

FYDO Hospital Update - 30/06/2025

ICD-10-AM 13th Edition Now Implemented in FYDO

From **1st July**, facilities are to adopt the 13th Edition of ICD-10-AM/ACHI/ACS. FYDO has been updated to support this transition in accordance with national standards. This means:

- For episodes **prior to 1 July**, the **12th Edition** will continue to be used.
- For episodes **on or after 1 July**, the **13th Edition** will automatically be applied.

This has now been successfully implemented across our platform which ensures accurate coding and reporting aligned with the Australian Coding Standards. FYDO will manage this transition for you by detecting episode dates and applying the appropriate coding standards without requiring manual input. However, we recommend that coding and health information management teams ensure they are familiar with the changes introduced in the 13th Edition.

If you have any questions about how the ICD update is applied in FYDO, or if you encounter any issues, please don't hesitate to [contact our support team](#). We're here to ensure a smooth transition and continued ease of use.

National Procedure Banding List

The updated **National Procedure Banding List**, effective 1 July 2025, has now been implemented in FYDO. This includes:

- All newly introduced item numbers
- Updates to existing banding levels
- Changes to procedure descriptions

These updates have been applied in line with the latest release, unless your facility's System Configuration settings indicate that you have opted out of automatic updates.

Please note: Any **discontinued item numbers** will need to be **manually deactivated** by your facility **after** billing for procedures performed **prior to 1 July 2025** is complete. This ensures those codes remain available for historical billing purposes until no longer required.

Other Updates within FYDO from 1st July

The following updates were also implemented within FYDO from 1st July 2025

- MBS Items
- DVA Accommodation
- Turbo Grouper

If you have any questions or require assistance, please don't hesitate to reach out.

FYDO Hospital Update - 26/06/2025

New Token

FYDO has introduced a new token for the **Other Notes** field to accommodate the varying formatting preferences of different hospitals. While some hospitals prefer notes in color, italics, bold, etc., others opt for a more simplistic format. To address these differences, we have developed a new token system:

- **<<Note>>**: Is the existing token that all templates will be utilising. This token applies the layout (alignment, size, and font family) from the **template**, while adopting the formatting (color, bold, italics, and underline) from the **appointment** screen.
- **<<Notes2>>**: This token applies both the layout (alignment, size, and font family) and the formatting (color, bold, italics, and underline) from the **template** exclusively.

These updates have been incorporated into the **WIKI Manual** [Tokens - Hospital - FYDO Wiki](#)



Theatre 3 - Monday 23/06/2025 at
Doctor: HAB, Rea Anaes:

Adm Time	Patient Name	Doctor	PROCEDURE	Phone Numbers	Fund Details
1 10:00	BEACH, Sandy (F) DOB: 01/01/2024 (1) MRN: 222	HAB, Rea	Testing for Newsletter Consent Received:	H: 07 1234 1311 W: M: 0401 970 101	AUH - 123444 0.00

Printed: 25/06/2025 @ 10:39 AM



Theatre 3 - Monday 23/06/2025 at
Doctor: HAB, Rea Anaes:

Adm Time	Patient Name	Doctor	PROCEDURE	Phone Numbers	Fund Details
1 10:00	BEACH, Sandy (F) DOB: 01/01/2024 (1) MRN: 222	HAB, Rea	Testing for Newsletter Consent Received:	H: 07 1234 1311 W: M: 0401 970 101	AUH - 123444 0.00

Printed: 25/06/2025 @ 10:40 AM

[FYDO Hospital Update - 19/06/2025](#)

Patient Alerts Features

FYDO has introduced several enhancements to the Patient Alerts system. First one being, the alerts are now colour-coded by department for easier identification:

- **Orange** for Admin
- **Red** for Clinical
- **Purple** for Post

Additionally, a new filtering option has been added. FYDO now allows you to filter patient alerts by department using the drop-down menu located in the top right-hand corner of the screen. Alerts are configured in Pre-Admit to automatically route them to the appropriate department.



