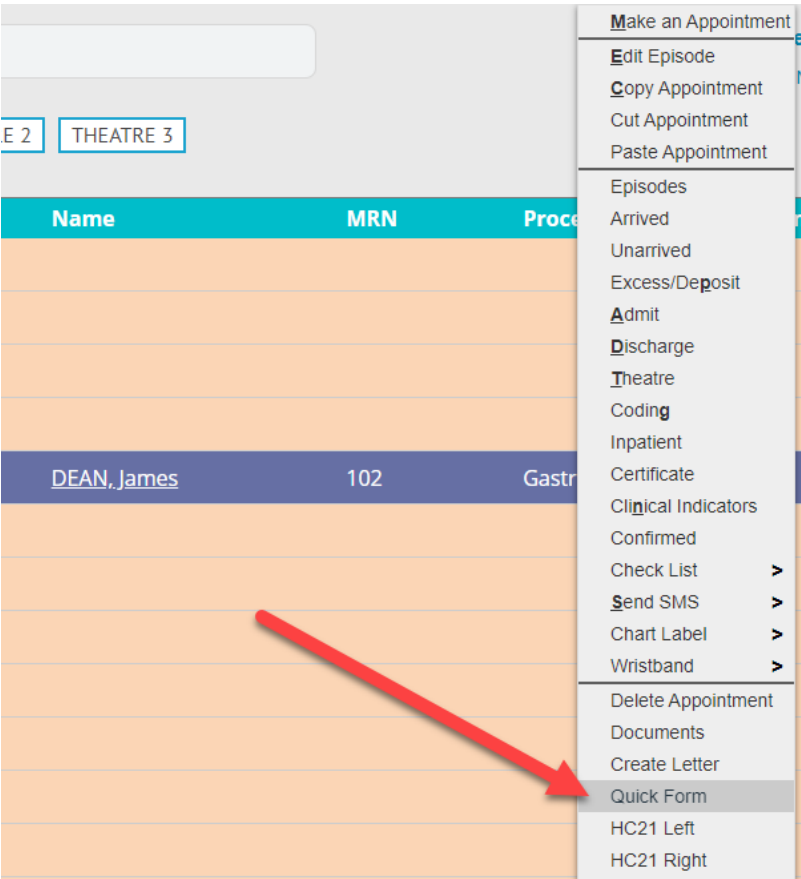


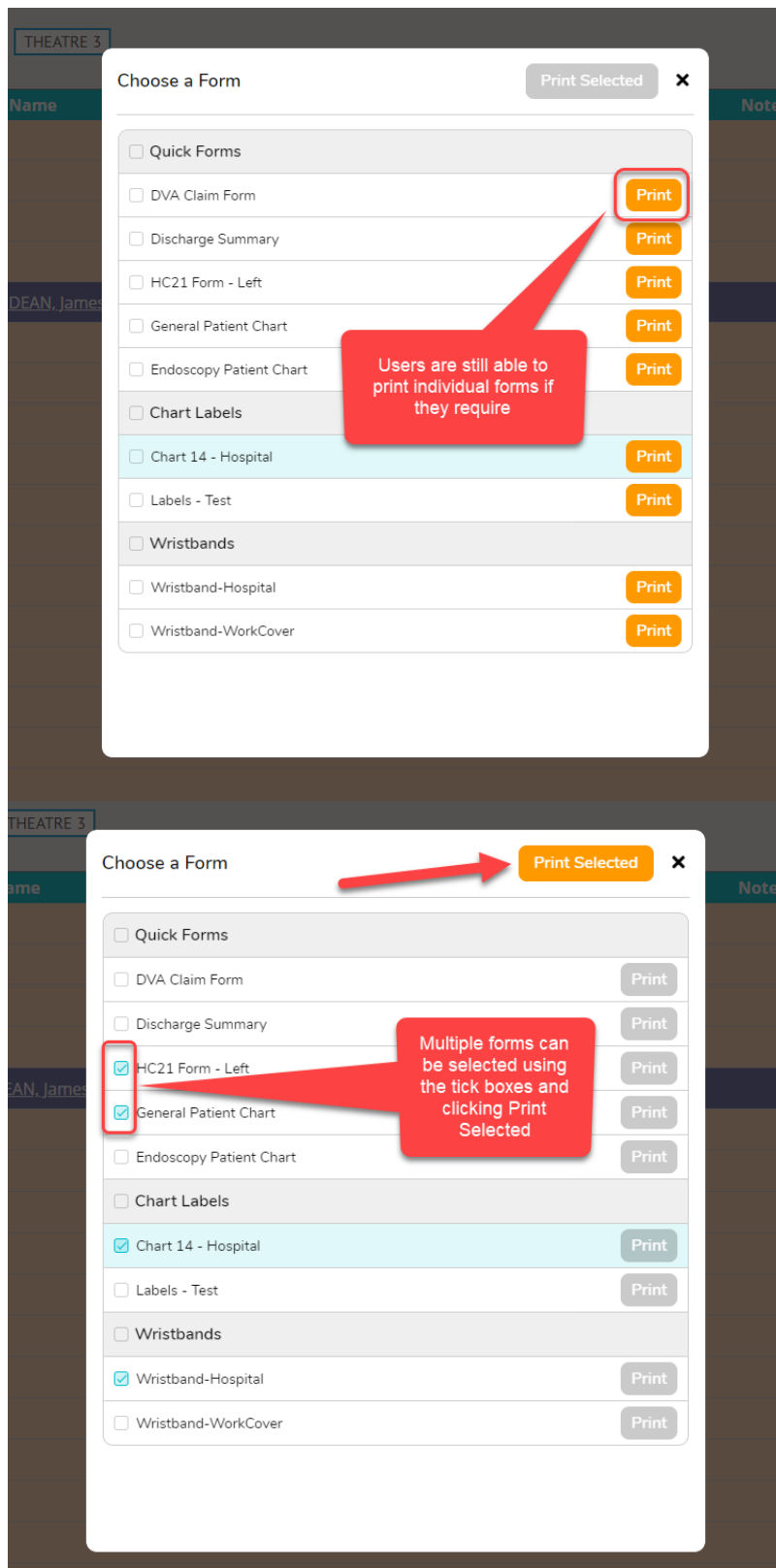
FYDO Hospital Update - 05/01/2024

Quick Form Enhancements!

We've revamped the **Quick Form** feature for improved user workflow and efficiency. The new layout, accessible from the Right-Click Menu in Appointments, allows users to **print multiple forms simultaneously**. The updated Quick Forms pop-up now includes **Labels** and **Wristbands**, enabling users to print all required forms from ONE PLACE!

Individual forms are still able to be printed by clicking the orange **Print** button. Selecting multiple forms activates the **Print Selected** button for a one-click, multi-form print experience!





DRG Fee Import Feature

Introducing the DRG Fees Import Feature! Now, users can import DRG Fees into FYDO using an Excel file. For step-by-step instructions, check out our new Wiki page:

[Hospital Health Fund Fees - Importing DRG Fees](#)

Shaes Private Hospital Fund: MPL - Medibank Private Limited Part of MPL Start of Current Fee: 01/01/2023 End of Current Fee:

Same Day Fees Other Settings Casebase Fees Casebase Multi Item Fees Timebase DRG Fees Overnight Accommodation Fees

Save Cancel

More Actions

Click to Move All Current Fees to Old Fees

Import Fees

DRG	Same Day Rate	IP Rate	SS Trim	SS Fee	LS Trim	LS Fee	TFR Trim	TFR Disc	Same Day Rate	IP Rate	SS Trim	SS Fee	LS Trim	LS Fee	TFR Trim	TFR
	0.00	0.00	0	0.00	0	0.00	0	0.00	0.00	0.00	0	0.00	0	0.00	0	

Doctors Data - New Fields Available

FYDO now has four additional fields available in **Settings > Doctors** to assist facilities efficiently manage and document credential information in FYDO. These fields include:

- **Approved Scope of Practice**
- **SoCP Conditions**
- **Radio Use License**
- **Colonoscopy Recertification**

SETTINGS > DOCTORS > 7 - HOUSE, GREG

Doctor Details Other

Doctor Details

Dr Code: 7 Title: Dr

First Name: Greg Surname: House

Address:

Suburb:

Phone: () - Fax: () -

Mobile: - -

Email: ghouse@hospital.com.au

Email CC:

Qualification:

Status: Active

Insurance:

Policy No:

Location: Shaes Private Hospital Hospital

Provider: 0

Date of Birth: Age: Sex:

Dr ABN: - - -

Speciality (VIA): Gastroenterology/Hepatology

Speciality: Gastroenterologist

Type:

AHPRA:

Expiry Date:

HPI-I:

Status:

Last Verified:

Approved Scope of Practice

SoCP Conditions

Radio Use License

Colonoscopy Recertification

Expiry Date

Expiry Date

Bank Details

Account Name:

Episode Stats Report Additions

Users can now filter the **Episode Stats Report** by **Health Fund Groups**! Easily collect and organise data for multiple funds, under a specific group, at once (e.g. AHSA, ARHG etc). The new **Group By (Primary)** option, **Health Fund (Group)**, also enables sorting data by Health Fund Groups.

