

FYDO Clinic Update 12/05/2023

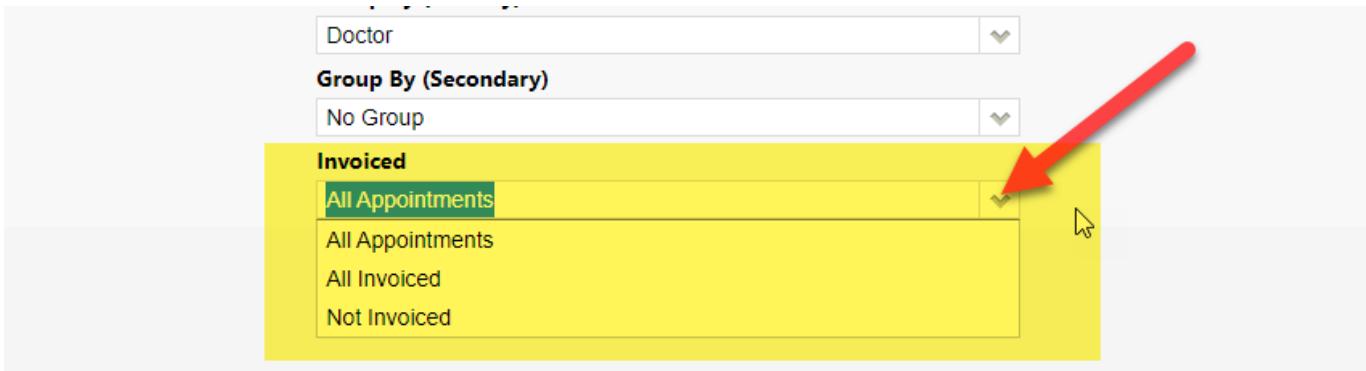
Processing & Payments Reports > Payments Tab Additions

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.



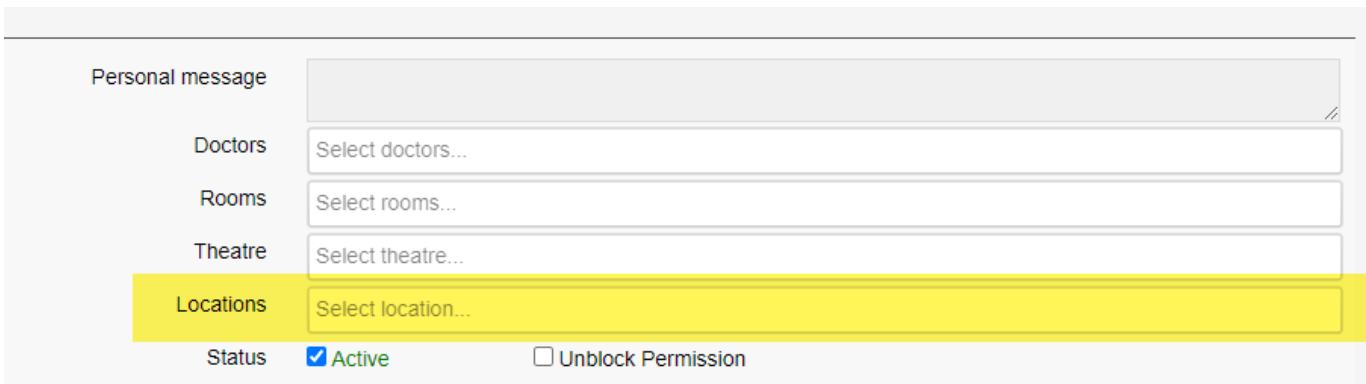
Appointments Report

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 <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.

