

[FYDO Hospital Update - 3/4/2023](#)

New Maiden Name Field

FYDO has a new field to enable users to keep the **maiden name** of a patient on file. When searching for a patient FYDO will also check the Maiden Name field for any matching information enabling easy identification of patients.



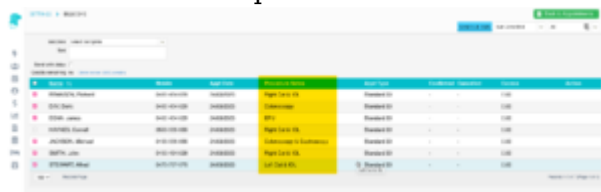
Email Log

Users are now able to view a log of all emails that have been sent from the **Documents Tab in FYDO**. This includes emails to the patient, referring doctor or doctor. This information is displayed in the **Communication** tab.



Sending Bulk SMS's

A new column has been added to the **Send Bulk SMS** option to allow the user to see the **Procedure Notes** for each patient. This is to assist the user in determining which patients' need to receive different SMS templates.



Arrears Report Addition

The patients' **health fund membership number** and **Date of Birth** will now show on the Arrears Report when it is exported to Excel - Raw Data.

Bug Fix

The issue that some users were experiencing with the 2-step authenticator app not remembering them for 30 days has been resolved. *(This issue did not affect users that utilise the SMS or Email 2*

step authentication option)

[FYDO Hospital Update - 28/03/2023](#)

NEW List Re-Ordering Feature

FYDO can now re-order lists with a fabulous new feature that resembles the SimDay function **Session Priority**. This feature allows users to easily re-order patients', move all patients' appointments up at once (*in the case of a cancellation*) and set appointment times according to each appointment length.

This feature will work from the admission time of the **FIRST** patient on the list. It will then slot all other patients' into their corresponding admission times, according to the appointment lengths. The difference with using the List Re-Ordering feature is that it allows users to easily move a patients' appointment up or down the list **& will shuffle the other patients' admission times to accommodate**. Whereas other methods of moving appointments does not impact the admission times of any other patients'.

Click on the below image to see a little snip of the List Re-Ordering in action.



Fee Set Up - End of Current Fee Field

The **End of Current Fee** field is now functioning in FYDO & allows a date to be set for contracted fees to finish. Setting this date will prohibit invoices being raised for episodes that fall after the date entered.



Invoice on Hold Start Date Field

The **Invoice Hold Start** date field is now functioning in FYDO. This allows health funds to be put **On Hold** from a particular date. This feature still facilitates invoicing/billing for episodes that fall **before** the documented date, however will prohibit users from invoicing the particular fund for episodes that fall on or after the **Invoice Hold Start** date.

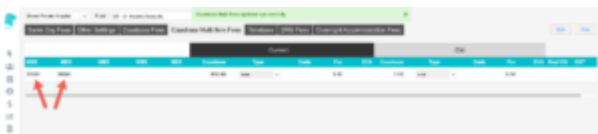


New Billing Checker

FYDO now has a new measure in place to assist in billing day patients' & overnight patients'. Users will be unable to bill a patient if the **admission & discharge dates are inconsistent with the Patient Category**. Therefore, an episode with the same admission & discharge date will need a Patient Category of Day Only to be able to be billed. And an episode with a discharge date AFTER the admission date will need a Patient Category of Inpatient etc.

New Casebase Multi Feature

FYDO now allows the use of the same item number twice in the Casebase Multi fees set up. This will allow Casebase Multi fees to be set up for bilateral procedures or any procedure that requires the same item number to be billed twice.