REPORTS > EPISODE STATS

Episode Stats

Location: All Locations

Sex: All Sexes

Doctor: All Doctors

Indigenous: All Indigenous

Fund: 32 items checked

Select All

Australian Health Service Alliance (Group) AHSA 5

Australian Regional Health Group Limited (Group) ARHG 8

BUPA Australia (Group) BUPA 56

HCF of Australia Limited (Group) HCF 24

Medibank Private Limited (Group) MPL 35

NIR Health Funds Limited (Group) NIR 1%

Referring Doctor:

Speciality: All Specialities

Patient Category: All Patient Categories

Booking Code 1: All Booking Codes 1

Booking Code 2: All Booking Codes 2

Cancelled: All Cancelled

MBS: Search for a MBS

Select All

As principal MBS

Within entire episode

Diagnosis: Search for a Diagnosis

Select All

As principal diagnosis

Within entire episode

Procedure: Search for a Procedure

Select All

As principal procedure

Within entire episode

Condition Onset: All Condition Onset

DRG: Search for a DRG

Select All

Report Types: Detail Summary

Group By (Primary): Health Fund (Group)

Group By (Secondary): No Group

Filter: No filter set

Based On: Admission Date Discharge Date

From: 01/09/2023 To: 03/01/2024

Exclude Cancelled Episodes

Order By: Alphabetically

Update

The **Medicare Eligibility** has now been added to the **Episode Stats > Export to Excel - Raw Data**.

	E	F	G	H	I	J	K	L	M		AC	AD	AE	AF	AG	AH
1	PatientName	Sex	DOB	Address1	Address2	Suburb	State	Postcode	Email		MedicareNum	MedicareIssueNumber	MedExpiry	MedElig	MedEligDesc	Admission Adn
2	BRANSON, Richard	M	18/07/1950	22 Necker Way		BADU ISLAND	QLD	4875			4292-	5	31/01/2026	1	Eligible - Australian Resident	340
3	BRANSON, Richard	M	18/07/1950	22 Necker Way		BADU ISLAND	QLD	4875			4292-	5	31/01/2026	1	Eligible - Australian Resident	341
4	DAY, Doris	F	03/04/1922	333 Sunshine Bo		Windy Harbour	WA	6262	doris@calamitjane.com.au			5	31/01/2026	1	Eligible - Australian Resident	280
5	DAY, Doris	F	03/04/1922	333 Sunshine Bo		Windy Harbour	WA	6262	doris@calamitjane.com.au			5	31/01/2026	1	Eligible - Australian Resident	287
6	DAY, Doris	F	03/04/1922	333 Sunshine Bo		Windy Harbour	WA	6262	doris@calamitjane.com.au			5	31/01/2026	1	Eligible - Australian Resident	526

Length of Stay Report Enhancements

The **Length of Stay Report** now supports the inclusion of cancelled episodes. By default, it will **Exclude Cancelled Episodes**, but facilities can now easily include them (if they are admitted and discharged) by un-ticking the **Exclude Cancelled Episodes** box. Once un-ticked, the **Cancelled** filter becomes available, allowing for episodes that fall under specific cancelled reasons to be added to the collated data.

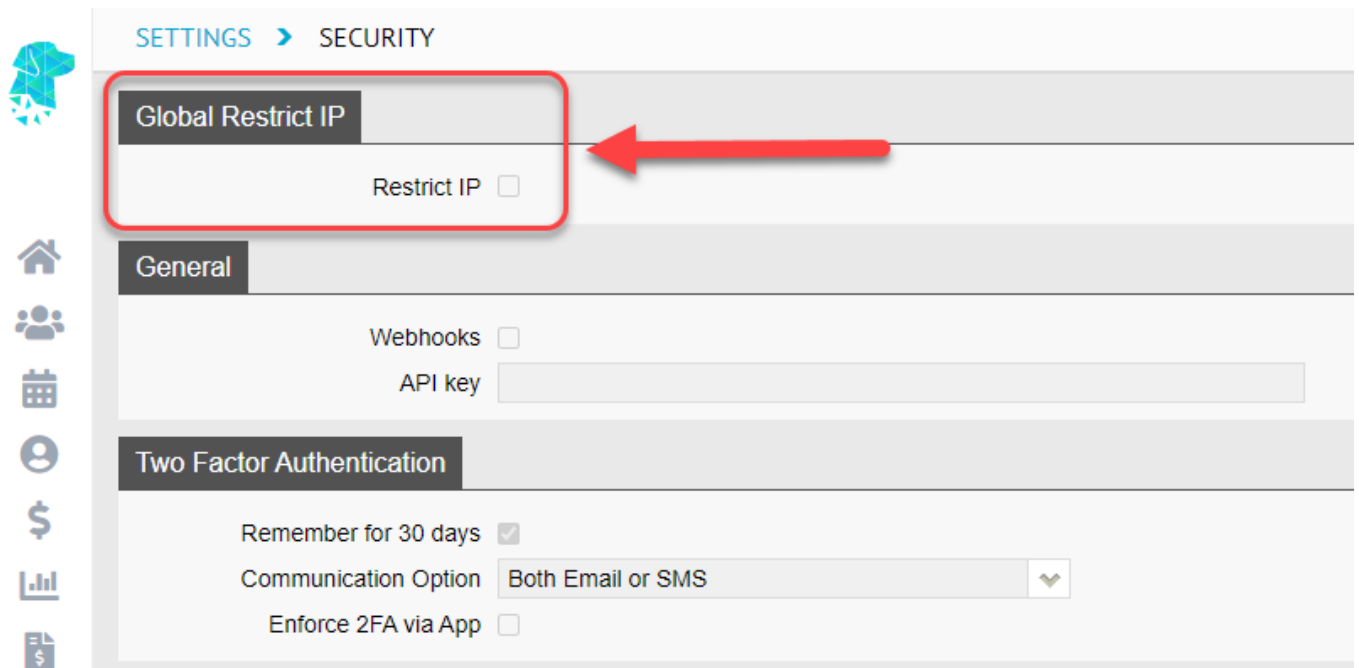
For instance, to obtain information on all completed episodes AND episodes **Cancelled After Arrival**, select the options provided in the screenshot below.

The screenshot shows the 'LENGTH OF STAY' report configuration page. On the left, there are various filter categories like Location, Doctor, Anaesthetist, Fund, Speciality, Patient Category, Theatre, Booking Code 1, Booking Code 2, Anaesthetic, and Cancelled. The 'Cancelled' filter is expanded, showing a list of options: 'Cancelled After Arrival', 'Cancelled', 'Cancelled Within 24 Hours', 'Covid', 'Did Not Attend', and 'Facility Cancellation'. A red callout points to the 'Cancelled After Arrival' option, stating 'Select required Cancelled Categories to be INCLUDED in data'. On the right, there are sections for 'Based on', 'Report Type', 'Order By', 'Based On', 'From', 'To', and 'Exclude Cancelled Episodes'. A red callout points to the 'Exclude Cancelled Episodes' checkbox, stating 'Un-Tick this box'.

New IP Restriction Function

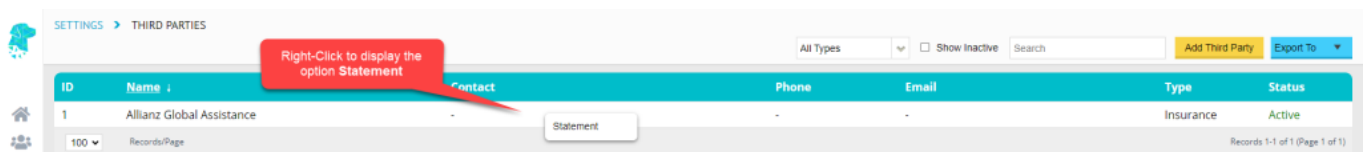
Facilities can now use the new **Global Restrict IP** function in **Settings > Security** to simultaneously restrict all users to a specific IP address. While the ability to restrict individual users is still available in **Settings > Users**, this new feature streamlines the process for applying IP Restrictions across the board.

Only users with the required access levels will be able to make amendments to these settings.



Third Party Statements

FYDO now enables users to generate statements for Third-Party companies by navigating to **Settings > Third Parties** and right-clicking on the required line.



A pop-up is displayed, allowing users to select the required dates before clicking **Print** to generate the statement.

Third Party Statement

Location

Shaes Private Hospital

From

01/12/2023

To

31/12/2023

Messages

All Messages

Cancel

Print

FYDO Hospital Update - 14/12/2023

Theatre Screen - New Save Feature

We are excited to introduce a new feature on the **Theatre Screen** that allows users to seamlessly add, and save, information without closing the screen. The new **Save & Continue** button is particularly beneficial for facilities that need to input data during procedures, enabling real-time updates without the need to repeatedly reopen the screen.

The existing functionality of the **Save** button will remain unchanged and will now be called **Save & Exit**.

The screenshot shows the 'THEATRE SCREEN' interface. At the top, there's a header with 'APPOINTMENTS > THEATRE SCREEN' and a total of '22,596.00'. Below this, patient information is displayed: MRN 127 - MELON, Mrs Coco, DOB 07/07/1977 [46] Sex Female, Adm No 333, Adm Date/Time 13/12/2023 06:00, Dis Date/Time -, Dr/Surgeon PIERCE, Hawkeye, Fund MPL, Location Shaes Private Hospital (QLD), Anaesthetist LAMON, John. The interface is divided into sections: 'Theatre Visits' on the left, 'Theatre Information' in the middle, and a table of 'Other Services' at the bottom. The 'Theatre Visits' section includes fields for Anaesthetic Type, IV/Sedation, Anaesthetic Type, None, Planned Time in Theatre, Visit to Theatre, No Theatre Proceed, ASA Score, and a list of time points (Pre-Op, Anaesthetic Start, Time in Theatre, Surgical Time Out, Positioned Time, Procedure Start, Procedure Finished, Time Out Theatre, Scrub Nurse). The 'Theatre Information' section includes Recovery 1, Recovery 2, Recovery 3, Ready for, Discharge/Ward, Side, Pathology, Theatre On Hold, Invoice On Hold, and Theatre Complete. The 'Other Services' table has columns: Code, Description, Qty, Date of Srv, Send Invoice To, Serial #, Data, and Action. It lists two services: AL025 AcrySof Multipiece Models MNSOMA, MNSOAC and AL005 DUOVISC VISCOELASTIC SYSTEM.

