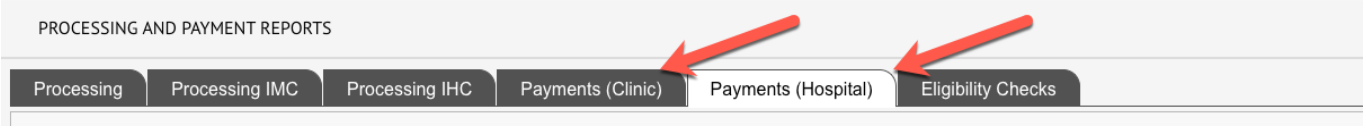
FYDO Clinic Update 12/05/2023

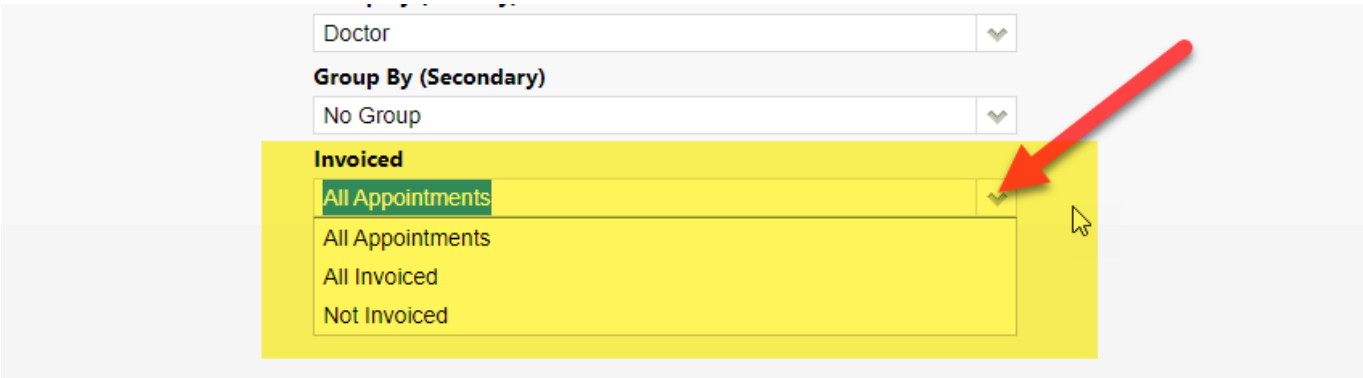
Processing & Payments Reports > Payments Tab Additions

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.



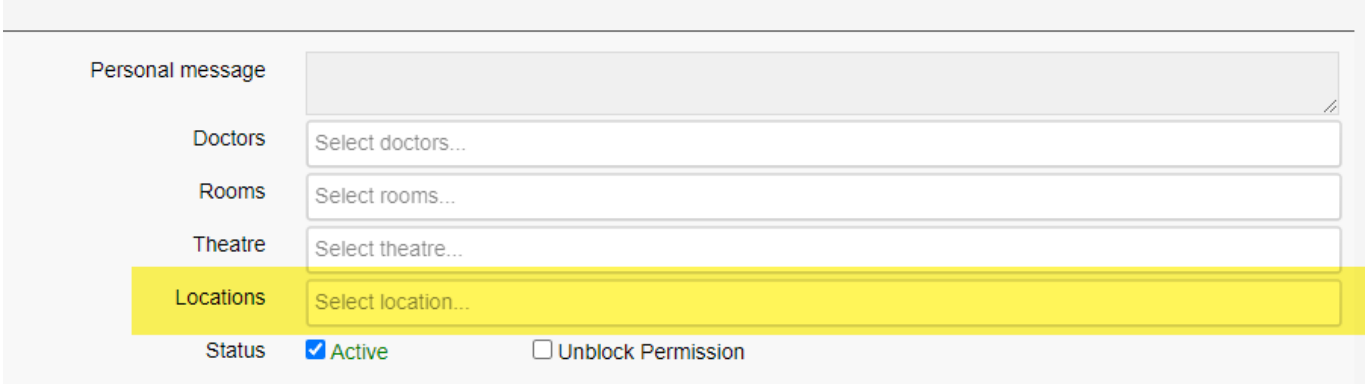
Appointments Report

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**.

