

[FYDO Clinic Update - 16/04/2026](#)

Arrears Report Enhancement

We have enhanced the underlying reporting framework for the Arrears Report.

As part of this update, the report now features a refreshed design and improved performance, with no changes to existing data or reporting capabilities.

The **Interactive** report type has been renamed to **List**, as both the Detailed and Summary reports are interactive.

The **Detailed** report has been enhanced with new right-click actions, allowing users to quickly add a financial note, navigate to the patient's Accounts tab, or open the Patient Details screen directly from within the report.

In addition, a new search bar is now available across all Arrears report types, making it easier to interactively search and locate data directly on-screen.

The screenshot shows the 'Arrears (Clinic)' report interface. At the top right, there is a 'Refresh' button. Below it, the 'Filters' section includes dropdowns for Location (All Locations), Department (All Departments), Fund (57 items checked), Period (60 days and over), Billing Type (All Billing Type), and Doctor (All Doctors). To the right, the 'Report Types' section has radio buttons for 'Detail', 'Summary', and 'List' (highlighted with a red box and a callout 'Interactive Report renamed to List'). Below this is the 'As At' date (16/04/2026) and checkboxes for 'Run report for each Department' and 'Run report for each Doctor'. An 'Order by' dropdown is set to 'Name'. A search bar is located below the filters, with a callout 'Interactively search within the report'. The main table displays patient data with columns for Patient Name, DOS, Doctor, Inv Num, Inv Date, Balance Outstanding, and various age ranges (<15 Days, <30 Days, <45 Days, <60 Days, <90 Days, 120+ Days). A right-click context menu is shown over the 'SMITH, Test' row, with a callout 'New right-click actions available on the Detailed report' pointing to the 'Accounts', 'Financial Note', and 'Patient' options. The table is grouped by provider: BUPA Australia and Medibank Private Limited. At the bottom, there are navigation controls (1 to 8 of 8, Page 1 of 1, 50), a date/time stamp (Date: 16/04/2026 12:22 PM), and 'Print' and 'Export' buttons.

Patient Name	DOS	Doctor	Inv Num	Inv Date	Balance Outstanding	<15 Days	<30 Days	<45 Days	<60 Days	<90 Days	120+ Days
BUPA Australia											
JONES, Sandra			84	12/10/2023	\$-500.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$-500.00
SMITH, Test			142	17/10/2024	\$-500.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$-500.00
TESTER, Test		SMITH, John	26	23/03/2023	\$-100.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$-100.00
Subtotal - BUPA Australia					\$-1,100.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$-1,100.00
Medibank Private Limited											
SMITH, John	24/03/2023	SMITH, John	36	24/03/2023	\$155.60	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$155.60
Total					\$-284.40	\$0.00	\$0.00	\$0.00	\$0.00	\$200.00	\$-494.40

More report enhancements are on the way as we continue to modernise and improve reporting across FYDO.

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

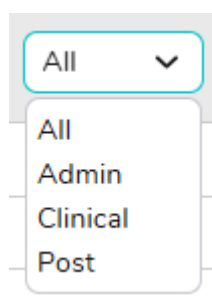
[FYDO Hospital Update - 16/04/2026](#)

PreAdmit Addition

Users can request a default setting to be set up to automatically include or exclude the HC21, while still retaining the flexibility to manually select or deselect the HC21 when completing the IFC.

Patient Alerts Improvement

An “**All**” view has now been introduced in Patient Alerts, allowing users to see all alerts rather than only those applicable to a specific group. Patient Alerts will now default to the “**All**” view when opened.



Additionally, permissions have been implemented within User Groups for each type of patient alert, including Admin, Clinical, Post and All.

Patient Alerts - View Admin Flags ON OFF

Patient Alerts - View Clinical Flags ON OFF

Patient Alerts - View Post Flags ON OFF

New Permissions

Permissions have now been introduced to control the ability to split invoices and reallocate transactions within Episodes. These permissions are enabled by default, so you will need to review and manually disable them for any user groups where this access should be restricted.

Split Transaction ON OFF

Reallocate Transaction ON OFF

Performance Optimisation

Performance improvements have been implemented for the monthly view in Theatre Rosters, resulting in a more efficient and responsive user experience.

[FYDO Hospital Update - 09/04/2026](#)

Doctors Credentialing Alerts

Staying on top of doctor credentialing just got easier.

FYDO's latest update introduces smart alerts to help you catch expired or soon-to-expire credentials **before** they impact your theatre bookings.