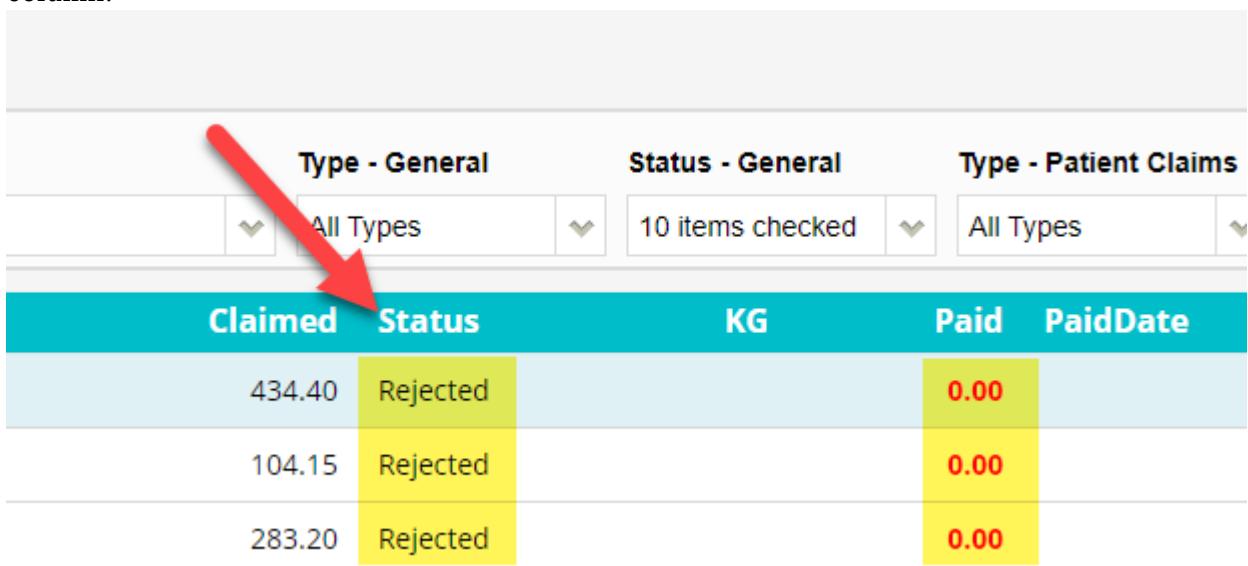


Inv#	DOS	Doctor	Service Type	Inv Amt	GST	Paid	Status	Due
36	24/03/2023	Smith, John	ECLIPSE	\$ 155.60	\$0.00	\$ 0.00	Awaiting Payment	\$ 155.60
35	22/03/2023	Smith, John	ECLIPSE	\$ 0.00	-	\$ 0.00	No Charges	\$ 0.00
48	22/03/2023	Smith, John	ECLIPSE	\$ -110.00	\$0.00	\$ 110.00	Paid	\$ 0.00
43	20/03/2023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

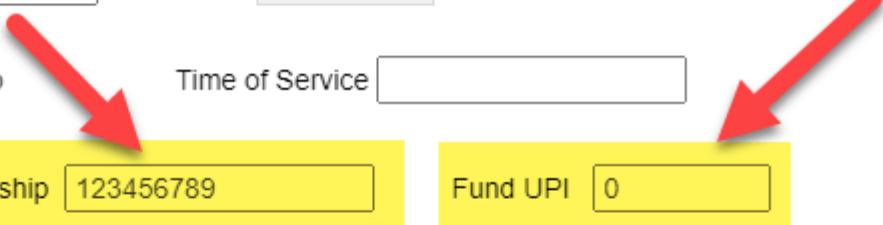


Type - General		Status - General		Type - Patient Claims	
All Types	10 items checked	All Types			
Claimed	Status	KG	Paid	PaidDate	
434.40	Rejected		0.00		
104.15	Rejected		0.00		
283.20	Rejected		0.00		

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**.

Edit Invoice

LSPN	<input type="text" value="0"/>	SCP	<input type="text"/>
<input type="checkbox"/> Known Gap	Time of Service <input type="text"/>		
Fund Membership <input type="text" value="123456789"/>		Fund UPI <input type="text" value="0"/>	
<input type="checkbox"/> Disability Indicator	Disability Indicator Text <input type="text"/>		
Save		Cancel	



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

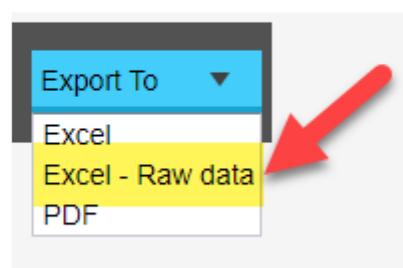
Revenue Report

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

Reports - Clinic

Financial Reports

- ★ Adjustments
- ★ Arrears
- ★ Deleted Transactions
- ★ GST
- ★ Invoice Stats
- ★ Items
- ★ Payments
- ★ Received
- ★ Revenue**
- ★ Statements
- ★ Transactions



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.

