Doctor	Service Type	Inv Amt	GST	Paid	Status	Due
36	24/03/2023	Smith, John	ECLIPSE	\$ 155.60	\$0.00	\$ 0.00	Awaiting Payment	\$ 155.60
35	22/03/2023	Smith, John	ECLIPSE	\$ 0.00	-	\$ 0.00	No Charges	\$ 0.00
48	22/03/2023	Smith, John	ECLIPSE	\$ -110.00	\$0.00	\$ 110.00	Paid	\$ 0.00
43	20/03/2023	Smith, John	ECLIPSE	\$ 100.00	\$0.00	\$ 0.00	Awaiting Payment	\$ 100.00

### 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.

Type - General

Status - General

Type - Patient Claims

▼

All Types

▼

10 items checked

▼

All Types

▼

Claimed	Status	KG	Paid	PaidDate
434.40	Rejected		0.00	
104.15	Rejected		0.00	
283.20	Rejected		0.00	

2. Users are now 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**.

The screenshot shows a web form titled "Edit Invoice". It contains several input fields: "LSPN" with the value "0", "SCP" (empty), "☐ Known Gap", "Time of Service" (empty), "Fund Membership" with the value "123456789", "Fund UPI" with the value "0", "☐ Disability Indicator", and "Disability Indicator Text" (empty). At the bottom right are "Save" and "Cancel" buttons. Two red arrows point to the "LSPN" and "Fund UPI" fields, highlighting them.

## Bug Fixes

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

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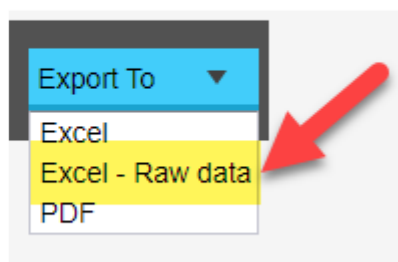
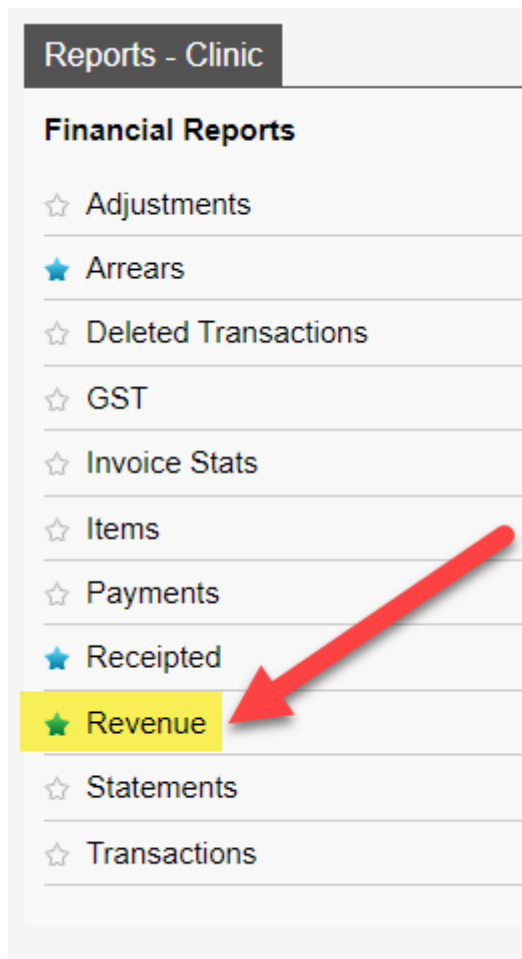
For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

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## [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.