You can enable these alerts under:

Settings > System Configuration > Hospital

Available alerts:

- Theatre Roster - Credentialing expired
- Theatre Roster - Indemnity insurance expired
- Theatre Roster - AHPRA registration expired

The screenshot shows the 'Hospital' settings page. On the left, there are color-coded buttons for various stages: Booking (pink), Arrived (light blue), Admitted (blue), Pre-op (light pink), Anaesthetic Bay (grey), In Theatre (light green), Recovery 1 (grey), Recovery 2 (grey), Recovery 3 (grey), Ready for Discharge/Ward (grey), and Discharged (green). On the right, there is a list of checkboxes for various settings. A red arrow points to a red-bordered box containing the following three alerts:

- Theatre Roster - alert when Credentialling Expired
- Theatre Roster - alert when Indemnity Insurance Expired
- Theatre Roster - alert when AHPRA Expired

Why this matters:

Once enabled, you'll see a pop-up alert when creating a theatre booking if a doctor's credentials are invalid or due to expire within **ONE** month, helping you avoid last-minute disruptions and stay compliant with ease.

Credentialling Invalid or Expired

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

Ignore and Proceed

Cancel

Prosthesis - MMA ECLIPSE Mapping Code & User Permissions

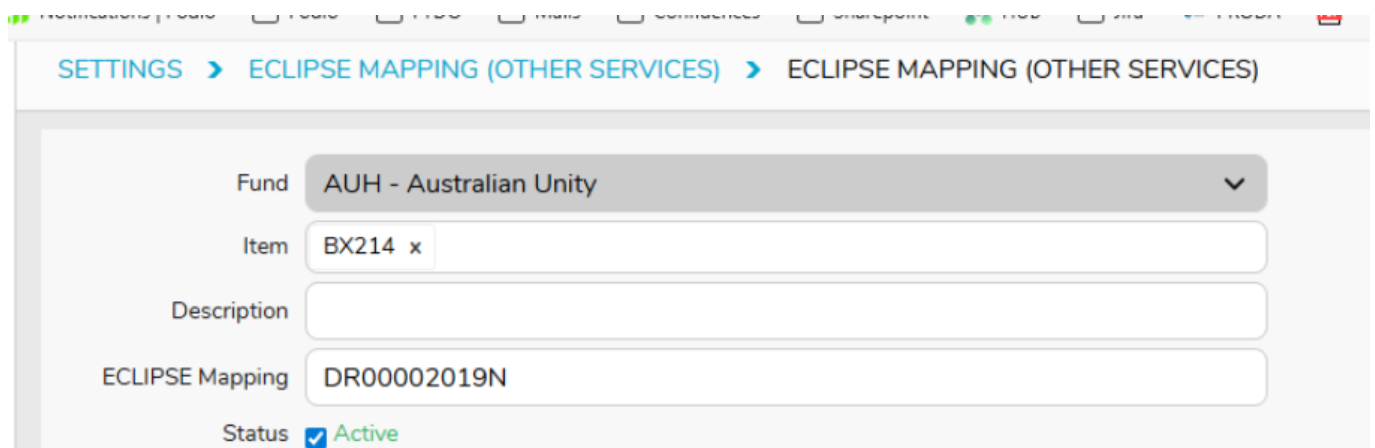
From **1 November 2025**, some health funds (e.g. NIB, ARHG) required the use of **MMA ECLIPSE mapping codes** for certain items.

Hospitals are now required to submit **IHC miscellaneous mapping codes** for applicable items, instead of using the standard PX codes.

Additionally, some items are no longer valid under the latest [Prescribed List of Medical Devices and Human Tissue Products - Private Healthcare Australia \(PHA\)](#)

What this means for you:

- You'll need to apply the new **DR mapping code** via the updated menu when working with relevant funds or fund groups.



SETTINGS > ECLIPSE MAPPING (OTHER SERVICES) > ECLIPSE MAPPING (OTHER SERVICES)

Fund: AUH - Australian Unity

Item: BX214 x

Description:

ECLIPSE Mapping: DR00002019N

Status: Active

- Ensure fees are correctly maintained and aligned with agreed fund-specific rates.

Billing Code	BX214	Action	
Description	TISSEEL Two Component Fibrin Sealant Syringe		Current
Type	Prostheses	Fund	Charge inc GST
Company	BAXTER HEALTHCARE PTY LTD	MBP	323.00
Eclipse Mapping		MDH	323.00
<input type="checkbox"/> Exclude fee when billing		MPL	323.00
Expired as of		MTE	323.00
Send Invoice To		MYO	323.00
Status	<input checked="" type="checkbox"/> Active	NHF	323.00
		NIB	323.00
		NMW	323.00

New Permissions Available

Under **User Groups > Settings General**, you'll now see:

- ECLIPSE Mappings (Items)
- ECLIPSE Mappings (Other Services)

Good news- these permissions will automatically inherit from your existing ECLIPSE mapping access, so no additional setup is required.

