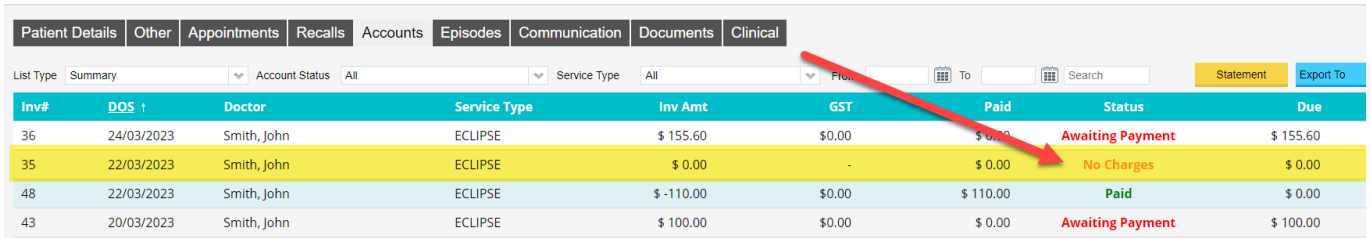


[FYDO Clinic Update 28/04/2023](#)

Accounts - Status

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

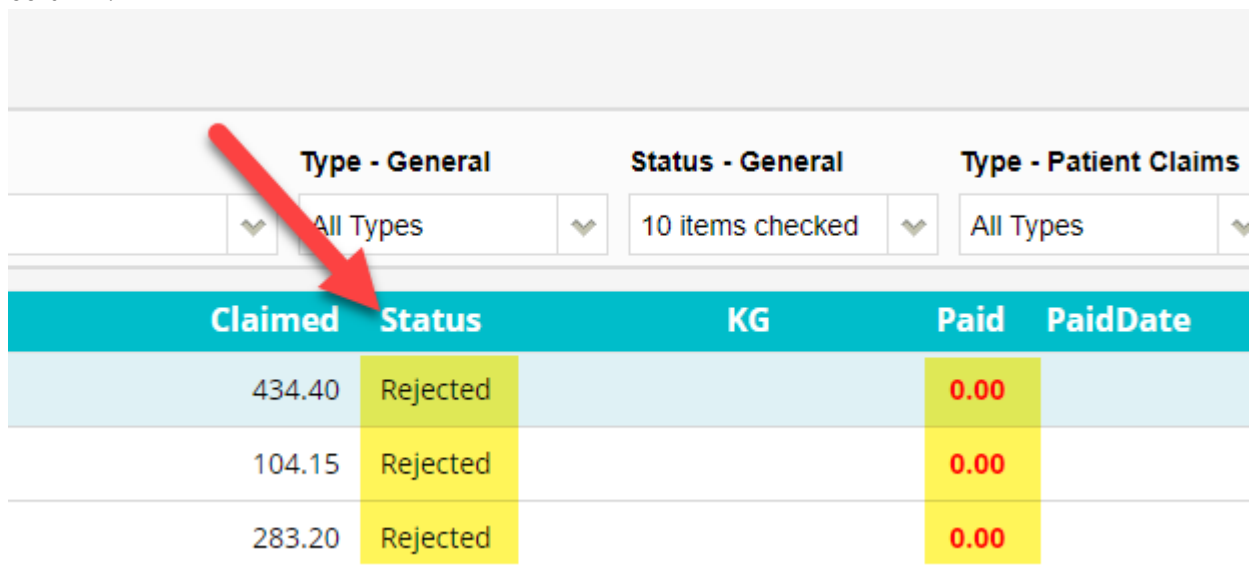


Inv#	DOS	Doctor	Service Type	Inv Amt	GST	Paid	Status	Due
36	24/03/2023	Smith, John	ECLIPSE	\$ 155.60	\$0.00	\$ 0.00	Awaiting Payment	\$ 155.60
35	22/03/2023	Smith, John	ECLIPSE	\$ 0.00	-	\$ 0.00	No Charges	\$ 0.00
48	22/03/2023	Smith, John	ECLIPSE	\$ -110.00	\$0.00	\$ 110.00	Paid	\$ 0.00
43	20/03/2023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