Unbilled Revenue Report Additions

Theatre ID and **Theatre Name** have been added to the **Unbilled Revenue Report > Excel - Raw Data Export**.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
1	Locid	LocName	Patient	MRN	EpiNo	AdmDate	LOS	Fund	From	To	Desc	Fee	GST	Band	BandID	BedType	Qty	cPatCat	Item	ItemType	BillTo	TheatreID	TheatreName
26	1	Shaes Priv DAY, Doris	103	52	30/08/202	1	AHM	30/08/2023	30/08/2023	Endoscopic examin	450	0	2	0		1	D/O	32222	C	H		3	Theatre 3
27	1	Shaes Priv DEAN, James	102	39	22/08/202	1	MPL	22/08/2023	22/08/2023	SameDay Accommc	600	0	4	1		1	D/O	ACCOM	A			1	Theatre 1
28	1	Shaes Priv DEAN, James	102	44	20/11/202	1	MPL	20/11/2023	20/11/2023	Removal of one or i	888	0	3	0		1	D/O	32229	C	H		1	Theatre 1
29	1	Shaes Priv HAYNES, Corn	111	11	04/10/202	1	BUP	04/10/2023	04/10/2023	SameDay Accommc	300	0	3	2		1	D/O	ACCOM	A			1	Theatre 1
30	1	Shaes Priv JACKSON, Mid	104	10	09/08/202	1	BUP	09/08/2023	09/08/2023	SameDay Accommc	400	0	4	2		1	D/O	ACCOM	A			1	Theatre 1
31	1	Shaes Priv KNIGHT, Kathy	122	5	22/11/202	1	MPL	22/11/2023	23/11/2023	Accom - for 1 night	0	0		0	2	1	I/P	ACCOM	A			1	Theatre 1
32	1	Shaes Priv LETTERS, CAPI	124	4	02/10/202	1	ACA	02/10/2023	02/10/2023	SameDay Accommc	500	0	3	2		1	D/O	ACCOM	A			1	Theatre 1

Bug Fix - Invoice On Hold Feature

The issue that some users were experiencing with the Invoice On Hold feature not functioning correctly has now been resolved.

This feature gives facilities the ability to:

- Place an **Individual Health Fund** on hold (*Settings > Health Funds*)
- Place a **Head of Group Health Fund** on hold (*Settings > Health Funds*)
- Place an **Individual Episode** on hold (*Edit Appointment*)

SETTINGS > HEALTH FUNDS > 4 - AUSTRALIAN HEALTH MANAGEMENT GROUP LIMITED

LOCATION: Shaes Private Hospital

Fund Details

ID	4	Phone	() -	Fax	() -
Fund Code	AHM	Contact			
Name	Australian Health Management Group Limited				
Address					
Suburb		Data Extract Email			
Rehab Code		Status	<input checked="" type="checkbox"/> Active		
		Is this fund the head	<input type="checkbox"/> No		

Hospital Settings

Part of Group (Fees)	Medibank Private Limited	Prostheses ECLIPSE mapping	
Part of Group (Data Extract)	--- Select ---	Other ECLIPSE mapping	
DRG Version	--- Select ---		
Band Version	National	<input type="checkbox"/> Program Number not required	
HCP Code		<input type="checkbox"/> ECLIPSE Enabled	
Invoice on Hold	--- Select ---	<input type="checkbox"/> Per Diem to SVB	
Invoice Hold Start		<input type="checkbox"/> Treat as Uninsured	
		<input type="checkbox"/> Don't update prostheses fees	

Individual Health Funds, and Head of Group Health Funds, can be placed on hold here.

The Invoice Hold Start Date can also be utilised to place a fund on hold from a certain date. This will allow billing, of that health fund, to continue for dates prior to the Invoice Hold Start Date.

APPOINTMENTS > EDIT APPOINTMENT (127- MELON, COCO)

Booking Details

Location	Shaes Private Hospital		
Theatre/List	Theatre 1	Roster	Select Roster
Dr/Surgeon	PIERCE, Dr Hawkeye		
Surgical Assistant	Select Surgical Assistant		
Other Surgical Assistant	Select Other Surgical Assistant		
Anaesthetist	LENNON, Dr John		
Anaesthetic (Primary)	IV/Sedation	Anaesthetic	None
Apmt Date	13/12/2023	Time	10:00
Appointment Type	Standard 30	Adm #	333
Proc Notes	Left Cat & IOL		
Other Notes			

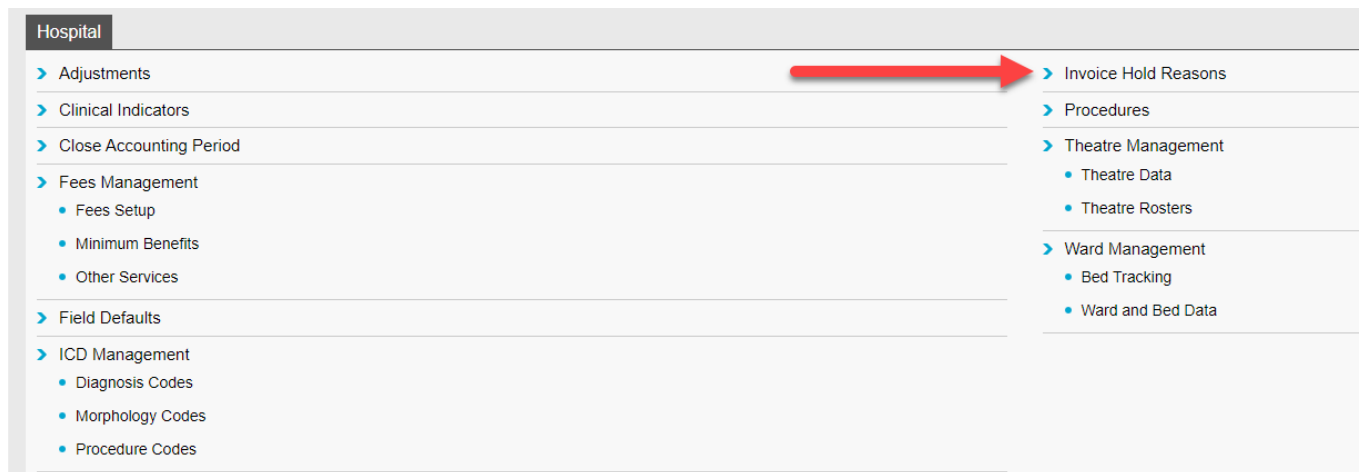
☐ OEC Received
 ☐ OEC Checked
 ☐ IFC Completed
☐ Admission Form Received
 ☐ Chart Ready
 ☐ Consent Received

Patient Category	Day Only	Start at Day	1	Discharge	0
Accom Type	Accom - Medical	Room Type	Private		
Bed Notes					
Cancelled		Arrived Time			
Booking Code 1					
Food Instructions					
Fasting Food		Fasting Fluids			
Planned Time in Theatre		Admission Time	06:00	Procedure Time	
Program		NHTP	No	Inv Hold	

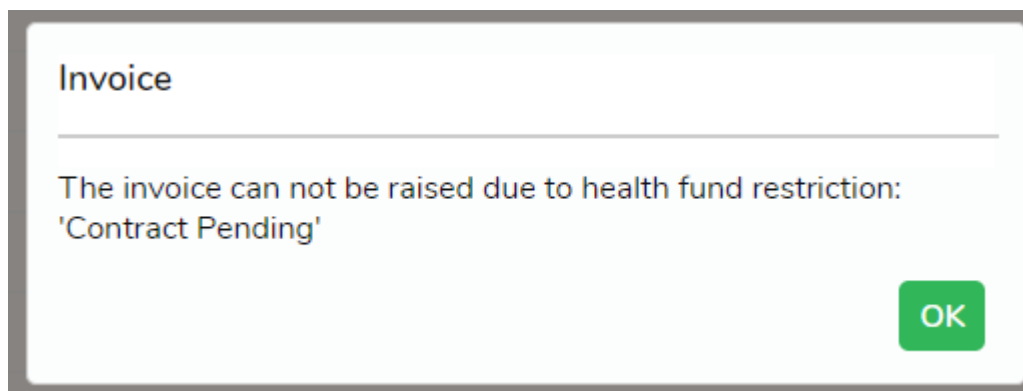
Flags ☐ New Patient ☐ Interm Billing ☐ Medical Only ☒ MHR consent

Individual Episodes can be place on hold by utilising the Inv Hold field in the Edit Appointment Screen.

Each facility has the flexibility to customise **Invoice Hold Reasons** to accommodate their specific requirements for placing invoices on hold. This can be done, by a user with the required access levels, by navigating to **Settings > Hospital > Invoice Hold Reason**.



For Individual Health Funds and Head of Group Funds that are placed on hold, users will receive the below alert if they attempt to bill an episode that is linked to an on-hold health fund. However, there will be no visual cue in each individual appointment, as this field is intended to be used for placing only that specific episode on hold (e.g. Awaiting Pathology). This distinction ensures facilities can differentiate between a health fund being on hold and an individual episode being on hold, allowing them to utilise both features simultaneously if the need ever arises.



[FYDO Hospital Update - 30/11/2023](#)

New Report - Item Stats

A new **Item Stats Report** has been added to FYDO that allows users to obtain statistics on all items listed in the Theatre Screen.

