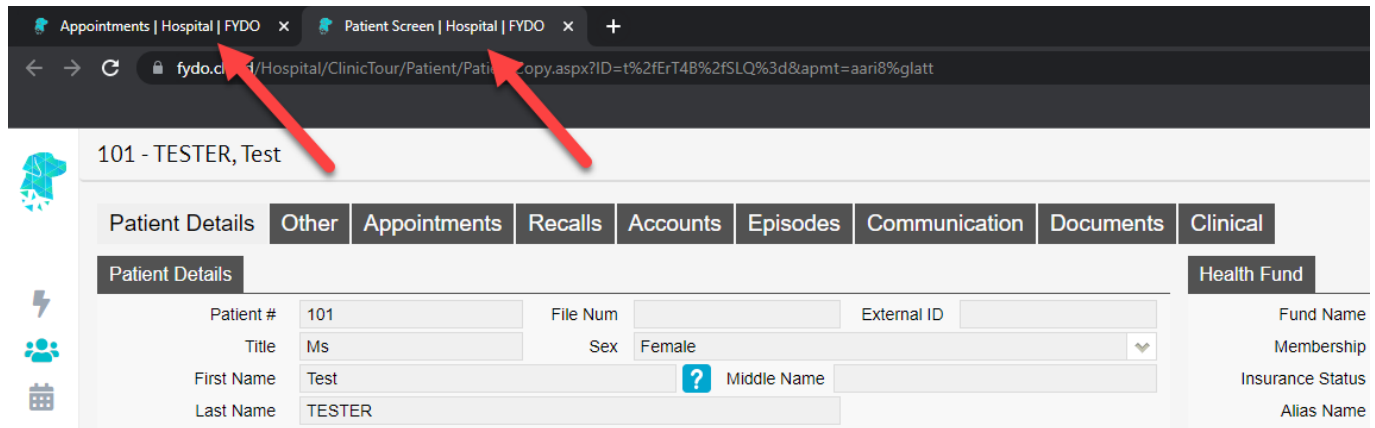


# [FYDO Clinic Update 08/12/2022](#)

## Opening the Patient Screen

This new feature will open the **“Patient Details”** screen in a new tab which allows the user to return to view the **“Appointments”** screen, in the original tab, without having to close the **“Patient Details”** screen.



## Bug Fixes

- The **“Revenue Clinic”** report is now calculating correctly when using date of service as the type.
- Referral expired message no longer showing in error on the patients **“Other”**, **“Appointments”**, **“Recalls”**, **“Accounts”**, **“Communication”**, **“Documents”** and **“Clinical”** screens.
- When a new referral is added to an appointment on the **“Appointments”** screen, it will now be reflected in the **“Patient Details”** screen.

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

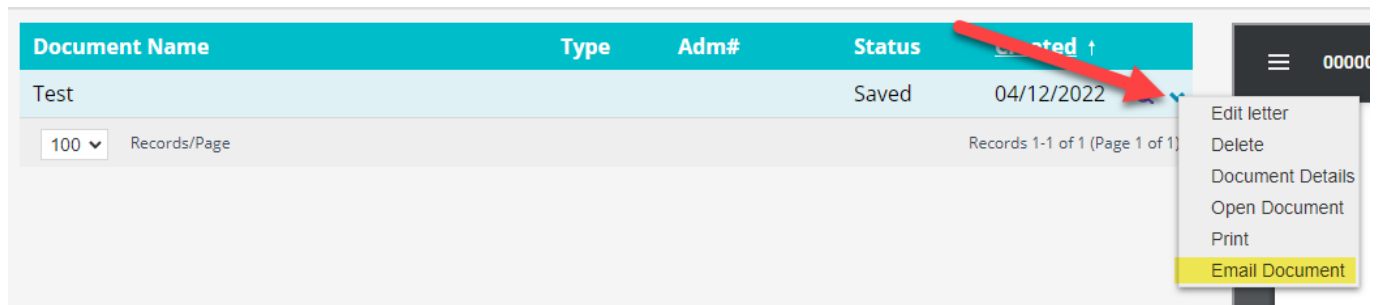
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# [FYDO Clinic Update 06/12/2022](#)

## Email Documents

Users now have the ability from the patient **“Documents”** screen to email documents directly from FYDO. Documents can be sent to the Patient Email, Referring Doctor Email or Doctor Email. Once an option is selected the user will then be able to edit the subject line, add text and override the email address to where the email is to be sent if required. This feature can be turned on by going to

“Settings”> “System Config”> “Email Notification”.