To enhance usability, the Patient Alerts system now includes advanced filtering capabilities. By using the **Filter** button located at the top right-hand corner, you can narrow down alerts to view those associated with a specific doctor and/or a particular date, making it easier to manage and review relevant information efficiently.

Search for patient....

Admin

Status 3 items checked

Doctor All Doctors

Adm Date to

Clear Apply Filter

Another enhancement within Pre-Admit is the ability to mark alerts as not only Completed or Incomplete but now Deleted. These actions are controlled through **User Group Settings**, allowing administrators to assign permissions for who can manage alert statuses.

Data I/O

Billing Sheets

D R RW

Claims Import

D R RW

Data Extracts

D R RW

Patient Alerts - Mark as Completed

ON OFF

Patient Alerts - Mark as Deleted

ON OFF

Patient Alerts - Mark as Incomplete

ON OFF

Patient Alerts - View

ON OFF

Preadmit Holding Bay

D R RW

Report Holding Bay

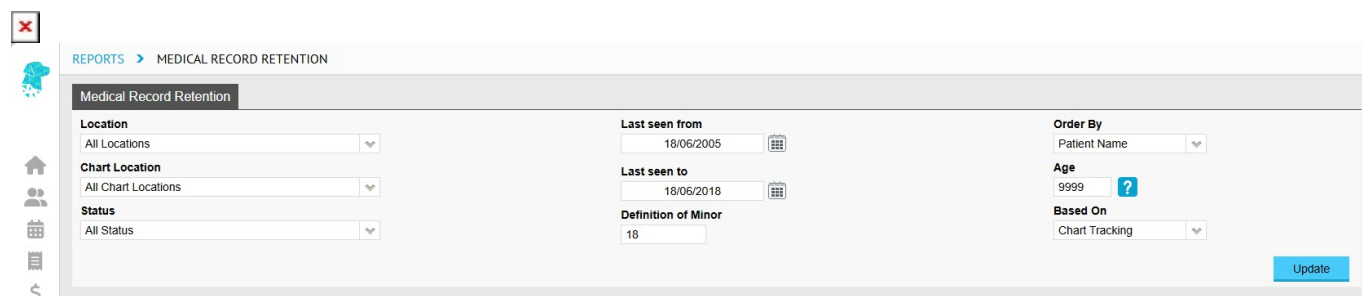
D R RW

New Report

FYDO has introduced a new report titled **Medical Record Retention**, designed to assist in identifying which patient records may be eligible for culling within a specified date range. The report automatically identifies patients who have been last seen during the selected date range, with the **'Last Seen From'** field defaulting to 20 years prior.

As retention requirements vary by state, particularly in how a "Minor" is defined (e.g., age 16 in some states, 18 in others) you can now select the appropriate **Definition of Minor Age** to align with local regulations.

Please note: This report is for identification purposes only. The report will display episodes eligible for culling; however, no medical record charts will be archived automatically. The chart status must be updated manually at this stage. Development is currently underway on the next phase of this feature, which will introduce an automatic archiving functionality.



The screenshot shows the 'Medical Record Retention' report interface. It includes a sidebar with navigation icons (home, people, calendar, list, dollar sign) and a main content area. The main area has a header 'REPORTS > MEDICAL RECORD RETENTION' and a sub-header 'Medical Record Retention'. Below this, there are several filter sections: 'Location' with a dropdown for 'All Locations', 'Chart Location' with a dropdown for 'All Chart Locations', and 'Status' with a dropdown for 'All Status'. To the right of these are date pickers for 'Last seen from' (18/06/2005) and 'Last seen to' (18/06/2018), a dropdown for 'Definition of Minor' (18), and a section for 'Order By' (Patient Name), 'Age' (9999 with a question mark icon), and 'Based On' (Chart Tracking). An 'Update' button is located at the bottom right.