<input type="checkbox"/>	Received ↑	Patient	Linked	DOB	F	Doctor	Admission	
<input type="checkbox"/>	27/03/2023		Linked		1	-	-	
<input type="checkbox"/>	15/03/2023		Not Linked	-	1	-	-	
<input type="checkbox"/>	15/03/2023		Not Linked	-	1	-	-	

Commit  
Link Patient  
Unlink Patient  
Delete

## 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**.

## 101 - TESTER, Test

Patient Details
Other
Appointments
Recalls
Accounts
Episodes
Communication
Documents

Patient Details

Patient #
101
File Num
External ID

Title
Ms
Sex
Female

First Name
Test
Middle Name

Last Name
TESTER
Maiden Name
SMITH

Pref. Name

Address

Patients
Create Patient
Create IFC
Create IFC-Clinic
Patient
Other
smith

Surname	First Name	Address	Suburb	State	DOB	Age	MRN
SMITH	John	123 ABC St	DARLINGHURST	NSW	01/01/2000	23	107
SMITH	Test	-	-	-	01/01/1990	33	106
TESTER	Test	-	-	-	01/01/1990	33	101

100
Records/Page

## Transactions Report

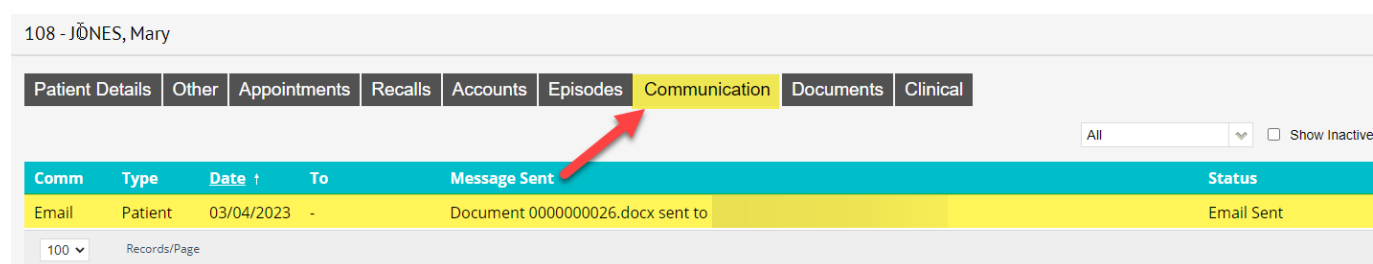
New fields have been added to the **Transactions** report when exported in **Excel - Raw Data** format.

### New fields include:

- File Number
- Batch Number
- Batch ID

## Email Log

Users are now able to view a log of all emails that have been sent from the **Documents** tab in FYDO. This includes emails to the patient, referring doctor or doctor. This information is displayed in the **Communication** tab.



108 - JONES, Mary

Patient Details	Other	Appointments	Recalls	Accounts	Episodes	Communication	Documents	Clinical
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All  ☐ Show Inactive

Comm	Type	Date ↑	To	Message Sent	Status
Email	Patient	03/04/2023	-	Document 0000000026.docx sent to	Email Sent

100  Records/Page

## Bug Fix

The issue that some users were experiencing with the 2-step authenticator app not remembering them for 30 days has been resolved. *(This issue did not affect users that utilise the SMS or Email 2 step authentication option)*

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

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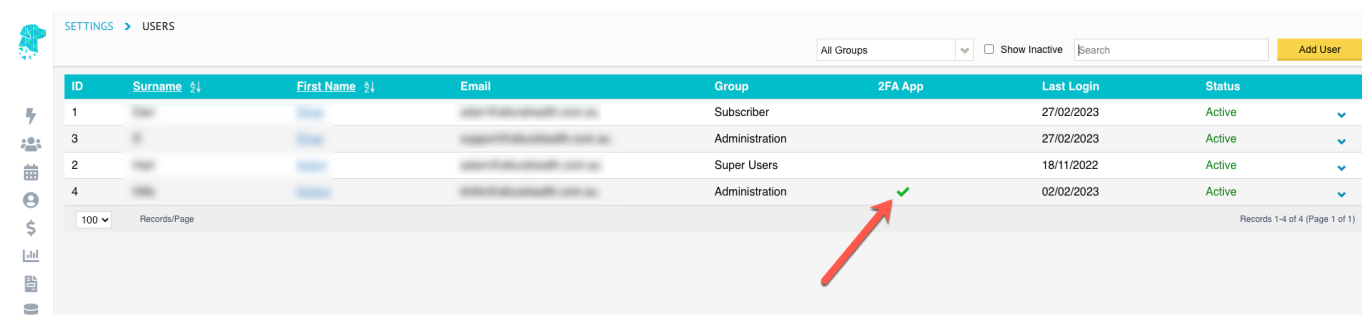
## [FYDO Clinic Update 20/03/2023](#)

