

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.

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 Maiden: SMITH	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)*

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

All Groups ▾ ☐ Show Inactive Search Add User

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

100 ▾ Records/Page Records 1-4 of 4 (Page 1 of 1)

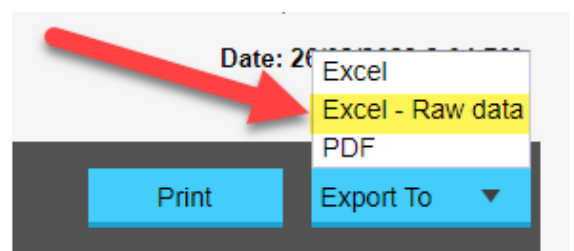
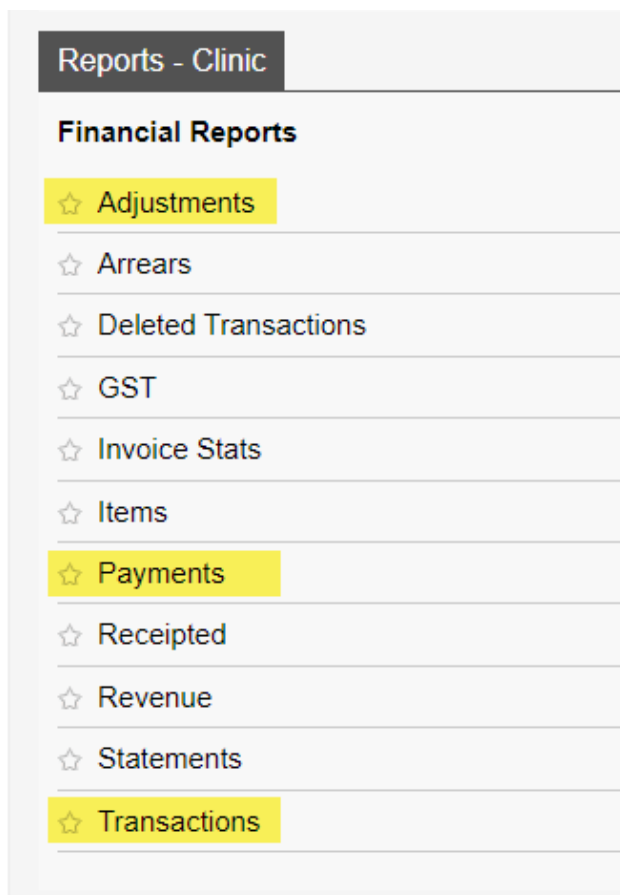
For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

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

Reports

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

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



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

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.

Comm	Type	Date	To	Message Sent
Email	Patient	20/02/2023	-	Invoice 15 sent to [redacted]@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.

PATIENT > CLINIC BILLING

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 0 SCP 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

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 ☐
 Type Medicare Batch Status Open Sex Female
 Category Specialist Transaction ID

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

ID	Code	DOS	Description	Rule	Claimed	GST	Payable	MedExc	MedPay	FundExc	More Action
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
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List Type: **List** (selected) | Account Status: All | Service Type: All | From: 1

Inv#	Date	Patient	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

Search Add Adjustment

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

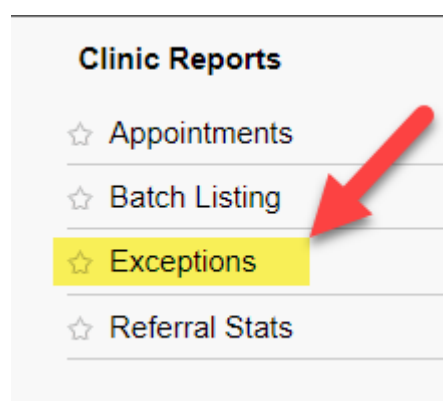
Online Patient Verification (OPV) tick added to the Appointment Screen

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.