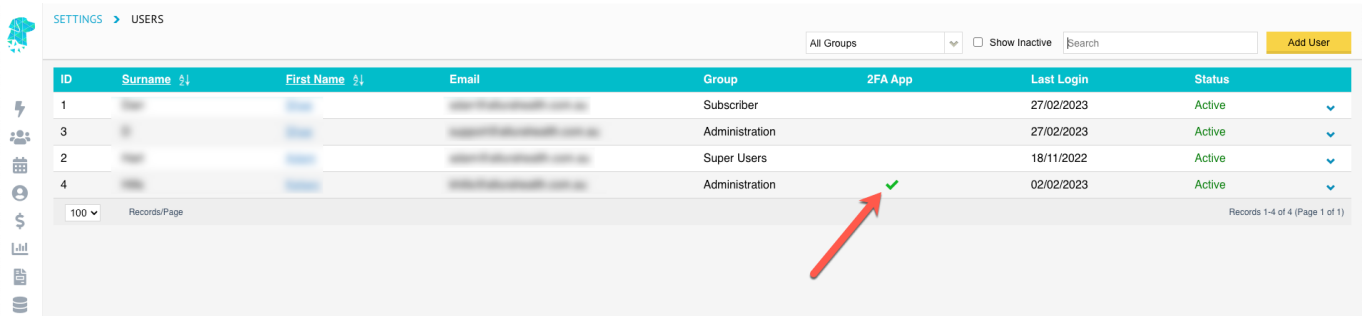
[FYDO Clinic Update 20/03/2023](#)

2 Step Authenticator App

FYDO will now show which users are utilising the 2 Step Authenticator App with a green tick in **Settings > Users**. This allows the facility to view which users have chosen to use the Authenticator App option.

As per FYDOs Security Policy, all users are required to undertake the 2 Step Authentication process,

however users without the green tick would be utilising the SMS or Email option for this feature instead of the App.



ID	Surname	First Name	Email	Group	2FA App	Last Login	Status
1				Subscriber		27/02/2023	Active
3				Administration		27/02/2023	Active
2				Super Users		18/11/2022	Active
4				Administration	✓	02/02/2023	Active

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End of Day Banking Addition

Refunds, that are allocated the Payment Type of Cash, Credit Card, EFTPOS or Amex/Diners, will now appear in the **End of Day Banking**. This will assist users in balancing their End of Day Banking with their EFTPOS Settlement & the actual amount of cash they would have at the end of the day.

This will also mean that staff won't need to raise an Excess/Deposit receipt for a negative amount to make the banking balance, resulting in all Refund Adjustments being captured together on the adjustments report.



Date	Description	Amount	Balance

For further information on performing a refund adjustment please see: <https://wiki.fydo.cloud/adjustments/>

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Patient Name	Episode	Start	End	Charge	Status
...
...
...

Length of Stay Report Addition

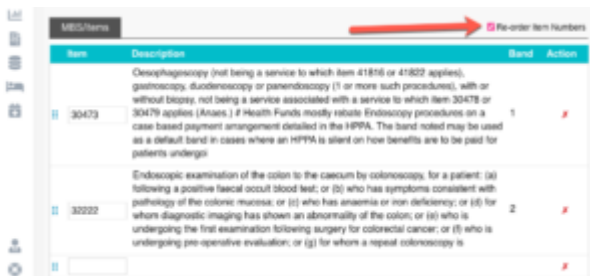
The Length of Stay Report now displays the **Average Time** for the episodes & criteria selected. The average is calculated by **Total number of Minutes ÷ Number of Episodes = Average per Episode**.



Patient Name	ICD10	ICD9	Admission Date	Discharge Date	Procedure	Theatre	Start	End	Length of Stay
...
...
# of Episodes: 2									Average: 85.50
Total Minutes: 171									

Bug Fix

The IFC **Re-Order Item Numbers** tick box will now ensure item numbers are NOT reordered if it is UNTICKED by the user.



Item	Description	Band	Action
30473	Desophagoscopy (not being a service to which item 41816 or 41822 applies), gastroscopy, duodenoscopy or panendoscopy (1 or more such procedures), with or without biopsy, not being a service associated with a service to which item 30478 or 30479 applies (Anast.) # Health Funds modify rebate Endoscopy procedures on a case based payment arrangement detailed in the HPPA. The band noted may be used as a default band in cases where an HPPA is silent on how benefits are to be paid for patients undergo	1	✖
30222	Endoscopic examination of the colon to the caecum by colonoscopy, for a patient: (a) following a positive faecal occult blood test; or (b) who has symptoms consistent with pathology of the colon; or (c) who has anaemia or iron deficiency; or (d) for whom diagnostic imaging has shown an abnormality of the colon; or (e) who is undergoing the first examination following surgery for colorectal cancer; or (f) who is undergoing pre-operative evaluation; or (g) for whom a repeat colonoscopy is	2	✖