ECLIPSE mappings (Items)



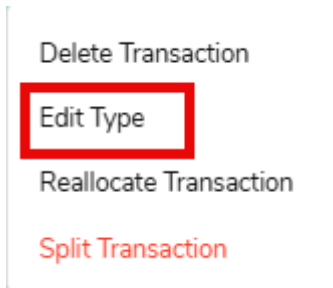
ECLIPSE mappings (Other Services)



[FYDO Hospital Update - 02/04/2026](#)

Payment Enhancement

FYDO now allows you to edit the transaction type if it was entered incorrectly. For example, if a patient paid via EFTPOS but it was recorded as Credit Card, you can now correct this by going to **Episodes > right-click on Payment > Edit Type**.



There are also guardrails in place. If end-of-day banking has already been completed, or if the account period is locked, you won't be able to change the transaction type. A pop-up alert will appear to advise you in these cases.

Additionally, under **User Groups > Hospital Episode**, there is a "Change Transaction Type" permission. This is set to OFF by default, so it will need to be enabled for any users who require access to this feature.



Reports Improvement

FYDO has standardised the calendar to start the week on a Monday and aligned the layout across all of the following reports:

- Adjustments
- Billing Status
- GST
- Appointments
- Cancelled Appointments

Today	< Apr 2026							May 2026 >						
	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su
Current week														
Current month	30	31	1	2	3	4	5	27	28	29	30	1	2	3
Current quarter	6	7	8	9	10	11	12	4	5	6	7	8	9	10
Current year	13	14	15	16	17	18	19	11	12	13	14	15	16	17
Previous week	20	21	22	23	24	25	26	18	19	20	21	22	23	24
Previous month	27	28	29	30	1	2	3	25	26	27	28	29	30	31
Previous 3 months	4	5	6	7	8	9	10	1	2	3	4	5	6	7
Previous quarter														

Appointments Report Addition

FYDO has now added item numbers to the Appointments Reporting export (Raw Data). Up to 10 items will now be displayed across columns BN-BW.

BN	BO	BP	BQ	BR	BS	BT	BU	BV	BW
MBS1v1	MBS2v1	MBS3v1	MBS4v1	MBS5v1	MBS6v1	MBS7v1	MBS8v1	MBS9v1	MBS10v1

Patient List Optimisation

We've implemented further performance improvements to the Patient List screen. In addition to the performance improvements, we have also included sorting capabilities across all columns.

These updates form part of our broader initiative to optimise system performance, reduce response times, and enhance overall usability across the platform.

Patient MRN Optimisation

We have also implemented further performance improvements around searching for patients using the MRN.

These updates form part of our broader initiative to optimise system performance, reduce response times, and enhance overall usability across the platform.

[FYDO Clinic Update - 26/03/2026](#)

SMS Automation Enhancement

When setting up an **SMS Automation**, "**To Confirm Appointment**", users are now able to decide if the automated SMS is sent to **all patients** (*new option*) or only sent to patients that have **not yet confirmed** (*historic function of the To Confirm Appointment Automated SMS*)..

SMS Automation ✕

Condition
To Confirm Appointment ▼

Template
Clinic Appt Reminder ▼

Week days Only

Days Before
3

Send At
09:00 AM

Location
Kloe's Private Clinic ▼

Doctor
All Doctors ▼

Confirmed
Exclude Confirmed Appointme ▼
Exclude Confirmed Appointments
Send to all

Utilising the new **Confirmed** field, the user will be able to set the automation to:

- **Send to all** and the SMS Automation will be sent to all bookings regardless of their confirmation status.
- **Exclude Confirmed Appointments** and the SMS Automation will only be sent to patients that are yet to confirm their appointment.

This ensures that patients can receive an SMS and reply to it, then also receive an additional SMS for a separate reason.

Receipted Report Enhancement

We have enhanced the underlying reporting framework for the **Receipted Report**.

As the first Clinic report to receive this upgrade, this update introduces a refreshed design and faster performance, with no changes to existing data or reporting capabilities.

A new search bar has also been introduced, allowing users to interactively search for data directly within the report on-screen.

Report layout options have been simplified by replacing the previous **“Run report for each Doctor”** and **“Run report for each Department”** tick boxes with a single **“Start New Page”** option. This will begin a new page for each Doctor or Department, depending on the selection in the **Group By (Primary)** filter.

