

[FYDO Hospital Update - 26/6/2023](#)

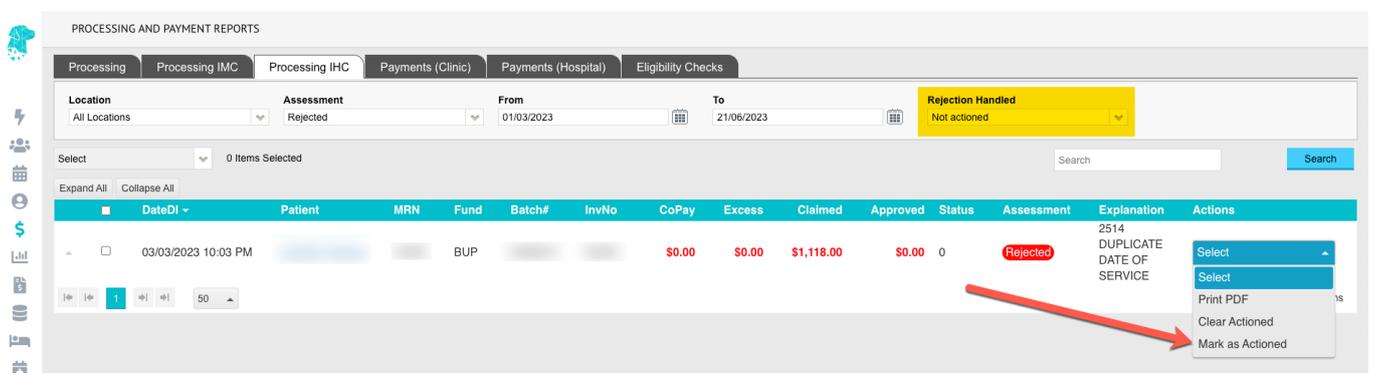
New Feature in Processing IHC

FYDO now gives users the ability to **mark rejected claims as actioned** in the Processing IHC screen.

Once rejected claims have been addressed, the **Actions** drop down can be utilised to **Mark as Actioned**. This will remove the claim from the default view.

The **Rejection Handled** dropdown can be used to **Show All** responses and display any claims that have previously been Marked as Actioned. However, by default the screen will open to show **Not Actioned** responses only.

Users are also able to **Clear Actioned** to then undo the Mark as Actioned function if required.



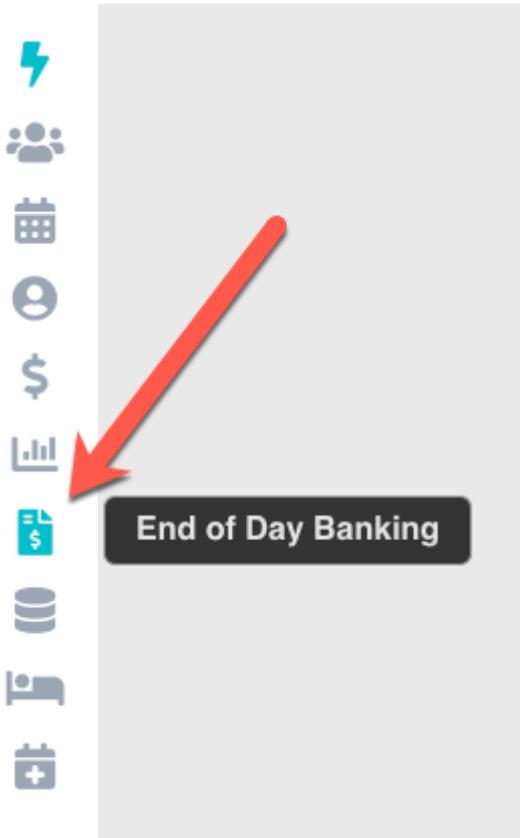
The screenshot displays the 'PROCESSING AND PAYMENT REPORTS' interface. The 'Processing IHC' tab is active. The 'Rejection Handled' dropdown is set to 'Not actioned'. A table of claims is shown with columns: Date, Patient, MRN, Fund, Batch#, InvNo, CoPay, Excess, Claimed, Approved, Status, Assessment, Explanation, and Actions. A red arrow points to the 'Actions' dropdown menu for a claim with a 'Rejected' status, which includes options: Select, Print PDF, Clear Actioned, and Mark as Actioned.

Date	Patient	MRN	Fund	Batch#	InvNo	CoPay	Excess	Claimed	Approved	Status	Assessment	Explanation	Actions
03/03/2023 10:03 PM			BUP			\$0.00	\$0.00	\$1,118.00	\$0.00	0	Rejected	2514 DUPLICATE DATE OF SERVICE	Select Select Print PDF Clear Actioned Mark as Actioned

[FYDO Clinic Update 15/06/2023](#)

End of Day Banking

The **End of Day Banking** has been relocated to the main menu. This is to assist in easy access for staff performing this task, as they no longer need to enter the settings menu.



