

[FYDO Hospital Update - 13/2/23](#)

Printing Fees

FYDO now offers users the ability to print out health fund or contracted fees. This can be done by going to **Settings > Fee Setup** and selecting the **Print** option in the top right corner. The option to print the current fees or the old fees are both available.



Length of Stay Report Additions

The Length of Stay Report can now be Ordered by **Time From**. This option will place the episodes in order of the first time selected. For example, in the demo below, by Admission Time.



The **Length in Minutes** has also been added to the report when users **Export to > Excel - Raw Data** to assist with data collection.

NSW Health amendments

NSW Health does not require the patient marital status to be included in the data extract unless the episode is a mental health admission, so we have removed the mandatory requirement.

Bug Fix

Alert for Multiple Theatre Visits is showing on the **Theatre Screen** again.



FYDO Clinic Update 13/02/2023

Medicare/DVA Billing

Users can now easily bill multiple dates of service for Medicare/DVA claims. Prior, users would bill different dates of services by creating a new invoice each time. Now, users can change the date of service for each **Item** under the **DOS** column on the **Clinic Billing** screen & when the billing is saved, FYDO will automatically create separate invoices per each different date of service.

PATIENT > CLINIC BILLING

MRN 101 Patient TESTER, Test
Bill Type Medicare (Outpatient) Fee Level 1 - MBS 100%
Referring Doctor Test, Ref (1) Referral Date 20/09/2021

Time Of Service LSPN 0 SCP Equ

DOS	Item	Description
08/02/2023	110	Professional attendance at consulting rooms or hospital, by ...
09/02/2023	116	Professional attendance at consulting rooms or hospital, by ...
10/02/2023	116	Professional attendance at consulting rooms or hospital, by ...
11/02/2023	116	Professional attendance at consulting rooms or hospital, by ...
12/02/2023	116	Professional attendance at consulting rooms or hospital, by ...
12/02/2023		

(Please note: This is not recommended for DVA Community Nursing clients due to Community Nursing Hours/Visits will not be allocated correctly per invoice)

Edit Referral

FYDO has a new option added to **Claiming Medical** called **Edit Referral**, it is located on the **Item Details** screen under the **More Action** drop down. Users can now simply edit, delete or add another referral without having to completely rebill. Any changes made to a patients referral on this screen will also update over to the **Patient Details** screen.

CLAIM DETAILS > BATCH DETAILS > ITEM DETAILS

Location: Clinic Tour (ID: 1)	Batch ID: 8	MRN: 101	Inv: 14
Practitioner: SMITH, John (ID: 2)	Batch Number	Patient: TESTER, Test	Fee Level: 1 - MBS 100%
Provider: 123456AF	Date Closed	DOB: 01/01/1990	In-Hospital: <input type="checkbox"/>
Type: Medicare	Batch Status: Open	Sex: Female	
Category: Specialist	Transaction ID		

Referring Dr: TEST, Ref - 1123441A
Referral Date: 20/09/2021 - 12 months

Invoice Text
Referral Flag

ID	Code	DOS	Description	Rule	Claimed	GST	Payable	MedExc	MedPay	FundExc
1	110	12/02/2023	Professional attendance at consulting rooms or hospital, by	W	132.30	0.00	0.00		0.00	0.00

More Action
Add Item
Edit Referral

Accounts - List View

A new view has been added to the patient **Accounts** screen called **List**. Compared to the **Summary** view that shows the patients list of invoices, the **List** view will show the items that have been billed for the patient.

101 - TESTER, Test

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

List Type: **List** (dropdown menu shows Summary, List) | Account Status: All | Service Type: All | From: [calendar icon]

Inv#	Date	Practitioner	Service Type	Item	Description	Unit Price
14	12/02/2023	Smith, John	Medicare	110	Professional attendance at consulting rooms or hospital, by ...	\$ 132.30
12	09/02/2023	Smith, John	Private	51303	51303	\$ 500.00
12	09/02/2023	Smith, John	Private	PAYMT	Payment/Direct deposit	\$ -500.00
11	07/02/2023	Smith, John	Patient Claims	23	Professional attendance by a general practitioner at consult...	\$ 75.00
11	07/02/2023	Smith, John	Patient Claims	PAYMT	Payment/EFTPOS	\$ -75.00

Adjustments

Users can now add, edit or remove adjustment types for **Settings > Adjustments**.

