

[FYDO Hospital Update - 06/02/2025](#)

Theatre Screen Makeover

The **Theatre Screen** has been refreshed to align with the new, crisp FYDO look. All existing fields and information remain available, but with an improved layout and workflow.

The most notable change is the relocation of the **Theatre Complete** tick box to a more appropriate position.



Theatre Screen Pathology

The **Pathology** field in the **Theatre Screen** has been updated to allow for more accurate documentation of pathology collection, including the **Pathology Company** and **Number of Specimens**.

- For procedures without pathology, simply check the **Pathology Nil** tick box.
- If pathology was collected, users can select the pathology company from the **Pathology** drop down and document the **# of Specimens** collected.



To streamline data entry in the **Pathology** field, pathology companies can be pre-added via **Settings > Pathology Providers**, reducing the need for manual entry. However, the field also supports free text if required.



Tokens for Pathology fields

- **<<Specimen>>**
 - If **Pathology Nil** is ticked, this token will display **"NIL"**
 - If a number is entered in **# of Specimens**, this token will reflect that number

- **<<Path>>**
 - This token will display the text entered in the **Pathology** field



Pathology can be set as a mandatory field if you want to ensure pathology information is entered when the **Theatre Complete** checkbox is selected. To enable this, go to **Settings > System Configuration** and select **Make Pathology Mandatory**. This action can be performed by anyone in your facility with the appropriate access levels.



Clinical Notes Templates

A new access level now governs **Clinical Notes Templates**. This access level inherits the settings already assigned to the **User Group** for **Templates**.



Excess/Deposit Screen

The **Uninsured** Field from the **Edit Appointment** Screen will now be displayed on the **Excess/Deposit** Screen, making it easier to identify **out-of-pocket costs**.



[FYDO Clinic Update - 24/01/2025](#)

Patient Audits

Additional audit logs have been added when amendments are made to the patient screen. New logs include:

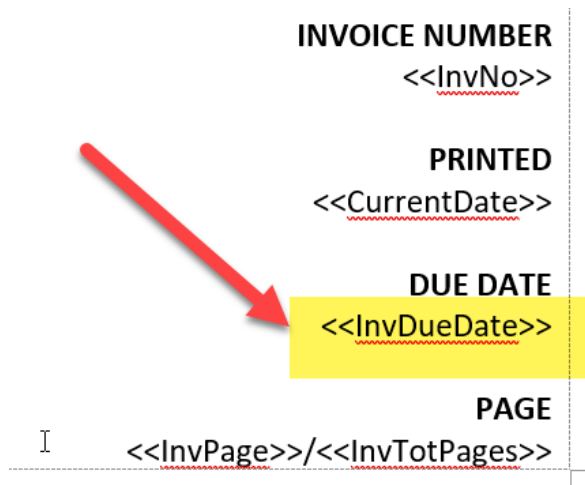
- Preferred Name
- Title
- Pronoun
- Home Phone
- Work Phone
- Mobile
- Email
- DOB Estimate