The permissions associated with the **End of Day Banking** have not changed. However, they have also been relocated in the **User Groups** to come under their own heading.

End Of Day Banking

End Of Day Banking

D R RW

Gender Field

We have added a **Gender** field to the **Patient Details** screen. This field will automatically populate based on the sex.

For example - when Male is selected as Sex, Gender will automatically change to "Man, or boy, or male" and Female Sex has been mapped to "Woman, or girl, or female." However, the Gender field can be overwritten to any other value provided.

Patient Details			
Patient #	451	File Num	External ID
Title	Mr		
First Name	John	?	Middle Name
Last Name	CITIZEN		Maiden Name
Pref. Name			
Address	100 Sydney Street		
Suburb	HOME BUSH	State	NSW
Postcode	2140		
Mailing Address			
Suburb		State	
Postcode			
Sex	Male	Gender	
Date of Birth	13/05/1973	Age	
Mobile	0400-111-222	Home	() -
Email	johnny@gmail.com		
			<ul style="list-style-type: none"> Man, or boy, or male 1 Woman, or girl, or female 2 Non-binary 3 Different term 4 Prefer not to answer 5 Not stated 9

Bug Fix

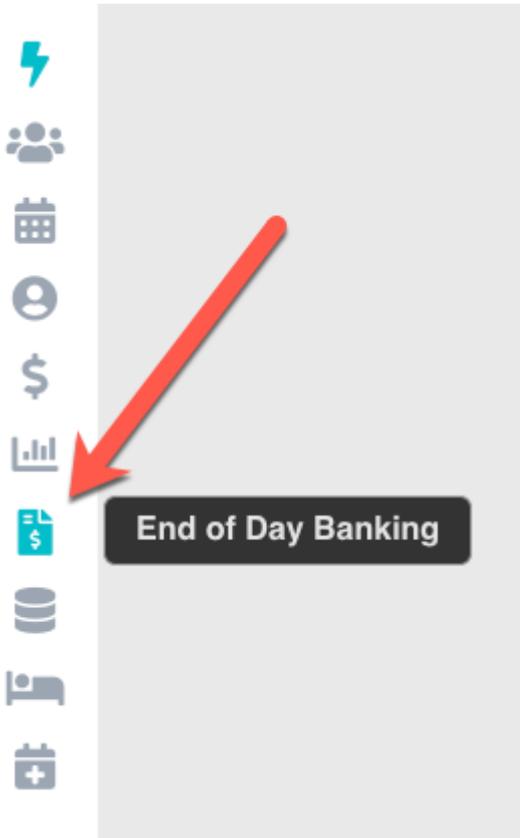
- The issue that users were experiencing when using the Save As option for a letter is now resolved
- The issue some users were experiencing with a doctors Default Bill Type not working has now been resolved
- The issue some users were experiencing when billing using the bill type Private - Other has now been resolved

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

[FYDO Hospital Update - 15/6/2023](#)

End of Day Banking

The End of Day Banking has been relocated to the main menu. This is to assist in easy access for staff performing this task, as they no longer need to enter the settings menu.



The permissions associated with the End of Day Banking have not changed. However, they have also been relocated in the User Groups to come under their own heading.

End Of Day Banking	
End Of Day Banking	D R RW
Hospital Episode	
Admission	D R RW <i>i</i>
Clinical Indicator	D R RW

Billing Status Report

There has been an addition to the **Billing Status Report** when run for **Show Not Billed Only** that allows the user to **Exclude Cancelled Episodes**.

This option will not be checked by default. However, once the user ticks this box, the cancelled episodes will be excluded from the report.

REPORTS > BILLING STATUS

Billing Status Report

Location: All Locations

Doctor: All Doctors

Report Types: Show not billed only

Excludes episodes billed \$0

Excludes cancelled episodes

Discharges between: From 01/06/2023 To 14/06/2023

Update

Cancelled Episodes Report

Users now have the option to obtain cancelled episode information for specific doctors or theatres with two new filters added to the Cancelled Episodes Report.

There have also been extra columns added to the Export > Excel - Raw data to give information on the Location Name, the Theatre ID, the Theatre List, the Doctor Name & the Doctor ID.

REPORTS > CANCELLED EPISODES

Cancelled Episodes

Location: Hospital NSW

Doctor: All Doctors

Theatre: All Theatres

Cancelled Reason: All Reasons

From: 01/06/2023 To: 14/06/2023

Update

Introduction of Gender

As of July separations, it is Optional for Victorian Hospitals to report the patient's gender to the VIC Dept of Health, which will become mandatory from July 2024.

