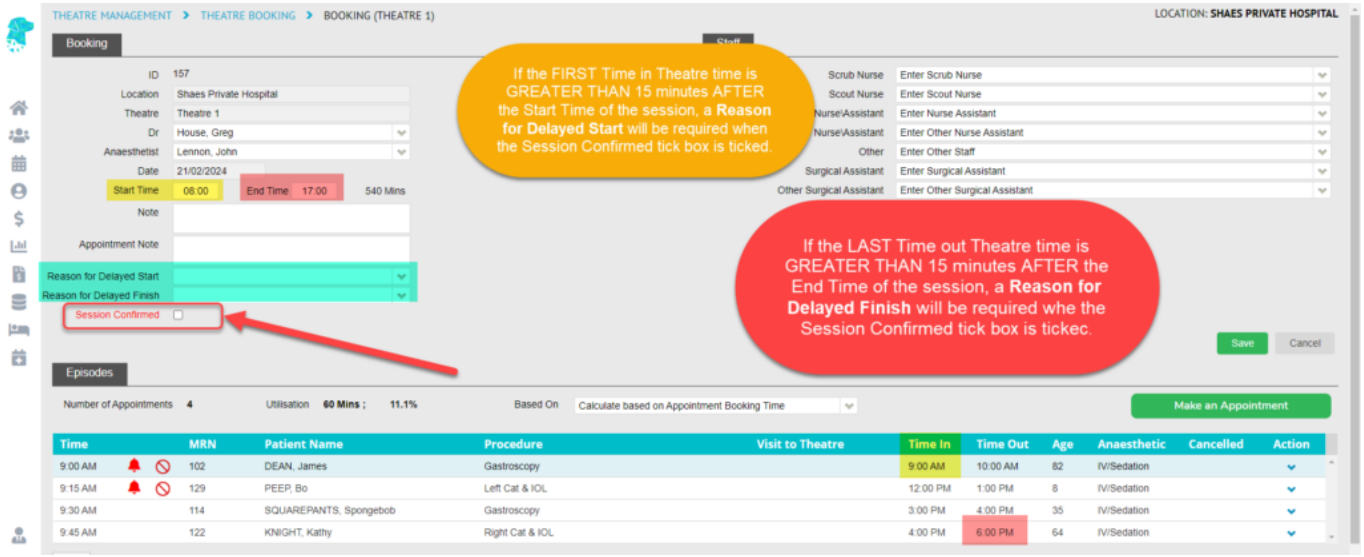
FYDO Hospital Update – 22/02/2024

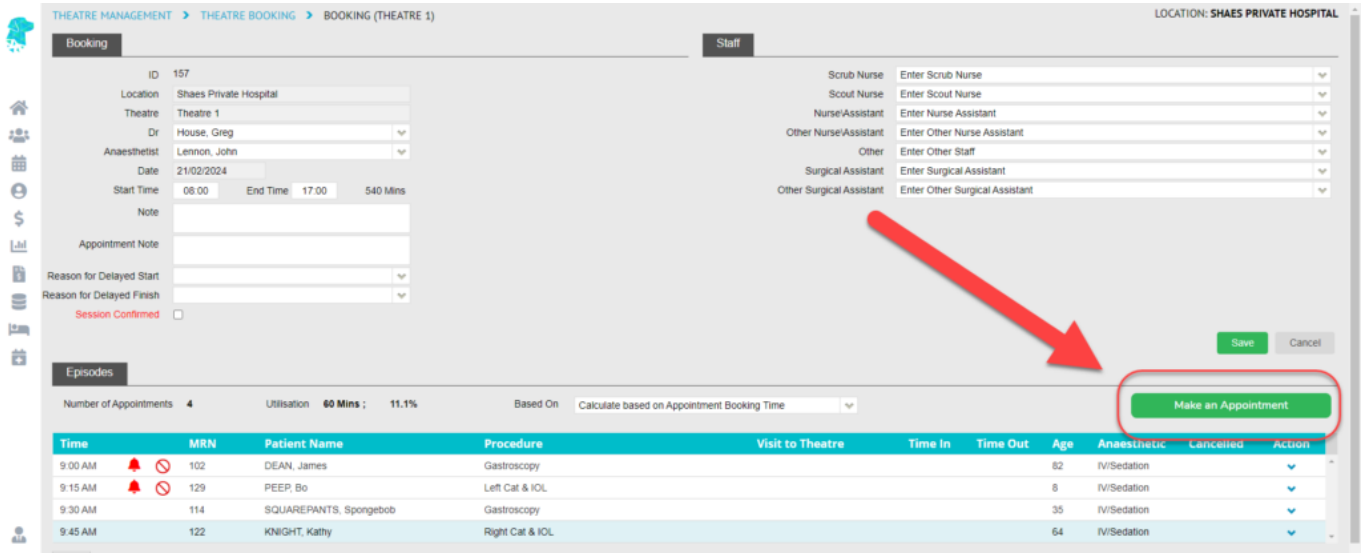
New Theatre Roster Features

Facilities using the **Session Confirmed** tick box in the **Theatre Rosters** must now provide a **Reason for Delayed Start** and **Reason for Delayed Finish** if the Time In and/or Time Out of theatre are delayed by more than 15 minutes.
If the Time in Theatre for the first patient is more than 15 minutes AFTER the session's Start Time, a **Reason for Delayed Start** must be provided before clicking the Session Confirmed tick box.
Similarly, if the Time Out of Theatre for the last patient is more than 15 minutes AFTER the session's End Time, a **Reason for Delayed Finish** is required before ticking Session Confirmed.



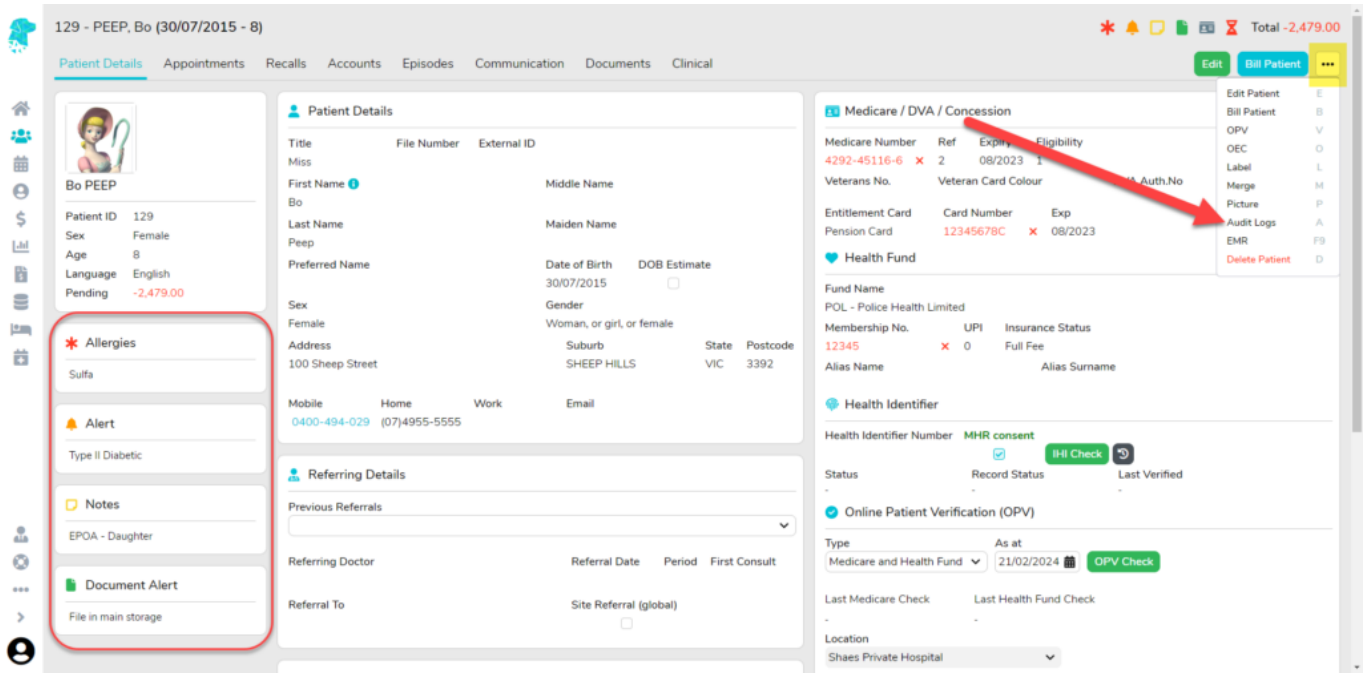
Theatre Roster – Make an Appointment Function

A convenient new feature has been added to the **Theatre Roster > Theatre Booking Screen**. With the introduction of the **Make an Appointment** button, users can seamlessly navigate to the corresponding roster in the Appointment Screen.



New Audit Logs

Audit logs have been added for the **Allergies, Alert, Notes,** and **Document Alert** fields on the patient screen.
These logs can be accessed by using the menu in the top right corner of the Patient Screen and selected **Audit Logs**. Alternatively, they can be found in **Settings > Logs** by searching the patient's MRN.



Episode Stats Report Additions

Extra fields have been added to the **Episode Stats > Excel – Raw Data Export** to assist facilities in collecting data. The additional fields are:

- Billing Flag
- Coding
- OEC Received
- OEC Checked
- Admission Form Received
- Chart Ready
- IFC Complete
- Patient Consent Received
- Cancelled ID
- Cancelled Description
- Theatre Complete
- Invoice on Hold ID
- Invoice on Hold Description
- Theatre Hold ID
- Theatre Hold Description
- Next Follow Up Date
- Planned Time In Theatre

Bug Fix

The issue affecting the sorting of the Billing Status > Show Not Billed Interactive report has been resolved.

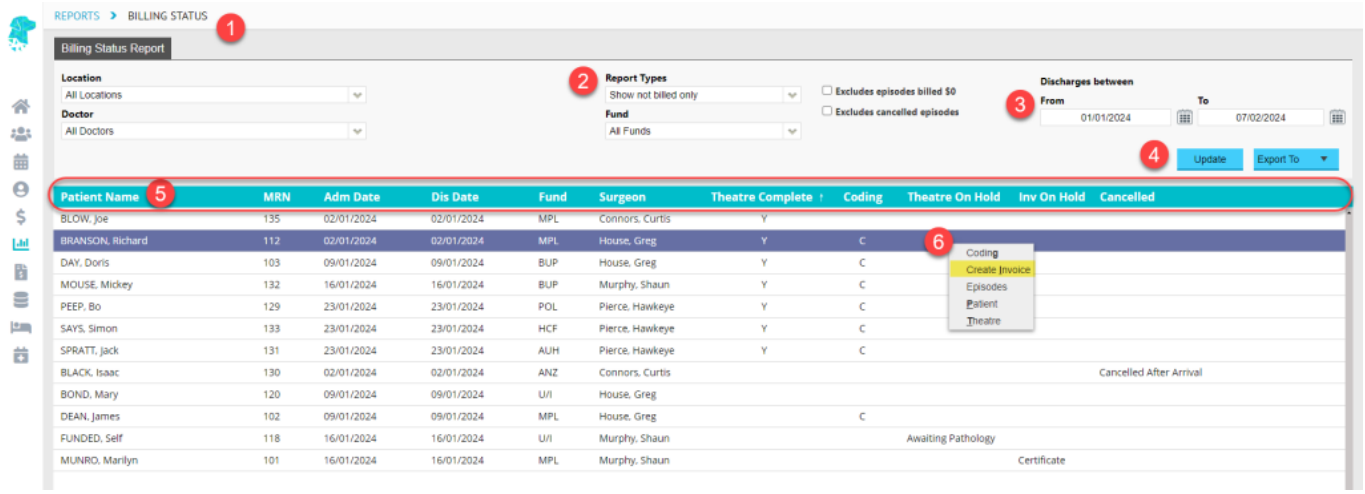
FYDO Hospital Update – 09/02/2024

Billing Status Report Improvements

Prepare for a game-changing innovation in Hospital Billing! Introducing our new **INTERACTIVE Billing Status – Show Not Billed Only Report**, designed to streamline the billing process for optimal efficiency and user-friendliness!

Users can now conveniently bill episodes directly from one central location! Easily track outstanding episodes awaiting billing for a smoother workflow and faster revenue generation.

To make use of this fantastic new feature, users can follow these steps:



1. Navigate to **Reports > Billing Status.**
2. Select the **Report Type** of **Show Not Billed Only.**
3. Select the **Date from** and **Date To**.
4. Click **Update.**
5. Arrange the data to your preference! Utilise column headings, such as Patient Name, Admission Date, Discharge Date, Fund and Theatre Complete, for sorting.
6. For further convenience, select an episode and **Right-Click** to access a menu. From here, you can navigate to different pages to input required information.
   ALTERNATIVELY, you can also use this menu to **CREATE INVOICE** RIGHT FROM THIS SCREEN!