Received	Patient	Linked	DOB	F	Doctor	Admission
27/03/2023		Linked		1	-	-
15/03/2023		Not Linked	-	1	-	-
15/03/2023		Not Linked	-	1	-	-

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**.

Settings Clinic



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/>

FYDO Clinic Update 03/04/2023

New Maiden Name Field

FYDO has a new field to enable users to keep the **Maiden Name** of a patient on file. When searching for a patient FYDO will also check the **Maiden Name** field for any matching information enabling easy identification of patients.

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	Maiden: SMITH	Test	-	-	01/01/1990	33	101

Transactions Report

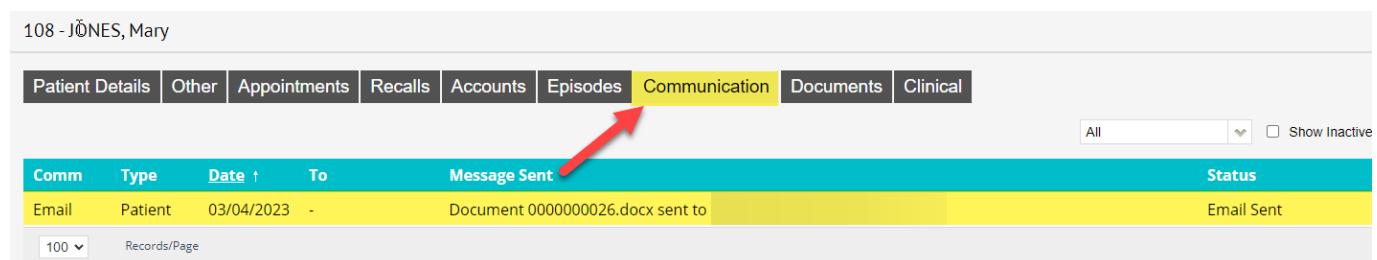
New fields have been added to the **Transactions** report when exported in **Excel - Raw Data** format.

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.



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

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)*

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

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.



SETTINGS > USERS

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

100 Records/Page

Records 1-4 of 4 (Page 1 of 1)

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

FYDO Clinic Update 27/02/2023

Reports

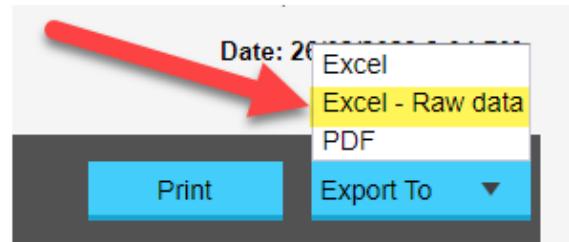
Users are now able to export the following reports in **Excel - Raw Data** format.

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

Reports - Clinic

Financial Reports

- ★ Adjustments
- ★ Arrears
- ★ Deleted Transactions
- ★ GST
- ★ Invoice Stats
- ★ Items
- ★ Payments
- ★ Receipted
- ★ Revenue
- ★ Statements
- ★ Transactions



Bug Fixes

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

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

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 receivers email address if required. This feature can be turned on by going to **Settings> System Config> Email Notification**.

Patient Details	Other	Appointments	Recalls	Accounts	Episodes	Communication	Documents	Clinical
List Type	Summary	Account Status	All	Service Type	All	From	To	Search
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	

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

Patient Details	Other	Appointments	Recalls	Accounts	Episodes	Communication	Documents	Clinical
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 bill 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 <input type="text"/>  LSPN <input type="text"/> 0  SCP <input type="text"/>  Equ		
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.