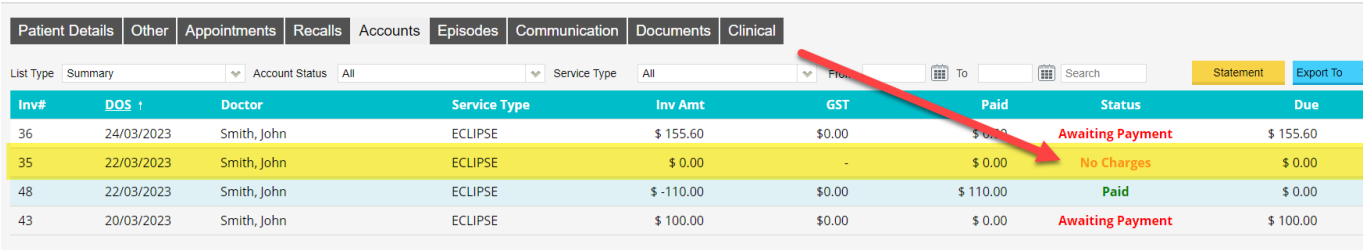


For previous updates, please visit https://wiki.fydo.cloud/updates-clinic/

FYDO Clinic Update 28/04/2023

Accounts – Status

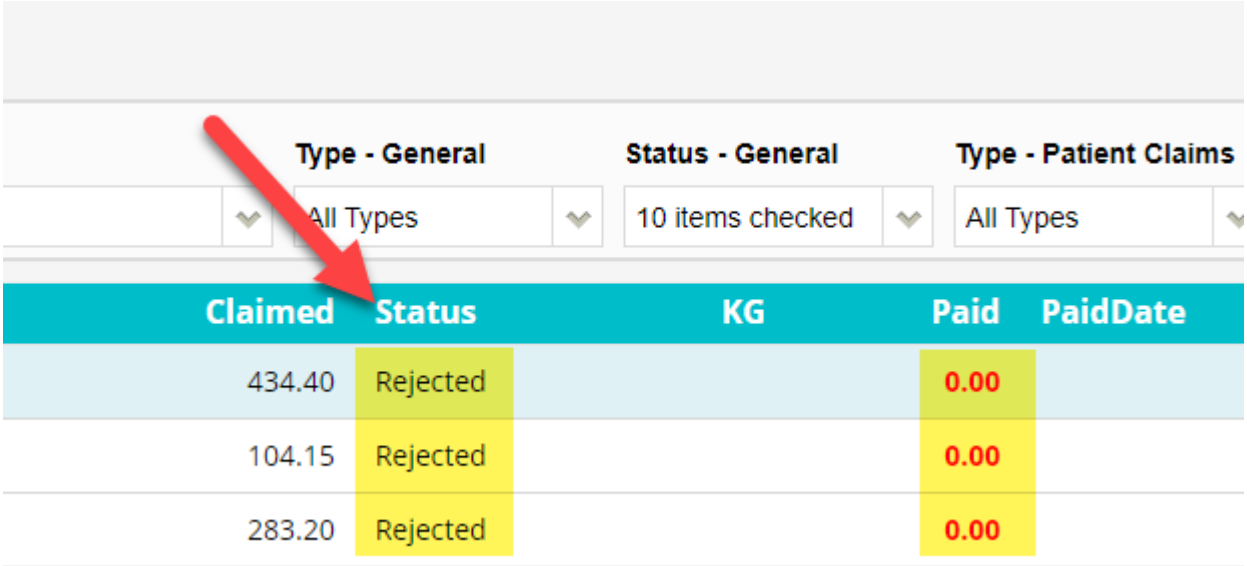
We have introduced a new Status on the Accounts screen called **No Charges** for invoices with a $0.00 invoiced amount.