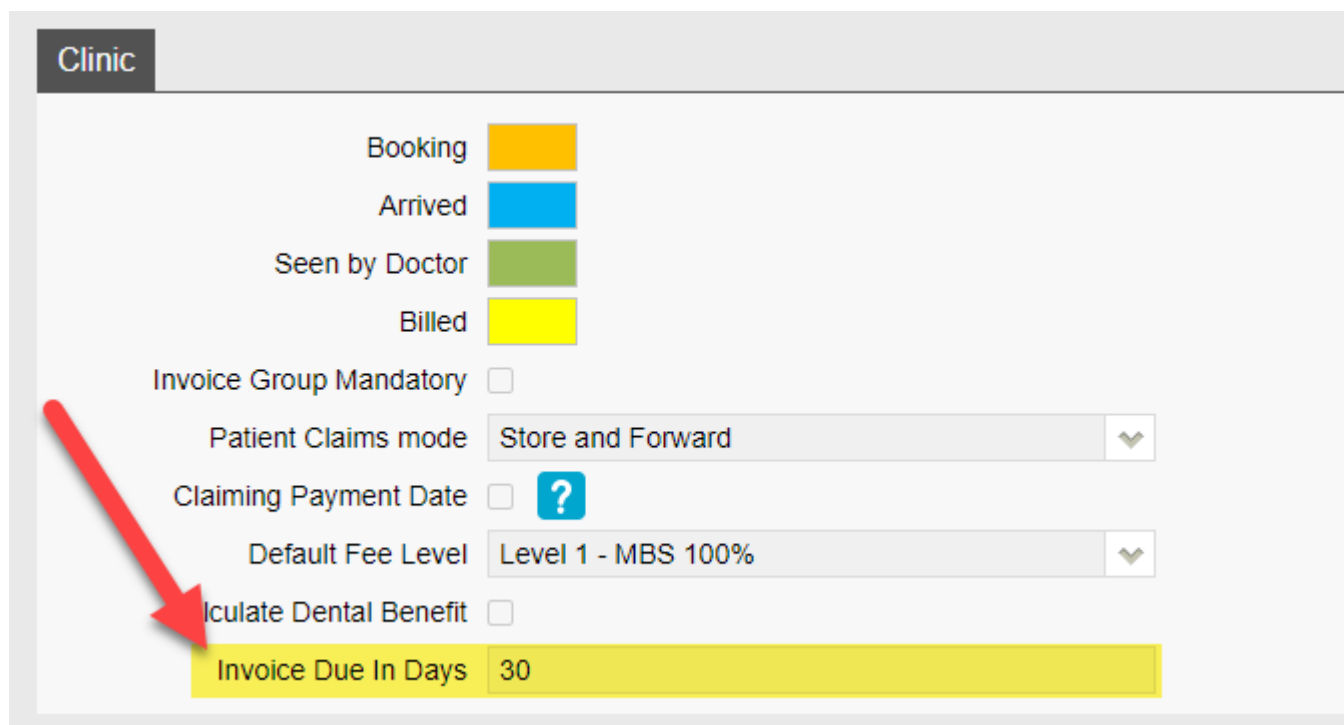
New Token

We've now added a **Due Date** token for invoices. This new token will automatically calculate an invoice due date based on the invoice accounting period date + xxx number of days.

To add a **Due Date** to invoices, download the required invoice templates, add the token `<<InvDueDate>>` and then upload the updated templates back into FYDO.



Next, specify the number of days from the invoice date until it is due. Navigate to **Settings > System Configuration** and enter the desired value in the “Invoice Due In Days” field.



FYDO will now automatically calculate and apply accurate due dates to invoices!

If you need assistance setting up the **Due Date** token, our friendly FYDO support team is here to help! Feel free to reach out to us via:

Email: support@alturahealth.com.au

Phone: (02) 9632 0026

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

[FYDO Hospital Update - 24/01/2025](#)

Make / Edit Appointment Screen

The **Make Appointment** and **Edit Appointment** screens have been refreshed! They contain all the same information but feature a new design to enhance efficiency and streamline workflow.



Theatre Booking Screen

The FYDO **Theatre Booking Screen** has received a makeover! With a fresh new look, it's now easier to read and navigate, aligning perfectly with our updated style!



Bed Tracker Additions

As part of our ongoing development of **Statistical Discharges**, facilities can now identify these on the **Bed Tracker**. New colours have been introduced to distinguish **Statistical Discharge**, **Statistical Admitted** and **Leave**.

This feature is designed to assist facilities that accommodate long-stay patients.



Patient Audits

Additional audit logs have been added when amendments are made to the patient screen. New logs include:

- Preferred Name
- Title
- Pronoun
- Home Phone
- Work Phone
- Mobile
- Email
- DOB Estimate



Unbilled Revenue Report

The **Admission Number** is now included in the **Unbilled Revenue Report > Excel - Raw Data Export**.