This will allow users to collate data easily and efficiently on numbers of procedures performed, whether they are primary or subsequent procedures.

REPORTS

ITEM STATS

Item Stats

Location

All Locations

Doctor

All Doctors

Fund

All Funds

Anaesthetist

All Anaesthetists

Anaesthetic

All Anaesthetic

Theatre

All Theatres

Speciality

All Specialities

Patient Category

All Patient Categories

Booking Code 1

All Booking Codes 1

Booking Code 2

All Booking Codes 2

Cancelled

All Cancelled

Sex

All Sexes

Indigenous

All Indigenous

Born After From

To

Referring Doctor

Search for a Referring Doctor

Family Dr.

All Family Doctors

MBS

Search for a MBS

Diagnosis

Search for a Diagnosis

Procedure

Search for a Procedure

Condition Onset

All Condition Onset

DRG

Search for a DRG

Based On

Admission Date

Discharge Date

From

To

Exclude Cancelled Episodes

Order By

Alphabetically

Banding

National

Update

Revenue Report Additions

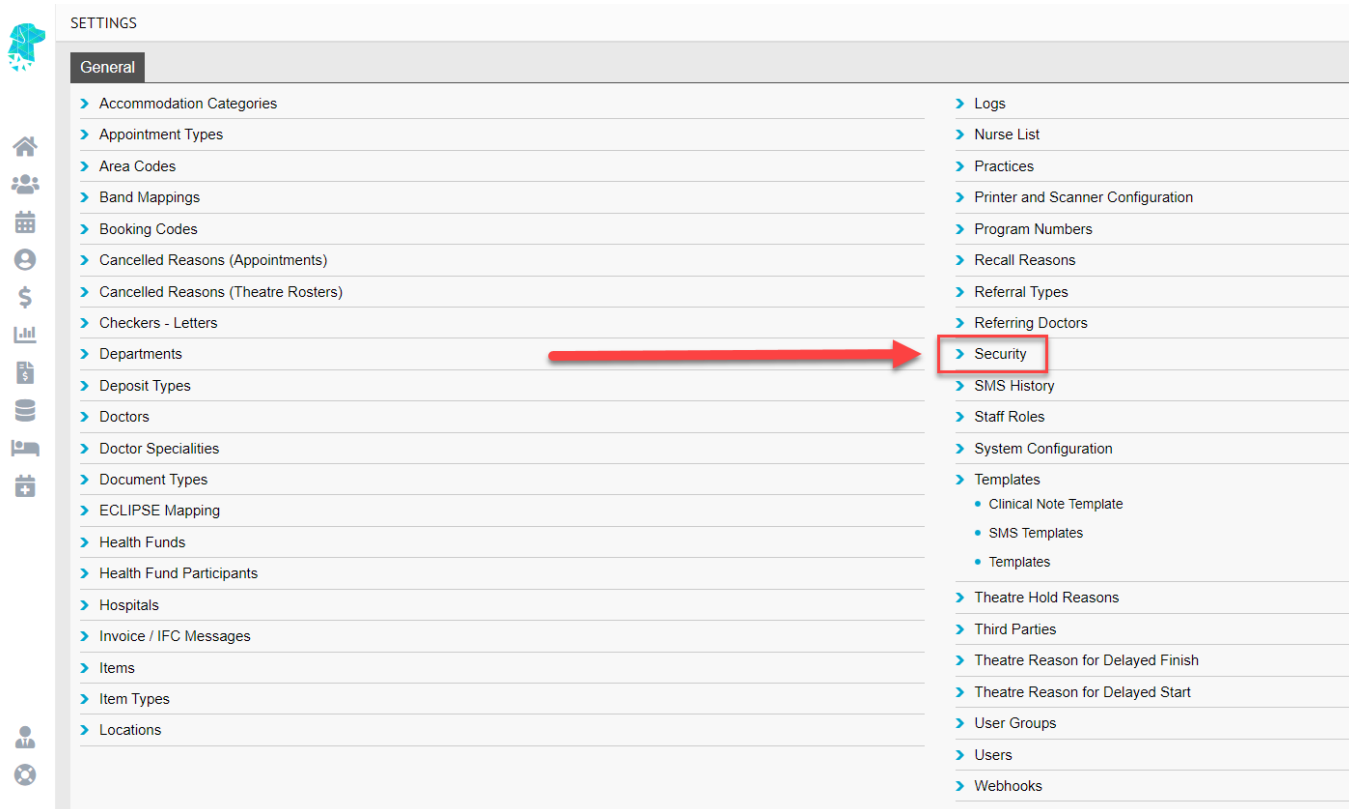
Additional fields have been added to the **Excel - Raw Data Export** of the **Revenue Report**. These fields include:

- Theatre ID
- Theatre Name
- Time In Theatre (*First theatre visit*)
- Time Out Theatre (*First theatre visit*)
- Minutes in Theatre (*First theatre visit*)

C	D	E	F	G	H	I	J	K	L	AP	AQ	AR	AS	AT	AU	AV
MRN	EpiNum	InvNum	AccountIn	DateSent	Surname	First name	Admission D	Discharge D	InvSurgeon Name	Theatre	TheatreName	Anaesthe	TimeInTheatre1	TimeOutTheatre1	Day Category	MinsInTheatre1
129	15	157	01/11/202	Peep	Bo	01/11/2023	01/11/2023	Connors, Curtis		1 Theatre 1	1 Theatre 1	IV/Sedati	08:00	08:45	D/O	45
103	61	160	20/11/202	Day	Doris	13/11/2023	13/11/2023	Pierce, Hawkeye		1 Theatre 1	1 Theatre 1	IV/Sedati	08:00	08:20	D/O	20
113	39	161	13/11/202	Smith	John	13/11/2023	13/11/2023	Pierce, Hawkeye		1 Theatre 1	1 Theatre 1	IV/Sedati	10:00	10:20	D/O	20
113	39	162	13/11/202	Smith	John	13/11/2023	13/11/2023	Pierce, Hawkeye		1 Theatre 1	1 Theatre 1	IV/Sedati	10:00	10:20	D/O	20
129	17	159	13/11/202	Peep	Bo	13/11/2023	13/11/2023	Pierce, Hawkeye		1 Theatre 1	1 Theatre 1	IV/Sedati	08:00	08:20	D/O	20
122	6	163	29/11/202	Knight	Kathy	29/11/2023	29/11/2023	House, Greg		1 Theatre 1	1 Theatre 1	IV/Sedati	10:00	10:20	D/O	20

Security Settings Relocation

The **Security Settings**, originally located in **System Configuration**, can now be accessed directly from Settings. This change is designed to provide more control over user access to this section of FYDO.



These Security Settings include:

- Webhooks
- API Key
- 2 Factor Authentication Settings
- Single Sign On Settings

A new permission control has been added to **Settings > User Groups**. This change helps facilities grant specific users access to **System Configuration** without necessarily providing access to **Security**.

The new permission control will be defaulted to 'D - Deny' for all users except the Subscriber, who can adjust this setting for the required user groups.

Settings General

Accommodation Category	D	R	RW	Nurse List	D	R	RW
Appointment Types	D	R	RW	Practices	D	R	RW
Area Codes	D	R	RW	Program Numbers	D	R	RW
Band Mappings	D	R	RW	Recall Reasons	D	R	RW
Booking Codes	D	R	RW	Referral Types	D	R	RW
Cancelled Reasons (Appointments)	D	R	RW	Referring Doctor	D	R	RW
Cancelled Reasons (Theatre Rosters)	D	R	RW	Security	D	R	RW
Departments	D	R	RW	SMS Setup	D	R	RW
Deposit Types	D	R	RW	SMS Templates	D	R	RW
Doctors	D	R	RW	Staff Roles	D	R	RW
Doctor Specialities	D	R	RW	System Configuration	D	R	RW
Document Types	D	R	RW	Templates	D	R	RW
ECLIPSE mappings	D	R	RW	Theatre Hold Reasons	D	R	RW
Health Funds	D	R	RW	Theatre Reason for Delayed Finish	D	R	RW
Hospitals	D	R	RW	Theatre Reason for Delayed Start	D	R	RW
Invoices Messages	D	R	RW	Third Parties	D	R	RW
Items	D	R	RW	User Groups	D	R	RW
Item Types	D	R	RW	Users	D	R	RW
Locations	D	R	RW	Users - Unblock	ON	OFF	

Adding Multiple Label Templates

FYDO now supports multiple label templates. Users can choose from various label templates, loaded into their database, by utilising the **Other Label** option under **Chart Label**.

The **Default** chart label template will still print when any of the original options (*Chart Label x1*, *Chart Label x2* etc) are selected.

The screenshot shows the FYDO interface with a search bar at the top. Below the search bar are three tabs: 'THEATRE 1', 'THEATRE 2', and 'THEATRE 3'. A table displays patient appointments with columns for 'Time' and 'Name'. The 'Time' column lists times from 08:00 to 15:00 in 30-minute increments. The 'Name' column shows 'KNIGHT, Kathy' at 10:00. To the right of the table is a 'Procedure' column with 'Colonoscopy' at 10:00. A dropdown menu is open, showing various options. The 'Chart Label' option is highlighted, and a red arrow points to the 'Other Label' option in the submenu.

Time	Name	Procedure
08:00		
08:30		
09:00		
09:30		
10:00	KNIGHT, Kathy	Colonoscopy
10:20		
10:30		
11:00		
11:30		
12:00		
12:30		
13:00		
13:30		
14:00		
14:30		
15:00		

When selecting the **Other Label** option, a pop-up will display a list of available Chart Label Templates.