Whilst the 'Gender' field is currently only a requirement of VIC Hospitals, we have made the field available for all hospitals to use if they wish, which is an additional field to Sex.

Below is the official Reporting Guide from VIC Health regarding the use of Gender:

Reporting guide

Gender is a social and cultural concept. It is about social and cultural differences in identity, expression and experience as a man, boy, woman, girl, or non-binary person.

The terms sex and gender are interrelated, and are often used interchangeably, however they are distinct concepts:

- Sex is understood in relation to sex characteristics. Sex recorded at birth refers to what was determined by sex characteristics observed at birth or in infancy
- Gender is about social and cultural differences in identity, expression, and experience.

A person's gender may differ from their sex and may also differ from what is indicated on their legal documents. A person's gender may stay the same or can change over the course of their lifetime.

1 Man, or boy, or male

A person who describes their gender as man, or boy, or male.

2 Woman, or girl, or female

A person who describes their gender as woman, or girl, or female.

3 Non-binary

A person who describes their gender as non-binary.

Non-binary is an umbrella term describing gender identities that are not exclusively male or female

4 Different term

A person who describes their gender as a term other than man/boy/male, woman/girl/female or non-binary.

5 Prefer not to answer

A person who prefers not to respond on how they describe their gender.

9 Not stated or inadequately described

Includes:

Question unable to be asked such as when the patient is unconscious or too unwell.

Assigning a Gender in FYDO

Automatic mapping has been put in place, so when Male is selected as Sex, Gender will automatically change to "Man, or boy, or male" and Female Sex has been mapped to "Woman, or girl, or female." However, the Gender field can be overwritten to any other value provided.

Patient Details			
Patient #	451	File Num	
Title	Mr		
First Name	John	Middle Name	
Last Name	CITIZEN	Maiden Name	
Pref. Name			
Address	100 Sydney Street		
Suburb	HOME BUSH	State	NSW
Postcode	2140		
Mailing Address			
Suburb		State	
Postcode			
Sex	Male	Gender	
Date of Birth	13/05/1973	Age	
Mobile	0400-111-222	Home	() -
Email	johnny@gmail.com		

Man, or boy, or male	1
Woman, or girl, or female	2
Non-binary	3
Different term	4
Prefer not to answer	5
Not stated	9

PreAdmit Changes Regarding New Gender Field

We are working on the changes required for PreAdmit, so please contact us if you would like us to introduce the Gender field, providing us with a copy of your admission form with the new Gender field.

Bug Fixes

- The issue that some users experienced when billing Casebase Multi items has been resolved
- The issue that some users experienced when running the Payments Report has been resolved
- The issue that some users experienced when running the Other Services Revenue Report has been resolved

[FYDO Clinic Update 08/06/2023](#)

DVA Card Colour Addition

FYDO will now automatically populate the **Veteran Card Colour** when a successful OPV is done & DVA return the information.

Medicare/DVA Details	
Medicare Number	2111-11111-1
Eligibility	Eligible - Australian Resident
Veterans No.	NX901713 ✓
DVA Auth.No	
Ref	1
Exp	
Veteran Card Colour	Gold Card
DVA Auth. Date	

New Option to Search for Referring Doctors

Users are now able to search for Referring Doctors by typing the suburb.

Referring Details	
Previous Referrals	
Referring Doctor	home
GARRISON, Krishna	ACSS Health
HOME BUSH	0 40

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

[FYDO Hospital Update - 8/6/2023](#)

DVA Card Colour Addition

FYDO will now automatically populate the **Veteran Card Colour** when a successful OPV is done & DVA return the information.