Refund Adjustment Improvements

An improvement has been made to the **Adjustments**, enabling facilities to add their own **Refund Adjustment Types** while still assigning a payment type to these adjustments.

To implement this feature, facilities must add an **Adjustment Type** assigned to **Payments**, ensuring the name including the word "Refund".



[FYDO Clinic Update - 16/01/2025](#)

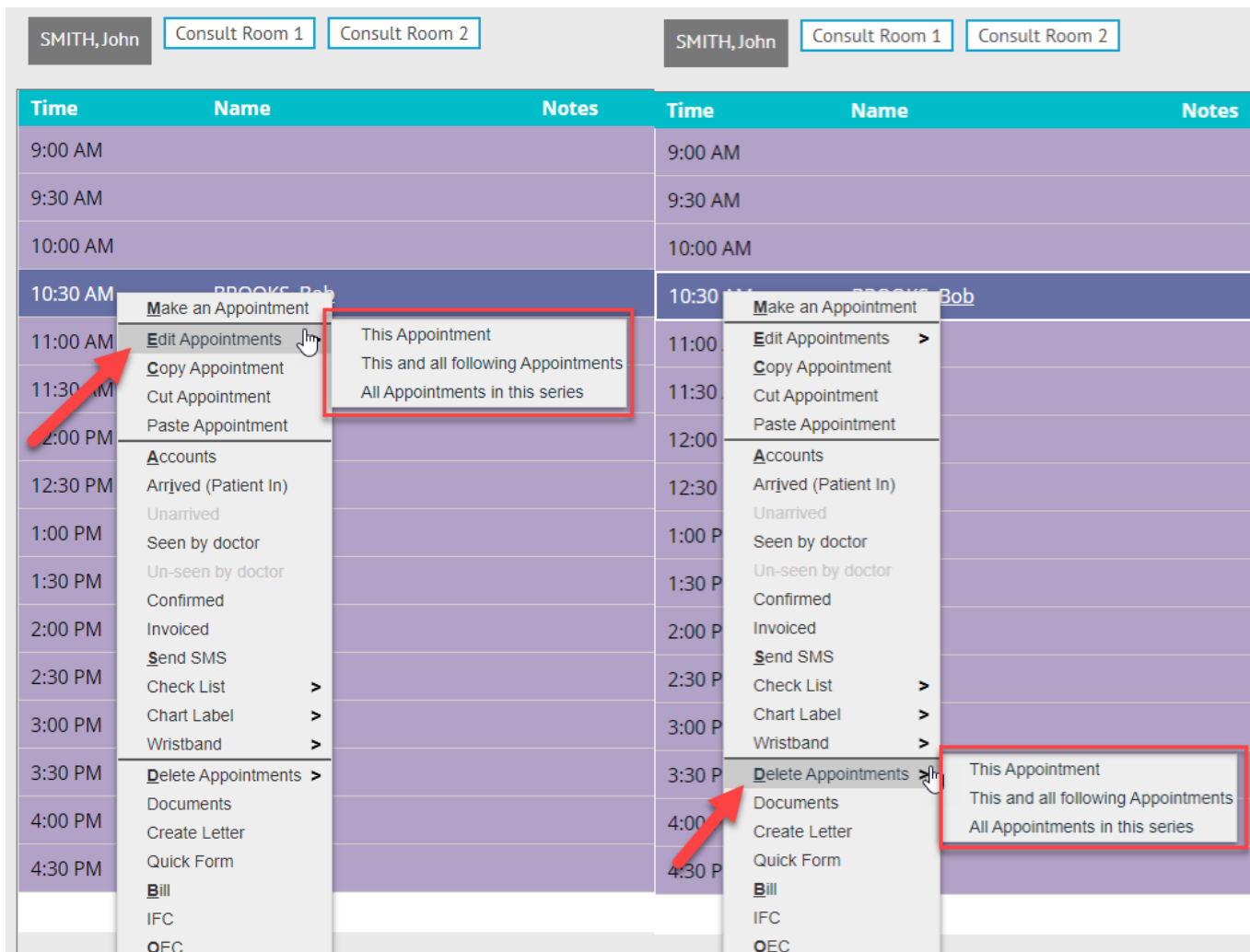
Recurring Appointment Feature

Users can now utilise the **Make Recurring** feature to add multiple bookings for the same patient on a **daily, weekly, monthly** or **yearly** basis. Appointments can even be made on certain days of the week, e.g. Mondays, Wednesdays and Fridays.

The screenshot shows the 'Make Appointment' interface. On the left, there is a patient profile for 'Brooks, Bob' with details such as MRN (110), DOB (21/06/1962), and Medicare number (2111-11111-1). The main form area is titled 'Appointment Details' and includes fields for Location (Kloe's Private Clinic), Doctor (Smith, John), Date (14/01/2025), Time (10:30 AM), Appointment Type (Standard), Billing Type (Medicare), and Fee Level (1 - MBS 100%). A 'Make Recurring' button is highlighted with a red box, and a red arrow points to it from the right. There are also 'Booking Code 1' and 'Booking Code 2' dropdown menus, and a 'Checklist' section with a 'Letter Created' checkbox.



Appointments in a recurring series also include additional options for **Edit Appointments** or **Delete Appointments**.



Patient Screen Improvements

A great new feature has been introduced to the **Patient Screen** to avoid simultaneous edits by multiple users. If a record is being edited, other users attempting to access it will receive a pop-up notification and will be prevented from making changes.



Additionally, if a user has the Patient Screen open, and changes are made to the record while they are viewing it, they will be alerted when they click "Edit". This ensures they are aware of any updates to the information.



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

FYDO Hospital Update - 15/01/2025

Patient Screen Improvements

A fantastic new feature has been added to the **Patient Screen** to prevent simultaneous edits by multiple users. If a record is already being edited, any other user attempting to edit it will see a pop-up notification and will be unable to make changes.