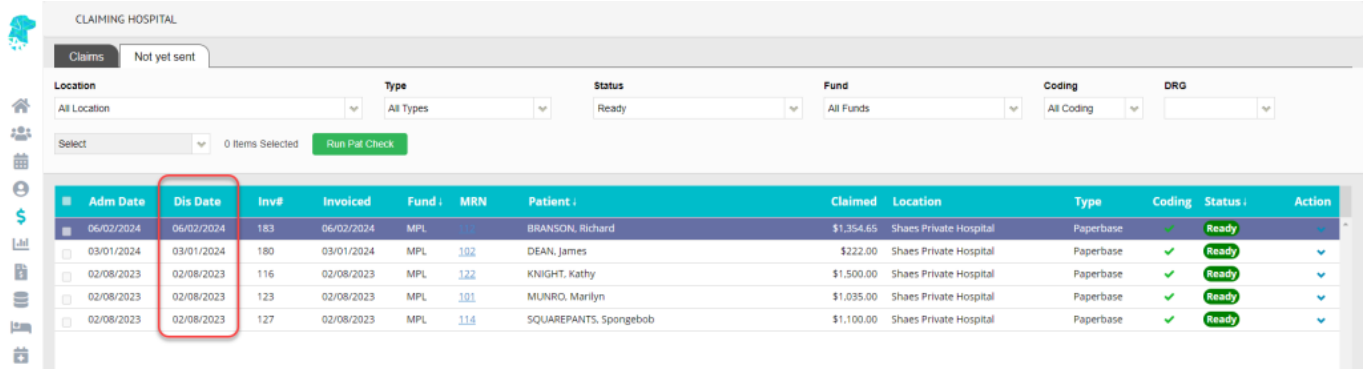
Additionally, On Hold and Cancelled reasons are displayed to assist in identifying episodes that may

not be ready for billing, making this a comprehensive solution for your billing needs!

The original **Billing Status > Show Not Billed Only** Report can still be accessed by clicking **Export to > PDF** for users that still require a printed copy of this report with a time stamp.

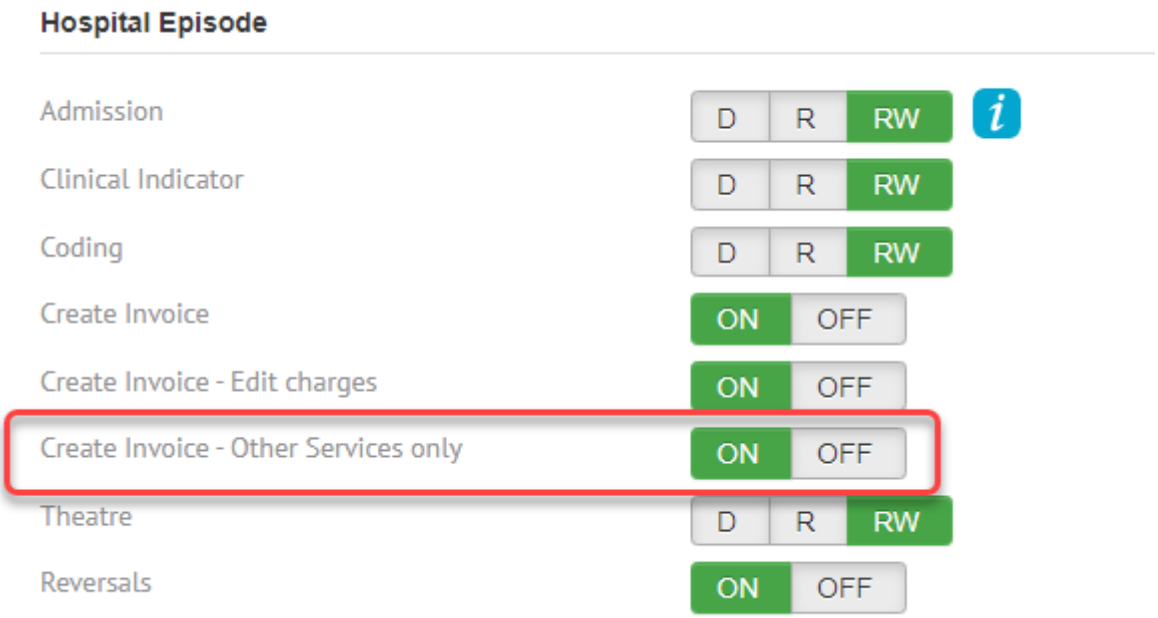
Claiming Hospital > Not Yet Sent

The **Discharge Date** has been added to the **Claiming Hospital > Not Yet Sent tab**.

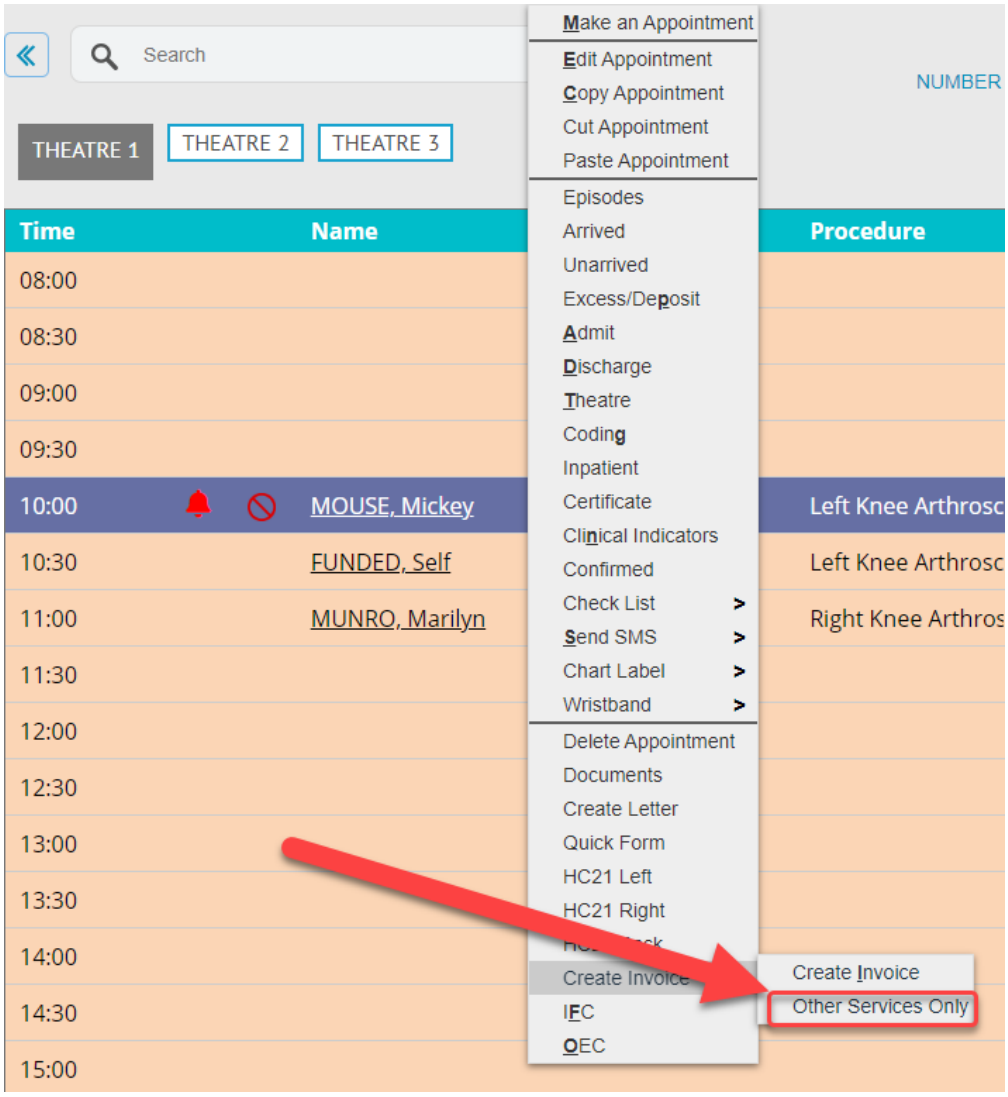


New Permission Level

Users can now be given permission to **Create Invoice – Other Services Only** as a separate permission level from **Create Invoice.**

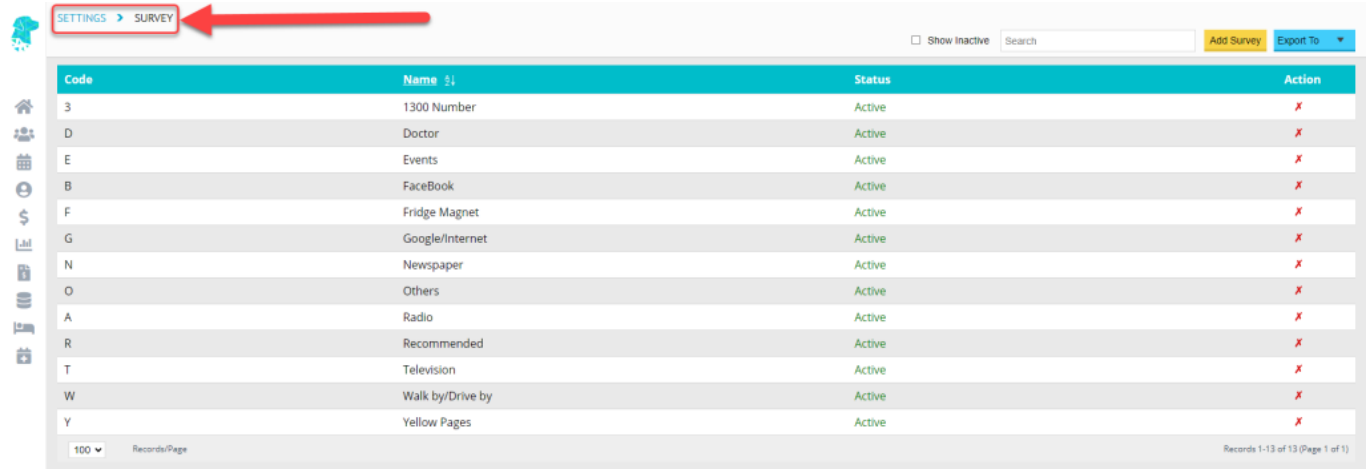


This permission level can be adjusted for all **User Groups** in **Settings**. It grants the ability to generate an **Other Services Only** invoice for any patient, including patients that have not yet been admitted or discharged.



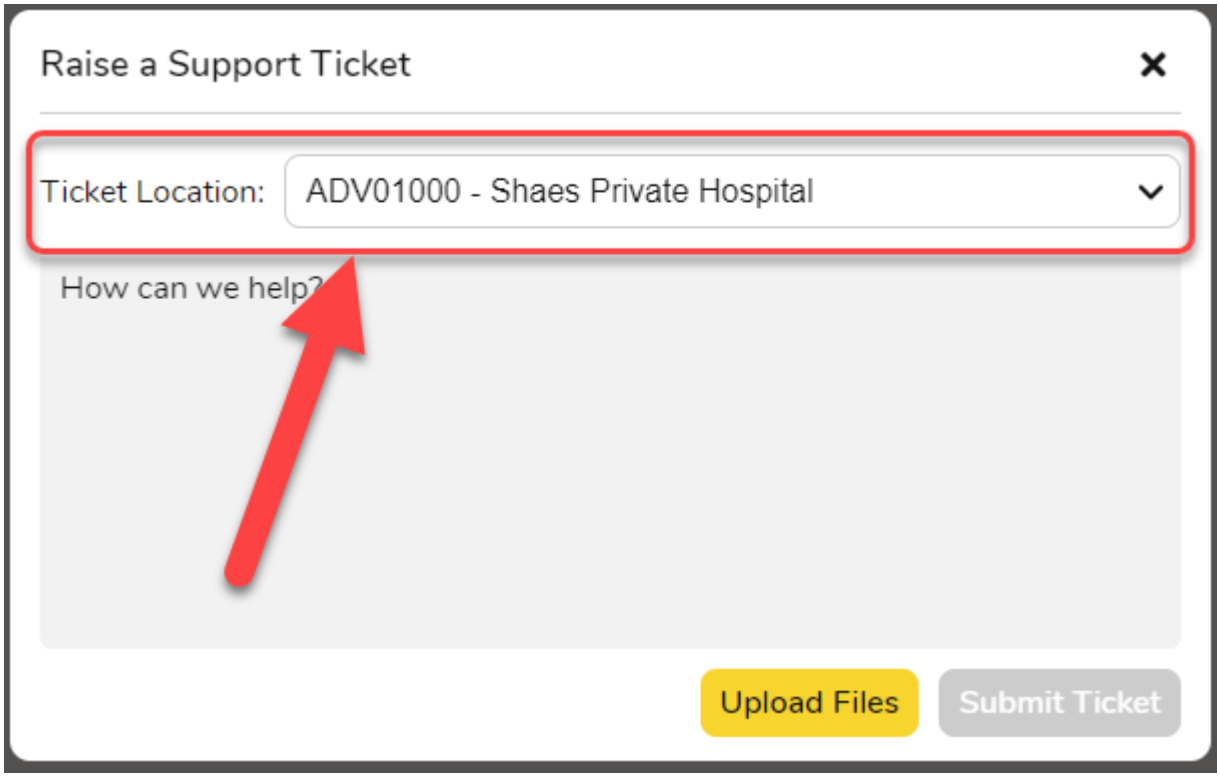
Survey Settings

The list that facilities use to collate data, on how the patient came to know about the facility, is now customisable! Facilities can edit this list to include all relevant options for their needs.
To make changes navigate to **Settings > Surveys.**