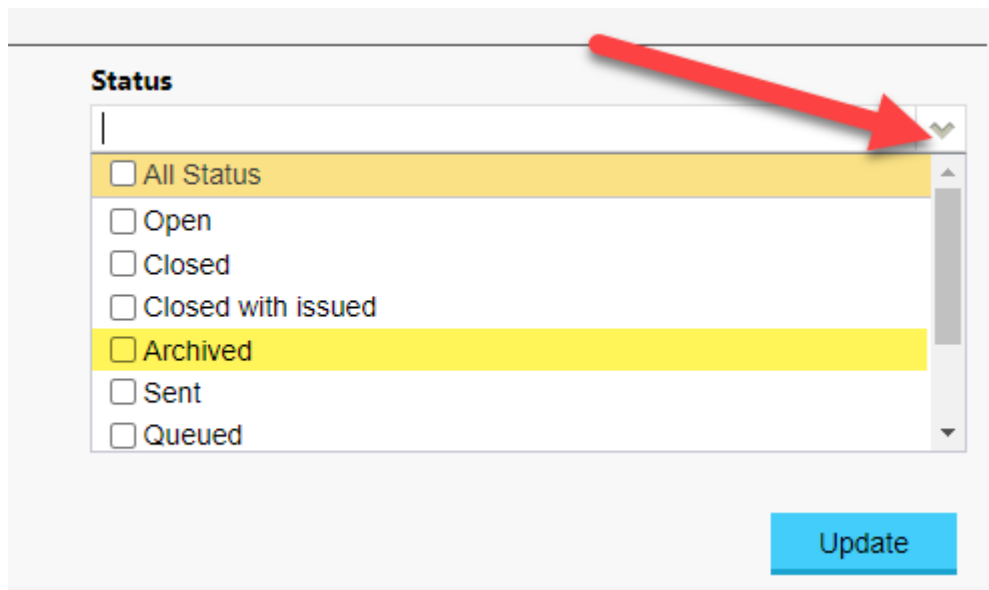


The screenshot shows a table with columns: Document Name, Type, Adm#, Status, and Created. A red arrow points to the 'Created' column header. A context menu is open over the first row, showing options: Edit letter, Delete, Document Details, Open Document, Print, and Email Document (highlighted in yellow).

| Document Name | Type | Adm# | Status | Created    |
|---------------|------|------|--------|------------|
| Test          |      |      | Saved  | 04/12/2022 |

## Batch Listing Report

New filter option called “Archived” has been added to the “Batch Listing” report.



The screenshot shows a 'Status' filter dropdown menu. A red arrow points to the dropdown arrow. The menu is open, showing a list of status options with checkboxes: All Status, Open, Closed, Closed with issued, Archived (highlighted in yellow), Sent, and Queued. An 'Update' button is at the bottom right.

**Status**

- ☐ All Status
- ☐ Open
- ☐ Closed
- ☐ Closed with issued
- ☒ Archived
- ☐ Sent
- ☐ Queued

Update

## Auto Confirm Appointments

We have introduced an auto confirm feature for patient appointments. The “Confirmed” field (if added to your custom view) will automatically change to confirmed with a tick on the appointment book if the patient has replied to the SMS reminder with a Y or Yes. This will also update in the “Appointment Details” screen to show the appointment as “Confirmed”.