Additionally, if a user has the Patient Screen open, and changes are made to the record while they are viewing it, they will be alerted when they click "Edit". This ensures they are aware of any updates to the information.



Episode Screen Improvements

The **Episode Screen** has been redesigned to enhance readability and improve the user experience. An additional table has been introduced, making it easier to identify invoices, their adjustments, payments and outstanding balances.

1. The **first table** remains unchanged and continues to display a list of patient's episodes.
2. A **new table** has been added to show the totals for all invoices raised for the selected episode.
3. The **third table**, which displays detailed invoice information, now only shows details for the selected invoice. This reduces clutter and makes it easier for users to identify issues or necessary changes.
4. **New colours** have also been introduced to help users quickly distinguish different transaction types:
 - Deposits & Payments = Green
 - Invoices = White
 - Deleted/Voided = Grey
 - Adjustments = Yellow
 - Reversed = Pink



Unbilled Revenue Report

A new field has been added to the **Unbilled Revenue Report**, enabling users to run the report using the **Accrual** method. Previously, the report only displayed unbilled episodes for the selected period as of the time it was run. This default behaviour remains unchanged, with the **Accounting** field set to **Ignore** by default. However, when the new **Accrual** option is selected, FYDO will display all episodes that were unbilled as of the selected report date, regardless of whether they have since been invoiced.



New Patient Lookup Feature

The **Patient Lookup** box now includes a new feature that allows users to view patient's episodes. Clicking the **arrow** on the right of the patient line expands the view to display the patient's five most recent episodes, including both future and past bookings. Users can click on the episode to navigate straight to it. This feature is particularly helpful when making patient bookings, to enable users to see when the patients last admission is or if they have any booked in the future.



Bulk SMS Improvements

The **Bulk SMS** page now displays the **Out-of-Pocket** information instead of only the **Excess** value, as it did previously. This enhancement allows users to view **all** out-of-pocket details directly from the **Edit Appointment** Screen.