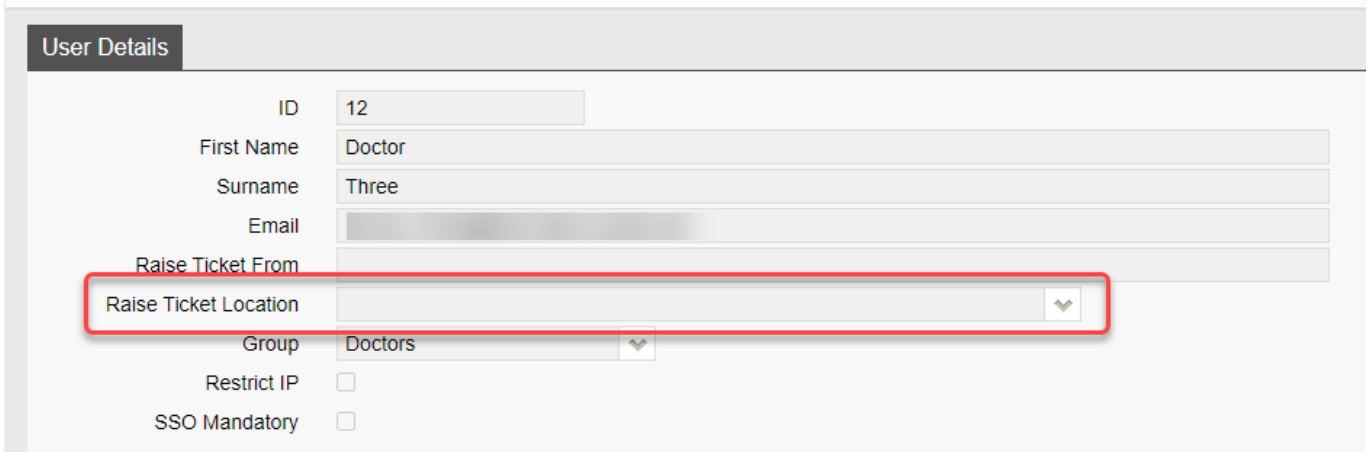
Raising a Support Ticket from FYDO

When raising a support ticket with FYDO, users will now be able to select the **Location** that the ticket is relevant to. This feature assists multi-location databases, or Clinic/Hospital databases, in being able to raise their support tickets for the location that the ticket is referring to.



Default settings for this field can be entered, for the whole facility, in **Settings > System Configuration** by adding the required location to the **Raise Ticket Location** field.

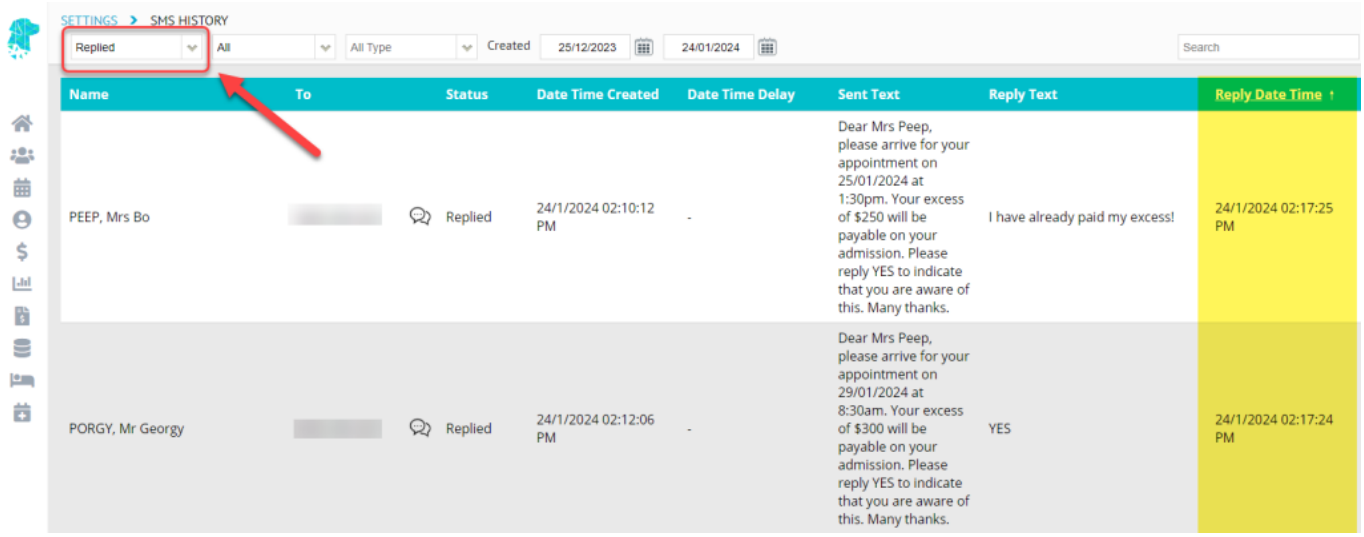
The default settings can also be added at a **User level**, to ensure each user has the ticket populate with the location that is relevant to them, in **Settings > Users** by adding information to the **Raise Ticket Location** field.



FYDO Hospital Update – 25/01/2024

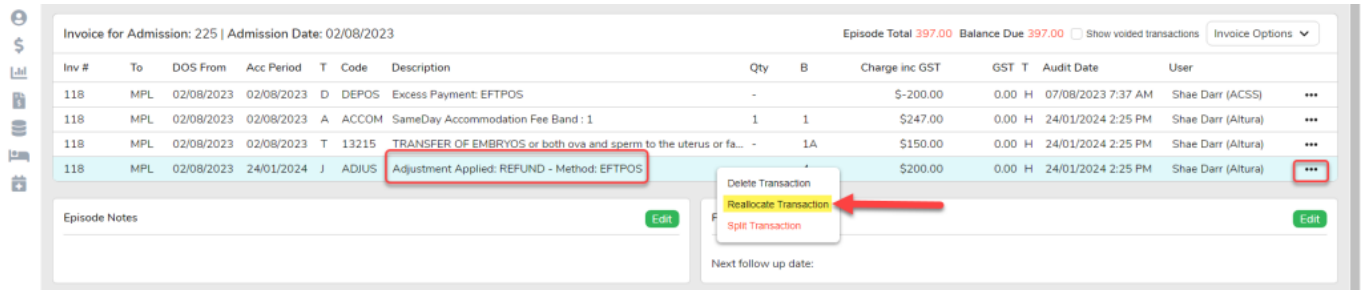
SMS Reply History

Users can now conveniently review SMS replies in chronological order, with the corresponding **Reply Date and Time** prominently displayed on the SMS History screen.
To access this feature, navigate to **Settings > SMS History** and apply the **Status** filter "**Replied".**



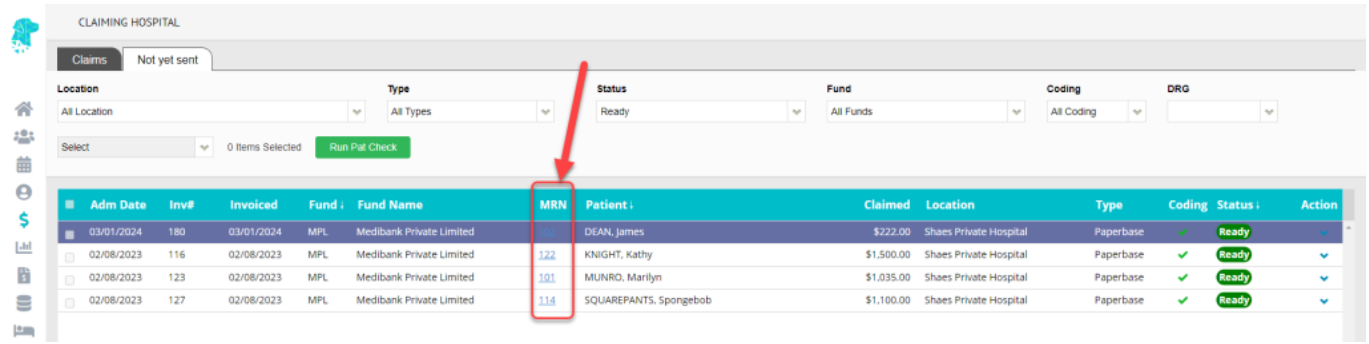
Reallocating Adjustments

Adjustments can now be reallocated to another invoice, mirroring the same functionality that currently exists for reallocating deposits. To utilise this feature, simply navigate to the corresponding **Episodes** screen and right-click on the Adjustment line, or normal click on the three dots to the right of the screen, to select **Reallocation Transaction**.



Claiming Hospital – Not Yet Sent Tab

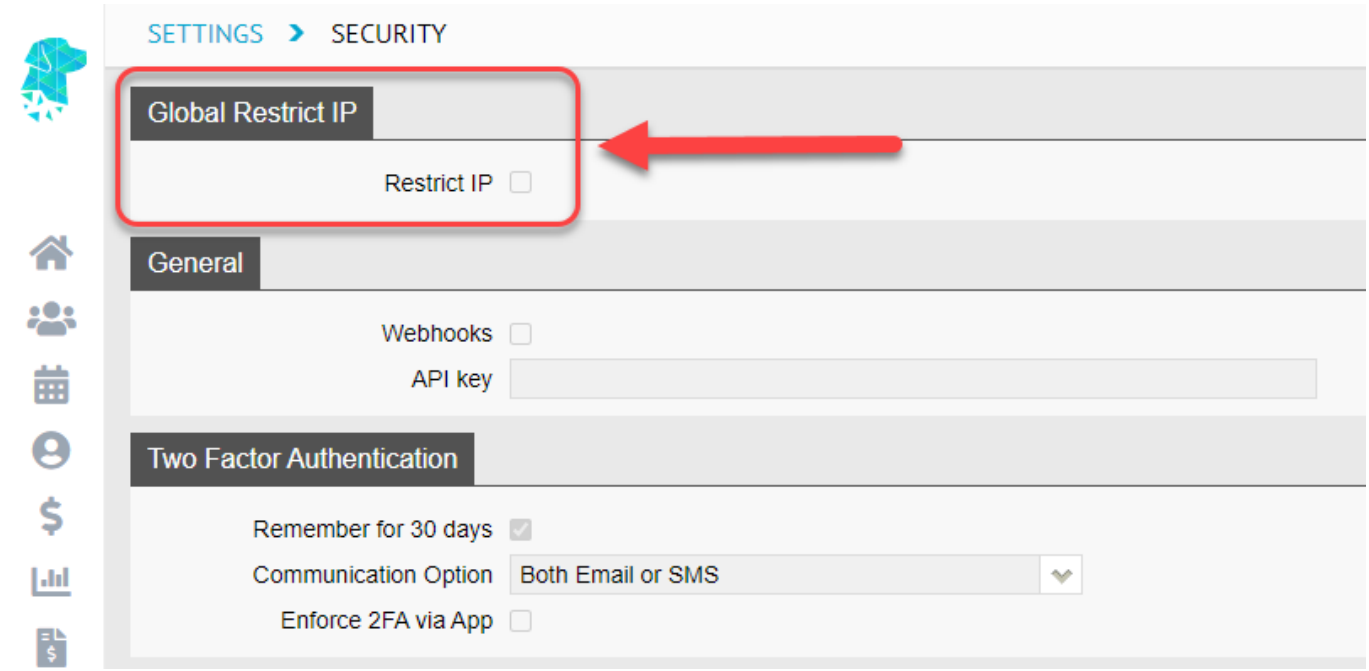
The MRN number will now be displayed on the **Claiming Hospital > Not Yet Sent** tab.



FYDO Clinic Update – 23/01/24

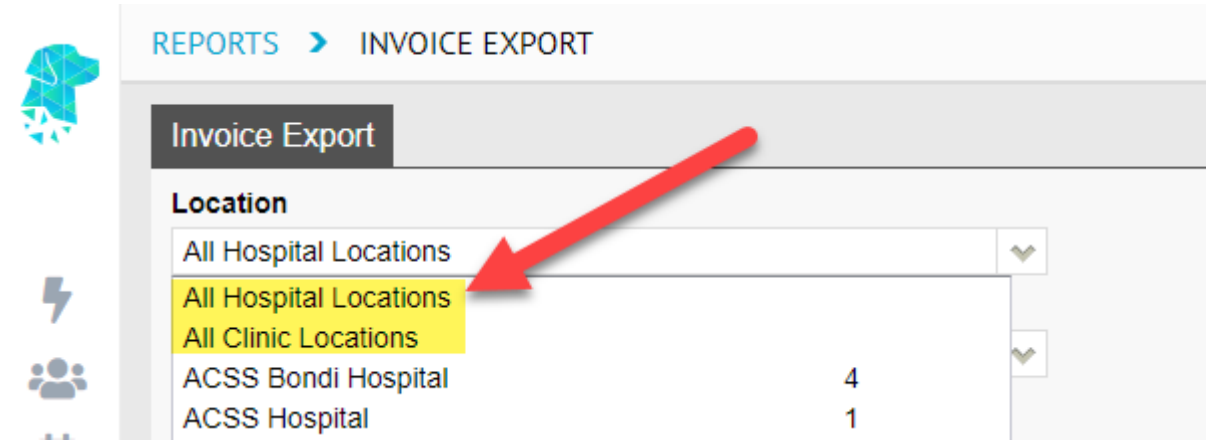
New IP Restriction Function

Clinics 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.



Invoice Export Report Additions

The Invoice Export Report can now be run for **All Hospital Locations** and **All Clinic Locations** AT ONCE! This new feature allows multi-location facilities to easily collate invoice data across all their sites simultaneously.