Minimum Benefits Improvement

Another improvement implemented by FYDO is the ability to **Move Current Fees to Old Fees** within **Settings > Minimum Benefits > In Overnight Accommodation**. This enhancement streamlines the process, eliminating the need to manually enter each fee individually and significantly improving efficiency and reducing administrative workload



Bulk SMS Additions

FYDO has enhanced the Bulk SMS screen by adding two new columns: **Doctor/Surgeon** and **Health Fund Code**. These additions provide greater clarity and improve targeting for patient communications






FYDO Hospital Update - 12/06/2025

New Hover Feature

FYDO has introduced a new hover functionality on the **Appointment screen**, designed to streamline access to view deposit and payment information. By simply hovering your cursor over the billing status **'D'** or **'B'** icon, you can quickly view the amount a patient has paid—eliminating the need to navigate into their episode details.

This enhancement improves efficiency and provides a more convenient way to access key financial information at a glance.

Time			Name	MRN	Procedure	Surgeon	Notes	Sts	C	B	HF	OOP	
08:00						CONNORS, Curtis							...
08:15						CONNORS, Curtis							...
08:30						CONNORS, Curtis							...
08:45						CONNORS, Curtis							...
09:00						CONNORS, Curtis							...
09:15						CONNORS, Curtis							...
09:30						CONNORS, Curtis							...
09:45			FLINSTONE, Frederick	228		CONNORS, Curtis		B		D	DHF	500.00	...
10:00						CONNORS, Curtis							...
10:15						CONNORS, Curtis							...
10:30						CONNORS, Curtis							...
10:45						CONNORS, Curtis							...

Deposit - 500.00

Payment - 0.00

Estimated Admission Time Token

There is a new token available that can inform patients of their **estimated admission time** before the actual admission times have been finalised. For instance, if a patient is scheduled for a morning admission, the SMS may read:

*“Your admission to FYDO’s Day Surgery is confirmed. Your estimated admission time is between **08:00 AM and 12:00 PM**. The hospital team will contact you once the schedule is finalised to confirm your exact admission time.”*

The estimated time range that suits your facility can be configured via **Settings > System Configuration**. This feature allows for both an **AM** and a **PM timeframe** to be defined. Appointments falling within these timeframes will be given the stipulated estimated time, displayed in a 12-hour format.

To enable this feature in theatre lists, bed tracker, quick forms and SMS templates a new token has been introduced: **<<TimeRange>>**



New SMS Features Additional Filter Options

An enhancement has been made to **Settings > SMS Automation**, with the addition of new filtering options. FYDO now allows users to filter SMS automation rules by **Doctor**, **Health Fund**, **Appointment Type**, and **Patient Category**, providing greater flexibility and control in message

targeting. These filter options are available within the following SMS categories: **To Confirm Appointment**, **Post Discharge**, and **Admission Form Not Received**.

SMS Automation

Condition

To Confirm Appointment

Template

Clinic Appt Reminder

Days Before

0

Send At

12:49 PM

Location

Shaes Private Hospital

Doctor/Theatre

All Theatres

Add Additional Filters

Health Fund

All Health Funds

Doctor (Hospital)

All Doctors

Appointment Type

All Appointment Types

Patient Category

All Patient Categories

Cancel

Setup Auto SMS

[FYDO Hospital Update - 10/06/2025](#)

Heath Fund Fee Setup

There have been some recent changes to the fee setup to improve its functionality and provide additional configuration options.

Casebase Fees

A new column, '**Ignore Step Down**,' has been added, featuring a tick box option similar to the GST column. This functionality is particularly useful for facilities that wish to ensure certain fees are not subject to the usual percentage breakdown and are calculated at 100%, even when the item is performed as a secondary or subsequent procedure.



Exclude Private Room Add On

A new option to **Exclude Private Room** has been introduced in Casebase Fees, Casebase Multi and DRG Fees. This feature is designed to accommodate instances where hospitals are unable to charge

for a private room add-on for certain admissions, while still allowing the private room add on charge to be applied to all other Case Base or DRG fees.



Both of these columns will now be displayed in the Excel file when printing the fees, as illustrated below.

