

[FYDO Hospital 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

Arrears Report Enhancement

We have enhanced the underlying reporting framework for the Arrears Report, bringing it in line with the modern architecture used across other FYDO reports.

This change improves report performance and consistency, while supporting our broader initiative to modernise and standardise reporting across the platform.

Reports / Arrears (Hospital) Refresh

Filters Expand

Search... As at: 04/03/2026 Summary For All Locations and All Funds and All Doctors All Debt

ID	Fund Name	Balance Outstanding	Current	30 Days	45 Days	60 Days	90 Days	120+ Days
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1st of March Updates

The **1st of March Prescribed List of Medical Devices Update** has now been implemented in FYDO. This includes updated fees and the **Expiry as of** date has also been imported for discontinued Other Service Items.

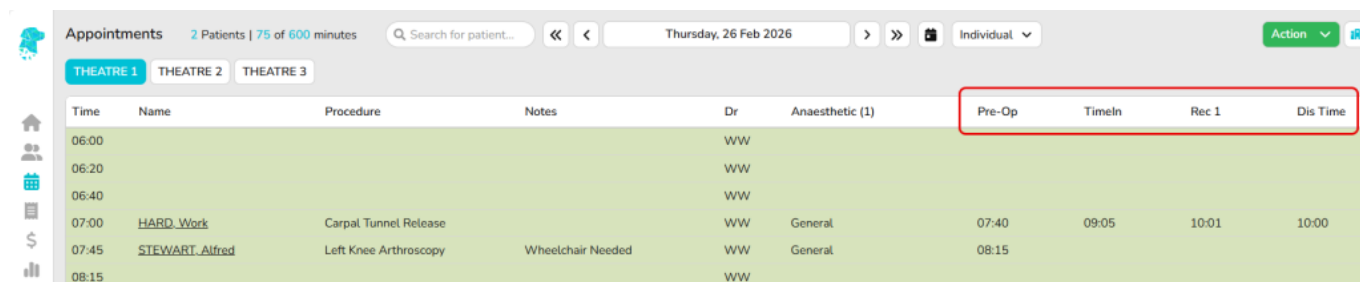
The **1st of March National Procedure Banding Update** will be implemented in FYDO tonight (6th of March 2026).

FYDO Hospital Update - 26/02/2026

Custom View Additions

We have added new field options that are now available for use within Custom Views. The following fields can now be selected:

- Pre-Op Time
- Time in Theatre
- Recovery 1 Time
- Discharge Time

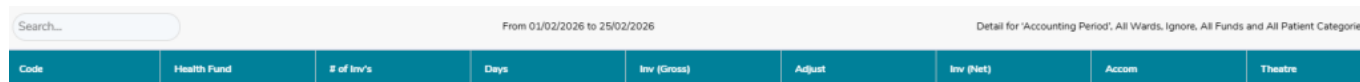


Time	Name	Procedure	Notes	Dr	Anaesthetic (1)	Pre-Op	Timeln	Rec 1	Dis Time
06:00				WW					
06:20				WW					
06:40				WW					
07:00	HARD_Work	Carpal Tunnel Release		WW	General	07:40	09:05	10:01	10:00
07:45	STEWART_Alfred	Left Knee Arthroscopy	Wheelchair Needed	WW	General	08:15			
08:15				WW					

Revenue Report Improvement

We have enhanced the underlying reporting framework for the Revenue Report, bringing it in line with the modern architecture used across other FYDO reports.

This change improves report performance and consistency, while supporting our broader initiative to modernise and standardise reporting across the platform.



Code	Health Fund	# of Inv's	Days	Inv (Gross)	Adjust	Inv (Net)	Accum	Theatre
------	-------------	------------	------	-------------	--------	-----------	-------	---------

Coding On Hold Enhancement

After incorporating the **Coding On Hold Reason** into the Unbilled Revenue - Excel Raw Data Report, we have proceeded with the next phase of implementation by integrating the Coding On Hold Reason into the API as well.

Performance Improvements

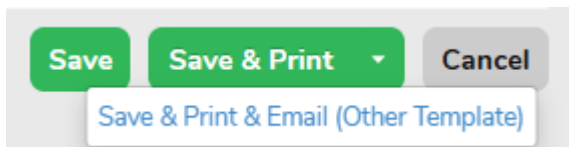
We have implemented further performance improvements across key FYDO functions, including patient editing, appointment management, inpatient screen edits, and hospital claiming.