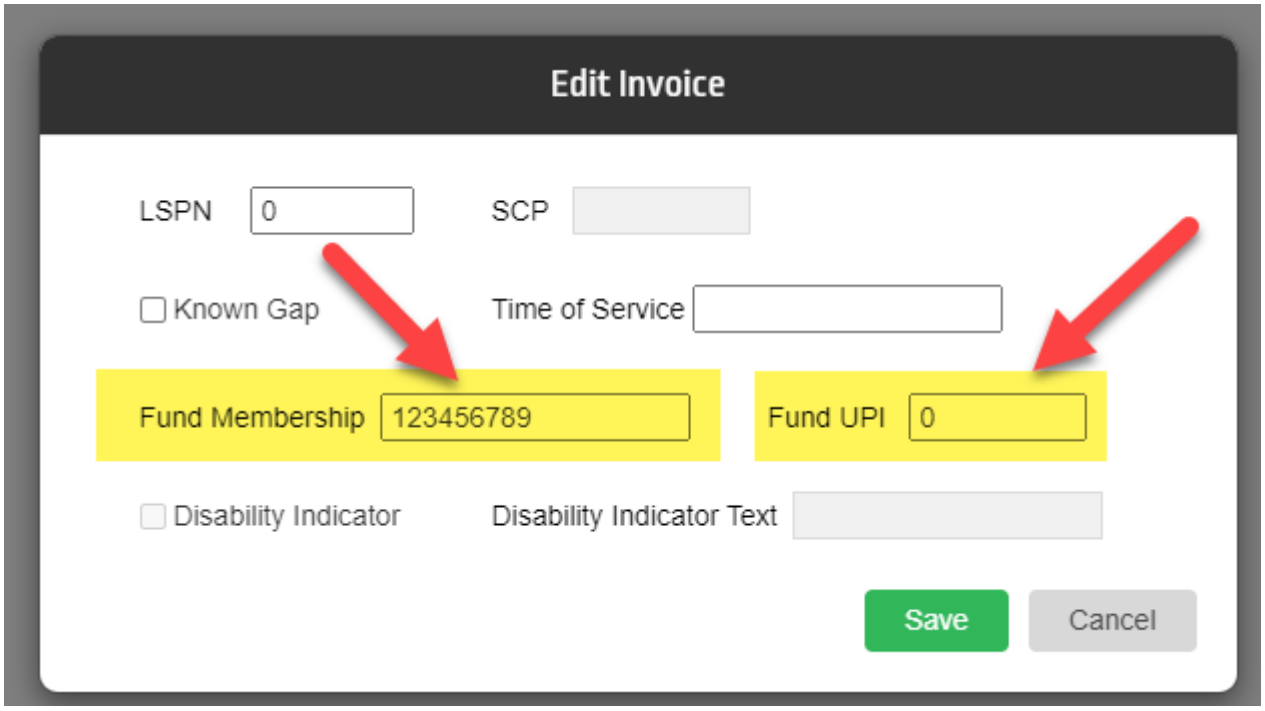
Claiming Medical

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

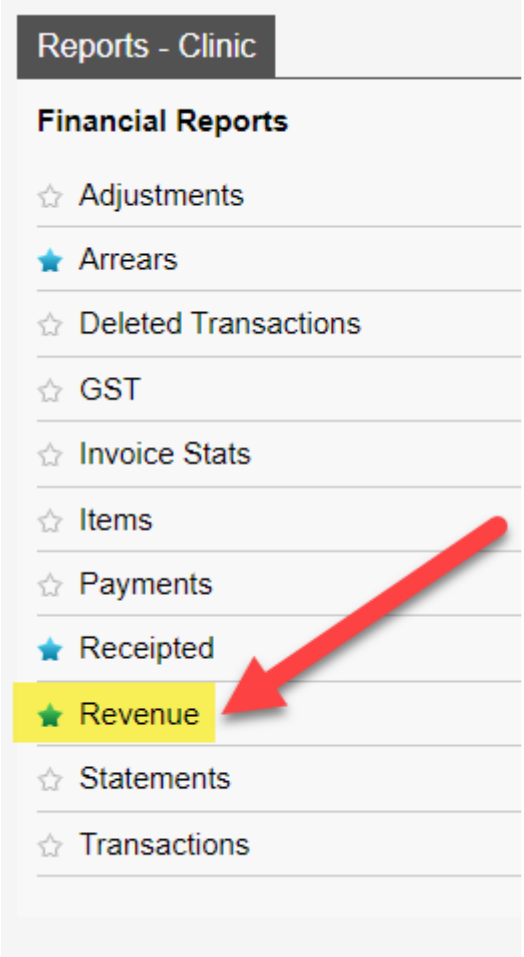
Issue with **Accounts** showing by default in ascending date of service order has now been rectified to show in descending order.

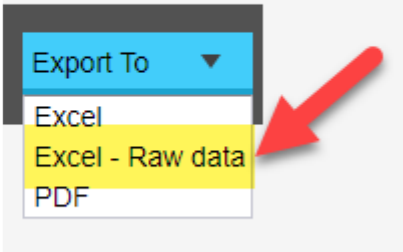
For previous updates, please visit https://wiki.fydo.cloud/updates-clinic/

FYDO Clinic Update 17/04/2023

Revenue Report

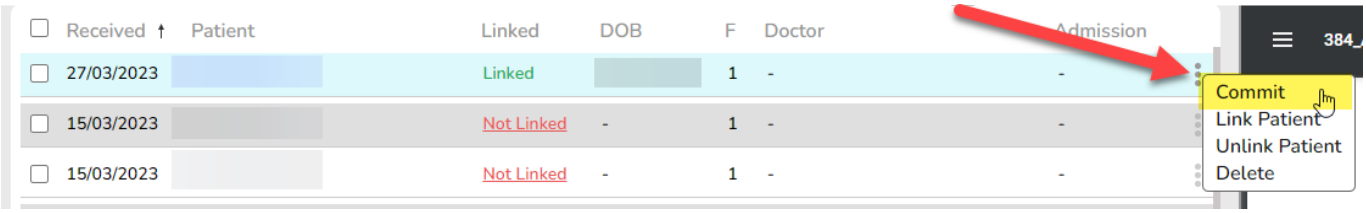
Users are now able to export the Revenue report in **Excel – Raw Data** format.