	A	B	C	D	E	F	G	H	I	J	K	L
1	MBS	Casebase	Procedure	Type	DVA	OutlierDay	OutlierRate	GST	ExcLOS	IgnoreStepDown	ExcludePrivateRoom	
2	13212	786.12	89.57	1		1	55	0	0	1	1	
3	13215	127.09		1		2	\$10	0	0	1	1	
4	13218	570.00		1		3	20	0	0	1	0	
5												

DRG Fees Exclude Other Services

In the same manner that this feature functions in the **Case Base Fees**, the **Exclude Other Services** option has been added to the **DRG Fees tab** and is now also reflected in the Excel spreadsheet.

Shaes Private Hospital

Fund

UII - Un-Insured Accounts

Start of Current Fee

01/01/2024

End of Current Fee

31/12/2025

Same Day Fees

Other Settings

Casebase Fees

Casebase Multi Item Fees

Timebase

DRG Fees

Overnight Accommodation Fees

Search

Old

Sameday Rate	IP Rate	CWO	SS Trim	SS Fee	LS 1 From	LS 1 To	LS 1 Fee	LS 2 From	LS 2 To	LS 2 Fee	LS 3 From	LS 3 To	LS 3 Fee	TFR Trim	TFR Disc	GST	Exclude Other Services	Exclude Private Room
0.00	0.00	0.00	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0.00			
20.00	40.00	0.00	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0.00			
20.00	40.00	0.00	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0.00			

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	DRG	ChargeSD	ChargeIP	CWO	SSTrim	SSFee	LS1From	LS1To	LS1Fee	LS2From	LS2To	LS2Fee	LS3From	LS3To	LS3Fee	TRF	TRFDisc	GST	exclpros	ExcludePrivateRoom
2	A13A	\$10,596	\$66,352	\$12,703	10	\$5,365														
3	A13B	\$5,181	\$41,836	\$5,979	7	\$5,122														
4																				

The new option to **Exclude Other Services** works in conjunction with the corresponding tick box for specific **Other Services/Protheses**. When selected, charges associated with the specific prothesis will not be raised.

Invoice: 21321 BUP: 22337029A									Invoice Total 5,146.00		Balance Due	
Inv #	To	DOS From	Acc Period	T	Code	Description	Qty	B	Charge inc GST	GST	T	
21321	BUP	25/04/2025	27/04/2025	A	ACCOM	Accom - advanced surgical for 2 Nights/s...	2	AS	\$1,902.00	0.00	H	
21321	BUP	25/04/2025	27/04/2025	R	A08B	Autologous Bone Marrow Transplant, Mi...	-		\$3,244.00	0.00	H	
21321	BUP	25/04/2025	27/04/2025	O	DE191	Canaliculus Intubation Sets	1	6	\$0.00	0.00	H	
21321	BUP	25/04/2025	27/04/2025	O	DE277	Frontalis Suspension Set	1	6	\$0.00	0.00	H	
21321	BUP	25/04/2025	27/04/2025	O	DE472	Endowrist Stapler 45	1	6	\$0.00	0.00	H	

DRG Charge Weight of One (CWO) Addition

A new **CWO** column has been introduced for hospitals needing to accommodate health fund contracts that utilise this structure.

Shaes Private Hospital

Fund

UII - Un-Insured Accounts

Start of Current Fee

01/01/2024

End of Current Fee

31/12/2025

Same Day Fees

Other Settings

Casebase Fees

Casebase Multi Item Fees

Timebase

DRG Fees

Overnight Accommodation Fees

Edit

Print

Search

Current

DRG	Sameday Rate	IP Rate	CWO	SS Trim	SS Fee	LS 1 From	LS 1 To	LS 1 Fee	LS 2 From	LS 2 To	LS 2 Fee	LS 3 From	LS 3 To	LS 3 Fee	TFR Trim	TFR Disc	Sameday Rate
C08Z	0.00	0.00	0.00	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0.00	0.00
D08Z	20.00	40.00	0.00	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0.00	20.00
G44C	20.00	40.00	0.00	0	0.00	0	0	0.00	0	0	0.00	0	0	0.00	0	0.00	20.00

FYDO Hospital Update - 05/06/2025

Doctors Statutory Declaration

A new checkbox option has been added under the Doctor section in Settings to indicate whether the doctor has signed their Vaccination Statutory Declaration.