The screenshot shows a table with columns: Type and C. A red arrow points to the 'C' column header. The first row shows 'clinic' under 'Type' and a green checkmark under 'C'. The second row shows 'clinic' under 'Type' and 'Sent SMS' under 'C'.

| Type   | C        |
|--------|----------|
| clinic | ✓        |
| clinic | Sent SMS |

Appointment Details

Name  
Test

Location  
Bondi Junction Clinic

Doctor  
Citizen, John

Date  
05/12/2022

Appointment Type  
Consults

Time  
09:30 AM

Mins  
30

Booking Code 1

Booking Code 2

Confirmed  
Confirmed

Cancelled

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

## FYDO Clinic Update 28/11/2022

### Default Bill Type

Users now have the option to set a “Default Bill Type” for a doctor under the “Doctors” setup. If a “Default Bill Type” is set this will then automatically populate into the “Bill Type” fields when making an appointment. Please note if the patient has a Veterans card this will override the “Default Bill Type”.

vocationally registered
VR doctor

Allied Health
Not Applicable

Known Gap
☐
Gap Amount
0.00

Default Bill Type
Patient Claims
Type
Outpatient
Fee Level
Level 1 - MBS

Appointment Details

Location  
Clinic Tour

Doctor  
Smith, John

Date  
28/11/2022

Time  
09:30 AM

Billing Type  
Patient Claims

Fee Level  
1 - MBS

Previous Referrals

---

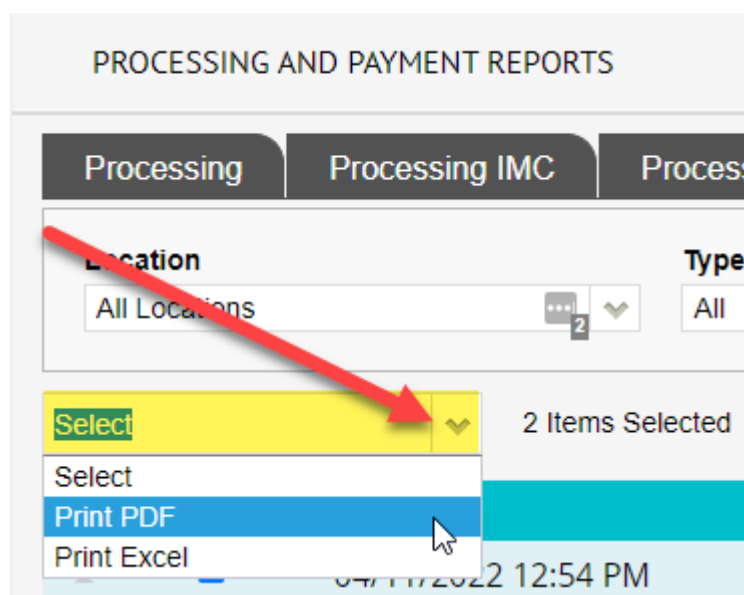
For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic>

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## **FYDO Clinic Update 04/11/2022**

### **Bug Fixes**

Users were unable to print in bulk on the “Processing and Payment Reports” screen. This has been fixed and users are able to print bulk processing and payments reports again.

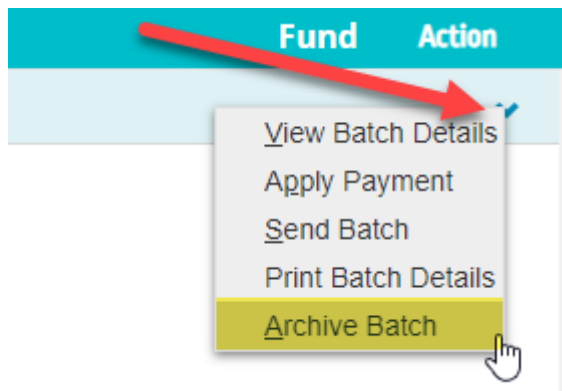


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## **FYDO Clinic Update 21/10/2022**

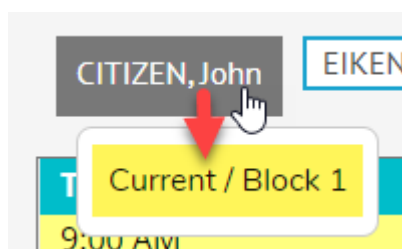
### **Archive Batch**

We have introduced a new option called “Archive Batch” in the “Claiming Medical Screen”. This option allows users to archive a patient claim from the “Claiming Medical Screen” without removing it from the patients “Accounts” history.