SETTINGS > ADJUSTMENTS

Search [input] Add Adjustment

Code	Name	Action
36	Adjustment	X
13	Bad Debt	X
35	Balance Forward	X
1	Cash	X
2	Cheque	X
7	Credit Card	X
15	Decease	X
10	Direct deposit	X
11	Discount	X
6	EFTPOS	X

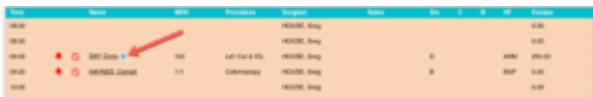
(Please note: An adjustment type cannot be removed if it has been used before and if the name of an adjustment type is changed this will also reflect on historical data)

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

[FYDO Hospital Update - 6/2/2023](#)

Online Patient Verification (OPV) tick added to the Appointment Screen

Users can now clearly see if the OPV check has been successful with the addition of the Blue Tick to the Appointments Screen. The OPV check is required to be able to send claims via ECLIPSE & also for certain data extracts to be successful.



Australian South Sea Islander (ASSI) information added to Episode Stats Report

Users will now be able to view & filter patients by their ASSI status by exporting the **Episode Stats Report** to raw data. This information will show in **column X** of the excel spreadsheet, after the indigenous status information.

Additional user access options

Facilities can now give users access to 3 additional functions.



These functions allow certain users to access, edit & delete the **Communications** information. The communications tab can be located by going to the patient screen & selecting the **Communication** Tab.

It is a great spot for doctors, nurses & administration staff to add notes relating to the patient.



Two-Step Authentication App Option

Users are now given the option to use a **Two-Step Authentication App** when logging into FYDO, as opposed to the SMS or Email options. The SMS & Email options are still available, however the Authentication App is a more secure, timely & reliable option. Especially for facilities that have poor mobile phone reception or slow internet speeds. Please visit

<https://wiki.fydo.cloud/fydo-two-step-authentication/> for more information on this addition to FYDO.

[FYDO Clinic Update 06/02/2023](#)

Online Patient Verification (OPV) tick added to the Appointment Screen

Users can now clearly see if the OPV check has been successful with the addition of the Blue Tick to the **Appointments** Screen. FYDO will automatically do an OPV check in the background when saving an appointment if the patients details have not yet been verified.

Time	Name	MRN
9:00 AM		
9:15 AM		579
9:30 AM		

Exceptions Report

A New **Report** has been added called **Exceptions**. Users can now export their claims with exceptions codes into **Excel - Raw Data** format.



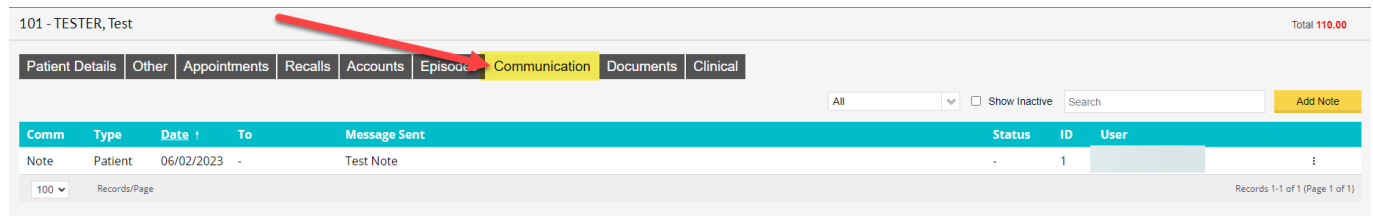
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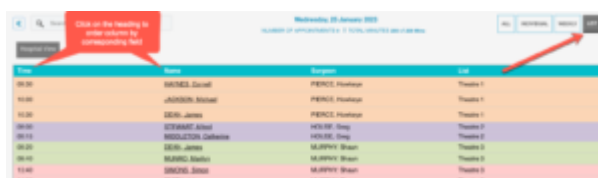
[FYDO Hospital Update - 25/01/2023](#)

New “List” View in the appointments screen

There is a new view available in the FYDO Appointments Screen, that replicates the “All View” from SimDay, allowing users to view all appointments for the day as one continual **List**.