Bug Fixes:

- The issue some users were experiencing where an Entitlement Card was showing as expired in error has been resolved.

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

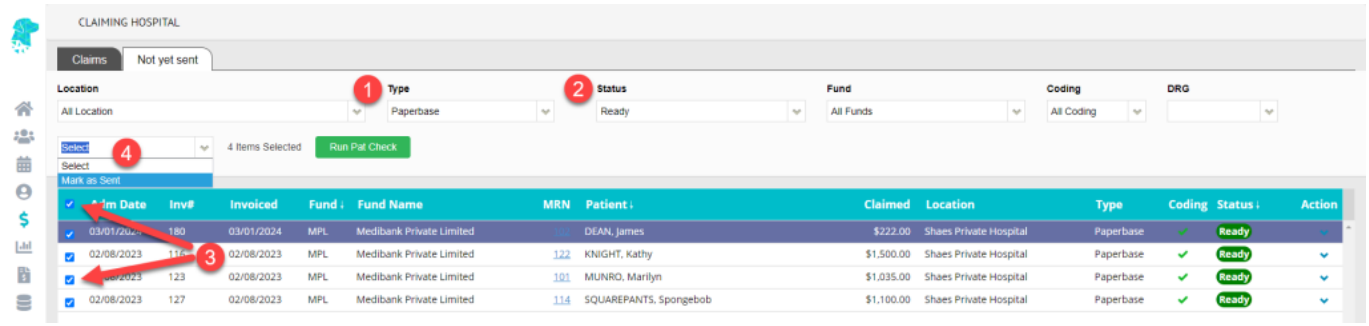
FYDO Hospital Update – 18/01/2024

Claiming Hospital – Paperbase Claims Enhancement

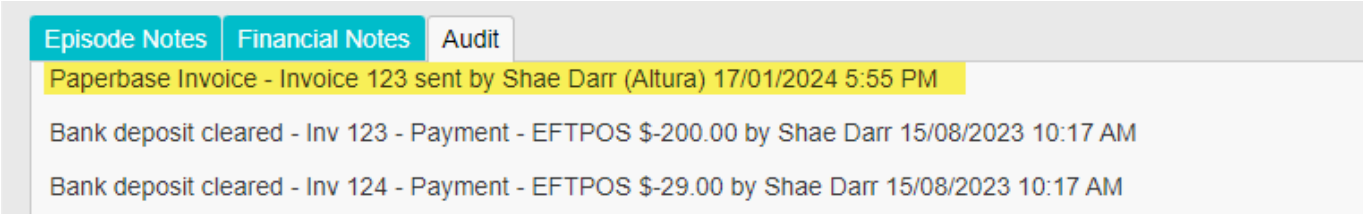
We've added a new feature to enhance efficiency in our **Claiming Hospital > Not Yet Sent** tab. Once the claims have been manually sent to the health funds, users will now be able to mark the complete Paperbase Claims as sent **IN BULK**!

The easiest way to do this is to navigate to the **Claiming Hospital > Not Yet Sent** tab and:

1. In the **Type** field, choose **Paperbase**
2. In the **Status** field, select **Ready**
3. Choose claims individually, using the left tick box on each individual line, or select all by utilising the **Select All** tick box at the top of the column
4. In the **Select** dropdown, choose **Mark as Sent**

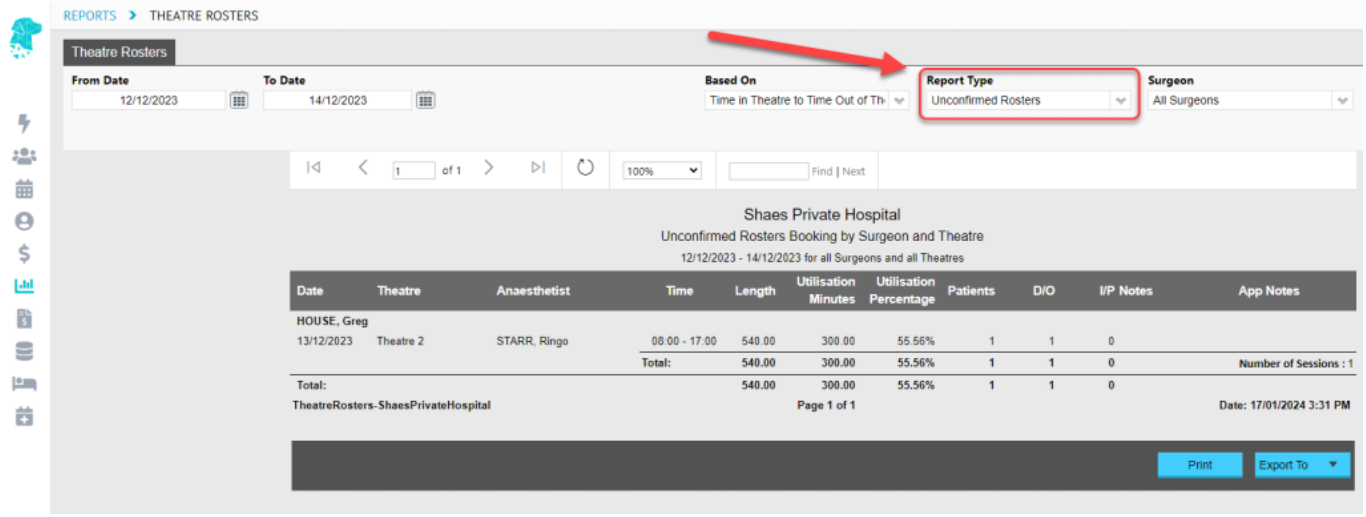


This will mark the Paperbase Claims as sent in the same manner as before, and the corresponding audit trail will be displayed in the patient's episode audit notes.



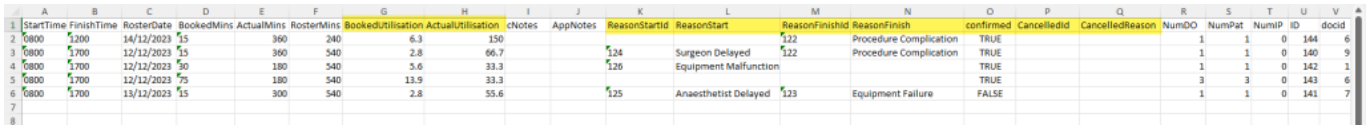
Theatre Rosters Report Enhancements

We've added a new **Report Type** to the **Theatre Rosters Report** called **Unconfirmed Rosters.** This allows facilities to easily identify rosters that haven't yet had the **Session Confirmed** tick box completed in the specific Theatre Roster.



We have also added additional fields to enhance the usability of the **Excel – Raw Data Export** for the **Theatre Roster** Report including:

- Booked Utilisation Percentage
- Actual Utilisation Percentage
- Delayed Start Reason and ID
- Delayed Finish Reason and ID
- Cancelled Reason and ID
- Confirmed Indicator



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
1	StartTime	FinishTime	RosterDate	BookedMins	ActualMins	RosterMins	BookedUtilisation	ActualUtilisation	cNotes	AppNotes	ReasonStartId	ReasonStart	ReasonFinishId	ReasonFinish	confirmed	CancelledId	CancelledReason	NumDO	NumPat	NumIP	ID	docid
2	0800	1200	14/12/2023	15	360	240	6.3	150					122	Procedure Complication	TRUE			1	1	0	144	6
3	0800	1700	12/12/2023	15	360	540	2.8	66.7			124	Surgeon Delayed	122	Procedure Complication	TRUE			1	1	0	140	9
4	0800	1700	12/12/2023	30	180	540	5.6	33.3			126	Equipment Malfunction			TRUE			1	1	0	142	1
5	0800	1700	12/12/2023	75	180	540	13.9	33.3							TRUE			3	3	0	143	6
6	0800	1700	13/12/2023	15	300	540	2.8	55.6			125	Anaesthetist Delayed	123	Equipment Failure	FALSE			1	1	0	141	7
7																						
8																						

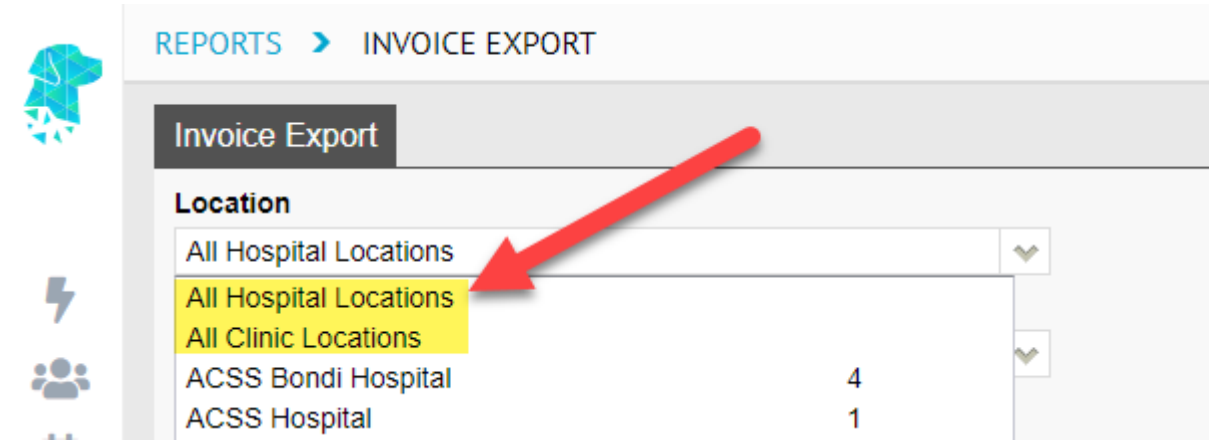
Length of Stay Report Additions

There has been an additional column added to the **Length of Stay Excel – Raw Data** Export to display the **Length in Minutes** for overnight patients.

The original Length column is still present and will continue to reflect the number of nights; however, the new additional column will transcribe the information into minutes to help facilities identify the exact length of stay for the admission.

Invoice Export Report Additions

The Invoice Export Report can now be run for **All Hospital Locations** and **All Clinic Locations** AT ONCE! This new feature allows multi-location facilities to easily collate invoice data across all their sites simultaneously.



Bug Fix

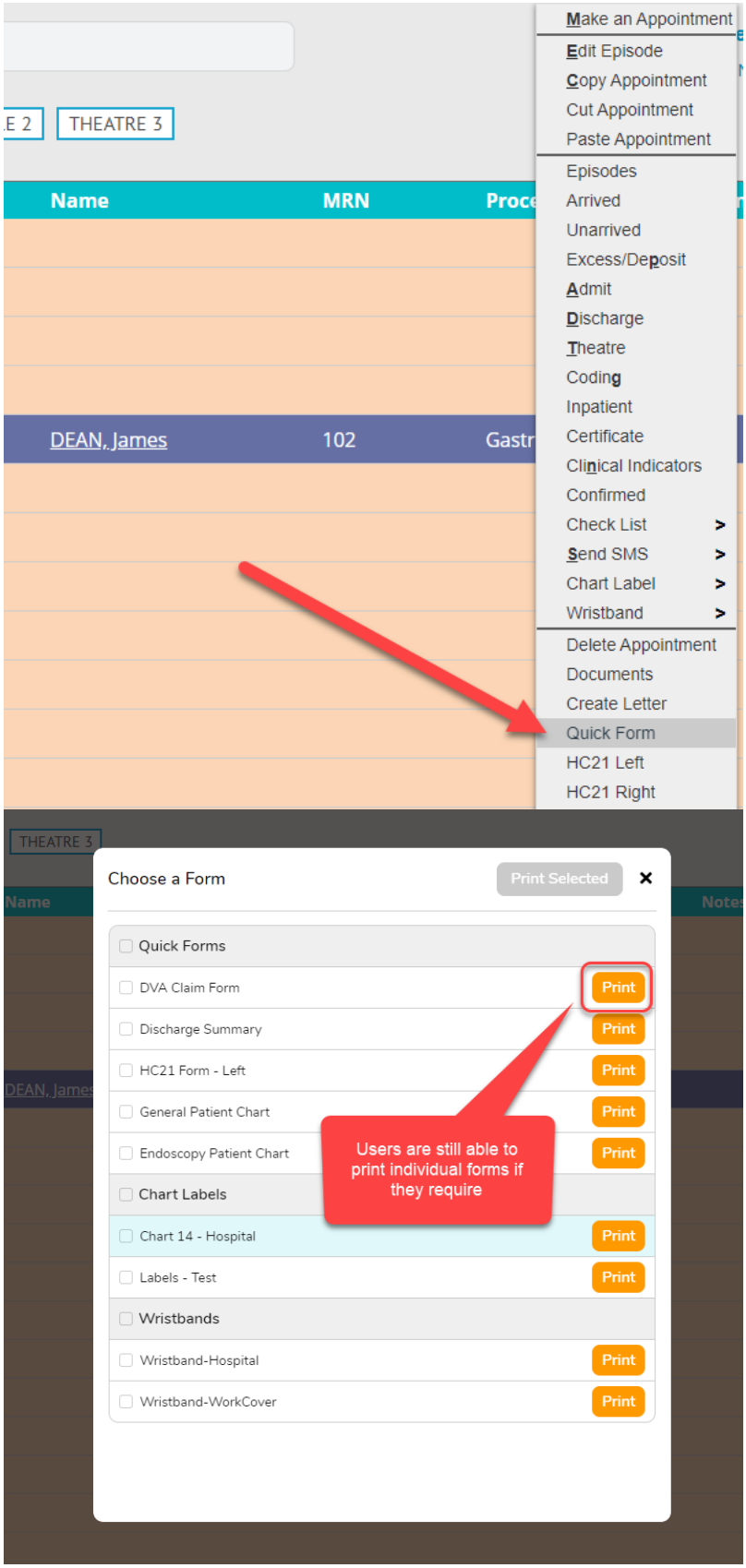
The issue that some users experienced when trying to search for customised Other Services codes has been resolved.