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

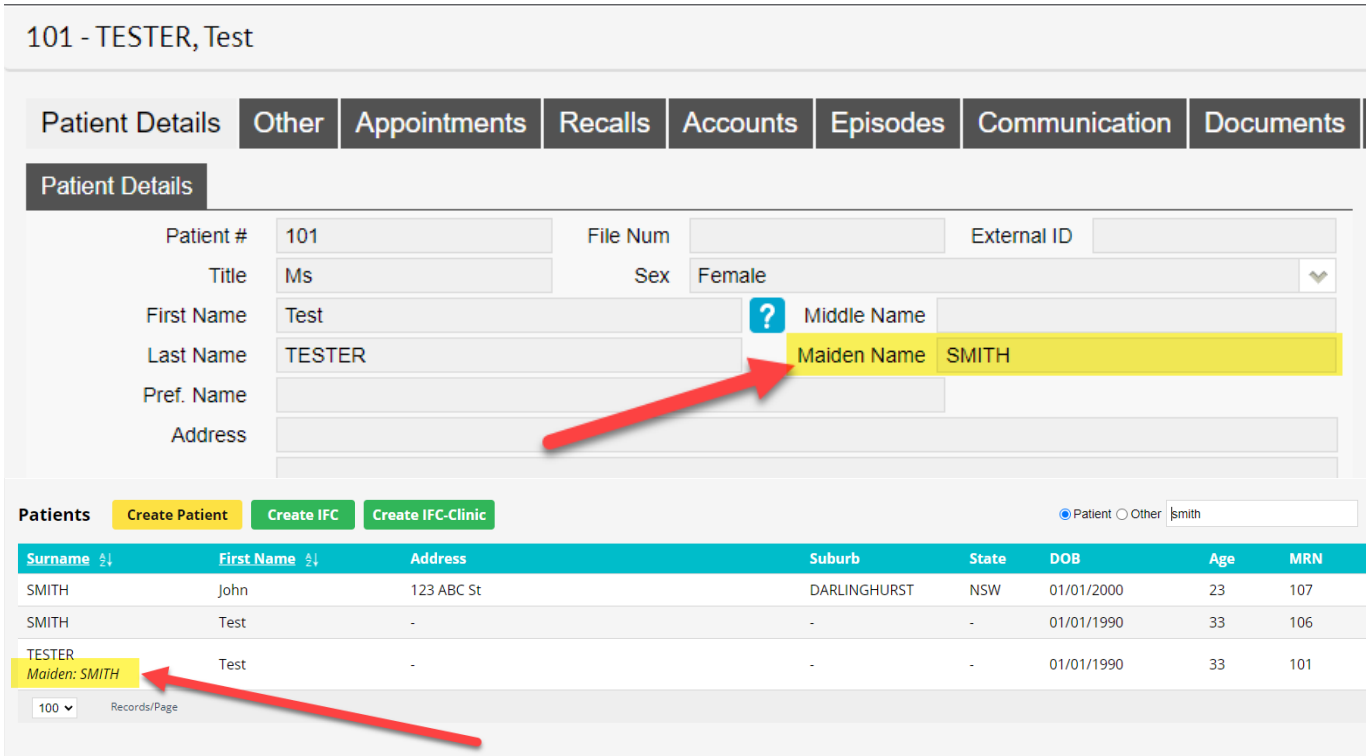
Issue with the **Invoice Stats** report showing incorrect owing amounts has been rectified.

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

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.



Transactions Report

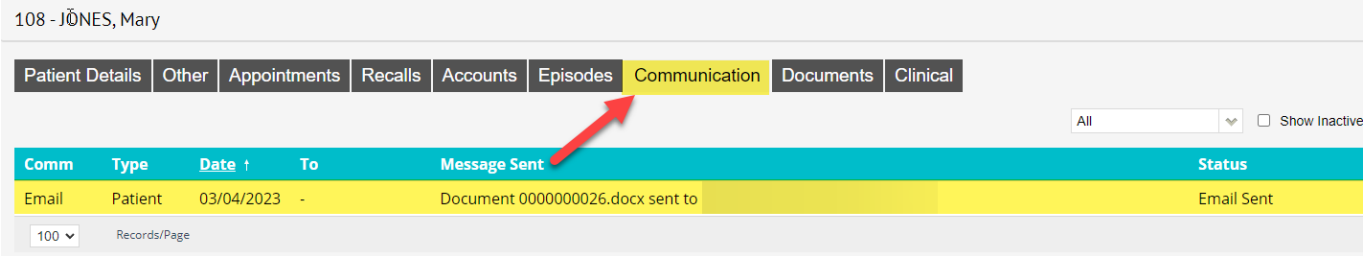
New fields have been added to the **Transactions** report when exported in **Excel – Raw Data** format.

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.



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)*

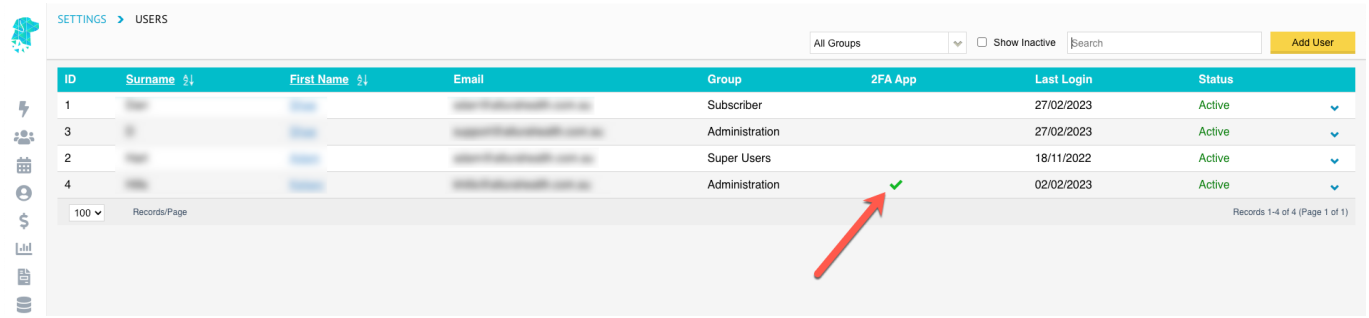
For previous updates, please visit https://wiki.fydo.cloud/updates-clinic/

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.