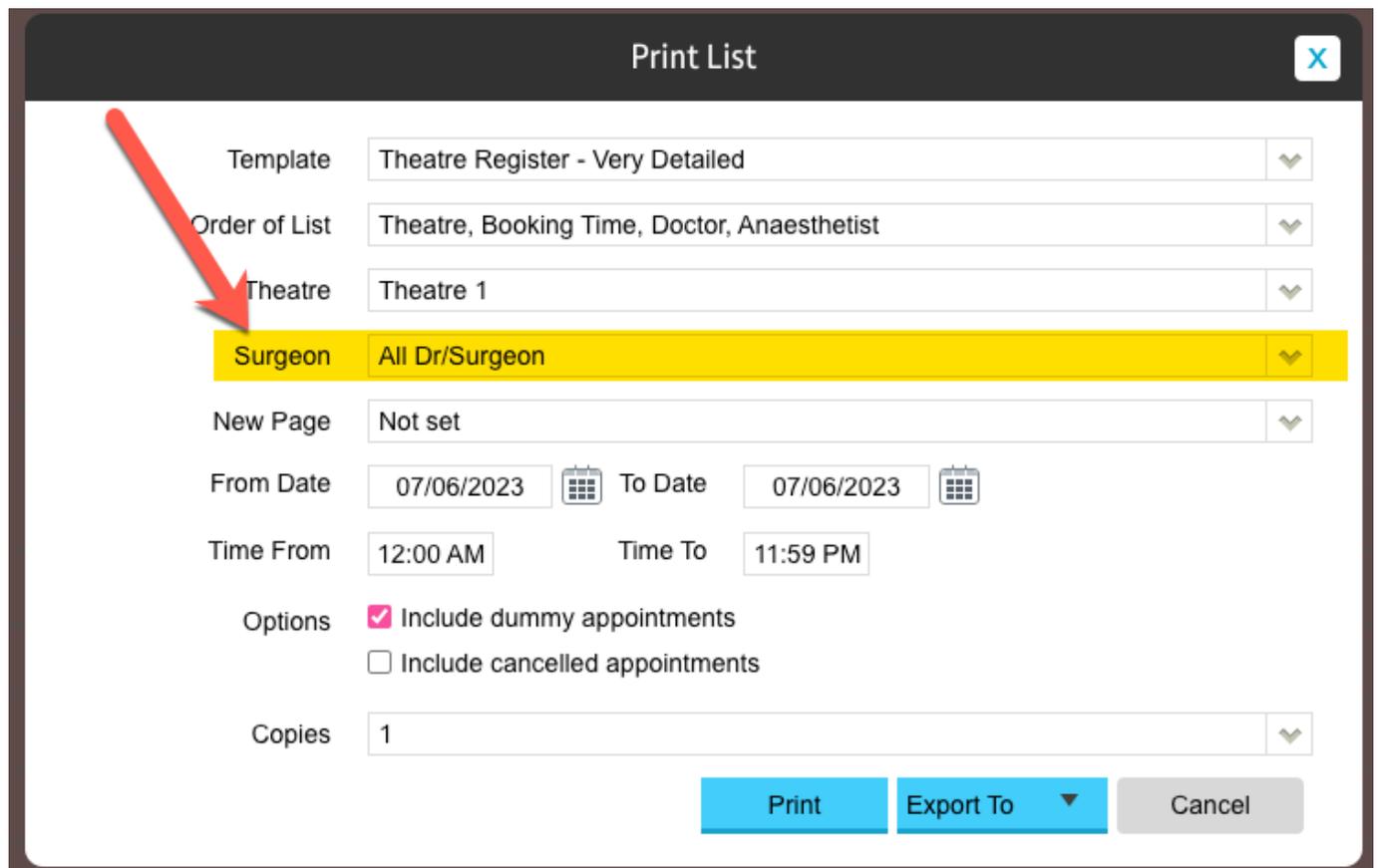
Medicare/DVA Details	
Medicare Number	2111-11111-1
Eligibility	Eligible - Australian Resident
Veterans No.	NX901713 ✓
DVA Auth.No	
Ref	1
Exp	
Veteran Card Colour	Gold Card
DVA Auth. Date	

DVA Card Colour - Additional checker for SA Health Data Extracts

FYDO will now alert users if the DVA Card Colour field is missing when they prepare the data extract. This added checker will help reduce the number of errors that South Australian hospitals have been receiving for this missing information.

New Option Added to Print List by Doctor/Surgeon

Users are now able to print lists for specific doctors using a new filter that has been added.



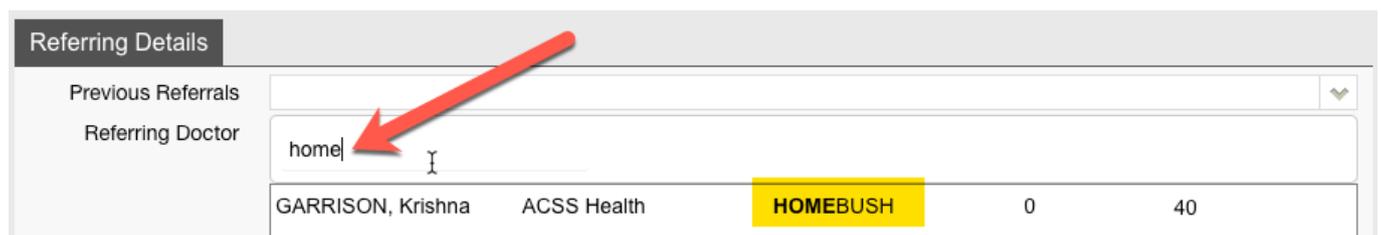
The screenshot shows a 'Print List' dialog box with the following fields and options:

- Template: Theatre Register - Very Detailed
- Order of List: Theatre, Booking Time, Doctor, Anaesthetist
- Theatre: Theatre 1
- Surgeon: All Dr/Surgeon** (highlighted in yellow)
- New Page: Not set
- From Date: 07/06/2023 To Date: 07/06/2023
- Time From: 12:00 AM Time To: 11:59 PM
- Options: Include dummy appointments, Include cancelled appointments
- Copies: 1

Buttons at the bottom: Print, Export To, Cancel.