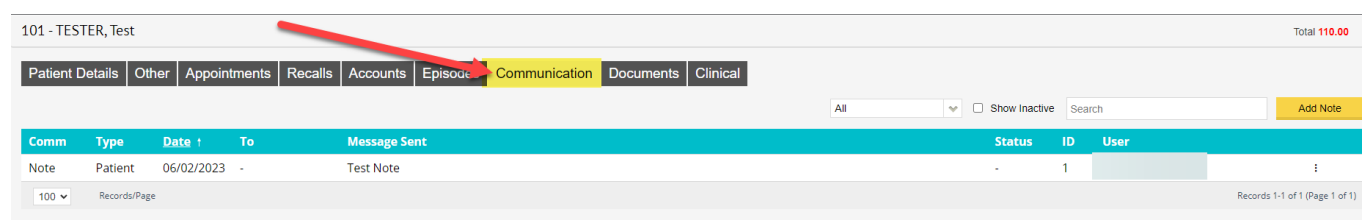
Additional user access options

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	

Two-Step Authentication App Option

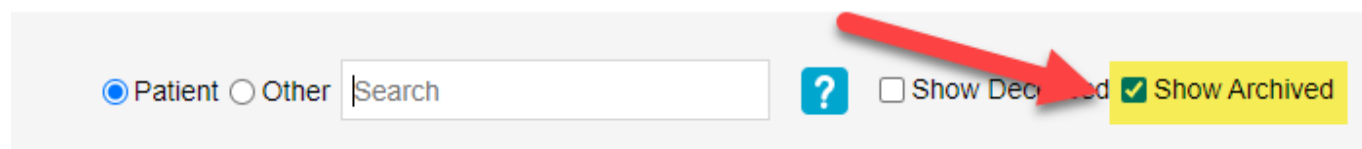
Users are now given the option to use a **Two-Step Authentication App** when logging into FYDO, as opposed to the SMS or Email options. The SMS & Email options are still available, however the Authentication App is a more secure, timely & reliable option. Especially for facilities that have poor mobile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

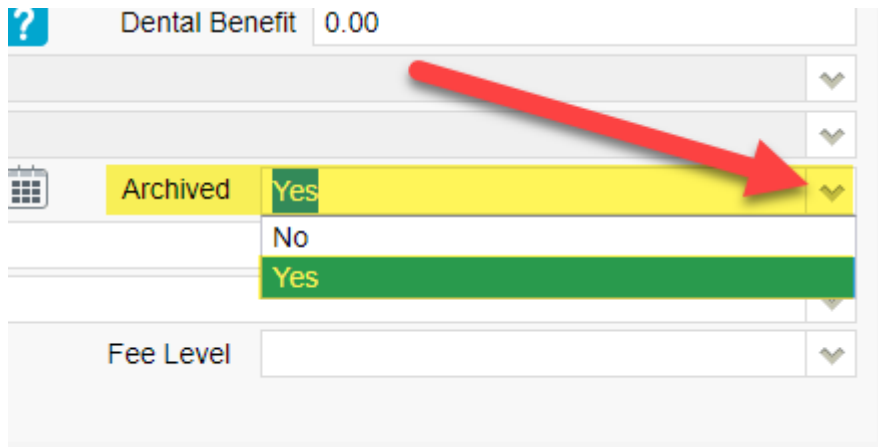
FYDO Clinic Update 24/01/2023

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.