[FYDO Hospital Update - 13/03/2023](#)

Excess/Deposit Screen Update

The Excess/Deposit screen now has the ability to raise two receipts at once. This will be beneficial & time saving to facilities that require additional payments to be made that cannot be invoiced to the health fund. For example:

- A patient is required to pay an Excess & a gap payment
- A patient is required to pay an Excess & a credit card surcharge

Receipting the excess amount under **Fund Excess** and the credit card surcharge/gap payment amount under **Patient Account Deposit** will ensure that an insured invoice number is generated

for the excess & an un-insured invoice number is generated for the patient account.

Users are not required to use both fields & the addition has only been implemented to assist facilities that require this feature.



Billing Status Report - Invoice Summary

There is now an **Export - Raw Data** option for the Billing Status Report when run by the **Report Type > Show all - inv Summary**.



Bug Fix

Episode Notes, from the History/Episodes screen, are now showing in the Create Invoice screen.



[FYDO Hospital Update - 6/3/2023](#)

Revenue Report - Raw Data Additions

The **Accounting Period** date is now displayed on the Revenue Report when it is exported to **Excel - Raw Data**.

Location ID	MBS	Epilum	InlNum	Accounting Period	Surname	First name	Admission Date	Discharge Date
503		13	23	27/02/2023	Day	Deris	01/02/2023	01/02/2023
503		6	23	07/02/2023	Smith	John	06/02/2023	06/02/2023
503		14	24	07/02/2023	Day	Deris	06/02/2023	06/02/2023

Coding Screen - Added Features

The coding screen has some great additions this week. The first is the ability for users to copy & paste the diagnosis & procedure information. This feature can be used for adding descriptions to certificates etc. The fields that can be copied are highlighted in yellow below:



The second new feature in the Coding Screen is the introduction of the **Show MBS Hover**. This section has been added to allow the user to view the MBS items, that are listed in the **Theatre Screen**, without having to close the coding screen down.

To use this feature simply hover over the button **Show MBS** and the list of items will be displayed.



New Raw Data Export Options

There has been **Export > Excel - Raw Data** options added to the following FYDO reports:

- Adjustments (Hospital) Report
- Payments (Hospital) Report
- Billing Status Report

Additional Tick Box Options in the Appointment Screen

There have been two new tick boxes added in the Edit Appointment screen to assist with the workflow of facilities. These tick boxes are **IFC Completed** and **Consent Received**.

Users can manually check these boxes once the tasks have been completed.

These fields are NOT mandatory & are just available options.

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Bulk SMS amendments

When sending bulk SMSs the screen will now default to **All** appointments. This will assist in sending additional bulk SMSs to patients' after they have already received an SMS & replied to it.

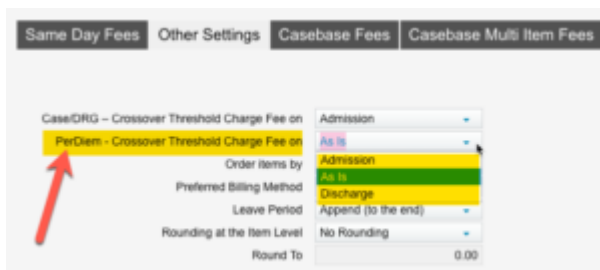


New Billing Rule for Overnight Facilities

Facilities are now able to select how an inpatient episode is billed if it crosses over the contract **threshold date**.

Options that are available are:

- **Admission** - bill the whole episode as per the contracted fees on the admission date
- **Discharge** - bill the whole episode as per the contracted fees on the discharge date
- **As Is** which will bill the old contracted fees before the threshold date & then revert to the current contracted fees after the threshold date.