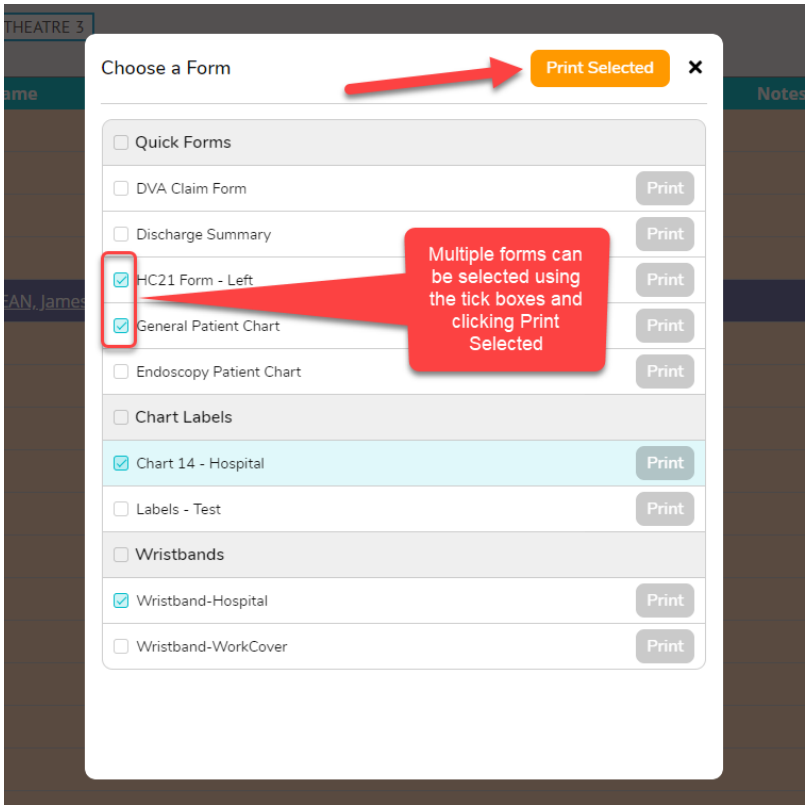
FYDO Hospital Update – 05/01/2024

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

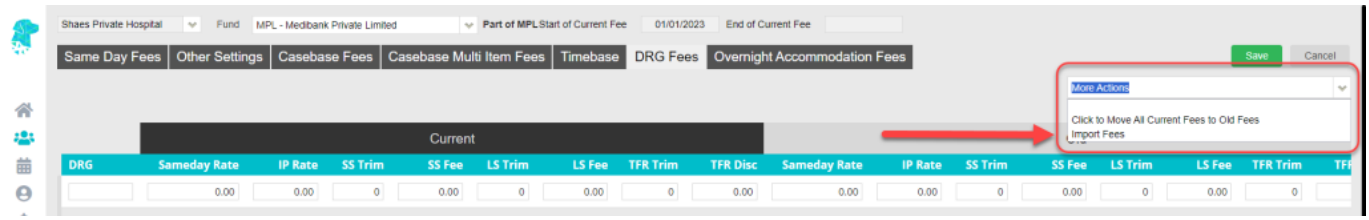
forms activates the **Print Selected** button for a one-click, multi-form print experience!





DRG Fee Import Feature

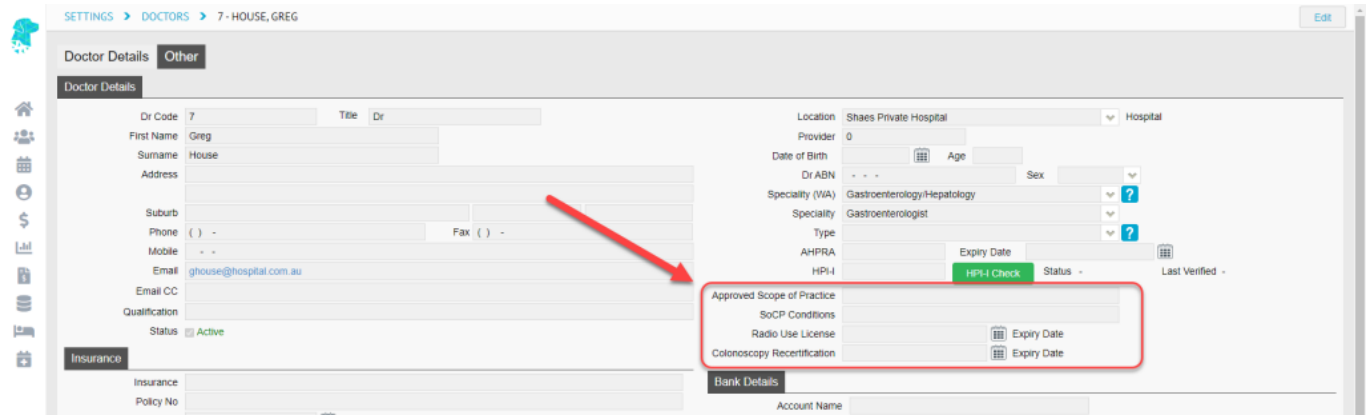
Introducing the DRG Fees Import Feature! Now, users can import DRG Fees into FYDO using an Excel file. For step-by-step instructions, check out our new Wiki page:
[Hospital Health Fund Fees – Importing DRG Fees]



Doctors Data – New Fields Available

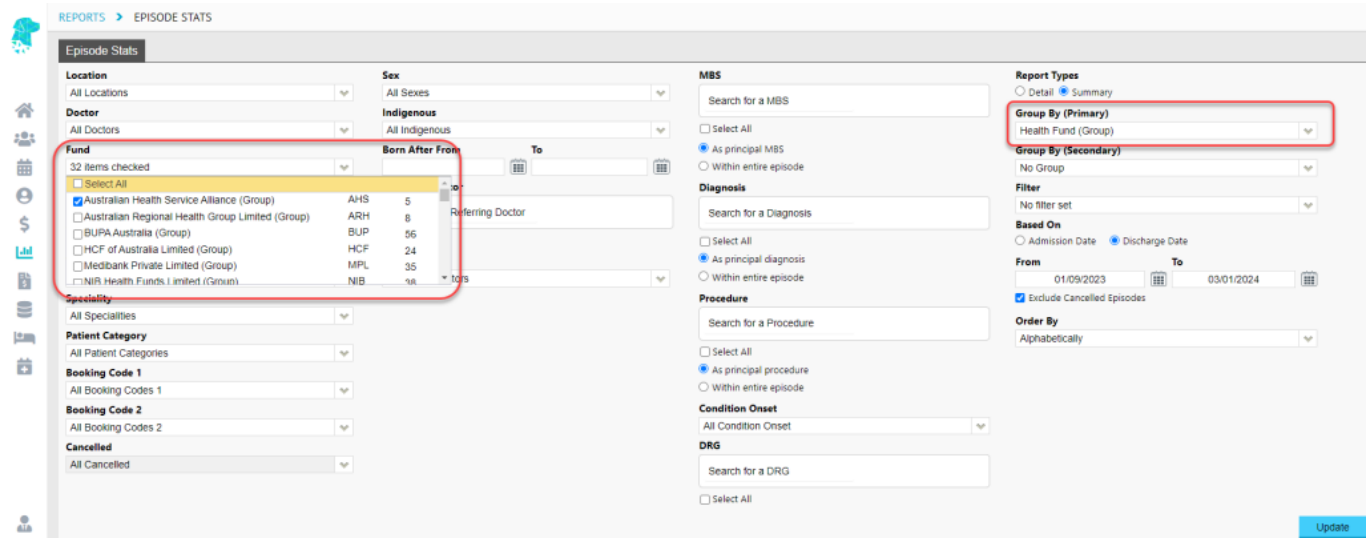
FYDO now has four additional fields available in **Settings > Doctors** to assist facilities efficiently manage and document credential information in FYDO. These fields include:

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

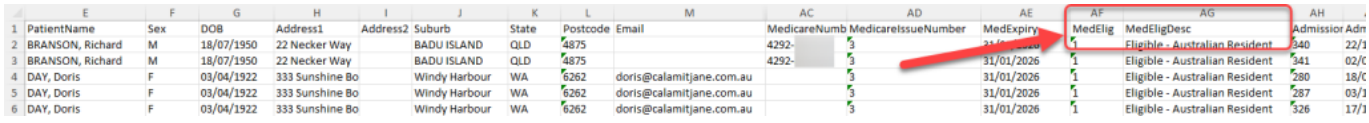


Episode Stats Report Additions

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.



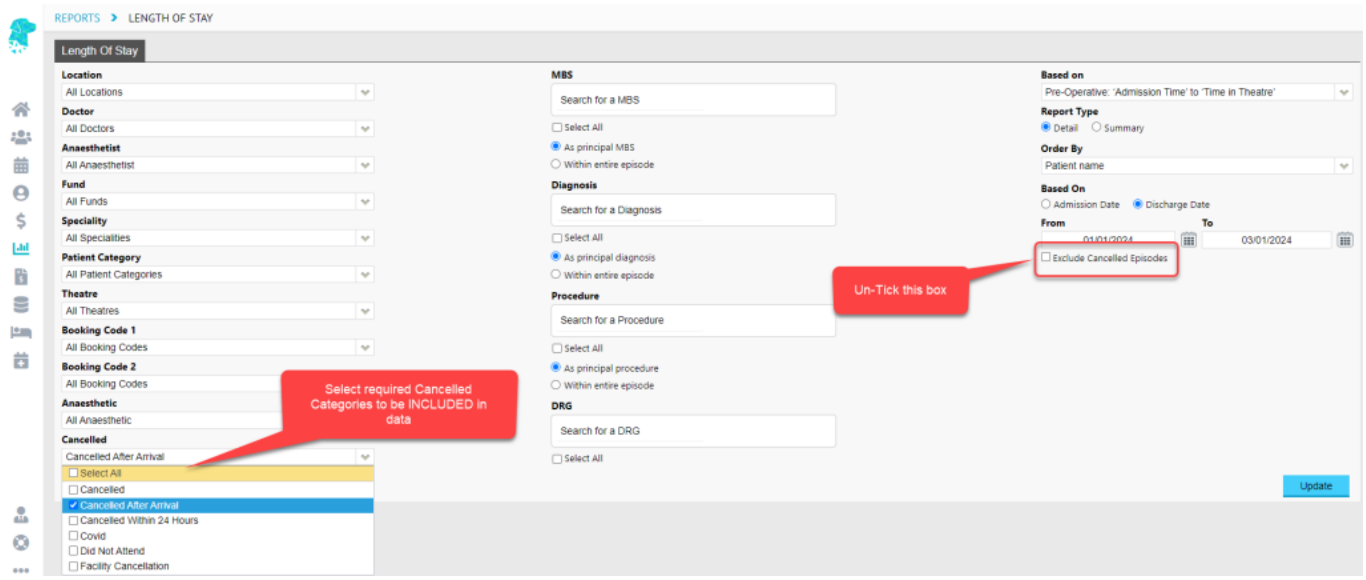
The **Medicare Eligibility** has now been added to the **Episode Stats > Export to Excel – Raw Data**.



	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	MedicareNumb	MedicareIssueNumber	MedExpiry	MedElig	MedEligDesc	Admissior
2	BRANSON, Richard	M	18/07/1950	22 Necker Way		BADU ISLAND	QLD	4875		4292-	3		1	Eligible - Australian Resident	340
3	BRANSON, Richard	M	18/07/1950	22 Necker Way		BADU ISLAND	QLD	4875		4292-	3	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		3	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		3	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		3	31/01/2026	1	Eligible - Australian Resident	326

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.