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

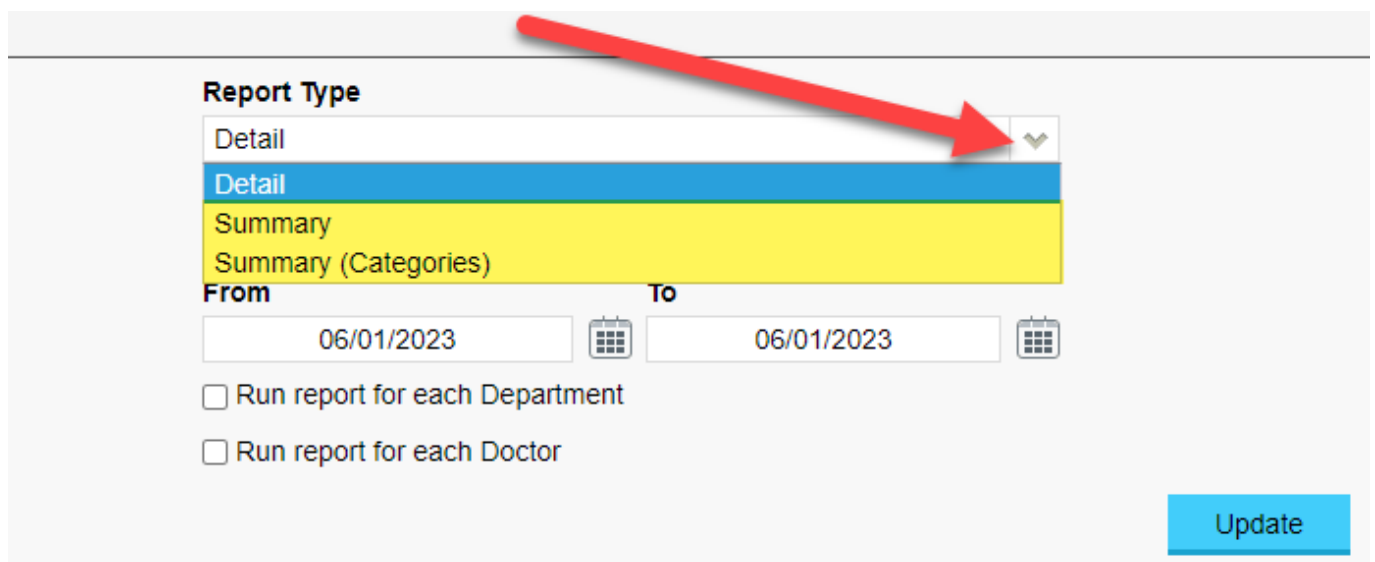
Fee Level

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

[FYDO Clinic Update 06/01/2023](#)

Payments (Clinic) Report

We have added new **Report Type** options to the **Payments (Clinic)** report, **Summary** and **Summary (Categories)**. The new options allow users more flexibility to tailor the report to their specific needs.



Report Type

Detail

Detail

Summary

Summary (Categories)

From 06/01/2023 **To** 06/01/2023

☐ Run report for each Department

☐ Run report for each Doctor

Update

Bug Fixes

The issue with custom views disappearing from the appointment book has now been rectified.

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

FYDO Clinic Update 04/01/2023

1st of January MBS & DVA Community Nursing Schedule

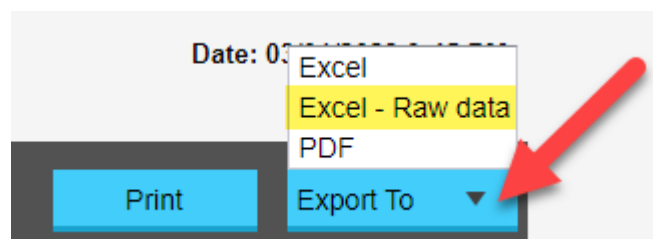
Has been added to FYDO.

For more information about the Medicare Benefits Schedule (MBS) Updates, please visit: <http://www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/news-230101>

For more information about the DVA Community Nursing Fee Schedule Updates, please visit: <https://www.dva.gov.au/providers/health-programs-and-services-our-clients/community-nursing-services-and-providers-0>

Payments (Clinic) Report

A New **Export To** option has been added to the **Payments (Clinic)** Report. Users are now able to export this report to **Excel - Raw Data** format.



New Letter Defaults

When creating a new letter the **Select a Template**, **Document Name** and **Document Type** fields will default to the default letter templates details (*Note: users can override the default Document Name and Document Type by typing in or clicking on the fields drop down arrow*). To set a letter template as the **Default** go to **Settings > Templates >** Tick the **Default** tick box of the letter template you want to make the **Default**.

Patient Details	Other	Appointments	Recalls	Accounts	Episodes	Communication	Documents
Select a template	Letter 1						
Document Name	Letter 1						
Document Type	Letter						
Doctor							
Referring Details							
Previous Referrals							
Referring Doctor	TEST, Ref - 1123441A x						
Referral Date	20/09/2021	Period	12	First Consult	01/09/2022		

Users will also notice that the **Referring Details** section will automatically prefill to the patients current active referral details.

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

[FYDO Clinic Update 19/12/2022](#)

Writing Clinical Notes

All users now have the ability to write **"Clinical notes"**. To enable this function go to **"Settings"** > **"Users"** > Click the blue dropdown arrow at the end of the users line > **"Edit"** > **"Edit"** again > Tick **"Allow Clinical Notes"** > **"Save"**.

SETTINGS > USERS > 23 - TEST

User Details

ID	23
First Name	Test
Surname	User
Email	
Provider Number	<input type="text"/> ?
Default Note Location	<input type="text"/> ▼
Allow Clinical Notes	<input checked="" type="checkbox"/>
Group	Admin ▼
Restrict IP	<input type="checkbox"/>

Report Permissions

We have introduced new permission options to **"User Groups"** for **"Reports"**. Users can now be restricted/or allowed access to Statistical and Financial **"Reports"**. To modify user permissions go to **"Settings"** > **"User Groups"** > Double click on the group you wish to change permissions for > **"Edit"** > Toggle **"ON/OFF"** > **"Save"**.

Reports	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	General Reports (Statistical)	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF
Clinic Reports (Statistical)	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	General Reports (Financial)	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF
General Reports (Statistical)	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Clinic Reports (Financial)	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF

Save

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