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

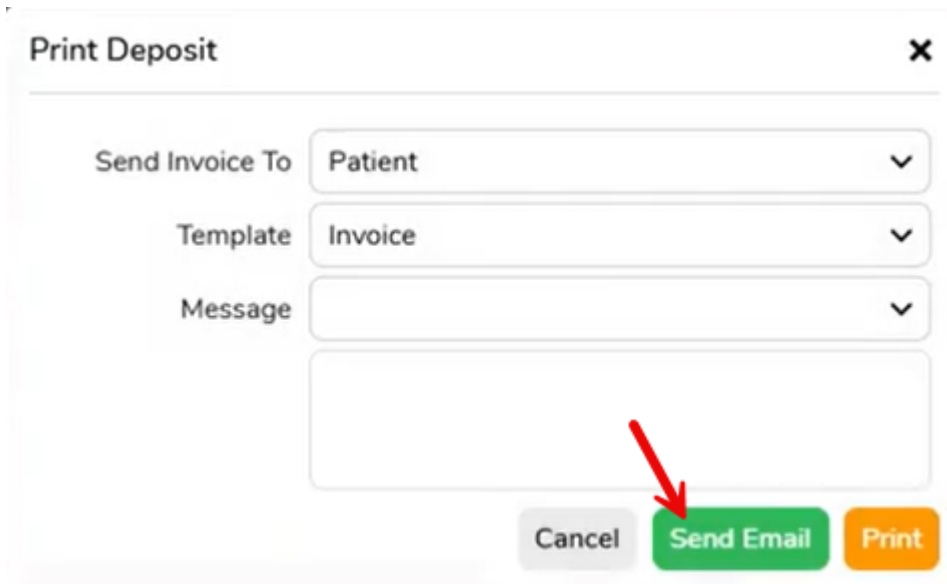
[FYDO Hospital Update - 19/02/2026](#)

Excess/Deposit Addition

You now have the option to email the **Excess/Deposit receipt** directly to the patient. Under the **Save and Print** option, there is a dropdown menu that includes an option to email the receipt to the patient.



The email message templates can be configured in **Settings > Invoice/IFC Message**, or you may enter a custom message manually at the time of sending.

A screenshot of a 'Print Deposit' dialog box. It has a title bar with 'Print Deposit' and a close button (X). The dialog contains three dropdown menus: 'Send Invoice To' (set to 'Patient'), 'Template' (set to 'Invoice'), and 'Message' (empty). Below these is a large empty text area for a custom message. At the bottom, there are three buttons: 'Cancel' (grey), 'Send Email' (green), and 'Print' (orange). A red arrow points to the 'Send Email' button.

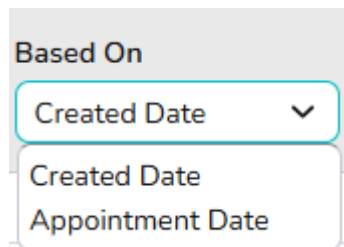
Kindly note that this functionality applies only to users who have configured their email address within their **User Profile**. Please refer to the WIKI for detailed instructions on completing this setup. Click the button below to be directed straight to the relevant page.

[Click Here](#)

[FYDO Clinic Update - 22/01/2026](#)

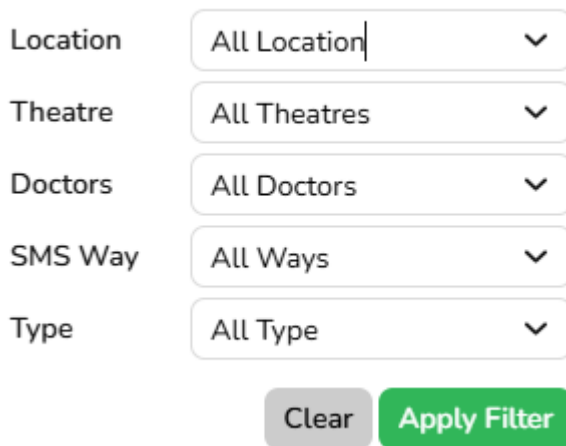
SMS History Enhancement

FYDO has now enhanced the **SMS History** functionality by introducing sorting based on **Appointment Date**.



A screenshot of a 'Based On' dropdown menu. The menu is open, showing 'Created Date' as the selected option with a downward arrow. Below it, 'Appointment Date' is listed as an available option.