New Option to Search for Referring Doctors

Users are now able to search for Referring Doctors by typing the suburb.



The screenshot shows the 'Referring Details' section with a search input field for 'Referring Doctor' containing the text 'home'. Below the input is a table with the following data:

Referring Doctor	Suburb	Count		
GARRISON, Krishna	ACSS Health	HOME BUSH	0	40

New Format for HCP Data Files

The HCP Data File names have been amended to comply with the current criteria requirements. An example of how the new file names will be displayed is **0056090H_BUP_HCP_042023.txt**

FYDO Clinic Update 01/06/2023

New Look Patients Screen

The Patients Screen has received a makeover. It has all the same functionalities, just with a fresh new look.

Surname	First Name	Address	Suburb	State	DOB	Age	MRN	File No.	Archived
BRANSON	Richard	22 Necker Way	BADU ISLAND	QLD	18/07/1950	72	112		
DAY	Doris	333 Sunshine Boulevard	WINDY HARBOUR	WA	03/04/1922	101	103		
DEAN	James	777 East Eden Road	CROSS ROADS	VIC	08/02/1931	92	102		
ELFAR	Trav	123 Long Street	LONGREACH	QLD	05/05/1955	68	117		
HAYNES	Cornell	1 Hollywood Boulevard	LOSTOCK	NSW	02/11/1974	48	111		
JACKSON	Michael	5225 Figueroa Mountain Road	LOSTOCK	NSW	29/08/1958	64	104		
KNIGHT <i>Maiden: DAY</i>	Kath	123 Fountain Road	FOUNTAINDALE	NSW	08/12/1954	68	119		
MIDDLETON	Catherine	1A Kensington Palace	QUEENS PARK	NSW	09/01/1982	41	107		
MUNRO	Marilyn	5 Helena Drive	BEVERLY HILLS	NSW	01/06/1926	96	101		
PORGY	Georgy	15 Pudding Lane	PIE CREEK	QLD	24/04/1926	97	118		
SHALBY	Thomas	123 Newborn Lane	NEW BEITH	QLD	01/01/2023	0	115		
SHOES	Sandy	123 Beach Road	TALLEBUDGERA	QLD	04/04/1944	79	116		
SMITH	John	100 Sydney Street	SUBIACO	WA	01/12/1953	69	113		
SQUAREPANTS	Spongebob	Laney Lane	LANE COVE	NSW	13/07/1988	34	114		
STEWART	Alfred	1 Caravan Park Road	SUMMERFIELD	VIC	01/01/1944	79	110		

Bug Fix

The ordering of the List View by time, when using a Custom-Made View, has been fixed.

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

FYDO Hospital Update - 1/6/2023

New Billing Rule

There is a new feature that allows a facility to restrict the invoicing of an episode if it is yet to be grouped.

This can be turned on in **Settings > System Configuration** by selecting the tick box that states **Invoicing only allowed if 'Episode Grouped'**

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

Invoicing only allowed if 'Episode Grouped'

Make the accounting period the same as Discharge Date



New Look Patients Screen

The Patients Screen has received a makeover. It has all the same functionalities, just with a fresh new look.

Patient List
 Patient Other Show Deceased Show Archived Create Clinic IFC Create Hospital IFC Create Patient

Surname	First Name	Address	Suburb	State	DOB	Age	MRN	File No.	Archived
BRANSON	Richard	22 Necker Way	BADU ISLAND	QLD	18/07/1950	72	112		
DAY	Doris	333 Sunshine Boulevard	WINDY HARBOUR	WA	03/04/1922	101	103		
DEAN	James	777 East Eden Road	CROSS ROADS	VIC	08/02/1931	92	102		
ELFAR	Trav	123 Long Street	LONGREACH	QLD	05/05/1955	68	117		
HAYNES	Cornell	1 Hollywood Boulevard	LOSTOCK	NSW	02/11/1974	48	111		
JACKSON	Michael	5225 Figueroa Mountain Road	LOSTOCK	NSW	29/08/1958	64	104		
KNIGHT <i>Maiden: DAY</i>	Kath	123 Fountain Road	FOUNTAINDALE	NSW	08/12/1954	68	119		
MIDDLETON	Catherine	1A Kensington Palace	QUEENS PARK	NSW	09/01/1982	41	107		
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SQUAREPANTS	Spongebob	Laney Lane	LANE COVE	NSW	13/07/1988	34	114		
STEWART	Alfred	1 Caravan Park Road	SUMMERFIELD	VIC	01/01/1944	79	110		