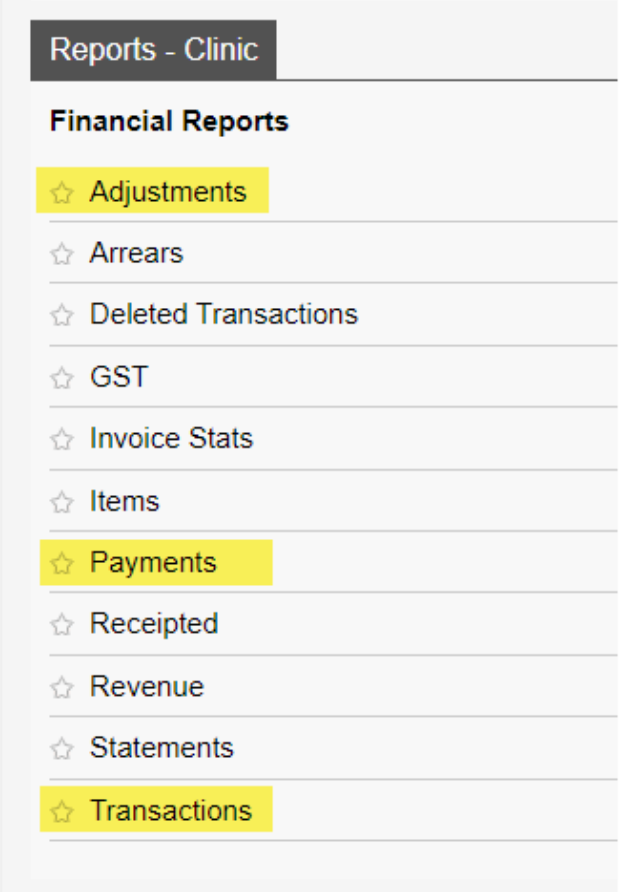
For previous updates, please visit https://wiki.fydo.cloud/updates-clinic/

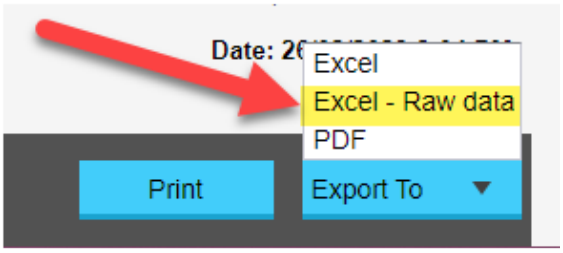
FYDO Clinic Update 27/02/2023

Reports

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

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





Bug Fixes

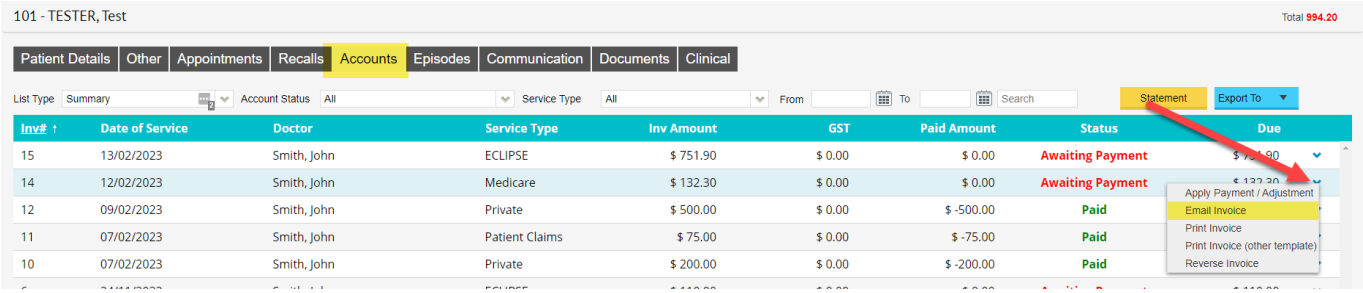
Patient **Accounts** showing an incorrect date of service when being viewed in **List** view has now been rectified.

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

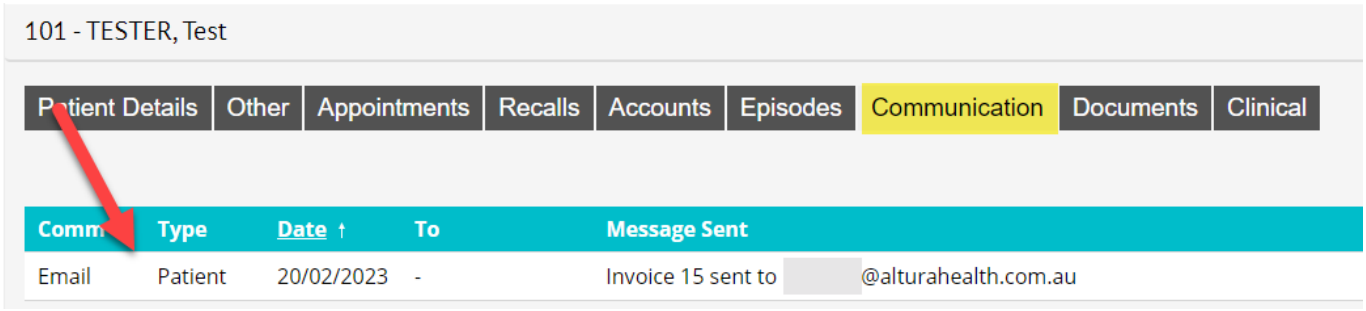
FYDO Clinic Update 20/02/2023

Email Invoice

Users now how 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**.