This information has also been added to the **Doctors List > Excel Export**.



Patient Alerts Screen Improvements

The Patient Alerts screen will now display over additional pages if there are more than 50 entries to show. This enhancement will improve loading performance and allow users to click between pages.



FYDO Hospital Update - 29/05/2025

Doctors Credentialing Alerts

FYDO's latest feature introduces alerts related to doctor credentialing.

Under *Settings > System Configuration > Hospital*, four new tick box options are now available:

- **On Admission - Make valid credentialing mandatory**
- **Theatre Roster - Alert when credentialing has expired**
- **Theatre Roster - Alert when indemnity insurance has expired**
- **Theatre Roster - Alert when AHPRA registration has expired**



If your facility utilises these new tick boxes, a pop-up message will appear indicating which specific requirement needs attention whether during patient admission or when creating a theatre booking.

Credentialling Invalid or Expired

The doctor's credentialling is either invalid or expired, please correct this information before proceeding.

Ignore and ProceedCancel

Pre-Admit Holding Bay

In the Pre-Admit holding bay, a new option is now available when committing a patient: you can select 'IFC Signed' if you are linking the form to a particular episode and the patient has digitally signed the Informed Financial Consent (IFC). Once selected, this will be reflected in the checklist on the admission screen.



Tokens

FYDO now has a token for the Signed Informed Financial Consent (IFC) Checklist Item. This token will work on:

- Theatre List
- Quick Forms
- SMS
- Handover Report
- Bed Tracker

Please see below to view the newly added token:

<<IFCs>>	Checklist - IFC Signed	Y = ticked
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For a full list of available IFC tokens, click the link below to access our FYDO Wiki Manual:

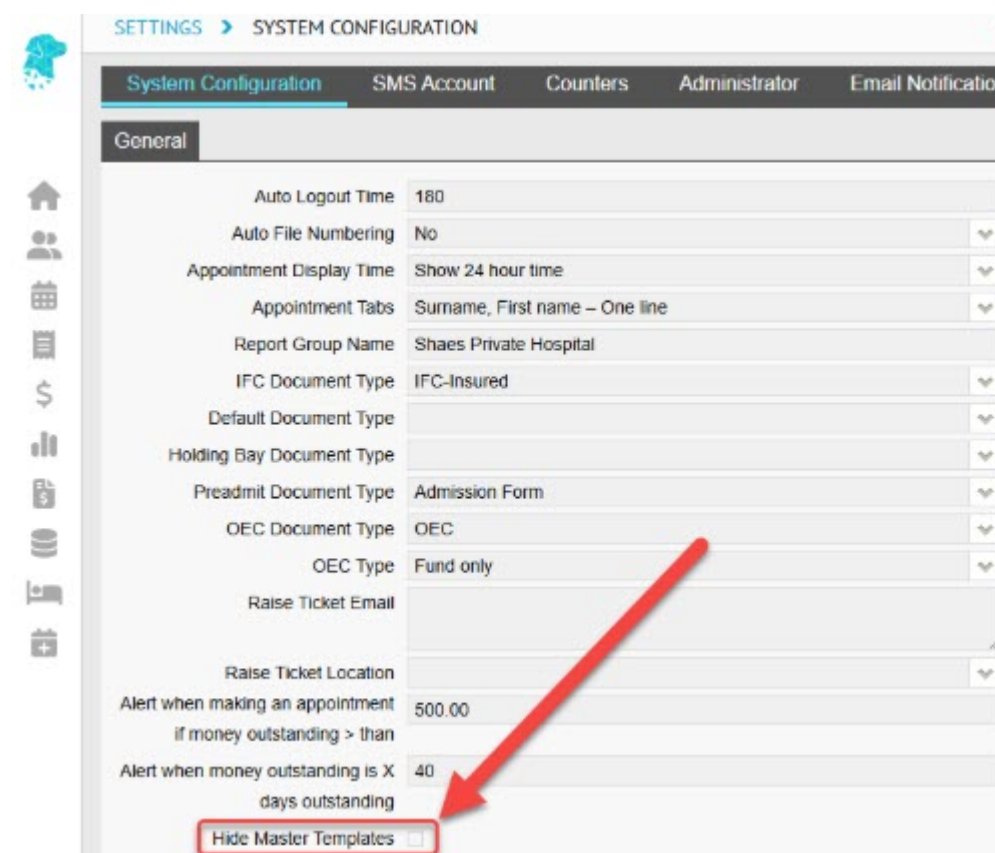
[Tokens - Hospital - FYDO Wiki](#)