The screenshot shows a pop-up window titled 'Labels' with a close button (X) in the top right corner. The window contains a list of four label templates, each with a corresponding 'Print' button:

Label Template	Action
Chart 14 - Hospital	Print
Labels - Test	Print
WorkCover Lables	Print
Wristband-Hospital	Print

Bug Fixes

- The original default **Print List > Order of List** (Theatre, Booking Time, Doctor, Anaesthetist) has been reinstated.
- The speed issue some sites were experiencing while running the **Arrears Report** has been improved.
- The problem some users encountered with updating the doctor from the Theatre Roster Screen, which was not feeding into DOX, has now been resolved.

[FYDO Hospital Update - 23/11/2023](#)

New Option Added to Print List

We have introduced a new 'Order of List' option in FYDO, allowing lists to be organised based on **Theatre** and **Admission time**, in addition to the original option of Booking Time.

The screenshot shows the FYDO Hospital interface with a 'Print List' dialog box open. The background interface includes tabs for 'THEATRE 1', 'THEATRE 2', and 'THEATRE 3', and a table with columns: Time, Name, MRN, Procedure, Surgeon, and Notes. The table rows show times from 08:00 to 13:40. The 'Print List' dialog box has the following fields:

- Template: Theatre list
- Order of List: Doctor, Booking Time (highlighted with a red arrow pointing to the 'Theatre, Admission Time' option in the dropdown)
- Theatre: (empty)
- Surgeon: (empty)
- New Page: Theatre, Booking Time
- From Date: Theatre, Booking Time, Doctor, Anaesthetist
- Time From: 00:00 Time To: 23:59
- Options: ☒ Include dummy appointments, ☐ Include cancelled appointments
- Copies: 1

Buttons at the bottom: Print, Export To (dropdown), Cancel.

FYDO Hospital Updates - 8/11/2023

New “Other Services Only” Invoice Feature

FYDO has an exciting new feature that allows users to raise an **Other Services Only Invoice** for booked appointments. Episodes do not have to be admitted and discharged for this function to be utilised, which will allow invoices to be raised for sundry items e.g. sunglasses, RAT tests or cancellation fees.

This option is located alongside the **Create Invoice** option on the Appointments Screen right-click menu, with the fast key “I” still retaining its original function of creating a normal invoice for the episode, once it is complete.

The screenshot shows the FYDO Appointments Screen. A right-click menu is open over the appointment for HOLLY, Charles at 11:40. The menu includes options like 'Make an Appointment', 'Edit Episode', 'Copy Appointment', 'Cut Appointment', 'Paste Appointment', 'Episodes', 'Arrived', 'Unarrived', 'Excess/Deposit', 'Admit', 'Discharge', 'Theatre', 'Coding', 'Inpatient', 'Certificate', 'Clinical Indicators', 'Confirmed', 'Check List', 'Send SMS', 'Chart Label', 'Wristband', 'Delete Appointment', 'Documents', 'Create Letter', 'Quick Form', 'HC21 Left', 'HC21 Right', 'HC21 Back', 'Create Invoice', 'IEC', and 'OEC'. The 'Create Invoice' option is highlighted, and a red arrow points to the 'Other Services Only' sub-option. The background shows a table with columns 'Time', 'Name', 'Procedure', and 'Surgeon'.

When **Other Services Only** is selected, users will see a reduced version of the normal invoicing screen, where they can add the required items that are to be billed to the patient prior to clicking **Proceed to see charges**.

The screenshot shows the 'CREATE OTHER SERVICE INVOICE' screen. At the top, patient information is displayed: MRN 138 - HOLLY, Mr Charles, DOB 07/09/1936 [87] Sex Male, Fund AHM, Location Shaes Private Hospital (QLD). Below this, a table lists items to be billed. The first item is 'SUN' (Sunglasses) with a quantity of 1, dated 09/11/2023, and type 'Other'. The 'Bill To' field is set to 'Patient'. A red arrow points to the 'Proceed to see charges' button at the bottom right.

Following the normal invoicing process, the charges for the item will be displayed to enable the user to check the amounts prior to clicking **Save** or **Print & Save**.

APPOINTMENTS > CREATE INVOICE

MRN 138 - HOLLY, Mr Charles DOB 07/09/1936 [87] Sex Male Fund AHM Location Shaes Private Hospital (QLD)

Adm No 320 Adm Date/Time 09/11/2023 Dis Date/Time - Dr/Surgeon PIERCE, Hawkeye Anaesthetist LENNON, John

Send Invoice To UII - Un-Insured Accounts Accounting Period 08/11/2023

Other Charges

From	T	Code	Description	Qty	Band	Fee inc GST	GST	Action
09/11/2023	O	SUN	Sunglasses	1	7	35.00	0.00	X

Invoice Message

Total Charges \$35.00
Total GST \$0.00
Total Deposits/Payments \$0.00
Balance \$35.00

Template Invoice

Print & Save Save Cancel

All functions, including the calculation of GST, are the same as the usual invoicing screen.

Addition to the Arrears (Hospital) Report

The Excel - Raw Data extract of the Arrears (Hospital) report will now show the **Theatre Name** along with the **Theatre ID**.

	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV
1	EpiFundId	Members	AccomTyp	NextFU	FinNotes	BillerID	BillerNam	BillerCont	Injury	DateAccid	ClaimNo	OtherID	OtherNam	OtherCon	Theatre	TheatreName		
2	35	12345678E	Accom - IV												3	Theatre 3		
3	51	0	Accom - IV												1	Theatre 1		
4	35		Accom - IV												1	Theatre 1		
5	35		Accom - IV												3	Theatre 3		
6	35		Accom - IV												3	Theatre 3		
7	51		Accom - IV												3	Theatre 3		
8	51		Accom - IV												1	Theatre 1		
9	51		Accom - A												1	Theatre 1		
10	51		Accom - IV												3	Theatre 3		
11	51		Accom - A												1	Theatre 1		

Addition to the Deleted Transactions Report

The Deleted Transactions Report now has an Excel - Raw Data option. This option can be utilised by running the report and clicking on **Export to > Excel - Raw Data**.

REPORTS > DELETED TRANSACTIONS

Deleted Transactions

Location All Locations Doctor All Doctors Order By Alphabetically Include Re-raised Transactions

Deleted Dates ? Accounting Period Date of Service

From 09/10/2023 To 08/11/2023 From To From To

Update

1 of 1 Find | Next

Shaes Private Hospital

Deleted Transactions based on Deleted Date between 09/10/2023 - 08/11/2023

All Locations and All Doctors

Patient Name	MRN	Inv#	T	Description	Service Date	Tran Date	Amount	Fund	Doctor	Deleted	Deleted By
KNEIGHT, Kathy	122	160	D	Voided on 08/11/2023 - Incorrect Amount - Excess Payment EFTPOS	08/11/2023	08/11/2023	-1,000.00	Medibank Private Limited	HOUSE, Greg	08/11/2023	Shaes Darr (Allura)

Deleted Transactions-ShaesPrivateHospital Page 1 of 1 Date: 08/11/2023 10:51 AM

Print Export To

Excel Excel - Raw data PDF

[FYDO Hospital Update - 2/11/2023](#)

1st of November National Procedure Banding & MBS Update

The latest update of the National Procedure Banding & MBS Medical Fees has been loaded into FYDO.

Addition to the Adjustments (Hospital) Report

The Excel - Raw Data extract of the Adjustments (Hospital) report will now show the **Theatre Name** along with the **Theatre ID**.

	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
1	RN	InvNum	patSurname	patFirstname	Deceased	HF	HF Memb	AdmDate	DisDate	Code	Descriptio	Amount	DateOfSei	Accountin	AuditDate	DrSurname	DrFirstname	Range	User	Theatre	TheatreName		
2	12	34	Dean	James		U/I	123456	08/03/202	08/03/202	ADJUS	Adjustme	250	08/03/202	16/10/202	16/10/202	House	Greg	01/07/2023	To Shae Darr (Al	1	Theatre 1		
3	18	97	Porgy	Georgy		MPL	123456785	18/07/202	18/07/202	ADJUS	Adjustme	305	18/07/202	18/07/202	18/07/202	House	Greg	01/07/2023	To Shae Darr (AC	3	Theatre 3		
4	13	129	Day	Doris		AHM	12312345	15/08/202	15/08/202	ADJUS	Adjustme	250	15/08/202	15/08/202	15/08/202	Connors	Curtis	01/07/2023	To Shae Darr (AC	1	Theatre 1		
5	14	119	LETTERS	CAPITAL		ACA		03/08/202	03/08/202	ADJUS	Adjustme	500	03/08/202	25/08/202	25/08/202	Pierce	Hawkeye	01/07/2023	To Paula Martin	1	Theatre 1		
6																							

Addition to the Payments (Hospital) Report

The Excel - Raw Data extract of the Payments (Hospital) report will now show the **Theatre Name** along with the **Theatre ID**.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
1	LocID	LocName	MRN	InvNum	patSurname	patFirstname	HF	HF Memb	AdmDate	DisDate	Code	Descriptio	Amount	DateOfSei	Serv Accounting	AuditDate	Drawer	DrSurname	DrFirstname	Nai Range	User	Theatre	TheatreName	
2	1	Shaes Priv132		150	Mouse	Mickey	BU	123456	09/10/2023	09/10/2023	DEPOS	Excess Pa	-250	09/10/2023	09/10/2023	09/10/2023	Mouse, M House	Greg	01/10/202	Shae Darr		2	Theatre 2	
3	1	Shaes Priv132		151	Mouse	Mickey	U/I	123456	09/10/2023	09/10/2023	DEPOS	Deposit A	-1500	09/10/2023	09/10/2023	09/10/2023	Mouse, M House	Greg	01/10/202	Shae Darr		2	Theatre 2	
4	1	Shaes Priv133		149	Says	Simon	HCF	123456	04/10/2023	04/10/2023	DEPOS	Excess Pa	-500	04/10/2023	04/10/2023	04/10/2023	Says, Simc House	Greg	01/10/202	Shae Darr		1	Theatre 1	
5																								
6																								
7																								

Bug Fixes

- The issue that some users experienced when trying to apply a 4-digit figure to the discount field, on the IFC, has been resolved.
- The issue that some users experienced when trying to print the HC21 - Right form, over multiple pages,
- has been resolved.