This view allows users to order the episodes by **Time, Name, Surgeon, or List (theatre)**.

This is the first stage of our new **List View** release, with the ability to customise this view coming in the future.



New email field for the Next of Kin

There is now a field available to add the Next of Kin email address in FYDO, if this is required by the facility. Once saved, the email address will create a hyperlink that can be clicked on to send an email to the NOK.



The screenshot shows a 'Next of Kin' form with the following fields: Relationship (Partner), First Name (Liz), Surname (Shandan), Mobile (6477-777-777), Address (777 East Eden Road), Suburb (CROSS ROADS), State (VIC), and Postcode (3373). The 'Email' field is highlighted in yellow and contains the text 'support@nswhealth.com.au'. A red arrow points to the 'Email' field.

Billing Status Report Addition

Payment and Adjustment information can now be added to the Billing Status Report, when it is run for **Show All - Inv Detail**.

Selecting this box will ensure all payments & adjustments are shown, along with all the invoice information.

To see the invoice information only, simply leave this box un-ticked.



The screenshot shows a 'Billing Status Report' form with a 'Show All - Inv Detail' checkbox highlighted in yellow. A red arrow points to the checkbox.

New Report for NSW Health

A new report has been added to assist New South Wales hospitals with submitting their statistical data. The **Patient Statistical Data for NSW Health** Report will allow hospitals to collate this required information with ease.



The screenshot shows a 'Hospital Reports' menu with the following options: Bed Occupancy, Cancelled Episodes, Clinical Indicators, Episode Stats, Incomplete, Length of Stay, Midnight Census, Monthly Patient Activity, Other Services, Patient Statistical Data for NSW Health, and Theatre Rosters. The 'Patient Statistical Data for NSW Health' option is highlighted in yellow, and a red arrow points to it.

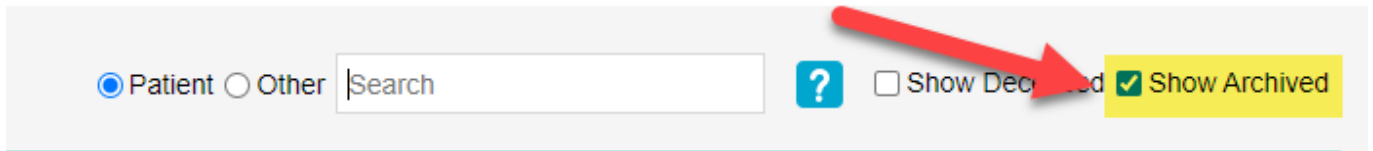
Bug Fixes

For Queensland Hospitals > when discharging DVA patients' the **Compensable Status** field will now pre-populate to the correct option.

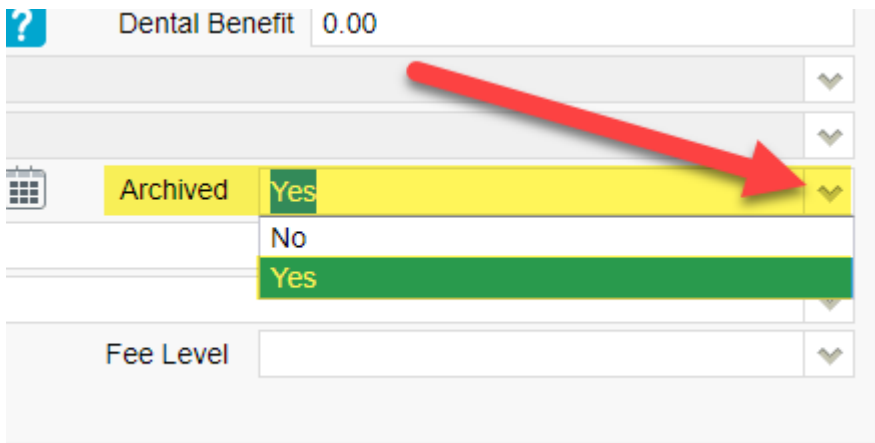
[FYDO Clinic Update 24/01/2023](#)