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 SCP

Known Gap Time of Service

Fund Membership Fund UPI

Disability Indicator Disability Indicator Text

Bug Fixes

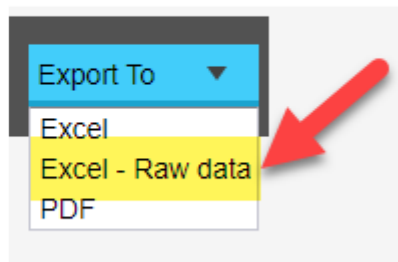
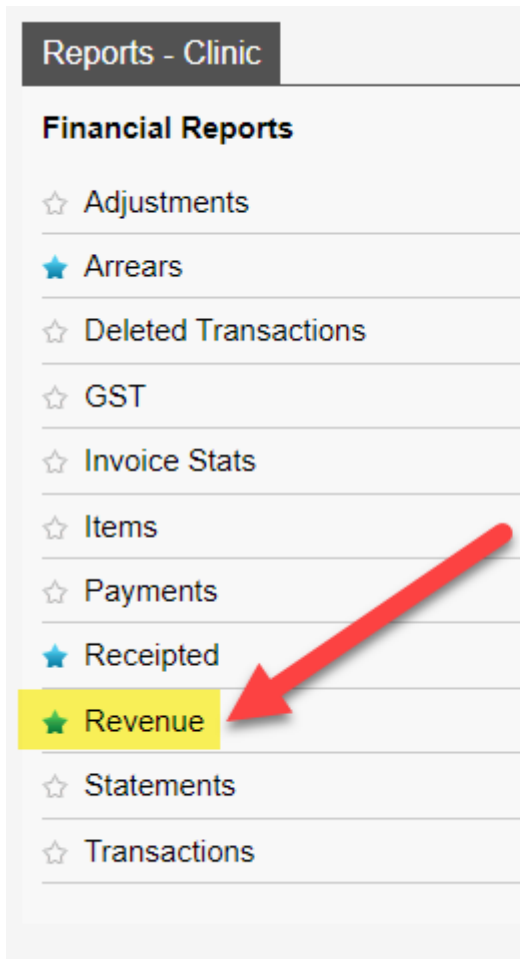
Issue with **Accounts** showing by default in ascending date of service order has now been rectified to show in descending order.

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.

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

Transactions Report

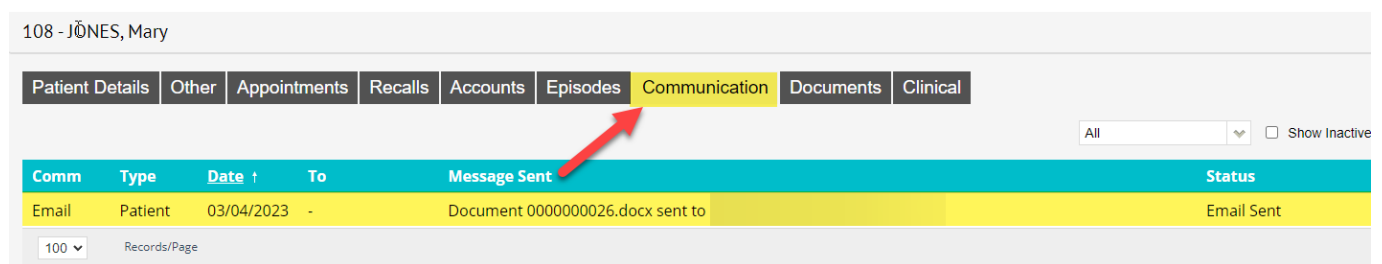
New fields have been added to the **Transactions** report when exported in **Excel - Raw Data** format.