### 2 Step Authenticator App

FYDO will now show which users are utilising the 2 Step Authenticator App with a green tick in

**Settings > Users.** This allows the facility to view which users have chosen to use the Authenticator App option.

As per FYDOs Security Policy, all users are required to undertake the 2 Step Authentication process, however users without the green tick would be utilising the SMS or Email option for this feature instead of the App.



ID	Surname	First Name	Email	Group	2FA App	Last Login	Status
1				Subscriber		27/02/2023	Active
3				Administration		27/02/2023	Active
2				Super Users		18/11/2022	Active
4				Administration	✓	02/02/2023	Active

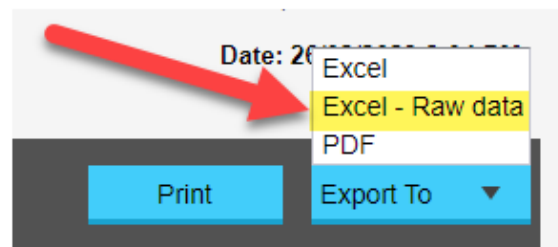
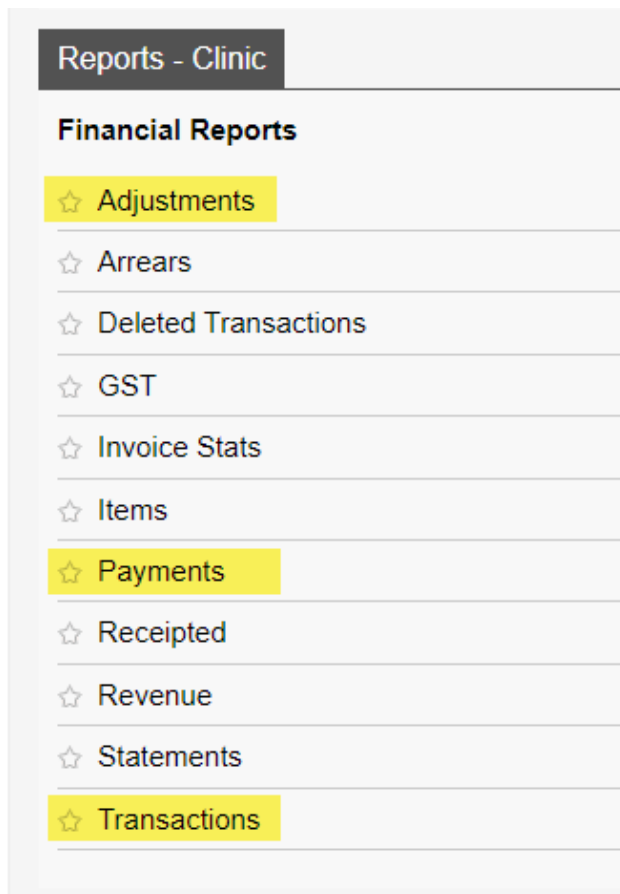
For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

## [FYDO Clinic Update 27/02/2023](#)

### Reports

Users are now able to export the following reports in **Excel - Raw Data** format.

- **Payments**
- **Transactions**
- **Adjustments**



## Bug Fixes

Patient **Accounts** showing an incorrect date of service when being viewed in **List** view has now been rectified.

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

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## [FYDO Clinic Update 20/02/2023](#)

### Email Invoice

Users now have the ability from the patient **Accounts** screen to email invoices directly from FYDO. The user will have the option to edit the subject line, add text and override the receiver's email address if required. This feature can be turned on by going to **Settings> System Config> Email Notification**.