[FYDO Hospital Update - 26/10/2023](#)

Theatre Roster Additions

Further to our update on the 5th of October, facilities are now able to utilise the reasons they have added in the Settings for **Theatre Roster Cancellations & Delays**.

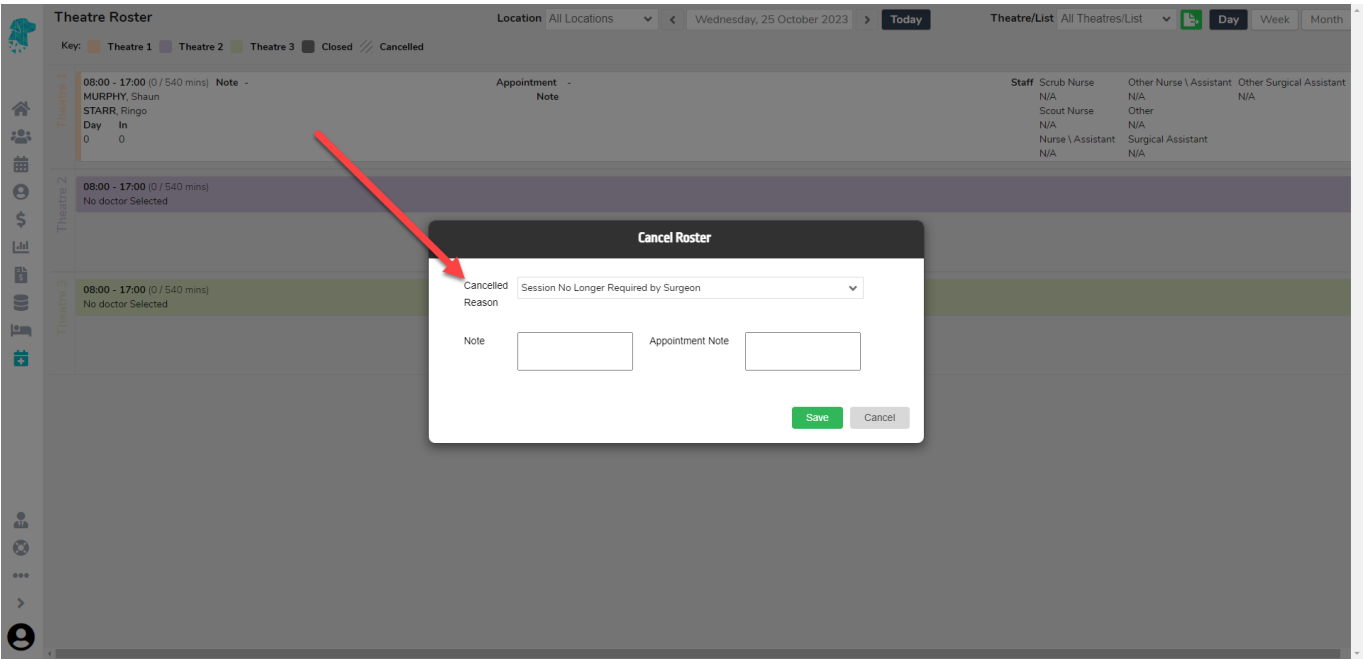
See our previous Newsletter Update in the link below for instructions on how to add these

customisable reasons to your FYDO database.

FYDO Hospital Update - 5/10/2023

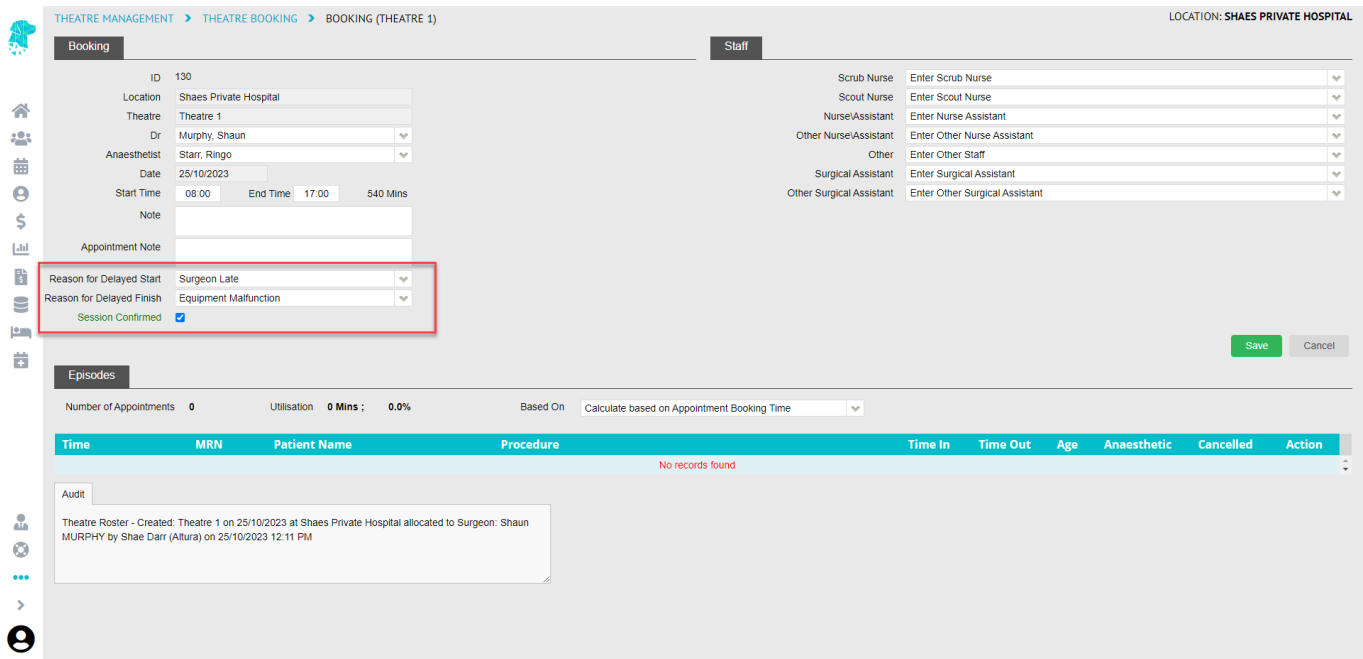
Once [Cancelled Reasons \(Theatre Roster\)](#), [Theatre Reasons for Delayed Finish](#) & [Theatre Reasons for Delayed Start](#) are added to FYDO, users will be able to assign them in the Theatre Roster.

The **Cancelled Reason (Theatre Roster)** will be displayed as an option to select when a booked Theatre Roster is Cancelled.



The **Reason for Delayed Start & Reason for Delayed Finish** can be added by locating the required Theatre Roster & utilising the right-click menu to select **Edit Roster**.

The **Session Confirmed** tick box can be used to indicate that the times have been confirmed & the delay reasons have been added.



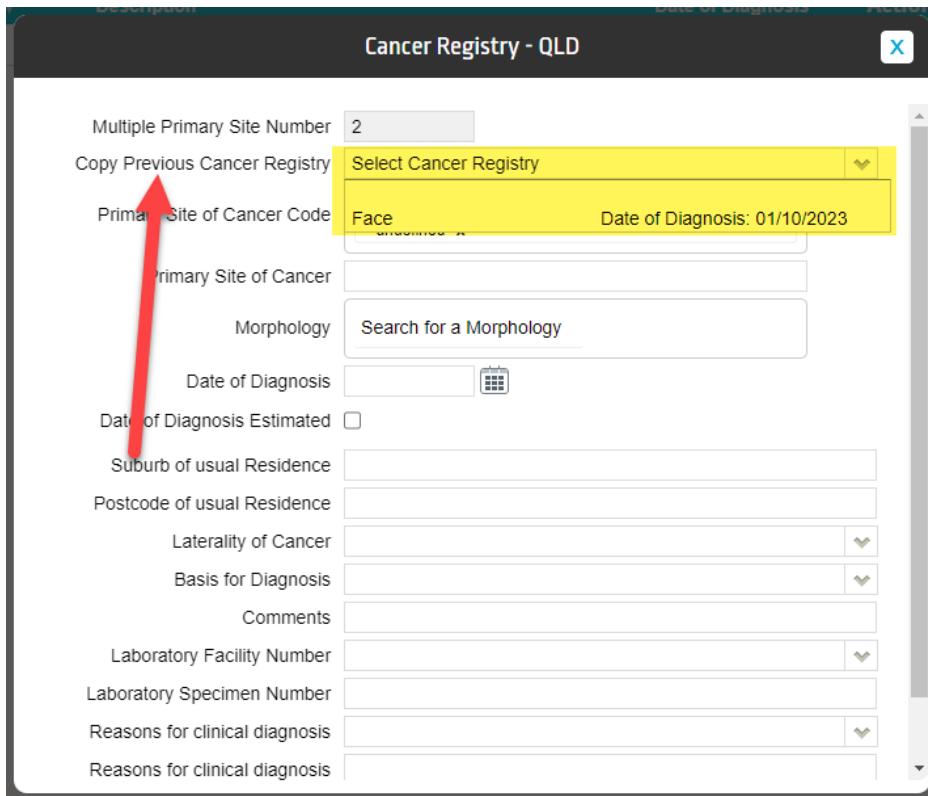
PHASE 3 of the implementation of this new feature will see the data added to the Theatre Rosters

Report. So keep an eye on these newsletters for when that has been released!