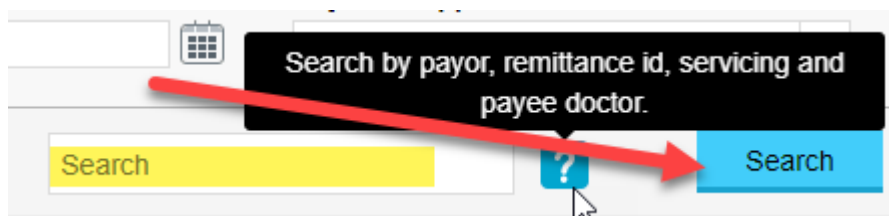
## Doctor/Room Pop Up

On the “Appointments” screen if you hover your cursor over a Doctor/Room tab it will pop up below with the Roster/Block information.



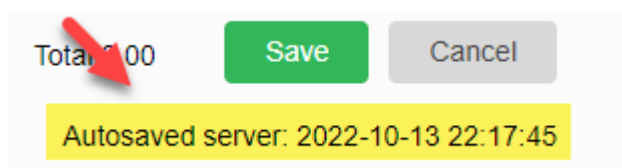
## Processing and Payment Reports

Users can now search by payor, remittance id, servicing and payee doctor on the “Payments” screen.



## Bug Fixes

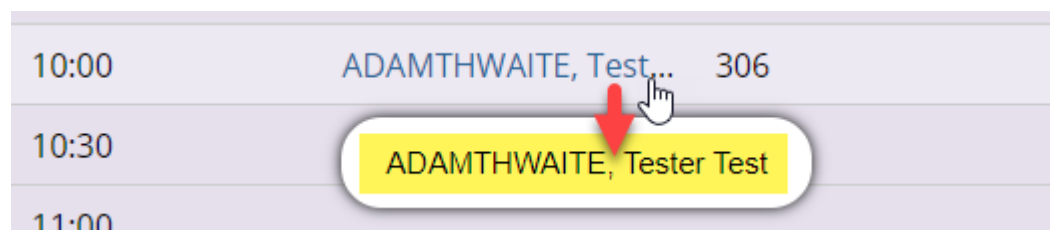
Some users were experiencing loss of information on new letters not yet saved. To prevent this from happening, we have introduced an Autosave feature that will Autosave a letter every couple of minutes and a few seconds after typing is stopped. The last Autosaved performed will display in the top right hand corner below save and cancel icons.



# FYDO Clinic Update 30/09/2022

## Patient Name Pop Up

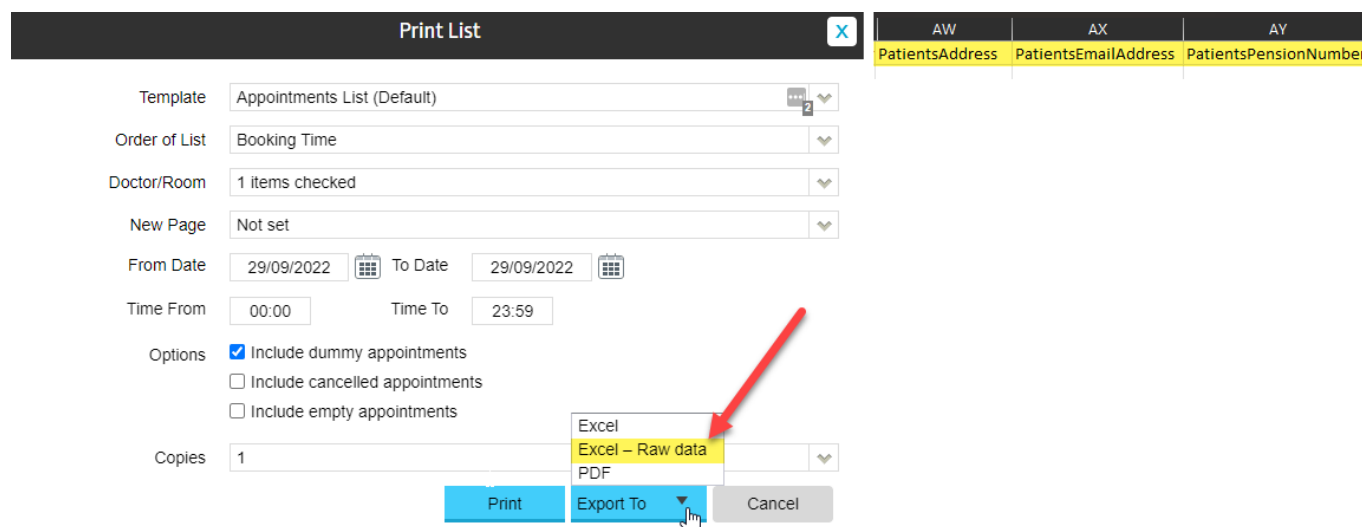
On the “Appointments” screen if you hover your cursor over a patient name it will now pop up below. This new feature allows the user to view a patients name in full regardless of its length.