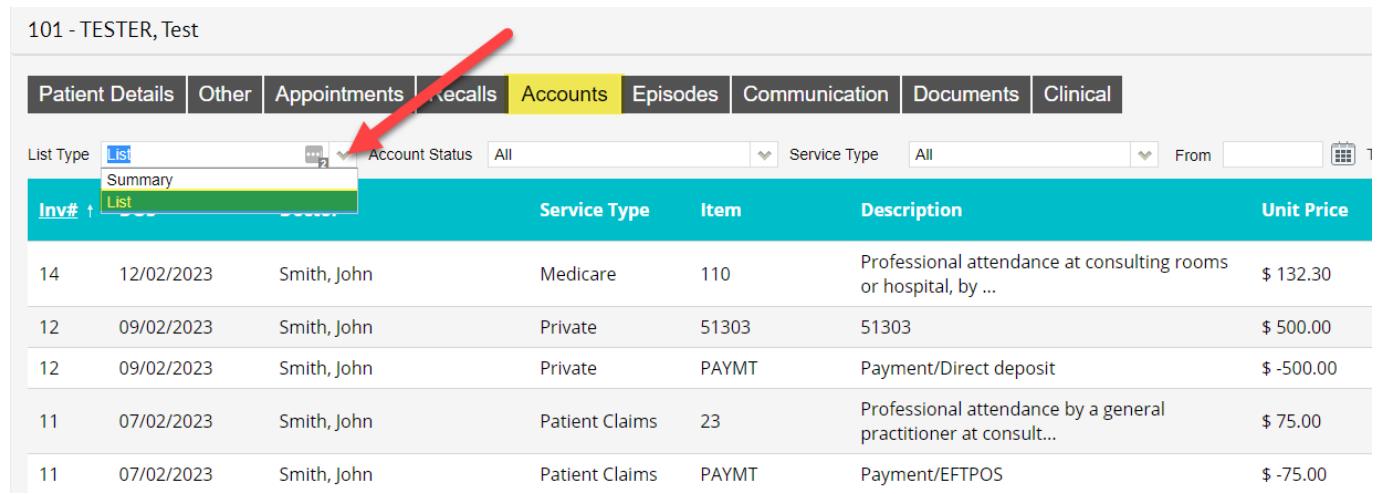
CLAIM DETAILS > BATCH DETAILS > ITEM DETAILS
ITEM DETAILS

Location: Clinic Tour (ID: 1)	Batch ID: 8	MRN: 101	Inv. 14							
Practitioner: SMITH, John (ID: 2)	Batch Number	Patient: TESTER_Test	Fee Level: 1 - MBS 100%							
Provider: 123456AF	Date Closed	DOB: 01/01/1990	In-Hospital: <input type="checkbox"/>							
Type: Medicare	Batch Status: Open	Sex: Female								
Category: Specialist	Transaction ID									
Referring Dr: TEST_Ref - 1123441A Referral Date: 20/09/2021 - 12 months		Invoice Text Referral Flag	More Action More Action Add Item Edit Referral							
ID	Code	DOS	Description	Rule	Claimed	GST	Payable	MedEx	MedPay	FundEx
1	110	12/02/2023	Professional attendance at consulting rooms or hospital, by	W	132.30	0.00	0.00		0.00	0.00