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



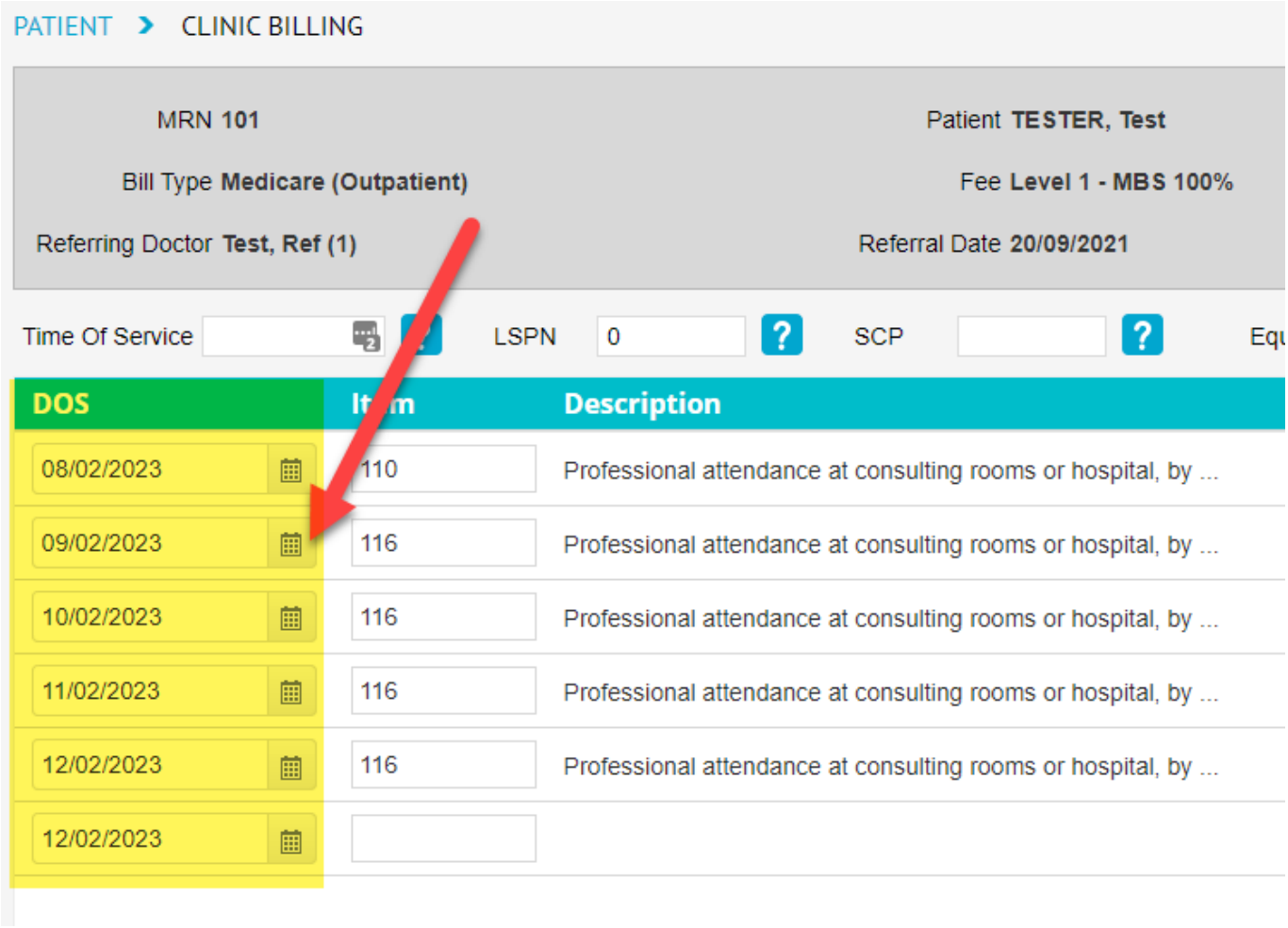
For previous updates, please visit https://wiki.fydo.cloud/updates-clinic