## Print List

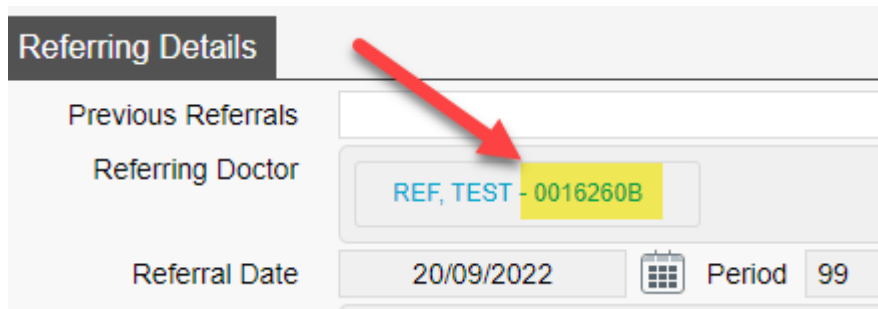
New fields have been added to the “Print List” when exported in “Excel - Raw Data” format.  
**New fields include:**

- Patients Address
- Patients Email Address
- Patients Pension Number



## Referring Provider Number


On the “Patient Details” screen under “Referring Details”, the user can now view the referring doctor’s provider number next to their name.



**Referring Details**

Previous Referrals

Referring Doctor REF, TEST - 0016260B

Referral Date 20/09/2022  Period 99

## Bug Fixes

Users were experiencing an issue with the “Print Batch Details” function only printing the first items date of service and item note (*if any*) and repeating the same details on all items within a invoice. This bug has been fixed and users are able to “Print Batch Details” with the correct dates of service and item notes (*if any*).

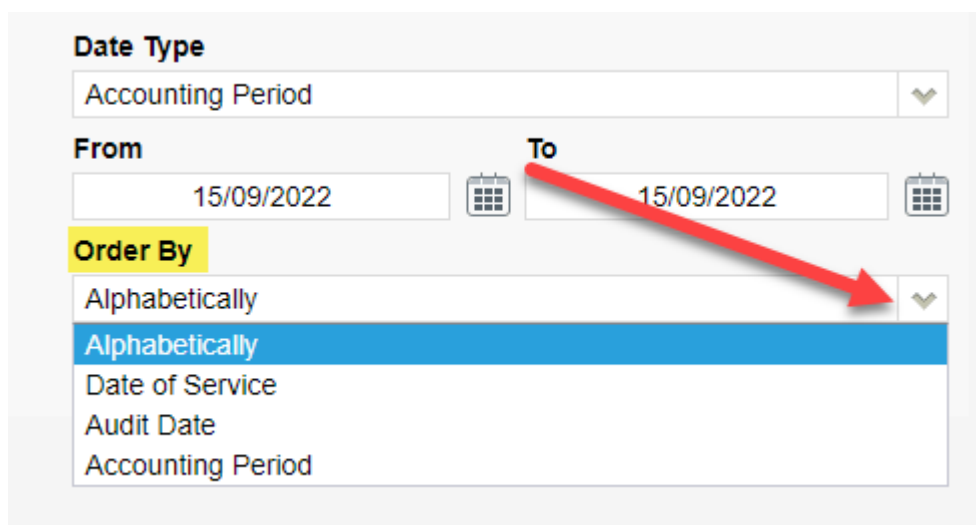
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## [FYDO Clinic Update 16/09/2022](#)


### Transactions (Clinic) Report



We have added a new option “Order By” to the “Transactions (Clinic)” Report. This option allows the user to run the report in order by:

- Alphabetically
- Date of Service
- Audit Date
- Accounting Period




**Date Type**

Accounting Period 

**From** 15/09/2022  **To** 15/09/2022 

**Order By**

Alphabetically 

Alphabetically

Date of Service

Audit Date

Accounting Period

## [FYDO Clinic Update 09/09/2022](#)

### Claimant Details

Patient Claim invoices now show the claimant details when viewing the invoice under "Patient Details" > "Accounts". (Note: This will only show if the claimant is not the patient)

Invoice Details

Invoice Number 614

Service Type Patient - Store and Forward - Inpatient

Payor Test TEST

Status Paid

Invoiced \$161.90

Location Bondi Junction Clinic (ID:2)

Servicing Doctor Citizen, John (ID: 3)

Billing Notes HOS: ACSS Hospital 002700Y

Referring Doctor -

Batch ID 8

Batch #

Batch Status Closed

Claimant Name Test Test

Claimant Medicare No 2111-11111-1

Referral Date - - 0 months

Referral Flag N - Not required (non referred)

Show voided transactions

Print Invoice

More Action



| Date of Service | Acc Period | Item Code | Item Description  | Unit Price | QTY | GST Charge | inc GST    | Audit Date          | User | Status |
|-----------------|------------|-----------|---|------------|-----|------------|------------|---------------------|------|--------|
| 09/09/2022      | 09/09/2022 | 110       | Professional attendance at consulting rooms or hospital, by ... | \$ 161.90  | 1   | \$ 0.00    | \$ 161.90  | 09/09/2022 10:22 AM |      |        |
| 09/09/2022      | 09/09/2022 | PAYMT     | Payment/Credit Card   | \$ -161.90 | 1   | \$ 0.00    | \$ -161.90 | 09/09/2022 10:22 AM |      |        |

## [FYDO Clinic Update 02/09/2022](#)

### 24-Hour Time

The Appointment screen now displays all times in 24-hour time. This will be reflected if the users have toggled 24-hour time to be displayed in "Settings" > "System Configuration" screen.



| Time  | Name  |
|-------|---|
| 08:00 |   |
| 08:30 |   |
| 09:00 |   |
| 09:30 |   |
| 10:00 |   |
| 10:30 |   |
| 11:00 |   |
| 11:30 |   |
| 12:00 |   |
| 12:30 |   |
| 13:00 |   |
| 13:30 |   |
| 14:00 |   SMITH, John |
| 14:30 |   |
| 15:00 |   |
| 15:30 |   |
| 16:00 |   |
| 16:30 |   |

SETTINGS > SYSTEM CONFIGURATION

System Configuration SMS Account Counters Administrator File Transfer

General

Auto Logout Time 30

Auto File Numbering No

Appointment Display Time Show 24 hour time

Appointment Tabs Surname, First name / Location – Two lines

Report Group Name ACSS Hospital

IFC Document Type

Preadmit Document Type

OEC Document Type

OEC Type Fund only

## Batch Listing Report / Appointments Report

We have introduced two new reports called “Batch Listing” report and “Appointments”, they can be found in the reports menu under the “Reports - Clinic” tab as highlighted below. *(The Batch Listing Report is similar to the report in eClaims known as Batch Summary Report).*

Reports - Clinic

Financial Reports

☆ Adjustments

☆ Appointments

☆ Arrears

☆ Batch Listing

☆ Deleted Transactions

☆ GST

☆ Invoice Stats

☆ Items

☆ Payments

☆ Receipted

☆ Referral Stats

☆ Revenue

☆ Statements

☆ Transactions

## Patient Stats Report

New filter option called “Survey” has been added to the “Patient Stats” report. Survey data can be entered in the the “Patient Details” screen under the “Survey” field. This field is used to record how the patient found/heard about your clinic.

The screenshot shows the 'Patient Stats' report filter interface. It features a sidebar with various filter categories: Medicare Number, Deceased, Archived, DVA Number, Indigenous, Referral Expired, Preferred Doctor, Health Fund, Sex, and Survey. The 'Survey' filter is highlighted in yellow and set to 'All Surveys'. To the right, the 'Other Information' section includes fields for Allergies, Family GP, Alert, Indigenous Sts, Marital Status, Country of Birth, Language, Employment Sts, O/S Visitor, Interpreter, and Deceased. The 'Survey' field in the 'Other Information' section is also highlighted in yellow and set to 'All Surveys'.