FYDO Hospital Update - 19/10/2023

Cancer Registry Improvements

Users in QLD, VIC, ACT & NSW will now be able to **Copy Previous Cancer Registry Entries** with this new feature that will increase data entry efficiency.



The screenshot shows a web form titled "Cancer Registry - QLD". A red arrow points to the "Copy Previous Cancer Registry" dropdown menu, which is open and shows a yellow selection box with the text "Select Cancer Registry". Below this, the "Primary Site of Cancer Code" is set to "Face" and the "Date of Diagnosis" is "01/10/2023". Other fields include "Multiple Primary Site Number" (2), "Primary Site of Cancer", "Morphology" (Search for a Morphology), "Date of Diagnosis", "Date of Diagnosis Estimated" (checkbox), "Suburb of usual Residence", "Postcode of usual Residence", "Laterality of Cancer", "Basis for Diagnosis", "Comments", "Laboratory Facility Number", "Laboratory Specimen Number", "Reasons for clinical diagnosis", and "Reasons for clinical diagnosis".

My Health Record addition to Edit Appointment Screen

A new tick box has been added to the **Edit Appointment Screen** in preparation for the **MHR / FYDO integration** later this year.

This is to record the patient's consent to information being uploaded to their MHR.

By default it will be ticked & can then be unticked if the patient withdraws their consent for information, from that episode, being uploaded.

This box currently doesn't do anything & will only start to work once the integration is implemented. However, users are able to start to utilise this feature now in order to become familiar with how it works.

APPOINTMENTS > MAKE APPOINTMENT (114- SQUAREPANTS, SPONGEBOB)

Booking Details

Location: Shaes Private Hospital
 Theatre/List: Theatre 1
 Dr/Surgeon: Select Dr/Surgeon
 Surgical Assistant: Select Surgical Assistant
 Other Surgical Assistant: Select Other Surgical Assistant
 Anaesthetist: Select Anaesthetist
 Anaesthetic (Primary): General Anaesthetic: None
 Apmt Date: 18/10/2023 Time: 10:00 Adm #:
 Appointment Type: Standard 30 Mins: 30
 Proc Notes:
 Other Notes:
☐ OEC Received ☐ OEC Checked ☐ IFC Completed
☐ Admission Form Received ☐ Chart Ready ☐ Consent Received
 Patient Category: Day Only Start at Day: 1 Discharge: 0
 Accom Type: Accom - Medical Room Type: Private
 Bed Notes:
 Booking Code 1: Booking Code 2:
 Food Instructions:
 Fasting Food: ? Fasting Fluids: ?
 Planned Time in Theatre: Admission Time: Procedure Time:
 Program: ? NHTP: No ? Inv Hold:
 Flags: ☐ New Patient ☐ Intern Billing ☐ Medical Only ☒ MHR consent

New Fasting Options in Edit Appointment Screen

FYDO now has fields where **Fasting Food & Fasting Fluids** can be entered.

These fields allow users to add time frames that will then be used to calculate the actual time that the patient will be required to stop eating & drinking.

The addition of these fields is **PHASE 1** of the implementation of this new feature, with **PHASE 2** being the addition of tokens that allow users to utilise these times on theatre lists, in text messages & on forms generated from FYDO. Once the tokens are developed these fields will be fully operational, so **keep an eye on these newsletters for when PHASE 2 is released!**

Adding these fields **in minutes** will mean that the fasting times will calculate correctly according to the **Appointment Time, Planned Time in Theatre Time or Procedure Time**.

Adding in minutes also ensures that the calculated times will amend accordingly if the appointment time is rescheduled.

For example, if the patients admission time is 10:00am the following will be reflected:

Fasting Food = 360 minutes (6 hours) therefore the time will show as 4:00 am

Fasting Fluid = 120 minutes (2 hours) therefore the time will show as 8:00 am

Then if the patients appointment time is amended in FYDO these times will automatically recalculate accordingly.

If facilities utilise the **Planned Time In Theatre** time or the **Procedure Time** they will also be able to use tokens that will base the fasting times off those times, instead of the **Appointment Time**.

APPOINTMENTS > MAKE APPOINTMENT (114- SQUAREPANTS, SPONGEBOB)

Booking Details

Location: Shaes Private Hospital
 Theatre/List: Theatre 1 | Roster: Select Roster
 Dr/Surgeon: Select Dr/Surgeon
 Surgical Assistant: Select Surgical Assistant
 Other Surgical Assistant: Select Other Surgical Assistant
 Anaesthetist: Select Anaesthetist
 Anaesthetic (Primary): General | Anaesthetic: None
 Apmt Date: 18/10/2023 | Time: 10:00 | Adm #:
 Appointment Type: Standard 30 | Mins: 30
 Proc Notes:
 Other Notes:
 OEC Received ☐ OEC Checked ☐ IFC Completed ☐
 Admission Form Received ☐ Chart Ready ☐ Consent Received ☐
 Patient Category: Day Only | Start at Day: 1 | Discharge: 0
 Accom Type: Accom - Medical | Room Type: Private
 Bed Notes:
 Booking Code 1: | Booking Code 2:
 Food Instructions:
 Fasting Food: ? | Fasting Fluids: ?
 Planned Time in Theatre: | Admission Time: | Procedure Time:
 Program: ? | NHTP: No | Inv Hold:
 Flags: ☐ New Patient ☐ Intern Billing ☐ Medical Only ☒ MHR consent

Bug Fix

Users will now be able to type all requires symbols in the **Other Notes** field when adding & editing appointments.

FYDO Hospital Update - 5/10/2023

New Log for Deleted Theatre Rosters

There is a new log in **Settings > Logs** that shows when a Theatre Roster has been deleted, who deleted the roster & when.

SETTINGS > LOGS

All Users | 04/09/2023 | 04/10/2023 | Search on Text MRN

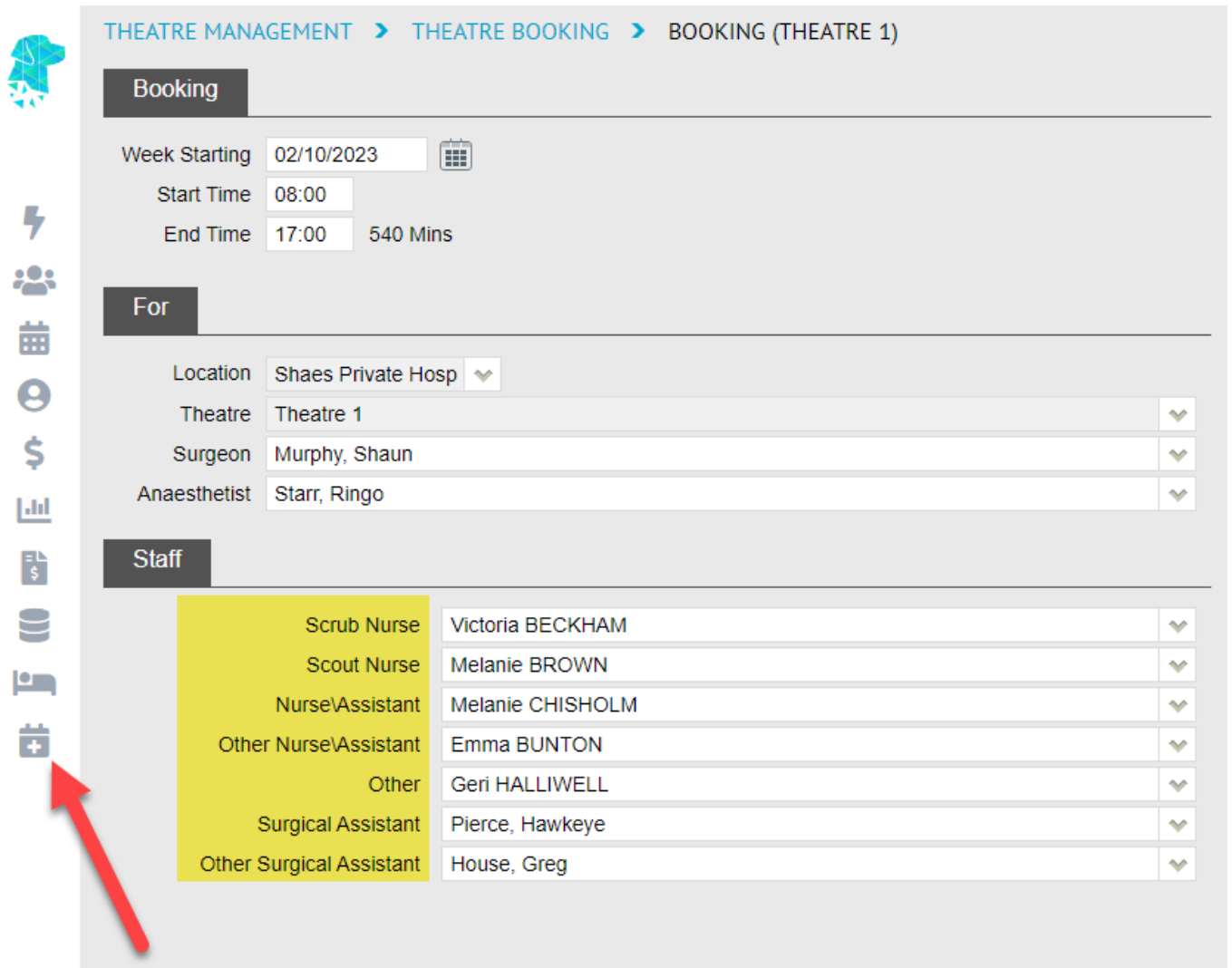
Username	Message	Date Created
Shae Darr (Altura) (Backend)	Theatre Roster - Deleted: Theatre 1 on 04/10/2023 at Shaes Private Hospital allocated to Hawkeye PIERCE	04/10/2023 1:18:06 PM

Nursing Staff & Assistants can automatically populate in the Theatre Screen!