Patient Archive

Archived patients are now hidden by default on the patient list. Users are able to show **Archived** patients by clicking on the tick box called **Show Archived** to the right of the **Search** field.



To mark/unmark a patient as **Archived** go to **Patient Details** > **Edit** > **Archived** (found under the **Other Information** section) > **Yes/No** > **Save**



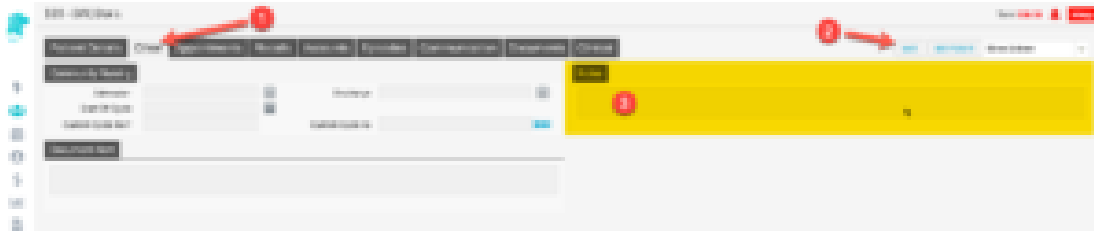
For previous updates, please visit <https://wiki.fydo.cloud/updates-clinic>

[FYDO Hospital Update - 09/01/2023](#)

“Other Notes” can now be added to the Appointment Screen Custom Views

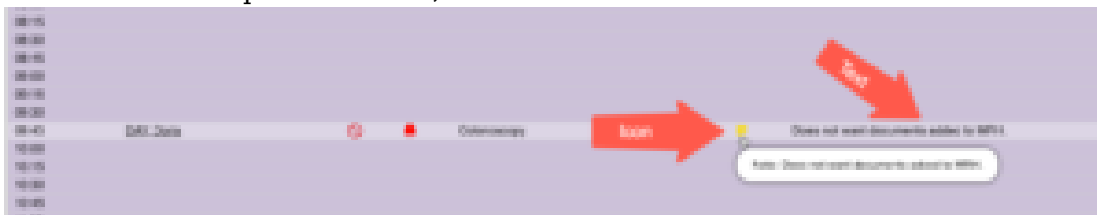
The **Other Notes** section in FYDO (previously on the bottom right corner of the patient screen in *SimDay*) can now be added to the custom views on the Appointments Screen.

The Other Notes can be added by opening the Patient Screen & selecting the **Other** tab, along the top. Then simply click **Edit** and type the required **Notes** before selecting **Save**.



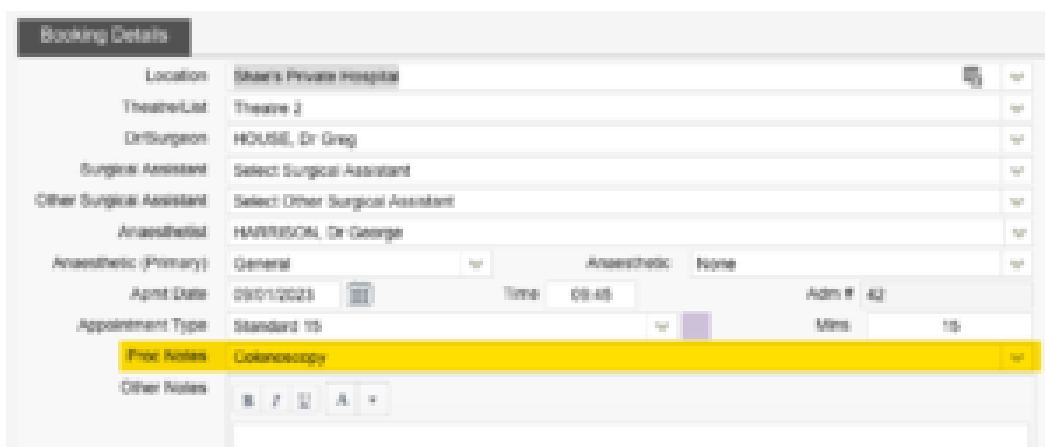
These notes are specific to the **patient**, not just an individual **episode**. Therefore, they will show on ALL of that patients' episodes that are entered.