New IP Restriction Function

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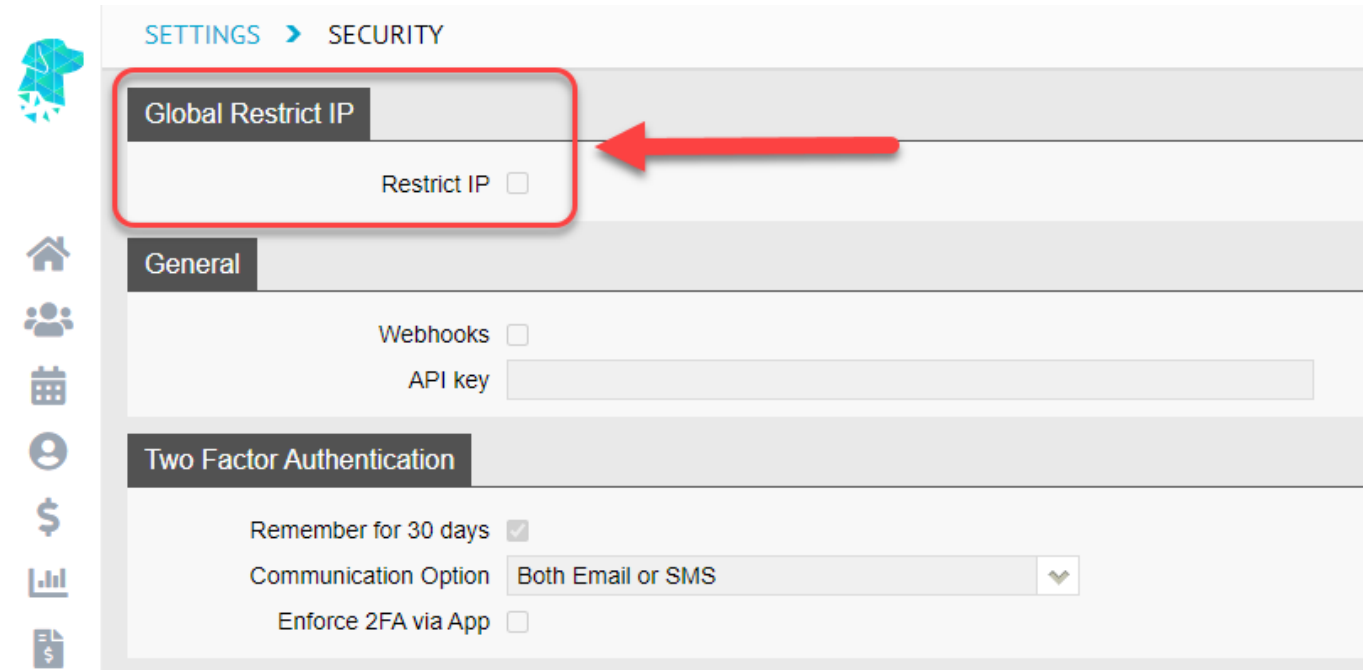
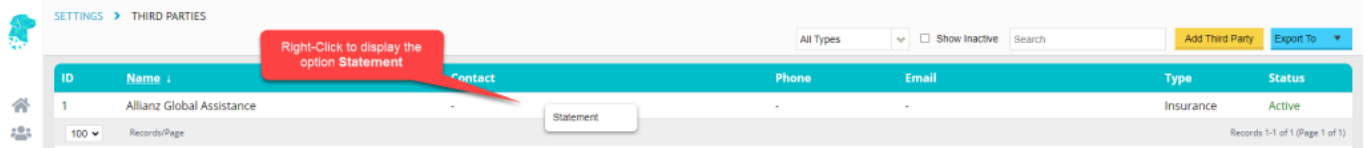
Only users with the required access levels will be able to make amendments to these settings.



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**.**



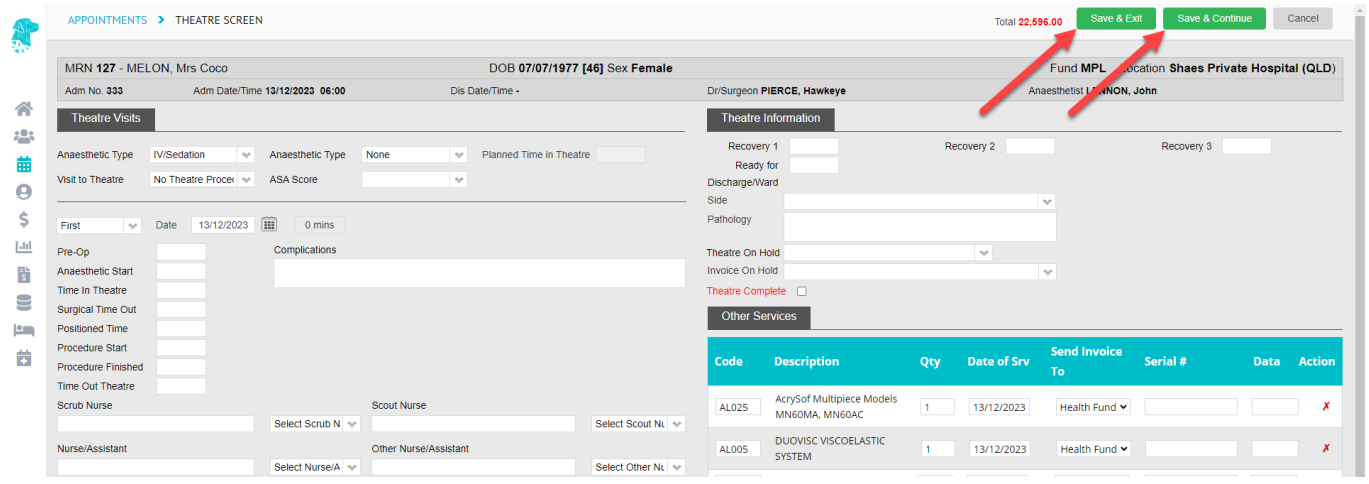
A pop-up is displayed, allowing users to select the required dates before clicking **Print** to generate the statement.

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**.



Unbilled Revenue Report Additions

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

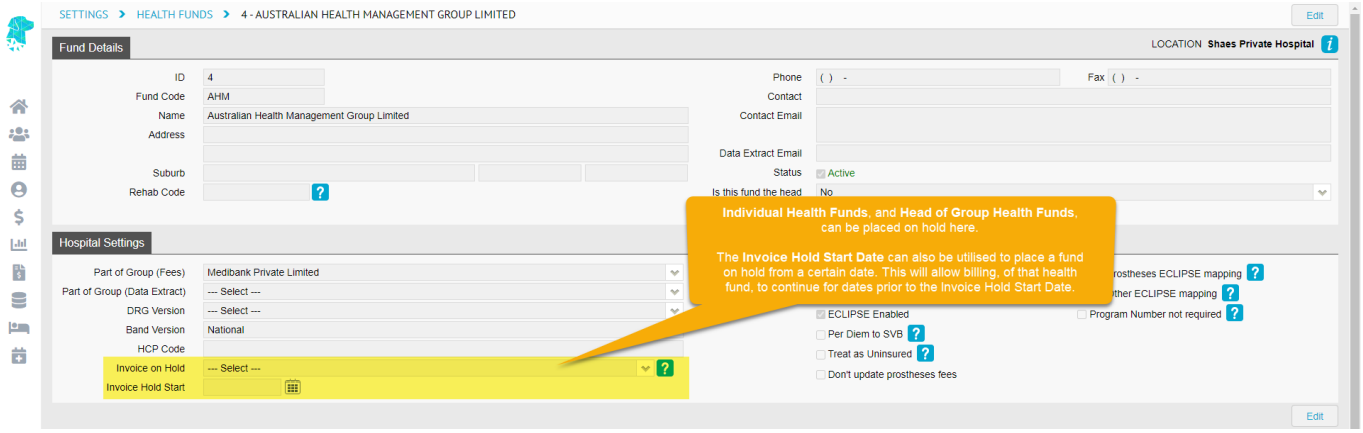
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
1	LocId	LocName	Patient	MRN	EpiNo	AdmDate	LOS	Fund	From	To	Desc	Fee	GST	Band	BandID	BedType	Qty	cPatCat	Item	ItemType	BillTo	TheatreID	TheatreName
26	1	Shaes Priv	DAY, Doris	103	52	30/08/202	1	AHM	30/08/2023	30/08/2023	Endoscopic examin	450	0	2	0		1	D/O	32222	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	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, Mic	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, CAPT	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

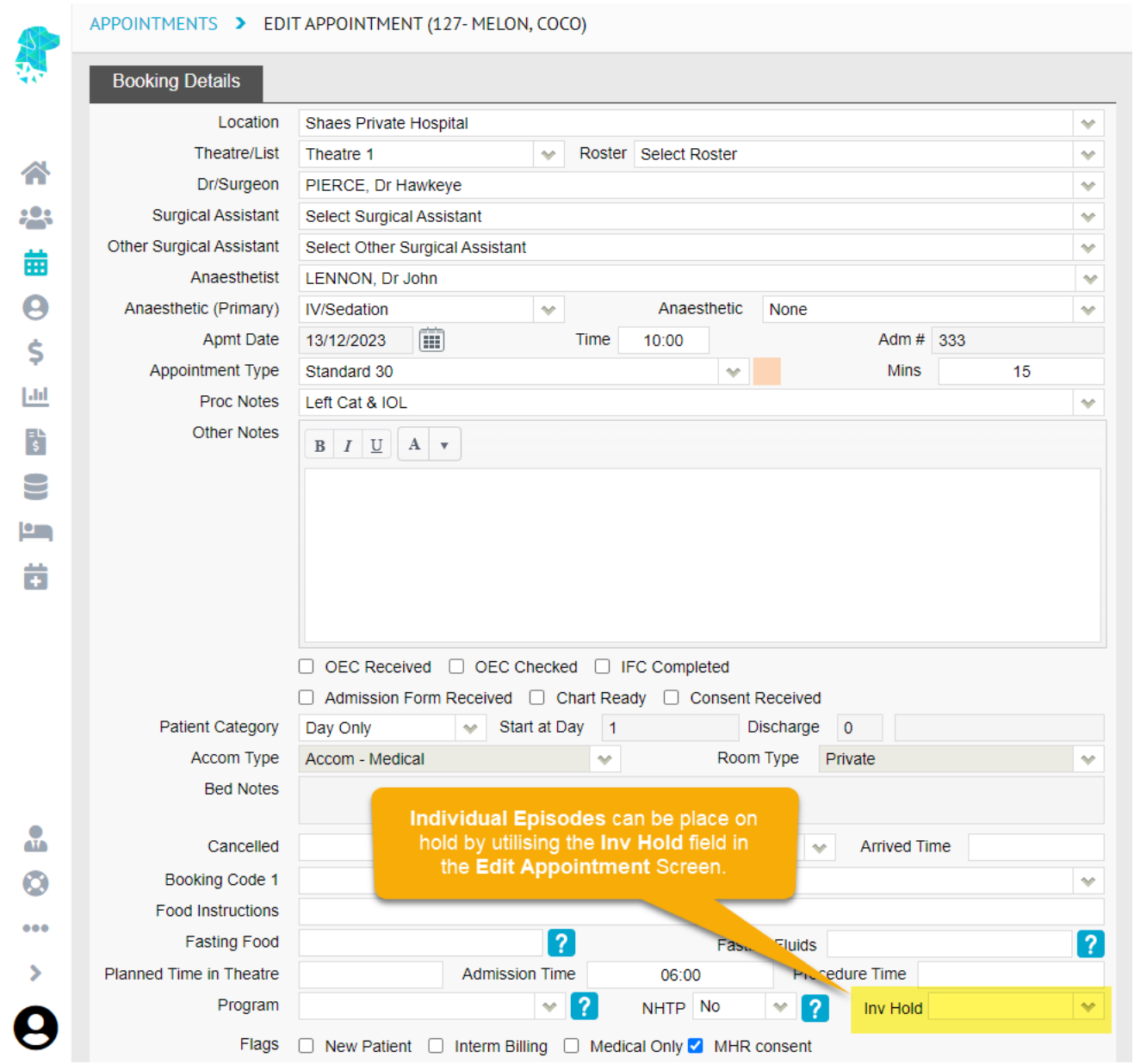
Bug Fix – Invoice On Hold Feature

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

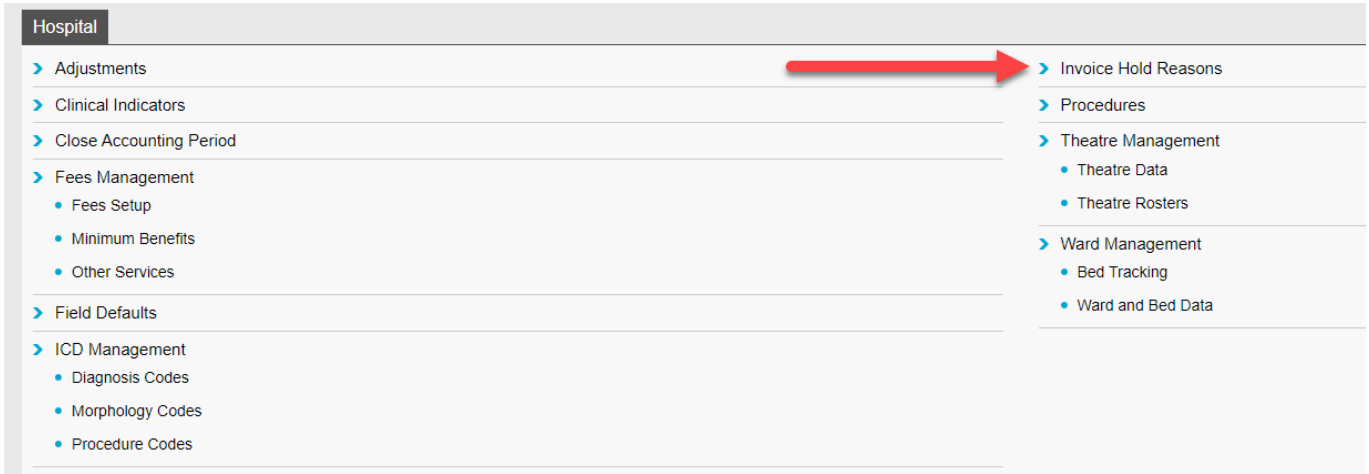
This feature gives facilities the ability to:

- 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)*



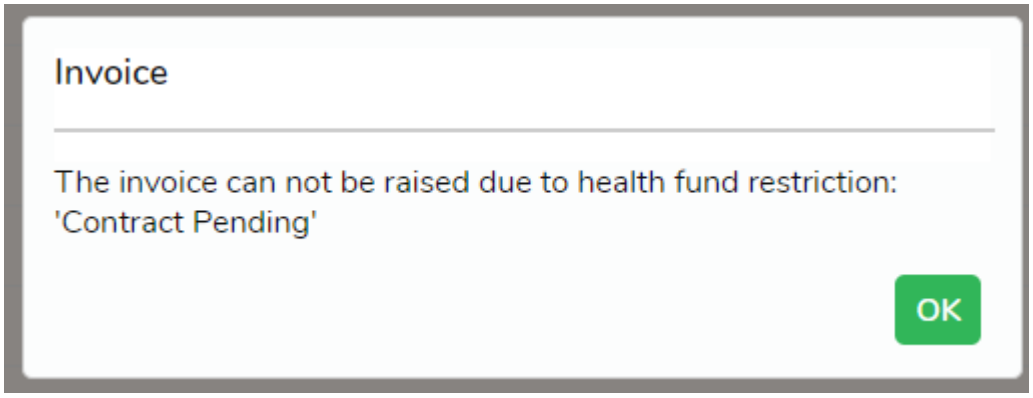


Each facility has the flexibility to customise **Invoice Hold Reasons** to accommodate their specific requirements for placing invoices on hold. This can be done, by a user with the required access levels, by navigating to **Settings > Hospital > Invoice Hold Reason.**



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.