100 Records/Page Records 1-15 of 15 (Page 1 of 1)

New Fee Setup Function

A new option has been added in the **Settings > Fee Setup** that will assist in efficient entering of Basic Fees, if the contract stipulates that they are the same price as the Full Fees. FYDO now gives users the ability to **Click to Move Full Fee into Basic Fee** to reduce the need for extra data entry.

Shaes Private Hospital Fund MPL - Medibank Private Limited Part of MPL Start of Current Fee 01/09/2022 End of Current Fee

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

Same Day Accommodation Fees Theatre Banding Charges

Band	Full Fee	Basic Fee	Full Fee Rebate	Full Fee	Basic Fee	Full Fee Rebate	Band	Full Fee
1	247.00	0.00	247.00	300.00	0.00	300.00	1A	100.00
2	400.00	0.00	400.00	400.00	0.00	400.00	1	150.00
3	500.00	0.00	500.00	500.00	0.00	500.00	2	200.00
4	600.00	0.00	600.00	600.00	0.00	600.00	3	300.00
C	250.00	0.00	250.00	250.00	0.00	250.00	4	400.00

More Actions
 Click to Move Current Fees to Old Fees
 Click to Move Full Fee into Full Fee Rebate
 Click to Move Full Fee into Basic Fee

Amendment to the Date of Service date on Payments & Adjustments

Historically the Date of Service (DOS) was shown on Payments & Adjustments as the transaction date. This has now been amended to show the actual Date of Service Date. The Accounting Period date will still reflect the option that has been selected in **Settings > System Configuration**.

114 - SQUAREPANTS, Spongebob Total -50.00 Back to Appointments

Patient Details Other Appointments Recalls Accounts Episodes Communication Documents Clinical

No.	Adm #	Adm. Date	Dis. Date	Sts	Nights	Procedure	Other Notes	Fund	Surgeon	Location	Actions
3	48	22/05/2023	-	Cancelled	-	Gastroscopy			Pierce, Hawkeye	Shaes Private Hospital	
4	65	01/05/2023	01/05/2023	Discharged	D/O	Gastroscopy			House, Greg	Shaes Private Hospital	

Invoice for Admission: 65 | Admission Date: 01/05/2023 Episode Total 00.00 Balance Due -50.00 Invoice Options

Inv #	To	DOS From	Acc Period	T	Code	Description	Qty	B	Charge inc	GST	T	Audit Date	User
13	U/I	01/05/2023	31/05/2023	D	DEPOS	Co-Payment: EFTPOS	-		\$-50.00	0.00	P	31/05/2023 10:44 AM	Shae Darr (ACSS)