When creating the custom view the user has the option of displaying the **Icon** or the **Text** for this field. If the Icon option is added, the user will be able to hover over it to reveal the notes.



Procedure Notes Field Amendments

The **Proc Notes** field in the Edit Appointment screen has been amended to now allow up to 250 characters. *(Previously this was capped at 180 characters)*



Revenue Report Amendments

Users are now able to run the revenue report using the filters for **Group By (Primary)** as Health fund & the **Group By (Secondary)** as MBS. This gives information that will assist in certain tasks, such as contract negotiations etc

Shear's Private Hospital
Revenue - Hospital (Summary) based on Accounting Period between 01/11/2021 and 08/01/2022
 For All Doctors and All Funds and All Treaties and based on Health Fund

Code	Health Fund	# of Inv's	Inv (Gross)	Adjust	CRBT	Inv (Net)
AMH	Australian Health Management Group Limited					
3222	Endoscopic examination of the colon by colonoscopy, for a patient...	1	750.00	0.00	0.00	750.00
		1	750.00	0.00	0.00	750.00
MH	MH Health Funds Limited					
3229	Removal of one or more polyps during colonoscopy, if associated with a service...	2	3,270.00	0.00	0.00	3,270.00
		2	3,270.00	0.00	0.00	3,270.00
SH	Shearwater Accounts					
3222	Endoscopic examination of the colon by colonoscopy, for a patient...	1	600.00	0.00	0.00	600.00
		1	600.00	0.00	0.00	600.00
	Full Total	4	4,720.00	0.00	0.00	4,720.00

Revenue(Hospital)-Shear'sPrivateHospital Page 1 of 1 Date: 08/01/2022 12:18 PM

User Options Addition

FYDO now allows users to nominate an email address, other than their log in email, to raise their support tickets from. This in turn means that the additional email address will receive the confirmation emails, when tickets are raised for support, & will allow the FYDO support team to reply to the nominated email also.

One instance of this new feature being of benefit is when users have been set up using personal email addresses. It will allow the ticket to be raised from the nominated facility email address, as opposed to the users personal email address, preventing sensitive information from being transmitted to unauthorised email addresses.

SETTINGS > USERS > E-SHAR

User Details

ID: 1

First Name: Shear

Surname: Dan

Email: sdan@jetturhealth.com.au

Raise Ticket From: support@jetturhealth.com.au

Provider Number: [?]

Default Room Location: [?]

Allow Clinical Notes: [?]

Group: [?]

Restrict IP: [?]