This wonderful new feature will reduce repetitive data entry to greatly improve efficiency!


The Nurses & Assistants, listed in the **Theatre Roster**, will now populate into the **Theatre Screen** for any linked episodes as they are **Admitted**.

To utilise this new feature, add the known theatre staff into the Theatre Roster prior to admissions commencing.



THEATRE MANAGEMENT > THEATRE BOOKING > BOOKING (THEATRE 1)


Booking


Week Starting: 02/10/2023 


Start Time: 08:00


End Time: 17:00 540 Mins

For








Location: Shaes Private Hosp 

Theatre: Theatre 1 

Surgeon: Murphy, Shaun 

Anaesthetist: Starr, Ringo 

Staff

Scrub Nurse	Victoria BECKHAM	
Scout Nurse	Melanie BROWN	
Nurse\Assistant	Melanie CHISHOLM	
Other Nurse\Assistant	Emma BUNTON	
Other	Geri HALLIWELL	
Surgical Assistant	Pierce, Hawkeye	
Other Surgical Assistant	House, Greg	

As each patient is then admitted, the information in these fields is used to populate the Theatre Screen.

[APPOINTMENTS](#) > **THEATRE SCREEN**

MRN **112** - BRANSON, Mr Richard
DOB **18/07/1950 [73]** Sex **Male**

Adm No. **292**
Adm Date/Time **05/10/2023 07:41**
Dis Date/Time -

Theatre Visits

Anaesthetic Type
IV/Sedation

Anaesthetic Type
None

Visit to Theatre
No Theatre Procedun

ASA Score

First
Date
05/10/2023
0 mins

Pre-Op

Complications

Anaesthetic Start

Time In Theatre

Positioned Time

Procedure Start

Procedure Finished

Time Out Theatre

Scrub Nurse
BECKHAM, Victoria
Select Scrub N

Scout Nurse
BROWN, Melanie
Select Scout N

Nurse/Assistant
CHISHOLM, Melanie
Select Nurse/A

Other Nurse/Assistant
BUNTON, Emma
Select Other N

Surgical Assistant
PIERCE, Dr Hawkeye

Other Surgical Assistant
HOUSE, Dr Greg

Other Staff
HALLIWELL, Geri
Select Other S

Staff will then only need to amend a small number of episodes when they complete the Theatre Screen, after the theatre visit has been complete, as the majority of the fields will be populated for them already.

Amendments to the Documents Screen

For ease of identifying which Episode a document relates to, the User will now be able to see the **Admission Date** (instead of the admission number) on the documents screen.

111 - HAYNES, Cornell

Patient Details
Other
Appointments
Recalls
Accounts
Episodes
Communication
Documents

All Document Type
Show deleted documents
Search
Admission

Document Name	Type	AdmDate	S	Created ↑
IFC 2023-01-24	IFC	25/01/2023	S	24/01/2023

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

New Permission Levels

The access level that was listed as **Edit Episode Transactions**, which allowed users to delete and reverse transactions/invoices, has been amended into two separate access levels.

This allows facilities to give users access to one of these functions & not the other if it is required. The settings for the new options, in each User Group, will be the same as was set for the old access level shown below.

Facilities will then be able to amend each one as required in **Settings > User Groups**

The screenshot displays the 'Hospital Episode' settings page. On the left, a list of permissions is shown with columns for 'D' (Delete), 'R' (Reverse), and 'RW' (Read/Write). The 'Edit Episode Transactions' option is highlighted in yellow. A red arrow points from this option to a callout box that says 'This covers deleting and reversing transactions/invoices.' A red callout box labeled 'Old Option' points to the 'Edit Episode Transactions' option. A green callout box labeled 'New Options' points to the 'Delete Transactions' and 'Reversals' options. The 'Delete Transactions' option is highlighted in yellow. The 'Reversals' option is highlighted in yellow. The 'Reversals' option is highlighted in yellow.

Permission	D	R	RW	Info
Admission	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Clinical Indicator	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Coding	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Create Invoice	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Create Invoice - Edit charges	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discharge	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
DRG	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Old Option

New Options

Permission	D	R	RW	Info
DRG	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Excess - backdating date	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Excess - negative value	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Excess/Deposit	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
History and Episodes	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reversals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Theatre	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

2 Step Authenticator App Additions

FYDO requires all users to complete the 2 Step Authentication process, however they are given the option to use SMS, Email or an App to complete this verification.

Facilities are now able to **require** users to utilise an **Authenticator App** to complete the **Two Step Authentication Process**.

The Authenticator App is the most reliable & secure option for 2 Step Verification & facilities are able to enforce the use of this in **Settings > System Configuration**.

SETTINGS > SYSTEM CONFIGURATION

System Configuration SMS Account Counters Administrator File Transfer Email Notification

General

Auto Logout Time 30 Range between 5 - 180 (mins)

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

Default Document Type

Holding Bay Document Type

Preadmit Document Type Admission Form

OEC Document Type OEC

OEC Type Fund only

Raise Ticket Email

Webhooks

API key

Two Factor Authentication

Remember for 30 days

Communication Option Both Email or SMS

Enforce 2FA via App

Hospital

Booking Arrived Admitted Anaesthetic Bay In Theatre

Recovery 1 Recovery 2 Recovery 3 Ready for Discharge/Ward Discharged

Manual Admission Number

Allow referral to be entered without a referral date/period

Alert when referral expired when editing an appointment

Invoicing only allowed if 'Theatre Completed'

On admission, make patient fields mandatory

On admission, alert to take excess if not yet collected

Theatre Roster required when making bookings

Changes to DRG Fee Setup

Facilities will no longer be required to enter **Short Stay or Long Stay Trims & Fees** if it isn't stipulated in their contract.

Additions to the Casebase Fee Setup

Facilities will now be able to add **Outlier Days** and **Outlier Rates** to their Casebase fees if their Health Fund Contract requires it.

Shaes Private Hospital Fund BUP - BUPA Australia Part of BUP Start of Current Fee 01/04/2023 End of Current Fee

Same Day Fees Other Settings Casebase Fees Casebase Multi Item Fees Timebase DRG Fees Overnight Accommodation Fees

Actions

Current Old

MBS	Casebase	Procedure	Type	DVA	Outlier Days	Outlier Rate	Casebase	Procedure	Type	DVA
	0.00	0.00	Standard		0	0.00	00	0.00	Standard	

Theatre Roster Additions

Facilities will soon be given the ability to add reasons for **Theatre Roster cancellations & delays** to assist in obtaining statistical & utilisation data.

In preparation for this new functionality we have allowed facilities to add customisable reasons for

the below fields:

- **Cancelled Reasons (Theatre Roster)**
- **Theatre Reasons for Delayed Finish**
- **Theatre Reasons for Delayed Start**

Adding reasons to these 3 fields in Settings now will ensure that your facility can **utilise this new function as soon as it is implemented in a future update!**

SETTINGS

General

- > Accommodation Categories
- > Appointment Types
- > Area Codes
- > Band Mappings
- > Booking Codes
- > Cancelled Reasons (Appointments)
- > **Cancelled Reasons (Theatre Rosters)**
- > Checkers - Letters
- > Departments
- > Deposit Types
- > Doctors
- > Doctor Specialities
- > Document Types
- > ECLIPSE Mapping
- > Health Funds
- > Health Fund Participants
- > Hospitals
- > Invoice / IFC Messages
- > Items
- > Item Types
- > Locations
- > Logs
- > Nurse List
- > Practices
- > Printer and Scanner Configuration
- > Program Numbers
- > Recall Reasons
- > Referral Types
- > Referring Doctors
- > SMS History
- > Staff Roles
- > System Configuration
- > Templates
 - Clinical Note Template
 - SMS Templates
 - Templates
- > Theatre Hold Reasons
- > Third Parties
- > **Theatre Reason for Delayed Finish**
- > **Theatre Reason for Delayed Start**
- > User Groups
- > Users
- > Webhooks

Bug Fix

The issue that some users were experiencing with previous Cancer Registry entries not displaying has been resolved.

FYDO Hospital Update - 28/09/2023

New Patient Address Logs

Any amendments to a patients address, suburb, state or postcode will now be documented in the Logs that can be found in Settings.

SETTINGS > LOGS

All Users 28/09/2023 27/09/2023 Search on Text MRN Search

Username	Message	Date Created
Shae Darr (Altura) (Backend)	Patient [MRN - 194] - Address 1 changed from '123 Cloud Close' to '7 Sunny Street', Suburb changed from 'CLOUDS CREEK' to 'SUNNYBANK HILLS', State changed from 'NSW' to 'QLD', Postcode changed from '2453' to '4109'	27/09/2023 10:58:21 AM

Bug Fix

The issue that some users experienced when exporting the reports to Excel – Raw Data has now been resolved.