Accounts - List View

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

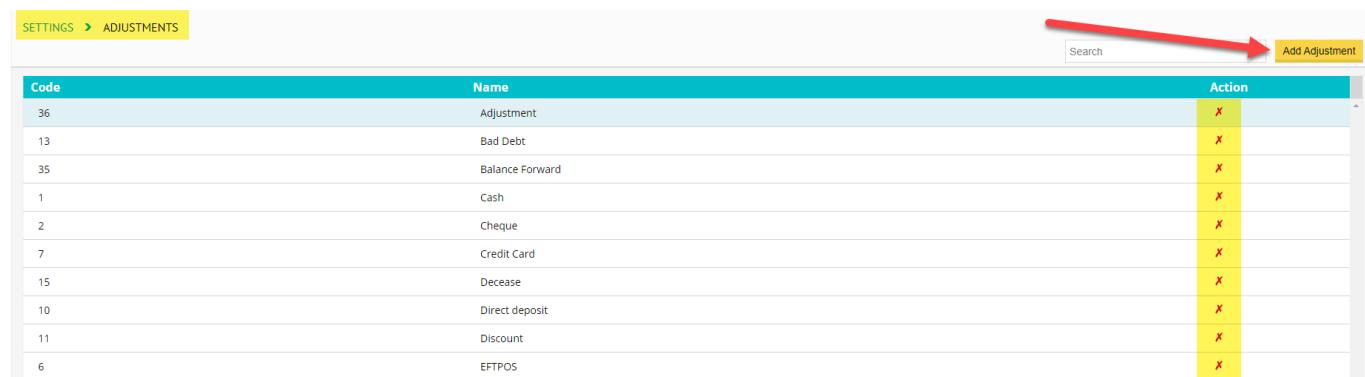
view that shows the patients list of invoices, the **List** view will show the items that have been billed for the patient.



101 - TESTER, Test						
Patient Details	Other	Appointments	Recalls	Accounts	Episodes	Communication
Inv#	Service Type	Item	Description			Unit Price
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

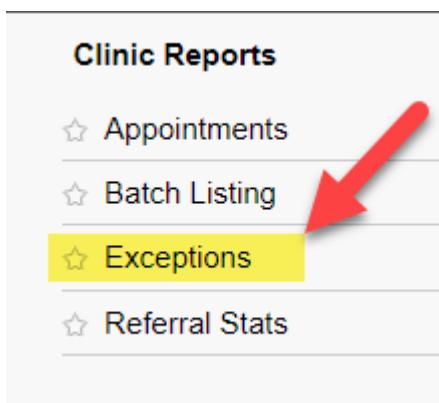
Users can now clearly see if the OPV check has been successful with the addition of the Blue Tick to

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.



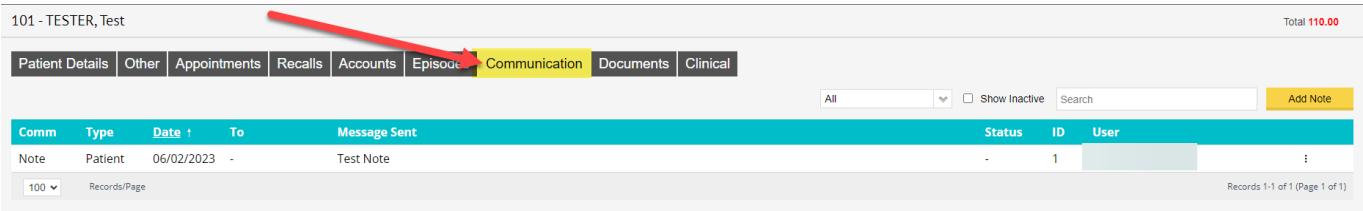
Additional user access options

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.



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

100 Records/Page Total 110.00 Add Note

Two-Step Authentication App Option

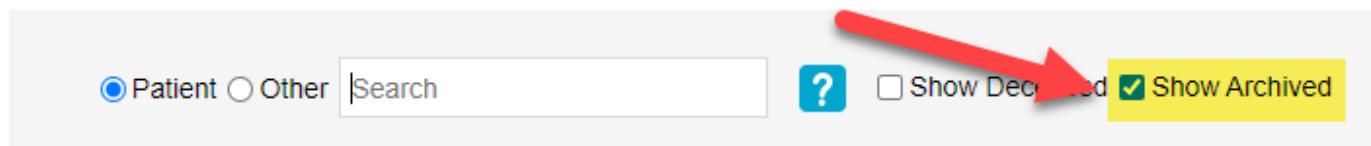
Users are now given the option to use a **Two-Step Authentication App** when logging into FYDO, as opposed to the SMS or Email options. The SMS & Email options are still available, however the Authentication App is a more secure, timely & reliable option. Especially for facilities that have poor mobile 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 Search ? 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		

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