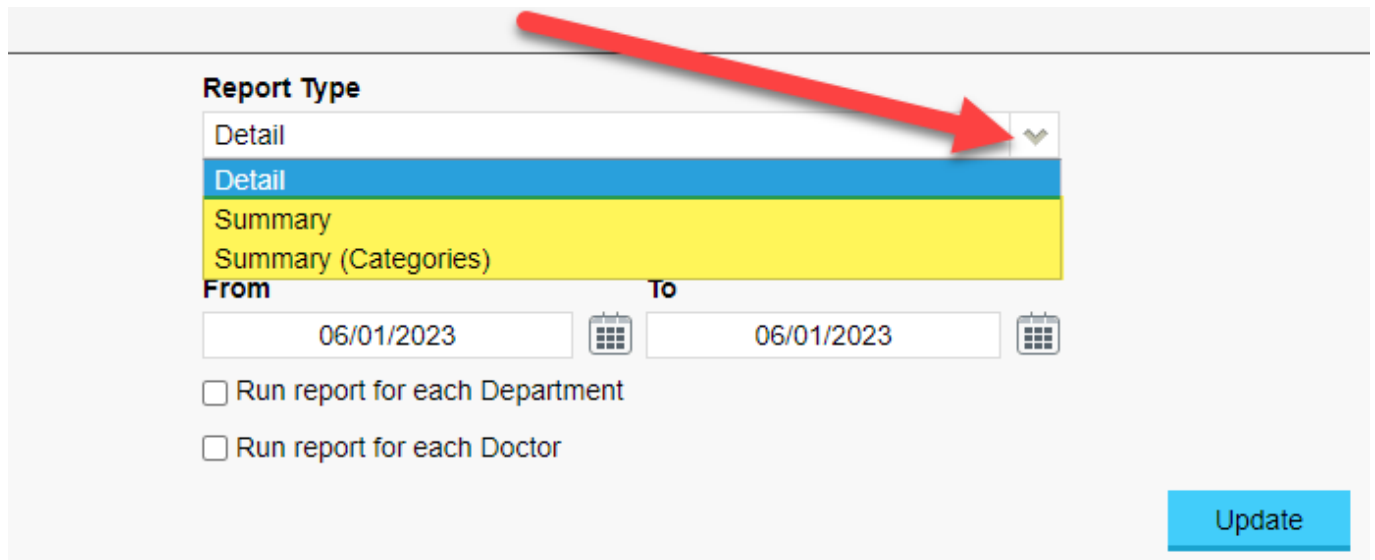
Bug Fixes

The issue with the custom appointment screen views dropping off has been rectified.

[FYDO Clinic Update 06/01/2023](#)

Payments (Clinic) Report

We have added new **Report Type** options to the **Payments (Clinic)** report, **Summary** and **Summary (Categories)**. The new options allow users more flexibility to tailor the report to their specific needs.



The screenshot shows a web form for generating a report. At the top, there is a section titled "Report Type" with a dropdown menu. The dropdown is open, showing three options: "Detail" (highlighted in blue), "Summary" (highlighted in yellow), and "Summary (Categories)" (highlighted in yellow). A red arrow points to the dropdown arrow icon. Below the dropdown, there are two date input fields labeled "From" and "To", both containing the date "06/01/2023" and a calendar icon. Below the date fields, there are two checkboxes: "Run report for each Department" and "Run report for each Doctor", both of which are unchecked. At the bottom right of the form, there is a blue "Update" button.

Bug Fixes

The issue with custom views disappearing from the appointment book has now been rectified.

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

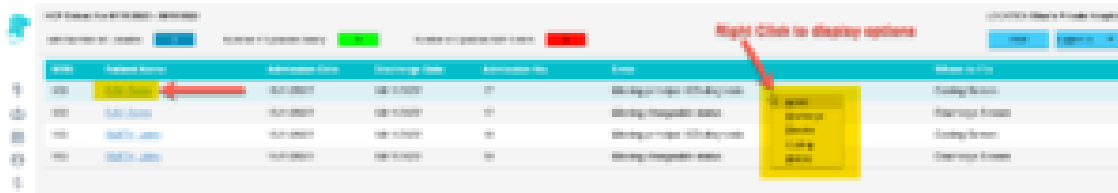
[FYDO Hospital Update - 04/01/2023](#)

FYDO Server Security Update

The FYDO Server Security Update was successful & concluded quicker than expected. Thank you for your cooperation as we implemented these changes to improve our system, further enhancing the security of your data.