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/>

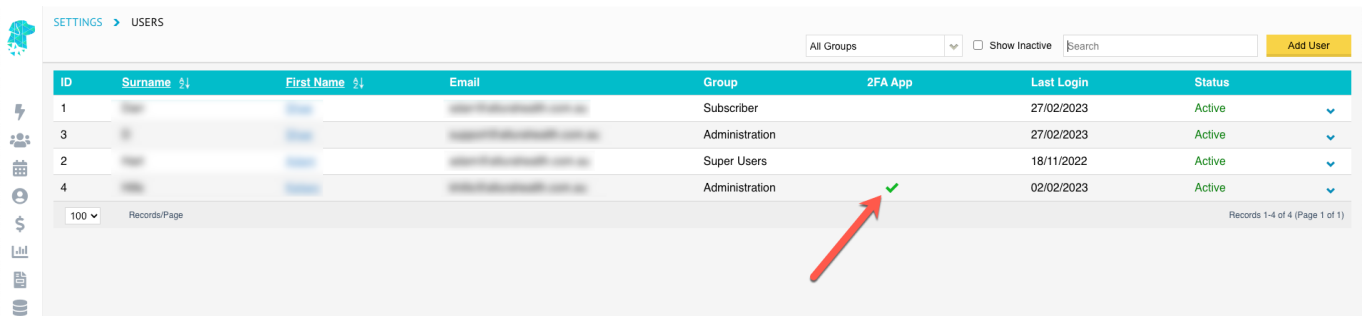
[FYDO Clinic Update 20/03/2023](#)

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.



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

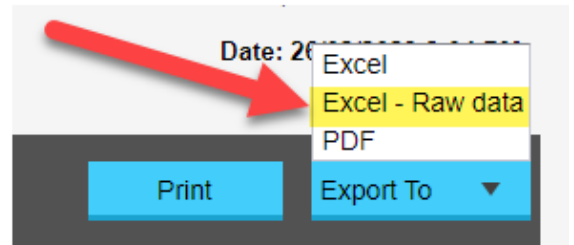
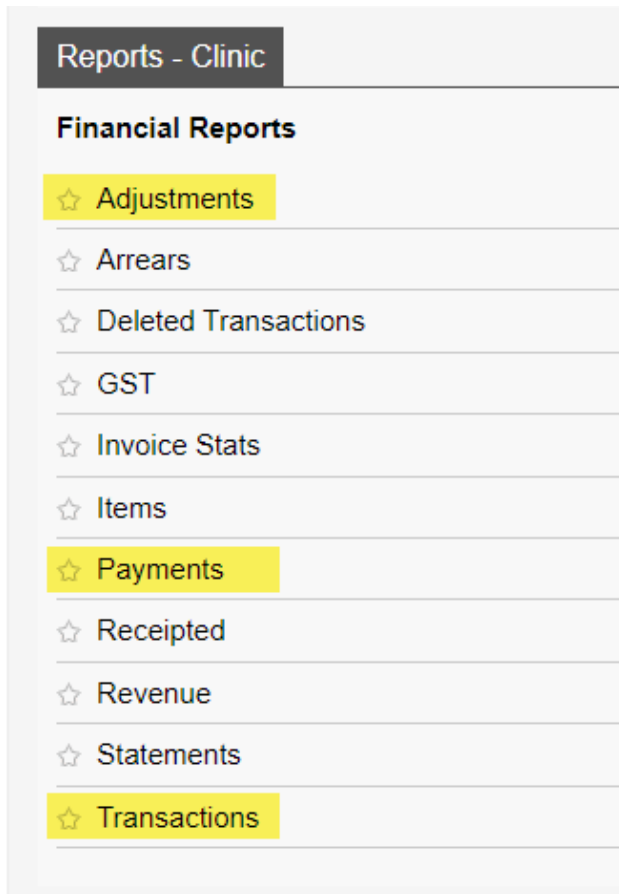
For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic/>

[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.

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**.

101 - TESTER, Test Total 994.20

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# ↑	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

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 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) Batch ID 8 MRN 101 Inv 14
 Practitioner SMITH, John (ID: 2) Batch Number Date Closed Patient **TESTER, Test** Fee Level 1 - MBS 100%
 Provider 123456AF Type Medicare Batch Status Open DOB 01/01/1990 In-Hospital
 Category Specialist Transaction ID Sex Female

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
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
 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: **List** (dropdown) | Account Status: All (dropdown) | Service Type: All (dropdown) | From: [calendar icon]

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 [input] **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

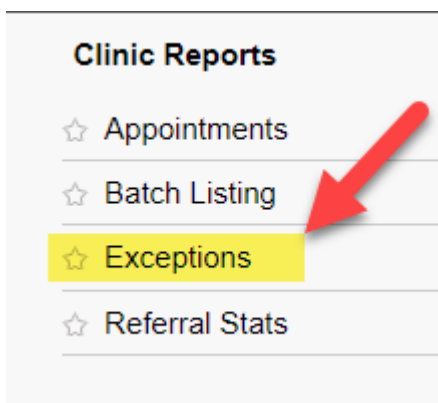
Users can now clearly see if the OPV check has been successful with the addition of the Blue Tick to

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.