## Middle Name Field

We have replaced the the field “M” with “Middle Name” in the “Patient Details” screen. The new updated field allows a full middle name to be typed, before the “M” field only allowed for an initial.

The screenshot shows the 'Patient Details' form. The form has tabs for Patient Details, Other, Appointments, Recalls, Accounts, Episodes, Communication, and Documents. The 'Patient Details' tab is active. The form fields include Patient #, Title, First Name, Last Name, Pref. Name, Address, File Num, Sex, External ID, and Middle Name. The 'Middle Name' field is highlighted in yellow and contains a question mark icon. The 'First Name' field contains 'John' and the 'Last Name' field contains 'SMITH'.

## Dental Benefit Field

On the “Patient Details” screen there is now a field called “Dental Benefit”. This field works by the user entering the patients dental benefit amount and when invoicing to Medicare/Veterans it will deduct the invoice total from this value. To turn this feature on go to “Settings” > “System Configuration” and tick “Calculate Dental Benefit” tick box.

| Other Information |   | Clinic         |      |
|-------------------|---|----------------|------|
| Allergies         |   |                |      |
| Family GP         | Search for a Family GP  |                |      |
| Alert             |   |                |      |
| Indigenous Sts    | ASSI  | --- Select --- | ?    |
| Marital Status    |   |                |      |
| Country of Birth  |   |                |      |
| Language          |   |                |      |
| Employment Sts    | Employer  |                |      |
| Survey            | ?   | Dental Benefit | 0.00 |
| O/S Visitor       | <input type="radio"/> Yes <input checked="" type="radio"/> No |                |      |

|                          |                          |
|--------------------------|--------------------------|
| Booking                  |                          |
| Arrived                  |                          |
| Seen by Doctor           |                          |
| Billed                   |                          |
| Invoice Group Mandatory  | <input type="checkbox"/> |
| Patient Claims Mode      | Store and Forward        |
| Claiming Payment Date    | ?                        |
| Default Fee Level        | Level 1 - MBS 100%       |
| Calculate Dental Benefit | <input type="checkbox"/> |

## Treatment Location

Update to the “Treatment Location” drop down for Veterans billings. Home visit, residential care facility, community health centre or hostel are now consolidated into one option as per Medicare web services rule.

### Veterans Affairs

Service Type

Specialist

KMS

☐ Disability Indicator

Disability Text

Treatment Location

Home Visit, Aged care, Hostel

V

Hospital

H

Rooms

R

## Processing and Payment Report

New filter option “Location” has been added in the “Processing and Payment Reports” screen. The filter works by filtering the processing or payment reports by a specific location.

## PROCESSING AND PAYMENT REPORTS

Processing

Processing IMC

Processing IHC

Payments

Location

Type

All Locations

All

All Locations

ACSS Bondi Hospital

4

ACSS Hospital

1

Bondi Junction Clinic

2

Westmead Clinic

3

Minor Id

## Print Note

We have added the option "Print Note" in the "History Notes" screen. This option allows the user to download a clinical note as a PDF and print.

| Patient Details | Other                  | Appointments                            | Recalls | Accounts | Episodes  | Communication                     | Documents | Clinical  |
|-----------------|------------------------|---|---------|----------|-----------|-----------------------------------|-----------|---|
| Clinical        |                        |   |         |          |           |                                   |           |   |
| Notes           |                        |   |         |          |           |                                   |           |   |
| History Notes   |                        |   |         |          |           |                                   |           |   |
|                 | Date / Time            | Doctor / Location                       | Reason  | Duration | Status    | By                                |           |   |
|                 | 02/02/2022<br>07:52 PM | GP (REG), Test<br>Aged Care<br>Facility | Test 1  |          | Submitted | Test Cases<br>02/02/2022 09:41 AM |           | 02/02/2022 07:52 PM<br>GP (REG), Test - Aged C<br>Thetest for conwayner |
|                 | 02/02/2022             | GP (REG), Test                          |         |          |           |                                   |           |   |

Print Note

Delete Note