101 - TESTER, Test Total 994.20

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[Communication](#)
[Documents](#)
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List Type: Summary | Account Status: All | Service Type: All | From: | To: | Search: | [Statement](#) | [Export To](#)

Inv# ↑	Date of Service	Doctor	Service Type	Inv Amount	GST	Paid Amount	Status	Due
15	13/02/2023	Smith, John	ECLIPSE	\$ 751.90	\$ 0.00	\$ 0.00	Awaiting Payment	\$ 751.90
14	12/02/2023	Smith, John	Medicare	\$ 132.30	\$ 0.00	\$ 0.00	Awaiting Payment	\$ 132.30
12	09/02/2023	Smith, John	Private	\$ 500.00	\$ 0.00	\$ -500.00	Paid	
11	07/02/2023	Smith, John	Patient Claims	\$ 75.00	\$ 0.00	\$ -75.00	Paid	
10	07/02/2023	Smith, John	Private	\$ 200.00	\$ 0.00	\$ -200.00	Paid	

[Apply Payment / Adjustment](#)  
[Email Invoice](#)  
[Print Invoice](#)  
[Print Invoice \(other template\)](#)  
[Reverse Invoice](#)

Once an invoice has been sent, a log will be recorded on the **Communication** screen.

101 - TESTER, Test

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Comm	Type	Date ↑	To	Message Sent
Email	Patient	20/02/2023	-	Invoice 15 sent to @alturahealth.com.au

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

## [FYDO Clinic Update 13/02/2023](#)

### Medicare/DVA Billing

Users can now easily bill multiple dates of service for Medicare/DVA claims. Prior, users would billing different dates of services by creating a new invoice each time. Now, users can change the date of service for each **Item** under the **DOS** column on the **Clinic Billing** screen & when the billing is saved, FYDO will automatically create separate invoices per each different date of service.

MRN 101

Patient **TESTER, Test**

Bill Type **Medicare (Outpatient)**

Fee Level 1 - MBS 100%

Referring Doctor **Test, Ref (1)**

Referral Date **20/09/2021**

Time Of Service

LSPN

SCP

DOS	Item	Description
08/02/2023	110	Professional attendance at consulting rooms or hospital, by ...
09/02/2023	116	Professional attendance at consulting rooms or hospital, by ...
10/02/2023	116	Professional attendance at consulting rooms or hospital, by ...
11/02/2023	116	Professional attendance at consulting rooms or hospital, by ...
12/02/2023	116	Professional attendance at consulting rooms or hospital, by ...
12/02/2023		

*(Please note: This is not recommended for DVA Community Nursing clients due to Community Nursing Hours/Visits will not be allocated correctly per invoice)*

## Edit Referral

FYDO has a new option added to **Claiming Medical** called **Edit Referral**, it is located on the **Item Details** screen under the **More Action** drop down. Users can now simply edit, delete or add another referral without having to completely rebill. Any changes made to a patients referral on this screen will also update over to the **Patient Details** screen.

CLAIM DETAILS > BATCH DETAILS > **ITEM DETAILS**

Location Clinic Tour (ID: 1)  
 Practitioner SMITH, John (ID: 2)  
 Provider 123456AF  
 Type Medicare  
 Category Specialist

Batch ID 8  
 Batch Number  
 Date Closed  
 Batch Status Open  
 Transaction ID

MRN 101  
 Patient **TESTER, Test**  
 DOB 01/01/1990  
 Sex Female

Inv 14  
 Fee Level 1 - MBS 100%  
 In-Hospital ☐

Referring Dr TEST, Ref - 1123441A  
 Referral Date 20/09/2021 - 12 months

Invoice Text  
 Referral Flag

ID	Code	DOS	Description	Rule	Claimed	GST	Payable	MedExc	MedPay	FundExc
1	110	12/02/2023	Professional attendance at consulting rooms or hospital, by	W	132.30	0.00	0.00		0.00	0.00

More Action  
 Add Item  
 Edit Referral

## Accounts - List View

A new view has been added to the patient **Accounts** screen called **List**. Compared to the **Summary**

view that shows the patients list of invoices, the **List** view will show the items that have been billed for the patient.