101 - TESTER, Test Total 110.00

[Patient Details](#) | [Other](#) | [Appointments](#) | [Recalls](#) | [Accounts](#) | [Episode](#) | **Communication** | [Documents](#) | [Clinical](#)

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

▼

▼

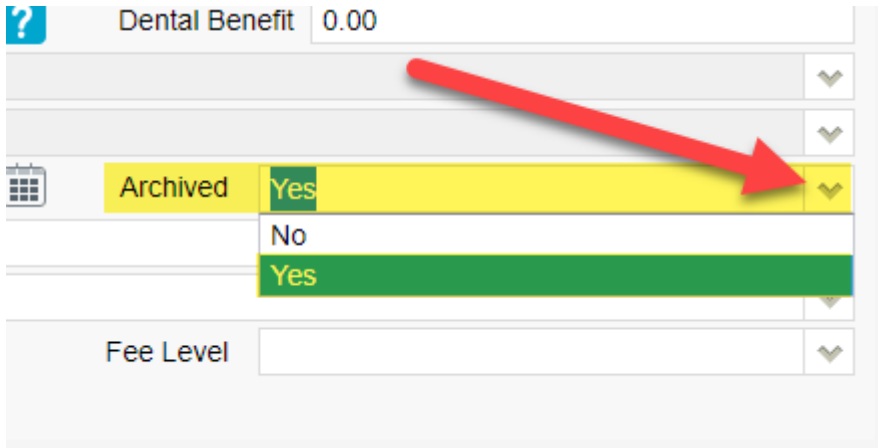
Archived Yes

No

Yes

Fee Level

▼



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

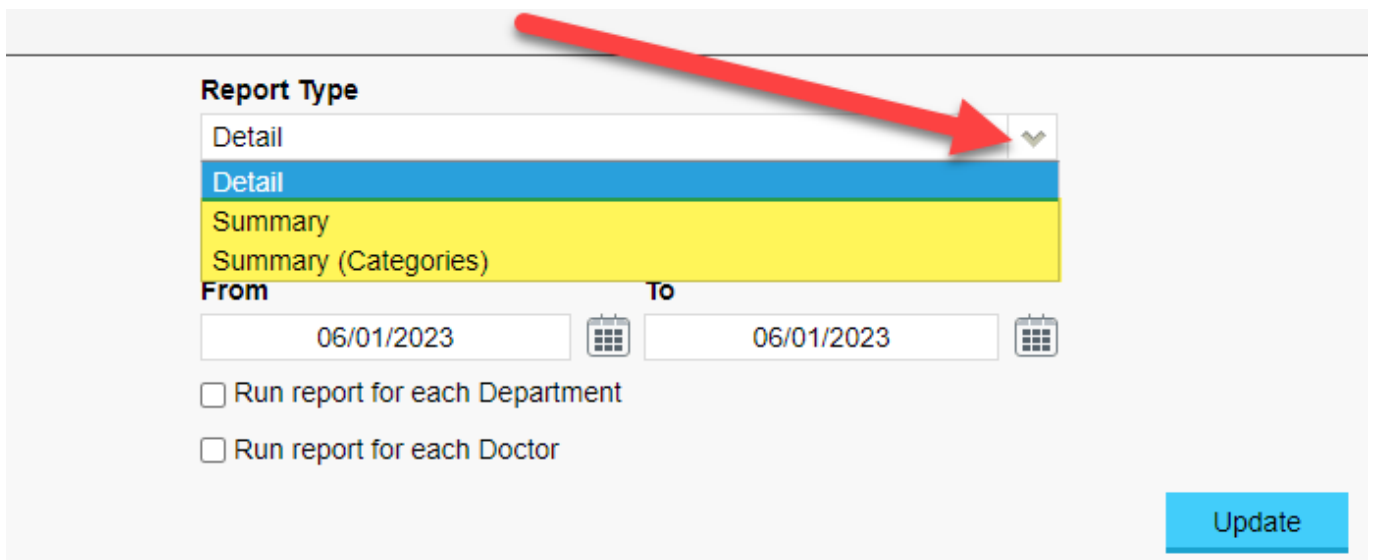
Summary (Categories)

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/>