Reports / Receipted (Clinic) Refresh

Filters Collapse ^

Location: All Locations
 Department: All Departments
 Billing Type: All Billing Types
 Type: All Types

Practitioner: All Practitioner Include Inactive Practitioner
 Group By (Primary): Doctor Start new page
 Group By (Secondary): No group

From - To: 26/03/2026 → 26/03/2026

Search... Primary: Doctor Secondary: None From 26/03/2026 to 26/03/2026 · For All Locations, All Departments, All Billing Types and All Practitioner

Patient Name	MRN	DOB	Inv#	DOS	Item	Invoiced	Practitioner	
Test DOCTOR Primary								
St. Lukes Health Insurance								
ALTURA, Test	113	01/01/1980	388	26/03/2026	110	\$210.45	DOCTOR, Test	
							Payment Date: 26/03/2026 · Total :	\$210.45
							St. Lukes Health Insurance Total :	\$210.45
							Test DOCTOR Total :	\$210.45
							Grand Total :	\$210.45

More report enhancements are on the way as we continue modernising reporting across FYDO.

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

[FYDO Hospital Update - 26/03/2026](#)

Billing Screen Addition

When creating an invoice, FYDO now display any notes entered on in the **Notes** section on the **Theatre Screen**. This ensures all relevant information is clearly displayed in one place, reducing the risk of omissions during the billing process.

Financial Notes

Episode Notes

Notes

SMS Automation Enhancement

When setting up an **SMS Automation**, **“To Confirm Appointment”**, users are now able to decide if the automated SMS is sent to **all patients** (*new option*) or only sent to patients that have **not yet**

confirmed (historic function of the To Confirm Appointment Automated SMS).

The screenshot shows the 'SMS Automation' configuration window. The 'Condition' dropdown is highlighted with a red box and contains 'To Confirm Appointment'. The 'Template' dropdown is 'Clinic Appt Reminder'. There is an unchecked checkbox for 'Week days Only'. 'Days Before' is set to 0 and 'Send At' is 12:35 PM. 'Location' is 'Shaes Private Hospital' and 'Theatre' is 'All Theatres'. The 'Confirmed' dropdown is open, showing three options: 'Exclude Confirmed Appointme', 'Exclude Confirmed Appointments', and 'Send to all'. A red arrow points to the 'Exclude Confirmed Appointme' option. At the bottom, there are 'Cancel' and 'Setup Auto SMS' buttons.

Utilising the new **Confirmed** field, the user will be able to set the automation to:

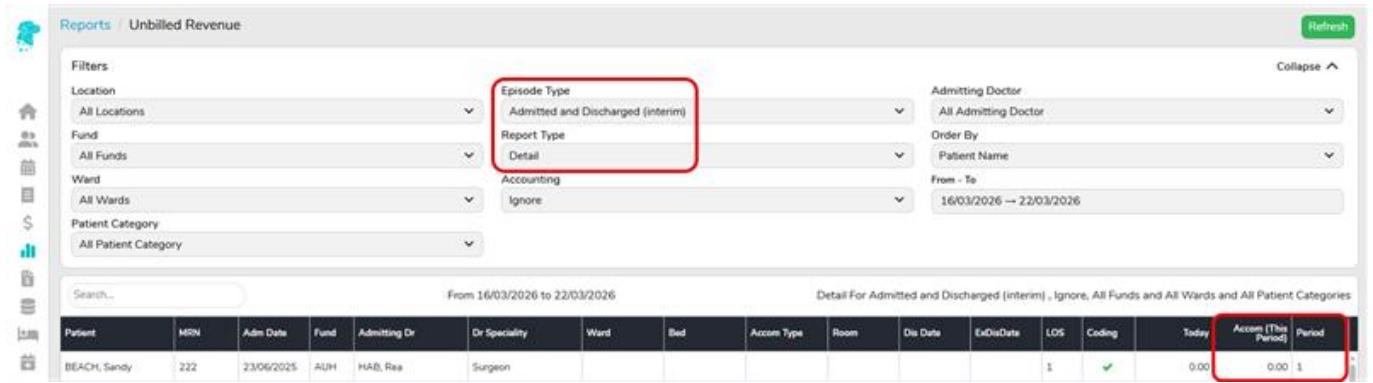
- **Send to all** and the SMS Automation will be sent to all bookings regardless of their confirmation status.
- **Exclude Confirmed Appointments** and the SMS Automation will only be sent to patients that are yet to confirm their appointment.