---

FYDO Clinic Update 13/02/2023

Medicare/DVA Billing

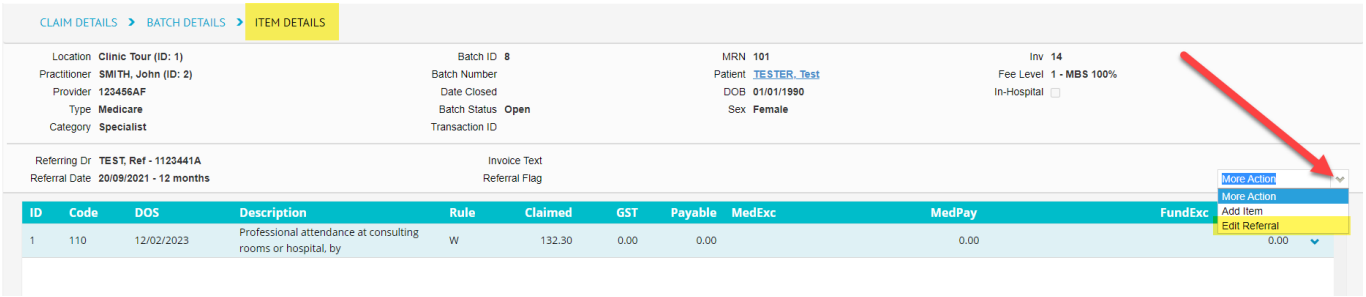
Users can now easily bill multiple dates of service for Medicare/DVA claims. Prior, users would billing different dates of services by creating a new invoice each time. Now, users can change the date of service for each **Item** under the **DOS** column on the **Clinic Billing** screen & when the billing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



(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

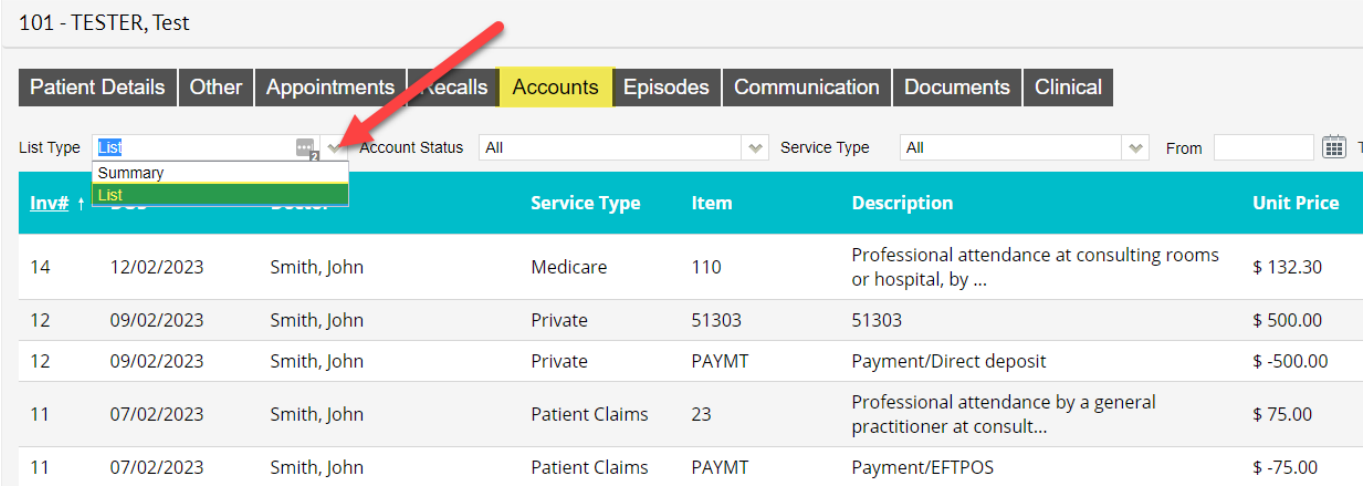
FYDO has a new option added to **Claiming Medical** called **Edit Referral**, it is located on the **Item Details** screen under the **More Action** drop down. Users can now simply edit, delete or add another referral without having to completely rebill. Any changes made to a patients referral on this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



Accounts – List View

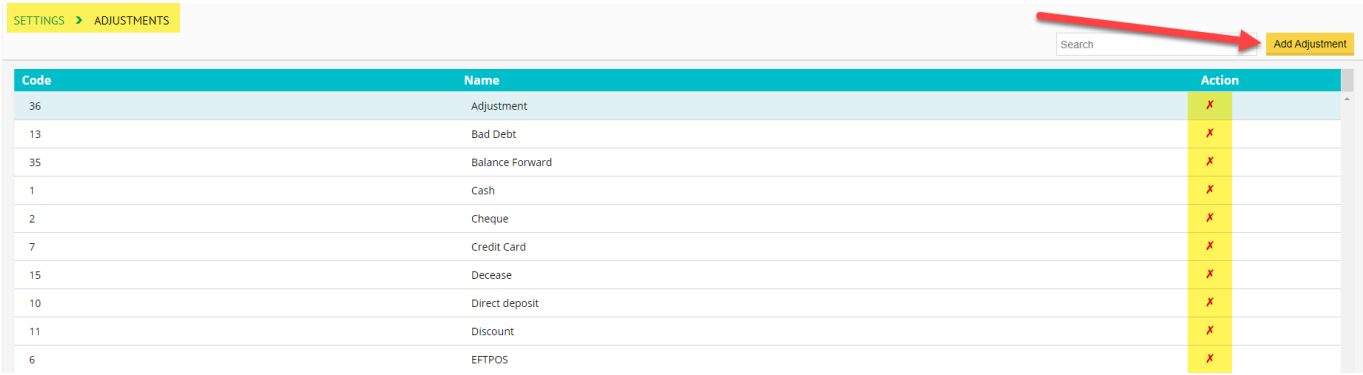
A new view has been added to the patient **Accounts** screen called **List**. Compared to the **Summary**