[FYDO Hospital Update - 22/05/2025](#)

Master Templates

FYDO now allows hospitals to “**hide**” the **Master Templates** so that they are not an option for users to select accidentally.

This setting can be amended by a user from your hospital that has access to **Settings > System Configuration** by ticking the **Hide Master Templates** checkbox. Once this is selected the master templates will not be displayed in any of the dropdowns where users are able to select from available template option, for example when creating an IFC or Invoice.



SETTINGS > SYSTEM CONFIGURATION

System Configuration SMS Account Counters Administrator Email Notification

General

Auto Logout Time	180
Auto File Numbering	No
Appointment Display Time	Show 24 hour time
Appointment Tabs	Surname, First name – One line
Report Group Name	Shaes Private Hospital
IFC Document Type	IFC-Insured
Default Document Type	
Holding Bay Document Type	
Preadmit Document Type	Admission Form
OEC Document Type	OEC
OEC Type	Fund only
Raise Ticket Email	
Raise Ticket Location	
Alert when making an appointment if money outstanding > than	500.00
Alert when money outstanding is X days outstanding	40
Hide Master Templates	<input type="checkbox"/>

Tokens

FYDO now has tokens for the Referring Doctor details listed on the Edit Appointment Screen. These tokens will work on:

- Theatre List
- Bed Tracker
- Quick Forms
- SMS
- Template Type (Hospital Invoice)

Please see below for a list of the newly added tokens:

Referring Doctor Details

Token Name	Data	Notes
<<EpRef>>	Referring Doctor Full Name	e.g. CITIZEN, John
<<EpRefFirstN>>	Referring Doctor First Name	
<<EpRefI>>	Referring Doctor First Name Initial	e.g. J
<<EpRefLastN>>	Referring Doctor Last Name	e.g. CITIZEN
<<EpRefFI>>	Referring Doctor Initials	e.g. JC
<<EpRefTitle>>	Referring Doctor Title	
<<EpRefProvNo>>	Referring Doctor Provider Number	
<<EpRefDate>>	Patients Referral Date	dd/mm/yyyy
<<EpRefPeriod>>	Patients Referral Period	
<<EpRefFV>>	Patients First Visit	dd/mm/yyyy

For a full list of available hospital tokens, click the link below to access our FYDO Wiki Manual:

[FYDO Wiki - Hospital Tokens](#)

Certificates in Claiming Hospital

FYDO now enables access to certificates from the **Claiming Hospital > Claims & Not Yet Sent** tabs. This feature will prove valuable in the event of rejections, allowing you to quickly verify whether a certificate has been applied to a specific episode. Simply right-click to view the available options, which will now include **Certificate**.