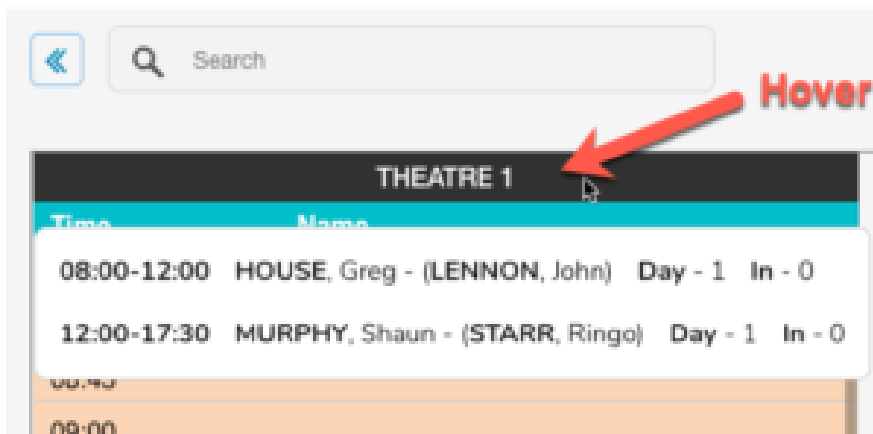
Data Extracts Additional Feature

When **Preparing Data Extracts** there is now the option to **Right Click** on each line to navigate to the required page in order to amend the information. E.g., Admission Screen, Discharge Screen, Theatre Screen etc. The **Patient Name** has also been changed to a hyperlink, to enable to user to navigate to the **Patient Screen** as well.



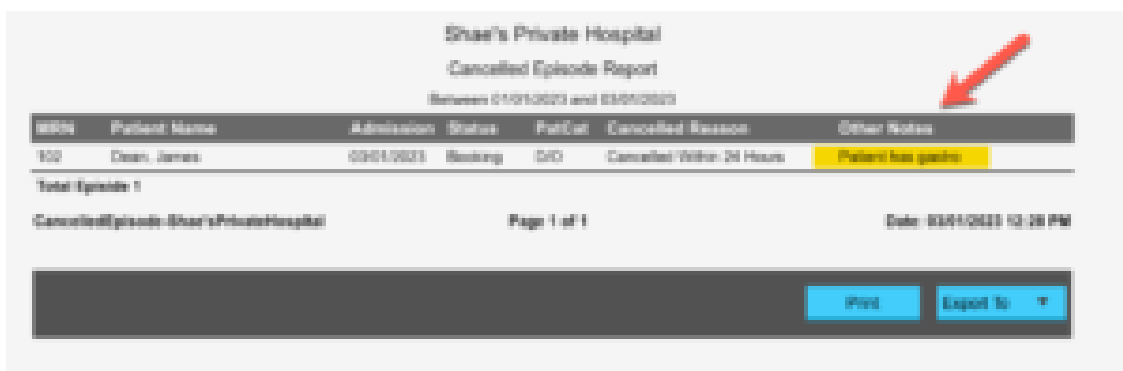
Session Information Hover Option

The option to see the session information, when hovering over the theatre name, has been added to the **All View** in the appointments screen. Simply hover over the theatre name, at the top of each column, to display the session information for that theatre.



Cancelled Episodes Report

The **Other Notes** field, from the edit appointment screen, has been added to the Cancelled Episodes Report.




Appointment Custom Views

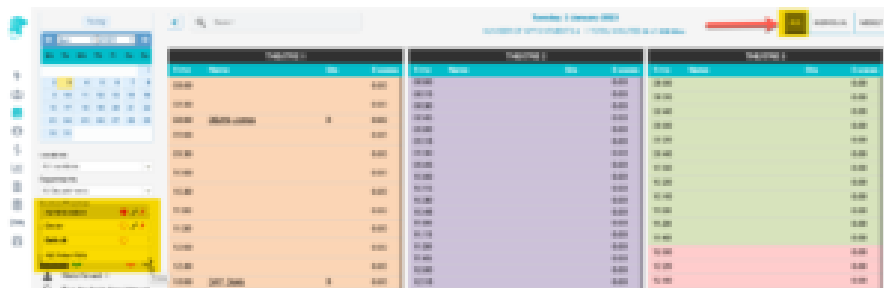
For customised appointment screen views to hold, when moving in and out of screens, FYDO now has the ability to set a **favourite custom view for each different view type!**


For example:

- ♥ A favourite **All** View
- ♥ A favourite **Individual** View
- ♥ A favourite **Weekly** View

This allows the user to change between custom view types by simply selecting the type in the top right corner. This action will then automatically load the users favourite view for that type. To implement this change, FYDO will now only show you the available views for the option that you have selected.