There have also been additional filter options added to allow users to see exactly what they need to.



A screenshot of a filter panel. It contains five dropdown menus: 'Location' (All Location), 'Theatre' (All Theatres), 'Doctors' (All Doctors), 'SMS Way' (All Ways), and 'Type' (All Type). Below the dropdowns are two buttons: 'Clear' and 'Apply Filter'.

Opt-Out SMS

FYDO now gives users the ability to document if a patient has **Opted Out** of receiving SMSs. This field is on the **Patient Screen** and once it is selected the system will not allow for a patient to be sent an SMS when the Bulk SMS or Automated SMS functions are being used.



Roger FEDERER

Patient ID 225

Sex Male

Age 44

Language English

Pending 0.00

*** Allergies**

Alert

Patient Details

Title Pronouns File Number External ID

First Name Middle Name

Last Name Previous Name

Preferred Name Date of Birth DOB Estimate

Sex Gender

Address Suburb State Postcode

Mobile SMS Opt Out Home Work

Email

Users will also be able to clearly see which patients have **Opted Out** and these patients will be unable to be selected.

<input checked="" type="checkbox"/>	Name	Mobile	Appt Date	Procedure Notes	Appt Type
<input type="checkbox"/>	TEST, Kloe	0400-000-000 <input checked="" type="checkbox"/>	22/01/2026		test


100 Records/Page

Preadmit is also able to collect this information and populate the field in FYDO when patients submit their forms, so please reach out if this is a feature you'd like to enable for your facility.

User Group Settings

FYDO has expanded the options available under the Appointment heading. Previously, users were limited to a single option that allowed the creation and deletion of Custom Views only. This has now been enhanced to include the ability to create, edit, and delete all views. These additional options provide greater flexibility in managing views, allowing staff to create their own customised views, while also enabling administrators to control permissions and determine which staff members are authorised to modify all views which will affect all users.

Appointment


All Views - Create	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Edit (Hospital)	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF
All Views - Edit	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Edit Views (Hospital)	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF
All Views - Delete	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Make (Hospital)	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF
Create Views (Hospital)	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	View	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF
Delete Views (Hospital)	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Edit (Clinic)	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF 
Create Views (Clinic)	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Edit Views (Clinic)	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF
Delete Views (Clinic)	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Make (Clinic)	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF

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

[FYDO Hospital Update - 22/01/2026](#)



Other Services Improvement

Other Services items can now be allocated an **Expiry Date** if they can no longer be used for billing/claiming.


Expired as of 

SETTINGS > OTHER SERVICES

Shaes Private Hospital Show Inactive All services

<input type="checkbox"/>	Code	Description	Company	Type	Status	Expired 	Expired as of	Action
<input type="checkbox"/>	BH024	W Lorenz Osteosynthesis System	Zimmer Biomet Pty Ltd	Prostheses	Active	01/11/2025	01/11/2025	

This expiry date will now automatically be updated when each new **Prescribed List of Medical Devices** is loaded into FYDO. This feature ensures that users are unable to utilise codes for admission dates *after* the code has expired.

Expired Code 

This other service expired on 01/11/2025.

In addition to these changes, FYDO will now generate audit logs for any changes made across **Other Services**, allowing visibility of the date, time, and user responsible for each update. This can be found in **Settings > Logs**.

New Look - Reports

FYDO has implemented a refreshed design for the **Incomplete Report** and the **Episode Stats Report**. This new design delivers improved performance, including faster processing and loading times, while all existing data, filters, and functionality remain unchanged.

MRN	Adm No.	Patient Name	Sex	Procedure	Theatre	Fund	Surgeon	Adm Date	Dis Date
248	1105	DUMPTY, Humpty	M	Gastrosocopy	Theatre 3	BUP	PIERCE, Hawkeye	03/12/2025	03/12/2025
228	1107	FLINSTONE, Frederick	M	Right Knee Arthroscopy	Theatre 3	SCQ	PIERCE, Hawkeye	03/12/2025	03/12/2025
142	1106	GUY, New	M	Right Cat & IOL	Theatre 3	MPL	PIERCE, Hawkeye	03/12/2025	03/12/2025

of Episode 3

SMS History Enhancement

FYDO has now enhanced the **SMS History** functionality by introducing sorting based on **Appointment Date**.

Based On

Created Date ▼

Created Date

Appointment Date

There have also been additional filter options added to allow users to see exactly what they need to.