Episode Notes Financial Notes Audit

Edit Note

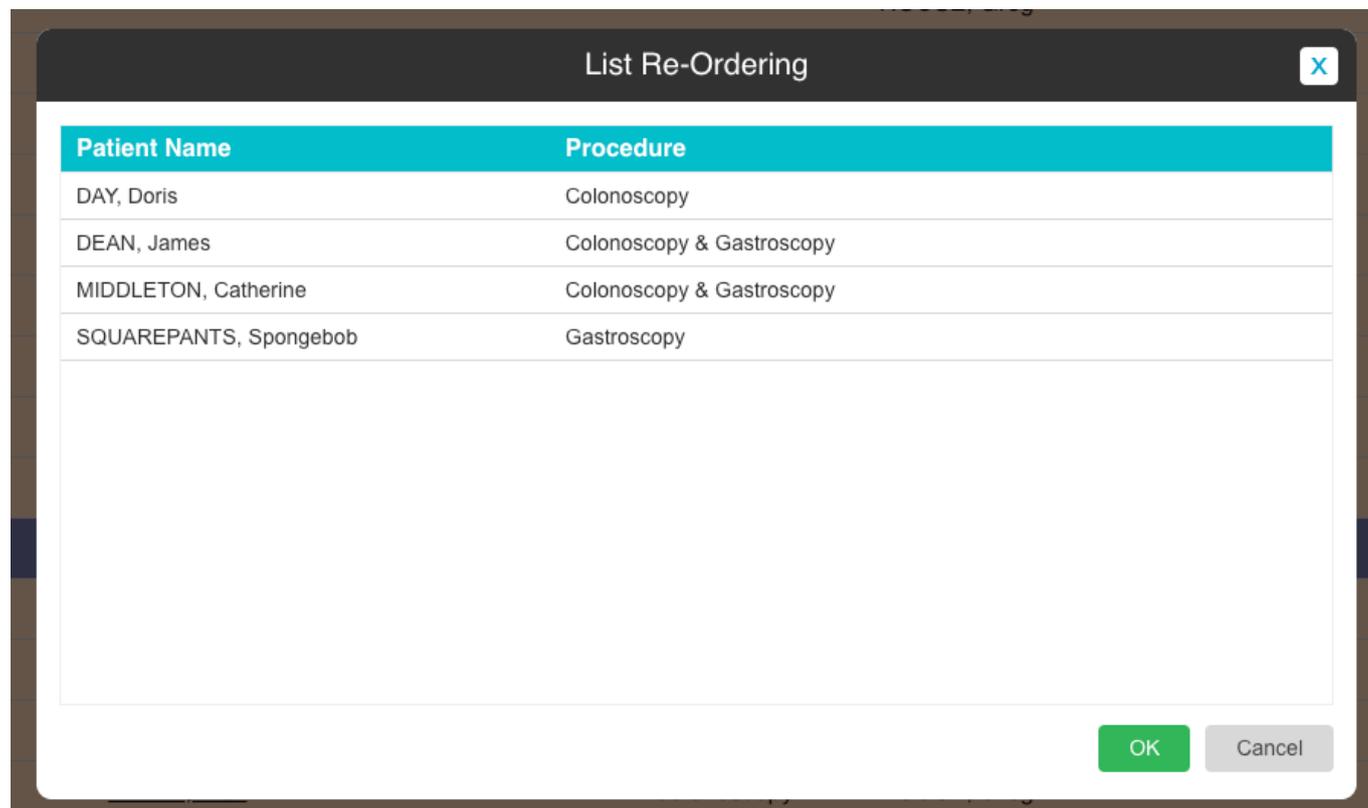
Hospital

Booking <input type="checkbox"/>	Recovery 1 <input type="checkbox"/>	Manual Admission Number <input type="checkbox"/>
Arrived <input type="checkbox"/>	Recovery 2 <input type="checkbox"/>	Allow referral to be entered without a referral date/period <input type="checkbox"/>
Admitted <input type="checkbox"/>	Recovery 3 <input type="checkbox"/>	Alert when referral expired when editing an appointment <input type="checkbox"/>
Anaesthetic Bay <input type="checkbox"/>	Ready for Discharge/Ward <input type="checkbox"/>	Invoicing only allowed if 'Theatre Completed' <input checked="" type="checkbox"/>
In Theatre <input type="checkbox"/>	Discharged <input type="checkbox"/>	On admission, make patient fields mandatory <input checked="" type="checkbox"/>
		On admission, alert to take excess if not yet collected <input checked="" type="checkbox"/>
		Theatre Roster required when making bookings <input type="checkbox"/>
		Invoicing only allowed if 'Episode Grouped' <input type="checkbox"/>

Make the accounting period the same as Discharge Date

Amendment to the List Re-ordering Feature

The List Re-ordering feature will now exclude cancelled appointments, making it more efficient for users to rearrange patients in the case of a cancellation or change of order.



Bug Fixes

- The problem that some users experience in the Casebase Multi Fee Tab, when trying to enter the same item number twice, has been rectified.
- The issue that some users were experiencing regarding the "Not Billed" filter reverting to "All Appointments" has been resolved.
- The ordering of the List View by time, when using a Custom-Made View, has been fixed.
- The problem that some users experience with printing their lists in order of Doctor & Booking Time & exporting to excel has been rectified.

[FYDO Clinic Update 25/05/2023](#)

New Appointment Screen Right Click Feature

Users are now able to use a single left/normal click, on the **Appointment Time**, to display the menu.

The menu is still available by Right Clicking anywhere on the appointment line; however, this new feature has been introduced to make FYDO more compatible with tablets & iPads.

The screenshot displays a medical appointment management interface. On the left, there is a calendar for May 2023 with the 25th highlighted. Below the calendar are filters for Locations (All Locations), Departments, and an Action menu with options like 'Walk Patient In' and 'Find Available Appointment'. The main area shows a patient list for 'SMITH, John' with columns for Time and Name. A context menu is open over the 9:30 AM slot, listing actions such as 'Make an Appointment', 'Edit Appointment', 'Copy Appointment', 'Cut Appointment', 'Paste Appointment', 'Accounts', 'Arrived (Patient In)', 'Unarrived', 'Seen by doctor', 'Un-seen by doctor', 'Confirmed', 'Send SMS', 'Chart Label', 'Wristband', 'Delete Appointment', 'Documents', 'Create Letter', 'Quick Form', 'Bill', 'IFC', and 'OEC'. A red callout box with a white border contains the text 'Single Left Click on the time to display menu' with an arrow pointing to the 9:30 AM slot.