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



Adjustments

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



(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

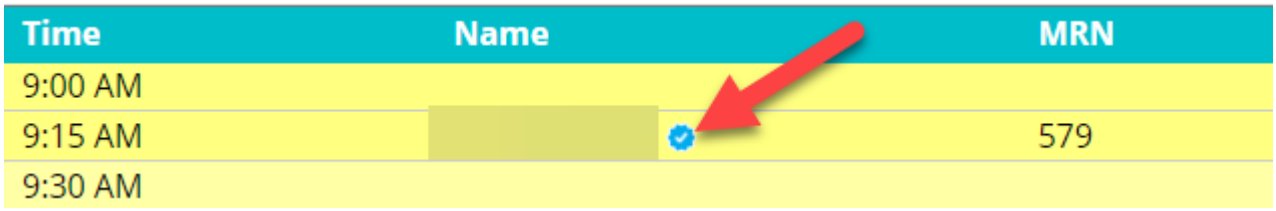
---

FYDO Clinic Update 06/02/2023

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

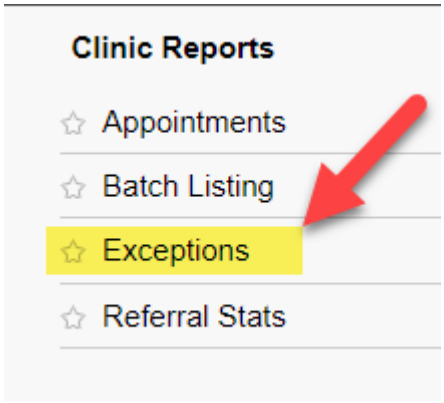
Users can now clearly see if the OPV check has been successful with the addition of the Blue Tick to

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.



Exceptions Report

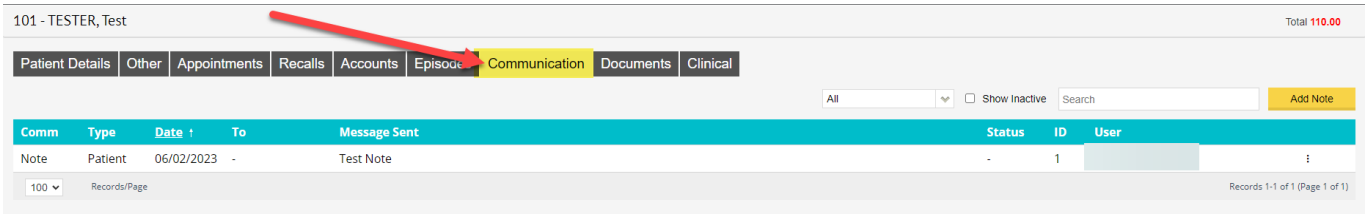
A New **Report** has been added called **Exceptions**. Users can now export their claims with exceptions codes into **Excel – Raw Data** format.



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.



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.

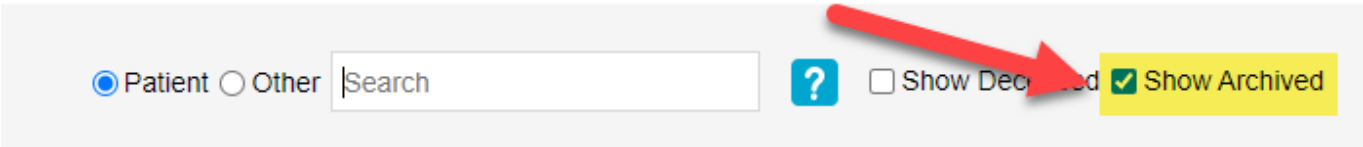
For previous updates, please visit https://wiki.fydo.cloud/updates-clinic

---

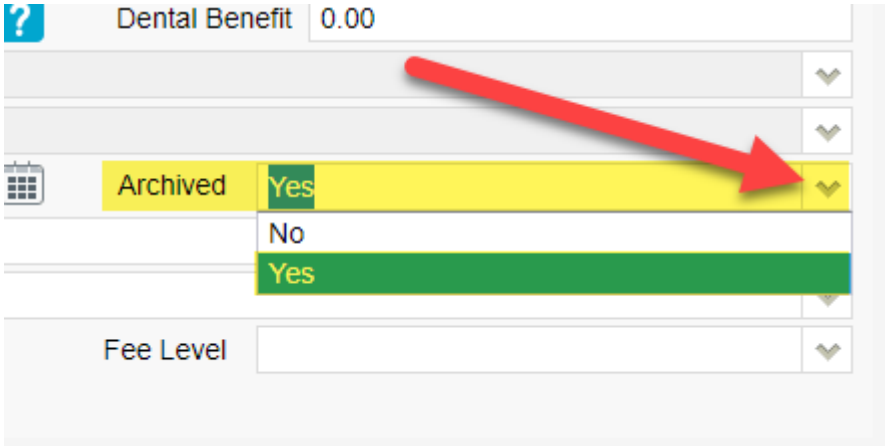
FYDO Clinic Update 24/01/2023

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**



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