<input type="checkbox"/>	03/09/2024	03/09/2024	390	30/10/2024	ADF	154	LADY, Testing
<input checked="" type="checkbox"/>	20/10/2024	20/10/2024	391	20/10/2024	ADF	154	LADY, Testing
<input type="checkbox"/>	02/10/2024	02/10/2024	412	09/10/2024	AHM	175	FRESCO, Alex
<input type="checkbox"/>	08/05/2024	08/05/2024	238	08/05/2024	AHM		WHITE, Snow
<input type="checkbox"/>	22/01/2025	22/01/2025	483	22/01/2025	AUH	228	FLINSTONE, Frede

Coding
Episodes
Patient
Certificate

FYDO Hospital Update - 15/05/2025

Revenue Report

The option to filter by **Health Fund Groups** has been added to the **Revenue Report**. This feature functions in the same way that it does in the Episode Stats Report, requiring a single location to be selected. For single-location databases, this will occur by default. For multi-location databases, the location will need to be selected manually.



IFC Checklist Item

The original “**IFC Complete**” option on the **Patient Appointment Checklist** has been updated to give facilities more flexibility in tracking progress through the admission process. The new IFC options are:

- **IFC Created** – tick this when the IFC has been generated
- **IFC Signed** – tick this once the patient has signed their IFC

Audit logs have been added to track when these boxes are ticked and unticked. The new IFC options have also been included in the *Episode Stats > Raw Data Export Report* and are available to add to a Custom View.

This update also lays the groundwork for exciting upcoming features – including the ability for the “IFC Signed” box to be automatically ticked when a patient electronically signs their IFC. So.... Watch this space!



Bed Occupancy Report

A new filter has been added to the **Bed Occupancy Report** that allows for the data to be displayed in additional useful formats. The options in the **Group By** drop down are:

- **No Group** – Report will run as it has historically run
- **Speciality** – Information will be grouped by admitting doctors Speciality
- **Dr/ Surgeon** – Information will be grouped by the admitting Doctor / Surgeon
- **Health Fund** – Information will be grouped by the patients Episodic Health Fund



Theatre Roster Access Levels

Improvements have been made to the **Theatre Roster access levels** to ensure all staff have appropriate access to the functions required for their daily tasks.



These updated settings allow staff to be granted access to specific components of the Theatre Roster, including:

1. **Theatre Roster** - Allows the user to view the Theatre Roster Screen only.
2. **Theatre Roster Bookings** - Controls access to the theatre booking functionality:
 - **RW** (*Read & Write*) - View, and edit theatre bookings
 - **R** (*Read*) - View theatre bookings only
 - **D** (*Deny*) - No access to view theatre bookings
3. **Theatre Roster Episodes** - Allows the user to amend the **Episodes** section within a Theatre Booking.
4. **Theatre Roster Files** - Allows the user to add, edit and remove **Files** associated with the Theatre Booking.
5. **Theatre Roster Staff** - Allows the user to enter and amend the **Staff** assigned to the Theatre Booking.



South Australia Cancer Registry Data Extract

Following the addition of the **South Australian Cancer Registry** screen during our FYDO Hospital Update on 27/03/2025 ([FYDO Hospital Update - 27/03/2025 - FYDO Wiki](#)) the ability to **extract** this data has been implemented.

South Australian hospitals can now utilise the **SA Cancer Registry** option to extract this information in the same manner as any other data type.



FYDO Hospital Update - 09/05/2025

Patient Alerts Flag

The **Patient Alerts Flags**, generated from **Preadmit**, can now be added to **Custom Views** on the **Appointment Screen**. This feature allows staff to easily see items that have triggered alerts while patients complete their online admission forms. Once added to a Custom View, simply hover over the icon to view the alert details.



Cancelling Theatre Bookings

Facilities can now **Cancel** entire **Theatre Bookings** in one action using a new feature that allows all episodes **linked** to a specific Theatre Booking to be cancelled simultaneously.

Users can select a **Cancellation Reason** from the drop down, which will be applied to all linked Episodes. This is a time-saving feature where an entire doctor's list needs to be cancelled.

This feature also works in reverse, allowing entire lists to be reinstated if needed.



Arrears Report API

A new **API** is available to obtain information from the **FYDO Arrears Report**.