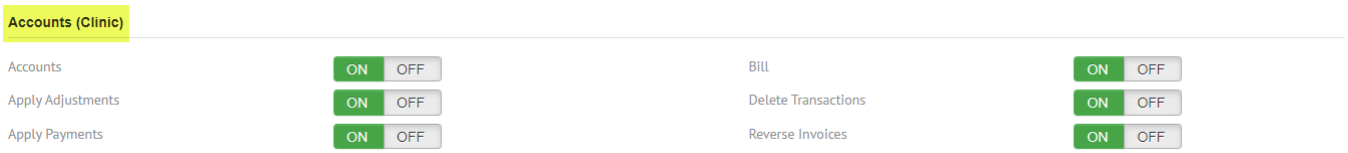


FYDO Clinic Update – 07/12/23

Accounts (Clinic) Permissions

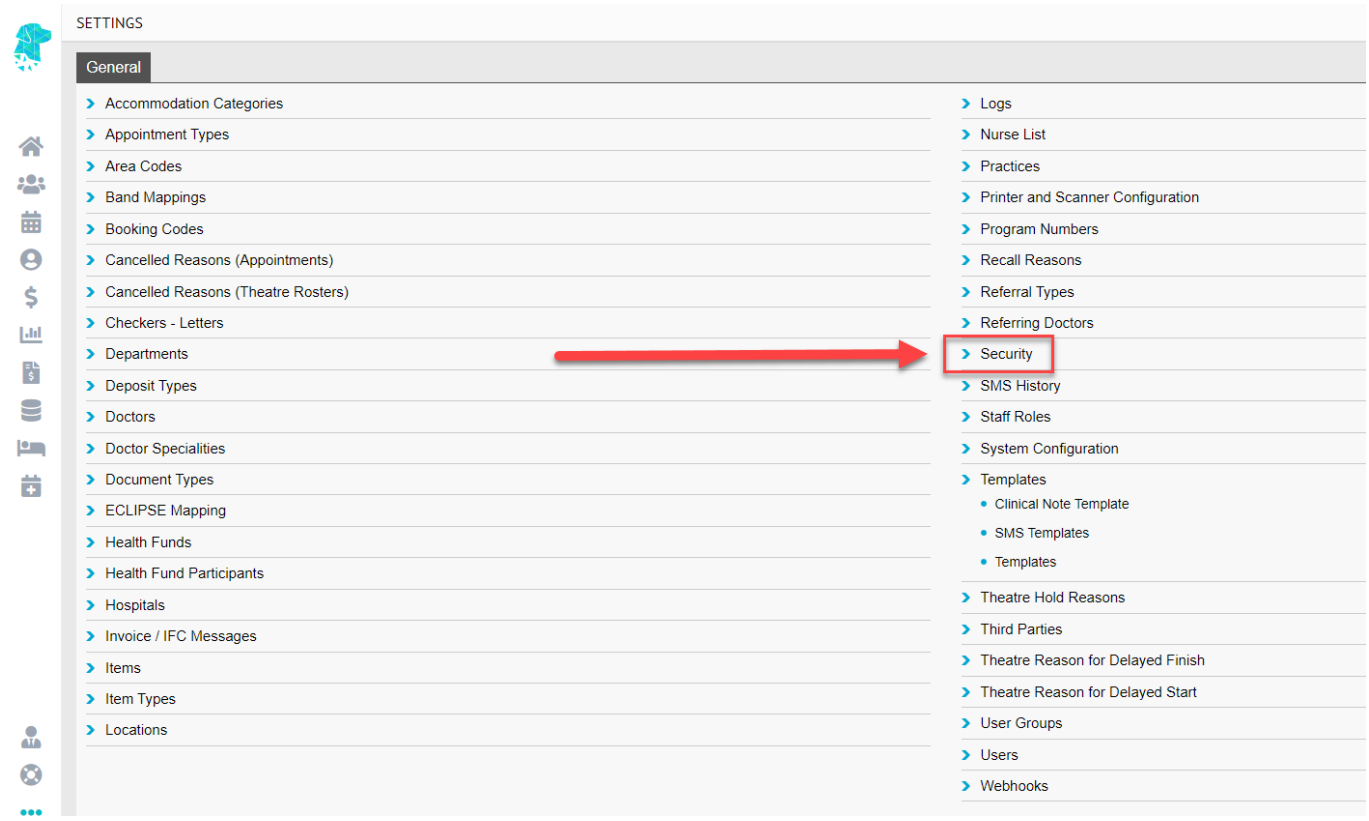
Clinic Accounts permissions have been moved from the **Patient** section within user groups to its own section called **Accounts (Clinic).**

Apply Payments and **Apply Adjustments** have also been split into 2 separate permissions. Previously, they were together as a permission.



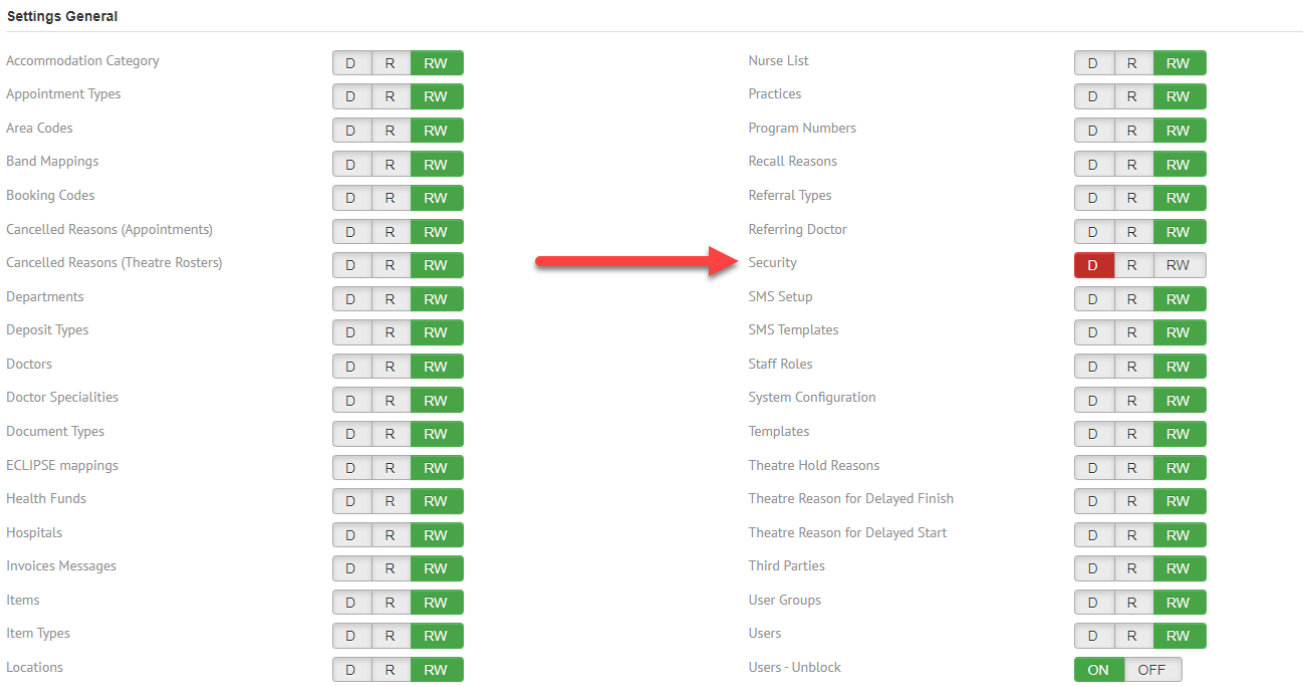
Security Settings Relocation

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 clinics 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.



Items Report

Additional fields have been added to the **Items Report** when exported in raw data format.

- Patient Mobile
- Patient Email
- Patient Address

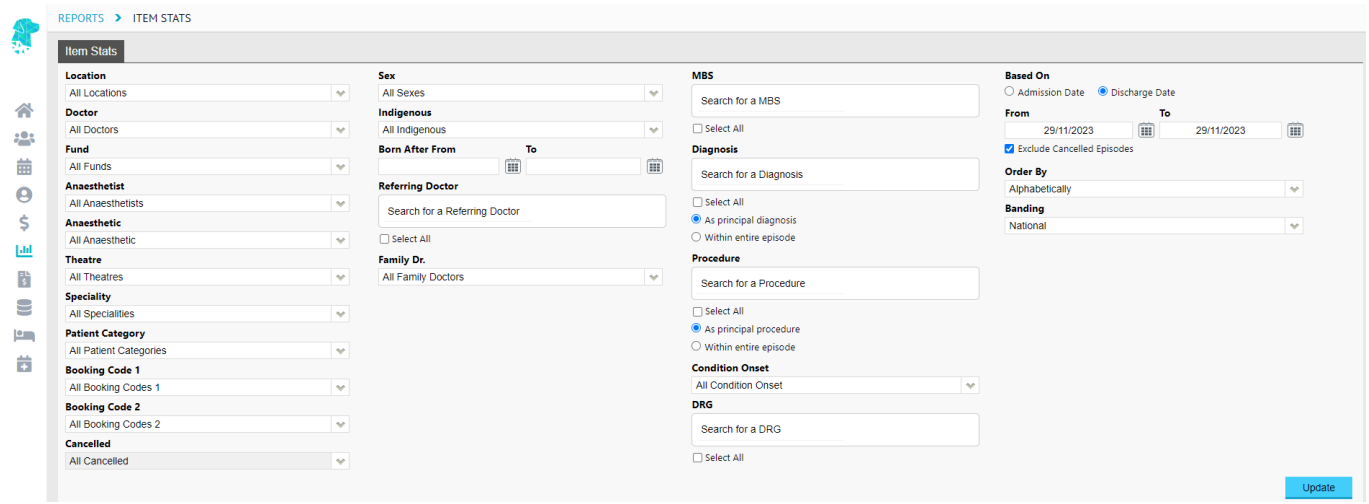
Mobile	Email	PatientAddress1	PatientAddress2	PatientSuburb	PatientState	PatientPostcode
0414-456-78	jones@test.com	111 Fly St		DARLINGHURST	NSW	2010
0414-456-78	jones@test.com	111 Fly St		DARLINGHURST	NSW	2010
0414-456-78	jones@test.com	111 Fly St		DARLINGHURST	NSW	2010

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

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.