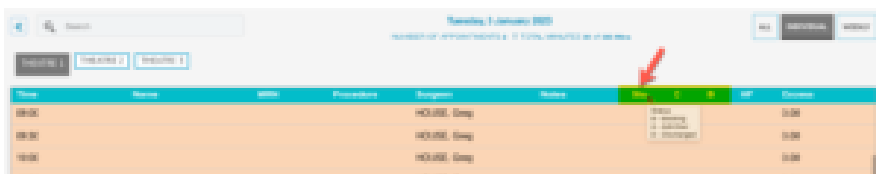
E.g., As below, the **ALL** option is selected in the top right, therefore when hovering over the eye icon  , on the left, only the ALL Custom views will be shown.



To set a favourite firstly go into the 'View Type', in the top right corner, and hover over the eye icon  to see the custom views that are specific to that Type. Then click on the heart ♥ next to the desired favourite view.

Appointments Screen Hover for Status Description

Users are now able to hover over the **Status (S)**, **Coding (C)** & **Billing (B)** column titles to show the full description of what the letters that show on the screen represent.



SA Health - ISAAC Data Extraction Amendments

Morphology codes will no longer be included in the ISAAC Data extractions from FYDO, as per their requirements. Any data extractions done prior to this week, that need to be amended, can be rectified by simply re-extracting the data.

Mental Health Same Day BUPA Patients

To increase the acceptance of BUPA same day mental health claims, we have implemented the mapping of service codes for accommodation type items, specified on BUPA agreements.

Bug Fixes

The **EMR** option has been returned to the appointments screen right-click menu.

[FYDO Clinic Update 04/01/2023](#)

1st of January MBS & DVA Community Nursing Schedule

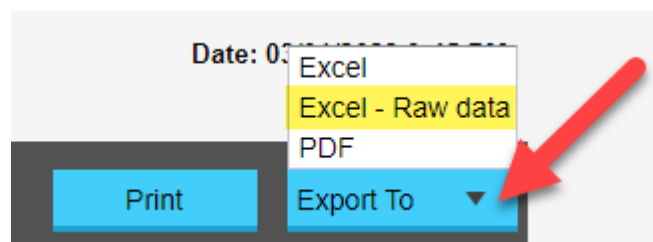
Has been added to FYDO.

For more information about the Medicare Benefits Schedule (MBS) Updates, please visit: <http://www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/news-230101>

For more information about the DVA Community Nursing Fee Schedule Updates, please visit: <https://www.dva.gov.au/providers/health-programs-and-services-our-clients/community-nursing-services-and-providers-0>

Payments (Clinic) Report

A New **Export To** option has been added to the **Payments (Clinic)** Report. Users are now able to export this report to **Excel - Raw Data** format.



New Letter Defaults

When creating a new letter the **Select a Template**, **Document Name** and **Document Type** fields will default to the default letter templates details (*Note: users can override the default Document Name and Document Type by typing in or clicking on the fields drop down arrow*). To set a letter template as the **Default** go to **Settings > Templates >** Tick the **Default** tick box of the letter template you want to make the **Default**.

Patient Details	Other	Appointments	Recalls	Accounts	Episodes	Communication	Documents
Select a template	Letter 1						
Document Name	Letter 1						
Document Type	Letter						
Doctor							
Referring Details							
Previous Referrals							
Referring Doctor	TEST, Ref - 1123441A x						
Referral Date	20/09/2021	Period	12	First Consult	01/09/2022		

Users will also notice that the **Referring Details** section will automatically prefill to the patients current active referral details.

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