Reports Favourites Feature

The ability to choose favourite reports is now available on a user level. This will enable each user to select the reports, that are most useful to them, to be displayed when they hover over the Reports icon

Reports can be added to the users short-list by clicking the star to the left of the desired report.

The complete list of reports will still be available for all users by simply clicking on the Reports icon, as opposed to just hovering over it.



Bug Fix

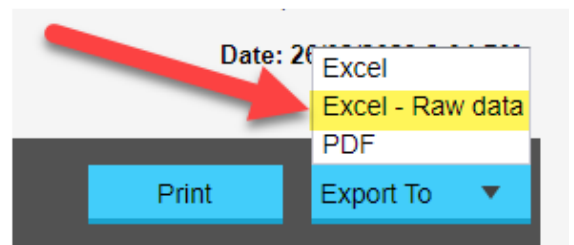
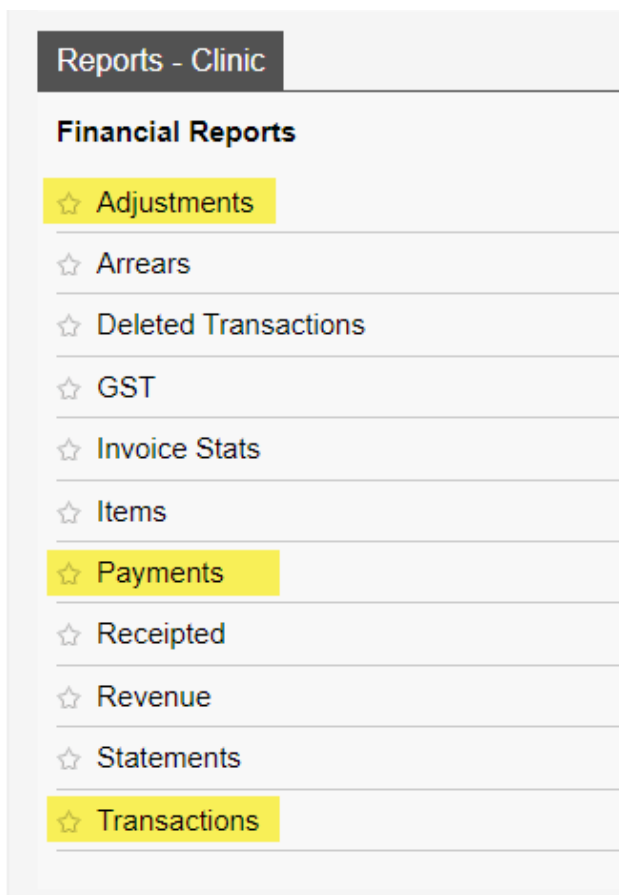
The issue that was occurring that prohibited some reports to be marked as a favourite has now been rectified.

FYDO Clinic Update 27/02/2023

Reports

Users are now able to export the following reports in **Excel - Raw Data** format.

- **Payments**
- **Transactions**
- **Adjustments**



Bug Fixes

Patient **Accounts** showing an incorrect date of service when being viewed in **List** view has now been rectified.

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

[FYDO Clinic Update 20/02/2023](#)

Email Invoice

Users now have the ability from the patient **Accounts** screen to email invoices directly from FYDO. The user will have the option to edit the subject line, add text and override the receiver's email address if required. This feature can be turned on by going to **Settings > System Config > Email Notification**.

101 - TESTER, Test Total 994.20

Patient Details Other Appointments Recalls **Accounts** Episodes Communication Documents Clinical

List Type Summary Account Status All Service Type All From To Search Statement Export To

Inv# ↑	Date of Service	Doctor	Service Type	Inv Amount	GST	Paid Amount	Status	Due
15	13/02/2023	Smith, John	ECLIPSE	\$ 751.90	\$ 0.00	\$ 0.00	Awaiting Payment	\$ 751.90
14	12/02/2023	Smith, John	Medicare	\$ 132.30	\$ 0.00	\$ 0.00	Awaiting Payment	\$ 132.30
12	09/02/2023	Smith, John	Private	\$ 500.00	\$ 0.00	\$ -500.00	Paid	
11	07/02/2023	Smith, John	Patient Claims	\$ 75.00	\$ 0.00	\$ -75.00	Paid	
10	07/02/2023	Smith, John	Private	\$ 200.00	\$ 0.00	\$ -200.00	Paid	

Apply Payment / Adjustment
Email Invoice
Print Invoice
Print Invoice (other template)
Reverse Invoice

Once an invoice has been sent, a log will be recorded on the **Communication** screen.