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 Da	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	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	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	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	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	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	IV/Sedati	10:00	10:20	D/O	20

Security Settings Relocation

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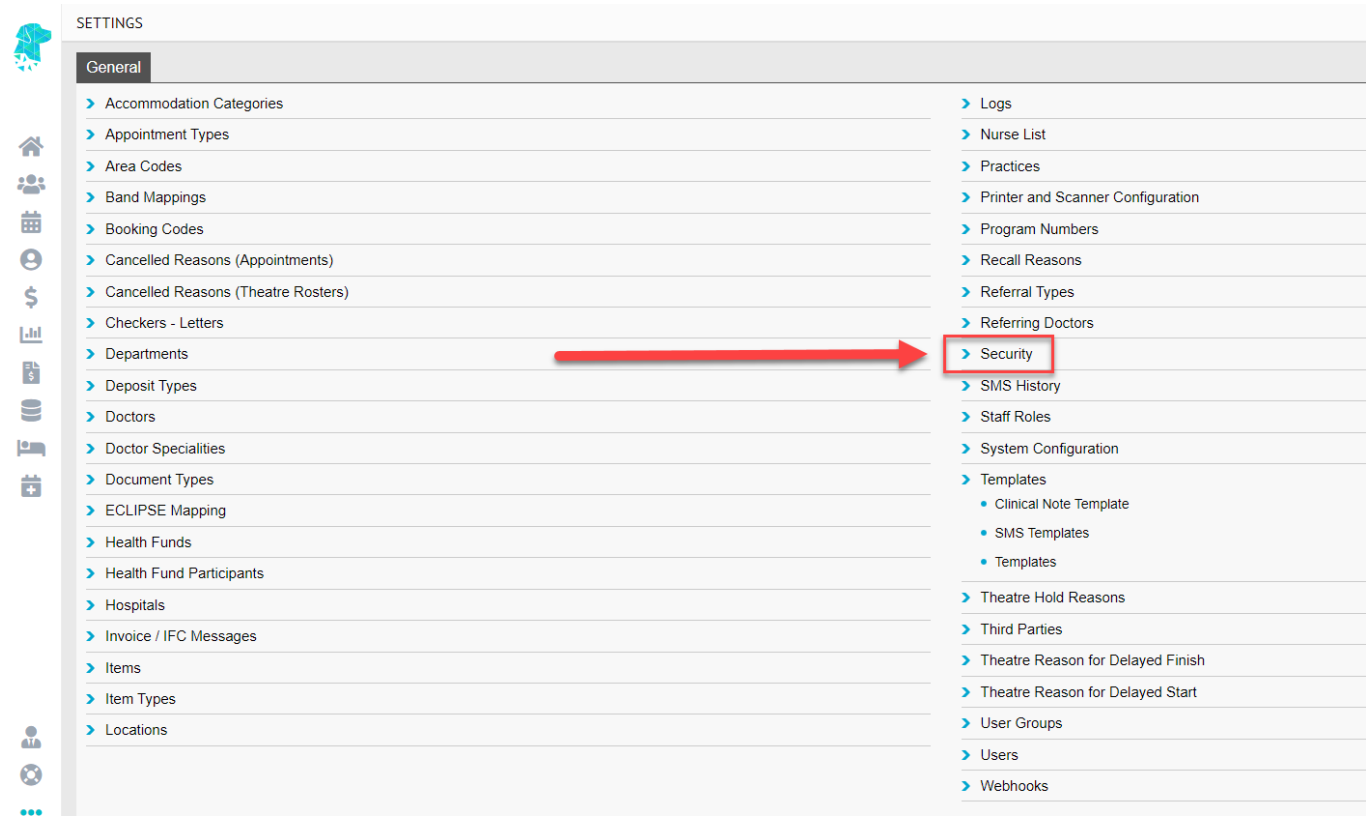

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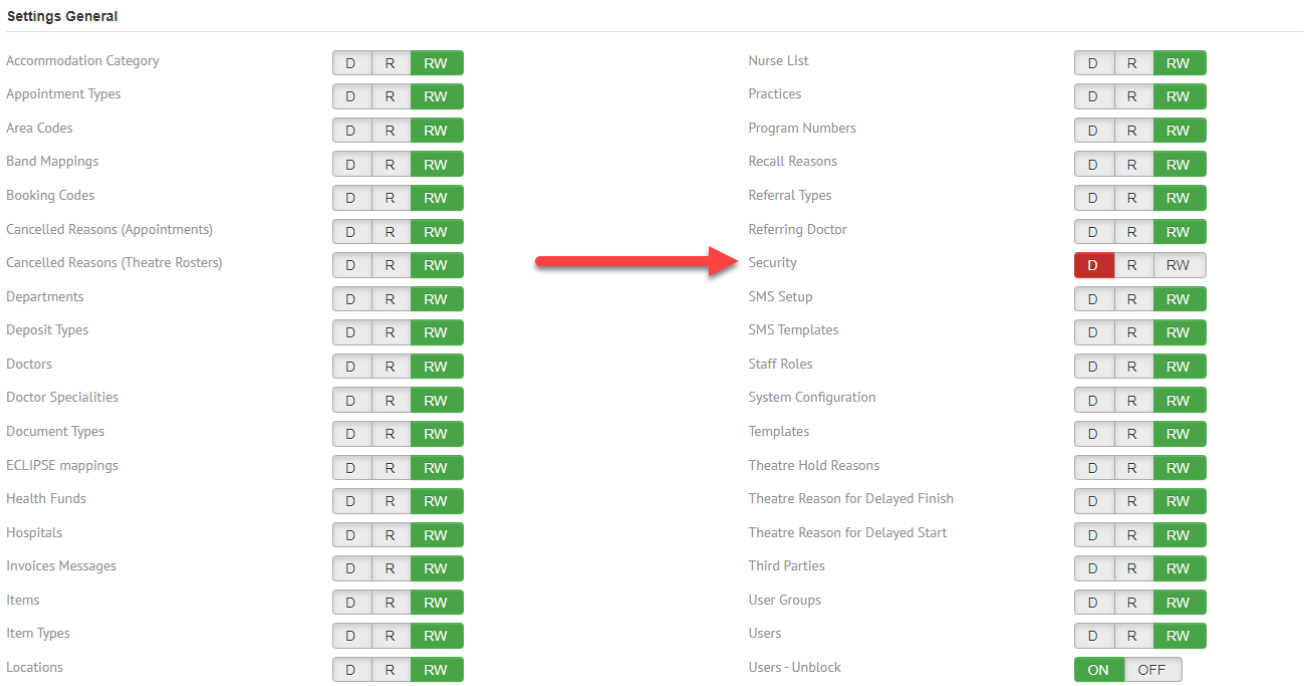
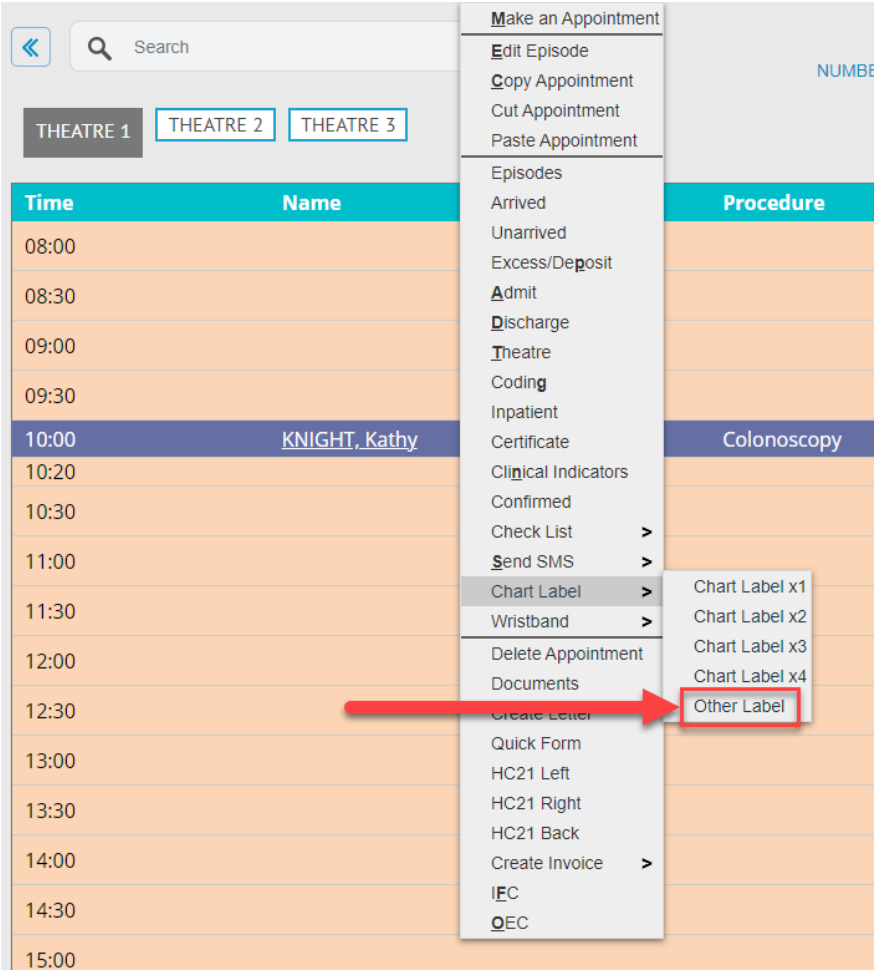


Adding Multiple Label Templates

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.



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

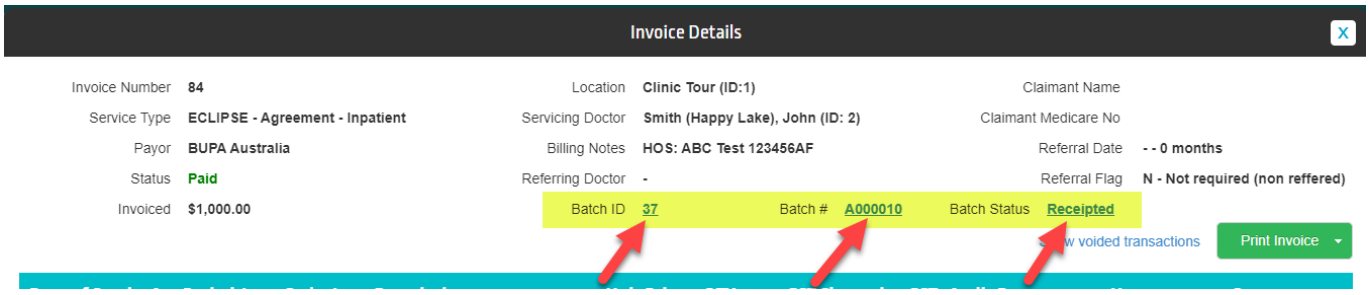
Bug Fixes

- 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 Clinic Update 27/11/23

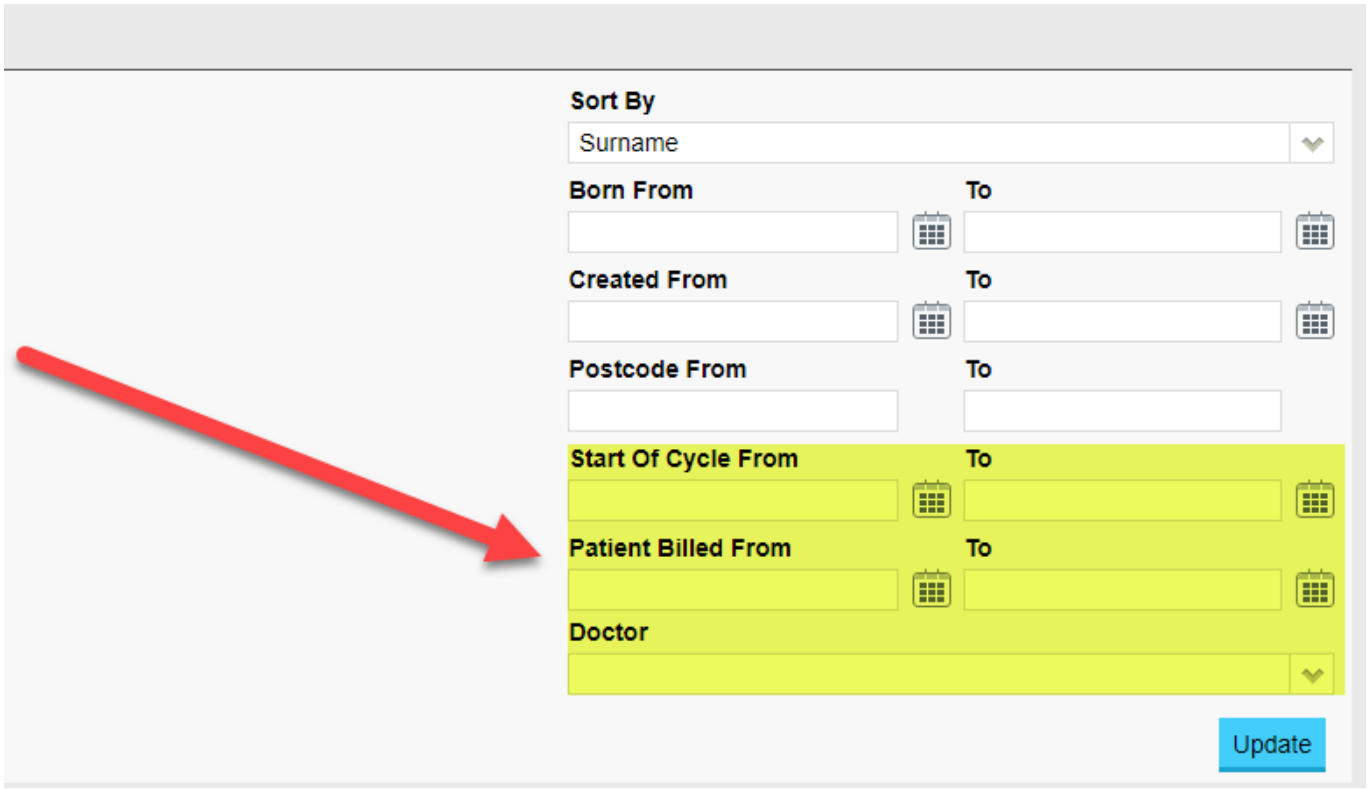
Batch Hyperlink

On the **Invoice Details** screen, we have introduced hyperlinks that will take the user to the batch where the invoice is located within the **Claiming Medical** screen.
Simply, click on the **Batch ID**, **Batch #** or the **Batch Status** of an invoice from the **Invoice Details** screen to go directly to where the invoice is located.



Patient Stats Report

New filter options have been added to the **Patient Stats Report.**
This report can now be filtered based on Community Nursing patients start of cycle date *(Please note- to retrieve acucare data, a patients cycle information must be kept up to date within their patient file),* patients billed within a specific date range and it can also be filtered to show patients billed under a specific doctor.



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