Billing Status Report

Coder details have been added to the **Billing Status Report** for the report type **Show All - Inv Summary & Detail > Excel - Raw Data Export**.



Monthly Patient Activity Report

A new option has been introduced, allowing users to **include** or **exclude cancelled episodes** from the **Monthly Patient Activity Report**. These statistics only include cancelled episodes that have been admitted and discharged. (*Episodes cancelled prior to admission will not be included*)



Recurring Appointment Feature

Users can now utilise the **Make Recurring** feature to add multiple bookings for the same patient on a **daily, weekly, monthly** or **yearly** basis. Appointments can even be made on certain days of the week e.g. Mondays, Wednesdays and Fridays. This feature is particularly beneficial for rehab and

mental health facilities, where daily admissions are common for specific programs.

Utilising this feature results in all the appointments being linked, which enables facilities to link program codes to all episodes, allowing FYDO to determine which days to apply step-downs.



Appointments in a recurring series also include additional options for **Edit Appointments** or **Delete Appointments**.



Statistical Discharge

Overnight facilities can now use the new **Statistical Discharge** option to handle episodes where a patient's care type changes during their stay. For example, if a patient is initially admitted for an Acute Care surgical procedure and their admission transitions to a Rehab care type, this feature simplifies the process.

Previously, such scenarios required discharging the episode and re-entering all details for the new care type. With this new option, users can statistically discharge the episode, and all necessary information from the initial admission will be automatically copied to create a new episode.

This feature is used by assigning the patients **Mode of Separation** as **Statistical Discharge**, prompting the discharge and automatic re-admission of the patient.



When this option is utilised, the user will be given a pop-up to ensure they want to proceed and **automatically re-admit** the patient. This feature allows facilities to meet their obligations regarding billing and data extracts for these types of admission, all while saving time on data entry.



New Chart Tracking Report

A new report has been developed to help facilities track the location of charts based on the information entered into the patient's **Chart Tracking** tab. The report includes several useful filters, allowing users to organise information by chart location, status, and more.

This report has also been built to be interactive, with options in the right-click menu to ensure the ultimate user experience.



New Leave Report

A new report has been developed to provide users with easy access to **Leave** information. This is particularly useful for facilities accommodating extended-stay patients who may frequently take leave.

The report is interactive, featuring options in the right-click menu to enhance navigation and usability.



Create Invoice Screen

The **Program Number**, entered in the **Edit Appointment Screen**, is now displayed on the **Create Invoice** Screen. This field is editable, allowing users to make changes at the point of invoicing. Ensuring an efficient and simplified workflow for facilities require to utilise Program Numbers.



Billing Status Report

A new option has been added to the **Billing Status Report > Show Not Billed Only** interactive report, to allow users to navigate straight to the linked **EMR** for that episode.



[FYDO Clinic Update - 10/01/2025](#)

Outstanding Debt Alert

Clinics can now set an alert to flag patients with outstanding balances over a specified number of days when booking appointments. To enable this feature, go to **Settings > System Configuration**, then enter a value in the '**Alert when making an appointment if money outstanding > than**' field and specify the number of days in the '**Alert when money outstanding is X days outstanding**' field.

System Configuration		SMS Account	Counters	Administrator	Email Notification
General					
Auto Logout Time	30				
Auto File Numbering	No				
Appointment Display Time	Show 12 hour time				
Appointment Tabs	Surname, First name – One line				
Report Group Name	Kloes Private Clinic				
IFC Document Type	IFC				
Default Document Type					
Holding Bay Document Type					
Preadmit Document Type	Admission Form				
OEC Document Type	OEC				
OEC Type	Both Fund and Medicare				
Raise Ticket Email					
Raise Ticket Location					
Alert when making an appointment if money outstanding > than	0.00				
Alert when money outstanding is X days outstanding	0				
SSO as Mandatory	<input type="checkbox"/>				

New feature within Patient Lookup

From the **Appointments screen**, when using the **Patient Lookup**, users can now easily view the last 5 clinic and hospital bookings for a patient. To view this information, simply click the grey arrow at the end of the patient's line to expand and view the patient's 5 most recent upcoming/past clinic and hospital bookings.