This ensures that patients can receive an SMS and reply to it, then also receive an additional SMS for a separate reason.

Unbilled Revenue Improvement

An addition has been made to the **Unbilled Revenue** to obtain **Interim Revenue** data. This allows facilities with long stay patients to view revenue within a specific period. For example, if a patient was admitted in January and discharged in March, running the report for February will display only the revenue accrued during February.

To use this correctly, set the **Episode Type** to *Admitted and Discharged (Interim)* and ensure the report is run in **Detailed** format.



This functionality is particularly useful for long-stay patients, as it allows you to identify the portion of accrued revenue within a selected reporting period.

IHI Check Box Function

The IHI Check button retrieves the patient's IHI number, status, and last updated date, and it now automatically triggers the patient webhook. This means the updated IHI details are now sent without needing to manually edit and re-save the patient record.

[FYDO Clinic Update - 19/03/2026](#)

Automated SMS Addition

A checkbox has been added under **Settings > SMS Automation** to enable SMS messages to be sent on weekdays only.

If "**Week days Only**" is not selected, FYDO will function as it always has. For example, if an automated SMS is scheduled for **1 day prior to the procedure**, a patient booked for Monday will receive their SMS on Sunday.

However, if "**Week days Only**" is selected, the same SMS will instead be sent on the **preceding Friday** for a patient booked on Monday.

The same is also applicable for the **Post Discharge** Automated SMS type for SMSs scheduled following the patients discharge.

SMS Automation



Condition

To Confirm Appointment

Template

Time Calculations

Week days Only

Logs Improvement

FYDO has introduced an audit log for item numbers within **Settings > Logs**. This enhancement enables users to track when items are added, removed, or marked as inactive.

OPV On Import

We've introduced a new option for claims import clients to run an OPV check on import files prior to claims being imported to FYDO.

- FYDO will automatically flag any patients who fail the OPV check
- Errors are identified before submission
- Users can correct and re-import claims

This feature is optional. If you'd like it turned on for your clinic, please contact our Support Team and we'll enable it for you.

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

[FYDO Hospital Update - 19/03/2026](#)

Automated SMS Addition

A checkbox has been added under **Settings > SMS Automation** to enable SMS messages to be sent on weekdays only.

If "**Week days Only**" is not selected, FYDO will function as it always has. For example, if an automated SMS is scheduled for **1 day prior to the procedure**, a patient booked for Monday will receive their SMS on Sunday.

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SMS Automation ×

Condition

To Confirm Appointment ▼

Template

Time Calculations ▼

Week days Only

Logs Improvement

FYDO has introduced an audit log for item numbers within **Settings > Logs**. This enhancement enables users to track when items are added, removed, or marked as inactive.

Performance Improvements

We have implemented further performance improvements across key FYDO functions, including patient editing, appointment management, inpatient screen edits, and hospital claiming.

These updates form part of our broader initiative to optimise system performance, reduce response times, and enhance overall usability across the platform.

[FYDO Hospital Update - 12/03/2026](#)

Arrears Report Improvement

FYDO has now included GST in the **Arrears Report** when exporting to **Excel - Raw Data**. The following new columns have been added:

- Column T: **Balance (Gross)**
- Column U: **GST**
- Column V: **Balance (Net)**

T	U	V
Balance (Gross)	GST	Balance (Net)

Incomplete Report Addition

The Incomplete Report can now identify patients who have provided consent for their discharge summary to be uploaded to MHR, but the upload has not yet occurred. This is verified by cross-checking the MHR Consent checkbox on the Edit Appointment screen.

Data Type

Uncoded Episodes ▼

Admitted but not yet discharged

Grouped Episodes

MHR - not uploaded

No clinical indicators entered

No MBS items in Theatre Screen

Uncoded Episodes

Ungrouped Episodes

[FYDO Clinic Update - 06/03/2026](#)

SMS Improvement

FYDO has implemented validation warnings to help prevent SMS messages from being sent to invalid mobile numbers.

When sending an individual SMS to a patient with an invalid phone number entered, FYDO will trigger a pop-up notification to ensure the user is aware that the SMS cannot be sent.

Invalid Number ✕

Mobile number (0401-970-1) is invalid. Please edit the mobile number in the Patient Details screen then try to send the SMS again.

Okay

For SMS messages sent via automation, if the recipient's mobile number is invalid, an email notification will be issued to the contact configured under **Settings > System Configuration > SMS Account**.

SMS Credit Notifications

Send SMS alerts

1st credit alert



2nd credit alert



To Email

CC Email

BCC Email

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