101 - TESTER, Test

Patient Details	Other	Appointments	Recalls	Accounts	Episodes	Communication	Documents	Clinical
List Type	Summary	Account Status	All	Service Type	All	From		
Inv#								
14	12/02/2023	Smith, John	Medicare	110	Professional attendance at consulting rooms or hospital, by ...			\$ 132.30
12	09/02/2023	Smith, John	Private	51303	51303			\$ 500.00
12	09/02/2023	Smith, John	Private	PAYMT	Payment/Direct deposit			\$ -500.00
11	07/02/2023	Smith, John	Patient Claims	23	Professional attendance by a general practitioner at consult...			\$ 75.00
11	07/02/2023	Smith, John	Patient Claims	PAYMT	Payment/EFTPOS			\$ -75.00

## Adjustments

Users can now add, edit or remove adjustment types for **Settings > Adjustments**.

SETTINGS > ADJUSTMENTS

Code	Name	Action
36	Adjustment	X
13	Bad Debt	X
35	Balance Forward	X
1	Cash	X
2	Cheque	X
7	Credit Card	X
15	Decease	X
10	Direct deposit	X
11	Discount	X
6	EFTPOS	X

*(Please note: An adjustment type cannot be removed if it has been used before and if the name of an adjustment type is changed this will also reflect on historical data)*

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

## FYDO Clinic Update 06/02/2023

### Online Patient Verification (OPV) tick added to the Appointment Screen

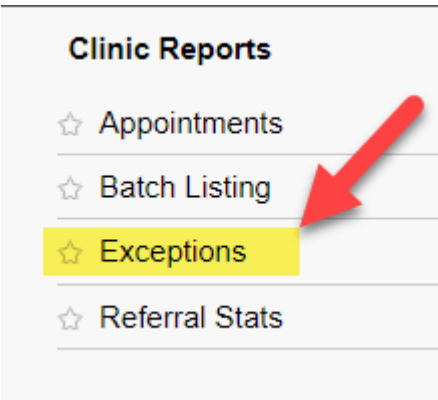
Users can now clearly see if the OPV check has been successful with the addition of the Blue Tick to

the **Appointments** Screen. FYDO will automatically do an OPV check in the background when saving an appointment if the patients details have not yet been verified.

Time	Name	MRN
9:00 AM		
9:15 AM		579
9:30 AM		

## Exceptions Report

A New **Report** has been added called **Exceptions**. Users can now export their claims with exceptions codes into **Excel - Raw Data** format.



## Additional user access options

Facilities can now give users access to 3 additional functions.



These functions allow certain users to access, edit & delete the communications information. The **Communication** tab can be located by going to the **Patient Details** screen & selecting the **Communication** Tab. It is a great spot for doctors, nurses & administration staff to add notes relating to the patient.

101 - TESTER, Test Total 110.00

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☐ Show Inactive

Comm	Type	Date ↑	To	Message Sent	Status	ID	User
Note	Patient	06/02/2023	-	Test Note	-	1	

Records/Page
 Records 1-1 of 1 (Page 1 of 1)

## Two-Step Authentication App Option

Users are now given the option to use a **Two-Step Authentication App** when logging into FYDO, as opposed to the SMS or Email options. The SMS & Email options are still available, however the Authentication App is a more secure, timely & reliable option. Especially for facilities that have poor mobile phone reception or slow internet speeds. Please visit <https://wiki.fydo.cloud/fydo-two-step-authentication/> for more information on this addition to FYDO.

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

## FYDO Clinic Update 24/01/2023

### Patient Archive

**Archived** patients are now hidden by default on the patient list. Users are able to show **Archived** patients by clicking on the tick box called **Show Archived** to the right of the **Search** field.

☒ Patient
 ☐ Other
 
☐ Show Deleted
 ☒ Show Archived

To mark/unmark a patient as **Archived** go to **Patient Details > Edit > Archived** (found under the **Other Information** section) > **Yes/No** > **Save**

?

Dental Benefit

0.00

Archived

Yes

No

Yes

Fee Level

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