Patient Lookup ✕

Patient
 Other

Surname	Firstname	MRN	FileNo	Address	DOB	Age
Test	Kloe	301		123 Test Drive DARLING...	23/03/1990	34

Date	Time	App Type	Doctor	Location	Cancelled
27/02/2025	10:30 AM	GP	Packer, James	Westmead Clinic	-
30/01/2025	12:00 PM	GP	Packer, James	Westmead Clinic	-
09/01/2025	11:30 AM	GP	Packer, James	Westmead Clinic	-
15/10/2024	11:00 AM	test	Packer, James	Westmead Clinic	-
10/09/2024	09:00 AM	New Patient	Packer, James	Westmead Clinic	-

Date	Time	Proc Notes	Theatre	Location	Adm#	Cancelled
30/01/2025	09:00 AM	Cataract	Theatre 3	Victorian Hospital	1578	-

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

[FYDO Hospital Update - 19/12/2024](#)

Chart Tracking

Our enhanced **Chart Tracking** feature is now even more accessible, with the option added to the **FYDO Favourite Right-Click Menu** on the Appointments Screen.



New Tokens

We've introduced a couple of new tokens

- Patient Screen Document Alert Field: <<patDocAlert>>
- Patients Last Episode Information: <<patLastEpi>>
- Current Day at Time of Printing e.g. Thursday: <<Datename>>



For more details about available tokens, please refer to our Wiki Manual links below:

[Tokens - General - FYDO Wiki](#)

[Tokens - Patient - FYDO Wiki](#)

[Tokens - Hospital - FYDO Wiki](#)

[FYDO Clinic Update - 12/12/2024](#)

Custom View Additions

New fields are now available for display in the **Appointment Screen Custom Views**, including:

- Patient's Age
- Referring Doctor Details (*from the Edit Appointment Screen*)
- Referral Date (*highlighted in if expired*)

Consult Room 1	Consult Room 2	SMITH, John		
Time	Name	Age	Referring Doctor	Ref Date
9:00 AM	BROOKS, Bob	62	Ellis, James	01/06/2024
9:30 AM	JONES, Sandra	34	Allen, Jennifer	02/12/2024
10:00 AM				

Waitlist Feature

FYDO now includes a **Waitlist** feature that clinics can use to maintain a list of patients waiting for an appointment time.

SMITH, John	Consult Room 1	Consult Room 2	ALL	INDIVIDUAL	WEEKLY	LIST	WAITLIST	
Time	Name	Notes	App. Type	Length	Letter	C	Arrived	Inv
9:00 AM	BROOKS, Bob		Consult	30				

This **Waitlist** can be accessed from the **Appointments Screen**, allowing patients to be added along with details about the type of appointment they require.

Appointments							
3 patients on waitlist		Thursday, 12 Dec 2024		Waitlist			
Patient Name	Doctor	Location	Available Days	Mobile	Future Appt	Notes	Added On
JAMES, LEON	Any Doctor	Kloe's Private Clinic	M T W T F S S	0412-121-212	23/01/2025	Requires an appt ASAP	12/12/2024
BROOKS, Bob	SMITH, John	Kloe's Private Clinic	M T W T F S S	0404-444-444	31/12/2024		12/12/2024
JONES, Sandra	Any Doctor	Kloe's Private Clinic	M T W T F S S	0412-345-678			12/12/2024

Details that can be logged include:

- **Priority Level** of their appointment
- **Preferred Doctor**
- **Available Days** the patient can attend
- Whether the patient already has a **Future Appointment** booked
- Any **Notes** relating to the entry