101 - TESTER, Test

Patient Details Other Appointments Recalls Accounts Episodes **Communication** Documents Clinical

Comm	Type	Date ↑	To	Message Sent
Email	Patient	20/02/2023	-	Invoice 15 sent to [redacted]@alturahealth.com.au

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

[FYDO Hospital Update - 20/2/2023](#)

Preadmit Additional Feature

FYDO can now import the **Emergency Contact & Pick Up Person** from Preadmit.

If the patients are asked to provide these details when they complete their online admission form, through Preadmit, we are now able to update these details in FYDO.

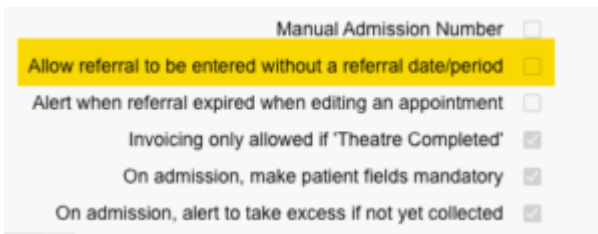
Please contact us if your facility would like to utilise this feature.

A screenshot of a web form titled 'Copy Patient Details'. The form has four tabs: 'Next of Kin', 'Emergency Contact', 'Contributor', and 'Pick Up Person'. The 'Pick Up Person' tab is active. The form contains fields for 'Relationship', 'First Name', 'Surname', 'Mobile', 'Address', 'Suburb', 'State', 'Postcode', 'Home ()', and 'Work ()'. Two red arrows point to the 'Emergency Contact' and 'Pick Up Person' tabs.

New Referral Date Feature

FYDO now has the ability to allow facilities the choice of either requiring a referral date or allowing staff to enter the referring doctor **without a referral date being necessary**.

This feature can be activated by selecting **Allow referral to be entered without a referral date/period** in the **Settings > System Configuration** menu.

A screenshot of the 'System Configuration' settings menu. The menu items are: 'Manual Admission Number' (checkbox), 'Allow referral to be entered without a referral date/period' (checkbox, highlighted in yellow), 'Alert when referral expired when editing an appointment' (checkbox), 'Invoicing only allowed if 'Theatre Completed'' (checkbox, checked), 'On admission, make patient fields mandatory' (checkbox, checked), and 'On admission, alert to take excess if not yet collected' (checkbox, checked).

New 'End of Current Fees' feature

There is a new field that facilities can utilise in the **Fees Setup**. It allows for the **End of Current Fees** date to be entered. The next step we will undertake, in developing this feature, is to alert the user if they are trying to bill an episode that falls after the end date of the current fees. The implementation of the next development stage is expected to be in the next few weeks.

A screenshot of the 'Fees Setup' form. The 'End of Current Fees' field is highlighted with a red arrow. The form also shows a 'Fees' field with a dropdown menu and a 'Fees' field with a text input.

New 'Estimated Recovery Time' feature

The **Estimated Recovery Time** can now be added to print list templates. This time calculates by adding the **Length of the Booking** to the **Booking time**.

Therefore, **Booking Time + Length of Booking = Estimated Recovery Time**.

<<EpEstRS>>	Estimated Recovery Time Booking time + Length of Booking	e.g. 1315
<<EpEstRS12h>>	Estimated Recovery Time Booking time + Length of Booking	e.g. 1:15 PM
<<EpEstRS24h>>	Estimated Recovery Time Booking time + Length of Booking	e.g. 13:15

Theatre lists can then be generated in order of this **Estimated Recovery Time** using **Order of List**. This list will be beneficial as a Recovery List to enable recovery to see the patients' order as they are expected out of theatre.