New Custom View Options for Lists

Users are now able to create their own **Custom Views** for the **Appointments Screen**, when displayed in **List** mode.

These views can be created to include all the same fields that are used in the other view options. For instructions on creating your own **Custom Views**, follow the instructions on our Wiki page at [Creating Custom Views in the Appointments Screen](#)

Time	Name	Notes	App. Type	Length
9:00 AM	TESTER_Test		Consult	30
9:30 AM	TESTER_Com		Consult	30
11:30 AM	SMITH_Test		Review	15
1:00 PM	JONES_Sandy		Consult	30
2:00 PM	SMITH_John		New Patient	30

Bug Fix

The issue that some users were experiencing when trying to “Reset Mobile (2FA)” has now been rectified.

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

[FYDO Hospital Update - 25/05/2023](#)

New Appointment Screen Right Click Feature

Users are now able to use a single left/normal click, on the **Appointment Time**, to display the menu.

The menu is still available by Right Clicking anywhere on the appointment line; however this new feature has been introduced to make FYDO more compatible with tablets & iPads.

Single Left Click on the time to display menu

Make an Appointment
Edit Episode
Copy Appointment
Cut Appointment
Paste Appointment
History
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 **I**nvoice
IFC
OEC

Time	Name	MRN
08:00		
08:30		
09:00	DAY, Doris	103
09:30	SMITH, John	113
10:00	STEWART, Alfred	110
10:30	JACKSON, Michael	104
11:00	SHOES, Sandy	116
11:30	SQUAREPANTS, Spongebob	114
12:00	PORGY, Georgy	118
12:30		
13:00		
13:30		
14:00		
14:30		
15:00		

New Custom View options for Lists

Users are now able to create their own Custom Views, for the Appointments Screen, when displayed in List mode.

These views can be created to include all the same fields that are used in the other view options.

For instructions on creating your own Custom Views follow the instructions on our Wiki page at

[Creating Custom Views in the Appointments Screen](#)

Wednesday, 24 May 2023
 NUMBER OF APPOINTMENTS 6 | TOTAL MINUTES 180 of 180 Mins

ALL INDIVIDUAL WEEKLY LIST

Clinic View Hospital View

Time	Name	Procedure	Surgeon	Notes	HF	Excess	Co-pay	OEC	IFC	AF
7:30 AM	DUMPTY, Humpty	Colonoscopy	GRIFFITHS, Jerry	Mother coming through	BUP	0.00	0.00	✓		
8:00 AM	PORGY, Georgy	Gastroscopy	GRIFFITHS, Jerry		AHM	0.00	0.00			✓
10:15 AM	LUNDY, MARTY	Left CAT & IOL	JORDAN, MARTIN	Need H/F Number	BUP	0.00	0.00			✓
10:45 AM	MUFFET, Miss	Right CAT & IOL	JORDAN, MARTIN		AUH	0.00	0.00			✓
11:15 AM	PEEP, Be	Left CAT & IOL	JORDAN, MARTIN		HCF	0.00	0.00	✓	✓	
11:45 AM	DOCK, Dickory	Right CAT & IOL	JORDAN, MARTIN	May Run Late	LHS	0.00	0.00			

Bug Fix

The issue that some users were experiencing when trying to “Reset Mobile (2FA)” has now been rectified.

FYDO Clinic Update 19/05/2023

New Batch Status Added to Claiming Medical

There has been a new batch status added to **Claiming Medical** called **Closed with Rejection**. Prior, when moving a rejected invoice/item out of a batch, it would move out to a **Closed** batch status if a Health Fund claim or into a open batch if Medicare/DVA, you would also lose the exception code/reason. Now, when moving out a rejected invoice/item, it will go into its own batch with the status **Closed with Rejection**, you will also no longer lose the exception code/reason when moving the rejection out. This new batch status will benefit all clinics, in particular those with multiple users, as this will help users identify invoices/items that have been moved out of its original batch due to a rejection.

75.00	Closed	0.00
171.49	Closed	0.00
900.00	Closed with Rejection	0.00
6,000.00	Payment Received	6,000.00



Please note: When moving out Medicare/DVA rejections, this will automatically close the current open batch (If any) for that provider, this is so the rejected invoice/item is able to move into its own batch and not into the current open batch.

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