Add to Waitlist - Sandra Jones Previous: Smith

Location	Kloe's Private Clinic	▼					
Priority Level	Low	▼					
Doctor	Select Doctor	▼					
Available Days	M	T	W	T	F	S	S
Future Appointment	Select Future Appointment	▼					
Notes	<input type="text"/>						

New Practice Fields

New fields have been added to **Practices**:

- Mailing Address
- Mailing Suburb

SETTINGS > PRACTICES > 2 - HAPPY MEDICAL CENTRE

Practice Details

Number	2		
Practice Name	Happy Medical Centre		
Address Line 1	66 Happy Lane		
Address Line 2	123		
Suburb	BUNBURY	SA	5266
Mailing Address	PO BOX 123		
Mailing Suburb	BUNBURY	SA	5266

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

[FYDO Hospital Update - 12/12/2024](#)

Custom View Additions

New fields are now available for display in the **Appointment Screen Custom Views**, including:

- Patients Age
- Surgical Assistant
- Referring Doctor Details (*from the Edit Appointment Screen*)

- Referral Date (*highlighted in [redacted] if expired*)



Waitlist Feature

FYDO now includes a **Waitlist** feature that facilities can use to maintain a list of patients waiting for an appointment time. This feature is particularly beneficial for clinics using FYDO but is also accessible for hospitals too!



This **Waitlist** can be accessed from the **Appointments Screen**, allowing patients to be added along with details about the type of appointment they require.



Details that can be logged include:

- **Priority Level** of their appointment
- **Preferred Doctor**
- **Available Days** the patient can attend
- Whether the patient already has a **Future Appointment** booked
- Any **Notes** relating to the entry



Casebase Fees Import

Casebase Fees can now be imported directly from an **Excel Spreadsheet**. This fantastic time-saving feature simplifies the process of importing large, Casebase health fund contracts.



Revenue Report

A new **Excel - Raw Data** option is now available for the **Revenue Report**, enabling users to export revenue information **Grouped by Episode**.

This export mirrors the standard Raw Data Extract but consolidates episodes with multiple invoices into a single line, displaying revenue at an episodic level.

Please note: this option is only available when the report is generated by **Discharge Date**.



New Invoice Override Feature - [REDACTED]

Building on Phase 1 of this feature release in [FYDO Hospital Update - 14/11/2024 - FYDO Wiki](#), the **Invoice Override** function now impacts the **Billing Status > Show Not Billed Only** Report.

Facilities that are unable to raise an invoice for certain episodes can now use the Invoice Override feature to exclude these episodes from the Show Not Billed Only report. For instructions on how to apply the Invoice Override function, please refer to the newsletter linked above.

Episodes marked with Invoice Override will be excluded from the **Billing Status > Show Not Billed Only** Report by default. However, these episodes can still be viewed by unticking the **Excludes Invoice Override** checkbox.



User Group Access Levels

User Group settings have been revised to improve usability and workflow. The following access levels have been updated:

- **Appointments > Edit (Hospital)** - Grants permission to edit hospital appointments
- **Hospital Episode > Remove Episode** - Grants permission to remove/delete episodes

Please ensure that these user groups are correctly set up for your facilities requirements.



[**FYDO Hospital Update - 05/12/2024**](#)

Procedures / Proc Notes Defaults

The ability to default a range of fields based on the **Proc Notes** when entering bookings has become a favourite FYDO feature, saving time and improving accuracy by significantly minimising data entry. We're continually enhancing this functionality to boost efficiency, and this week we're excited to introduce another valuable update!

Facilities can now set default values for the **Booking Code 1** and **Booking Code 2** fields via **Settings > Procedures**.

Additionally, don't forget about the recently added functionality that allows **Doctors** to be assigned to specific Procedures. Leveraging this feature helps streamline the **Proc Notes** field for each doctor, reducing irrelevant entries and minimising the risk of assigning incorrect procedures.

If you'd like assistance setting this up for your facility, our friendly team is here to help. Don't hesitate to reach out!