Location All Location ▼

Theatre All Theatres ▼

Doctors All Doctors ▼

SMS Way All Ways ▼

Type All Type ▼

Clear Apply Filter

Opt-Out SMS

FYDO now gives users the ability to document if a patient has **Opted Out** of receiving SMSs. This field is on the **Patient Screen** and once it is selected the system will not allow for a patient to be sent an SMS when the Bulk SMS or Automated SMS functions are being used.

225 - FEDERER, Roger (08/08/1981 - 44)

[Patient Details](#) [Appointments](#) [Recalls](#) [Accounts](#) [Episodes](#) [Communication](#) [Chart Tracking](#) [Documents](#) [Clinic](#)

Patient Details

Title: Mr | Pronouns: | File Number: | External ID: |

First Name: Roger | Middle Name: |

Last Name: FEDERER | Previous Name: |

Preferred Name: | Date of Birth: 08/08/1981 | DOB Estimate:

Sex: Male | Gender: Man, or boy, or male

Address: 1 Centre Court | Suburb: WIMBLEDON | State: NSW | Postcode: 2795

Mobile: 0400-000-000 | SMS Opt Out: | Home: | Work: |

Email: r.federer@grand-slam.com

Users will also be able to clearly see which patients have **Opted Out** and these patients will be unable to be selected.

<input checked="" type="checkbox"/>	Name	Mobile	Appt Date	Procedure Notes	Appt Type	Doctor/Surgeon	HF
<input checked="" type="checkbox"/>	BOON, Benson	0400-494-029	22/01/2026	Right Knee Arthroscopy	Special	Toe, Foot	AUH
<input type="checkbox"/>	FEDERER, Roger	0400-000-000	22/01/2026	Left Knee Arthroscopy	Special	Toe, Foot	AHM

Records/Page: 100

Preadmit is also able to collect this information and populate the field in FYDO when patients submit their forms, so please reach out if this is a feature you'd like to enable for your facility.

[FYDO Hospital Update - 09/01/2026](#)

Theatre Roster Setup Improvements

FYDO has introduced four configurable blocks within the theatre roster setup. For example, on every second Wednesday, a theatre may operate from 7:00 am to 11:00 pm, while on standard days it operates from 7:00 am to 4:00 pm. This enhancement provides increased flexibility in defining theatre operating hours and allows theatres to be closed on specific days of the month.

FYDO now includes separate **Current** and **Past Roster** tabs. For example, Theatre 4 may have operated Monday to Friday last year, but now operates only Monday to Thursday. Users can define the start date of the current roster, ensuring accurate tracking of both historical and current scheduling arrangements.

Emailing Invoices via FYDO

When sending invoices from the **Episodes Screen**, utilising the **Invoice Options > Invoice Copy** feature, the email will now be delivered using the users own email address. This feature will improve functionality and make it easier for facilities to view sent emails. Setup information and instructions on how to utilise this feature are available via the links below:

- [Setting up to Email from FYDO](#)
- [Emailing an Invoice from FYDO](#)


Appointment Screen Improvement

When hovering over a theatre to view the list of doctors scheduled for that theatre on the day, any cancelled list will now be clearly indicated with a strikethrough in the doctor list. This visual enhancement improves visibility and helps users quickly identify cancellations.

User Group Settings

FYDO has expanded the options available under the Appointment heading. Previously, users were limited to a single option that allowed the creation and deletion of Custom Views only. This has now been enhanced to include the ability to create, edit, and delete all views. These additional options provide greater flexibility in managing views, allowing staff to create their own customised views, while also enabling administrators to control permissions and determine which staff members are authorised to modify all views which will affect all users.

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Create Views (Hospital)	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	View	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF
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Delete Views (Clinic)	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	Make (Clinic)	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF

New Hot Keys

Hot keys have now been created for use in the Appointments Screen to print the **Hospital Claim (HC21) Form**, as per below. Please note that depending on your keyboard configuration, some users may need to utilise additional keys for their "F" features to function. For example, they may need to press **fn + F6** to print the HC21 Left.

HC21 Left F6

HC21 Right F7

HC21 Back F8

Theatre Roster Improvement

Previously, the Theatre Roster allowed users to bulk move an entire theatre list to a new date; however, this functionality was limited to only future dates, as moves to or from the current day were not supported. This capability has now been enhanced to allow theatre lists to be bulk moved to and from the current day, providing greater flexibility in schedule management.

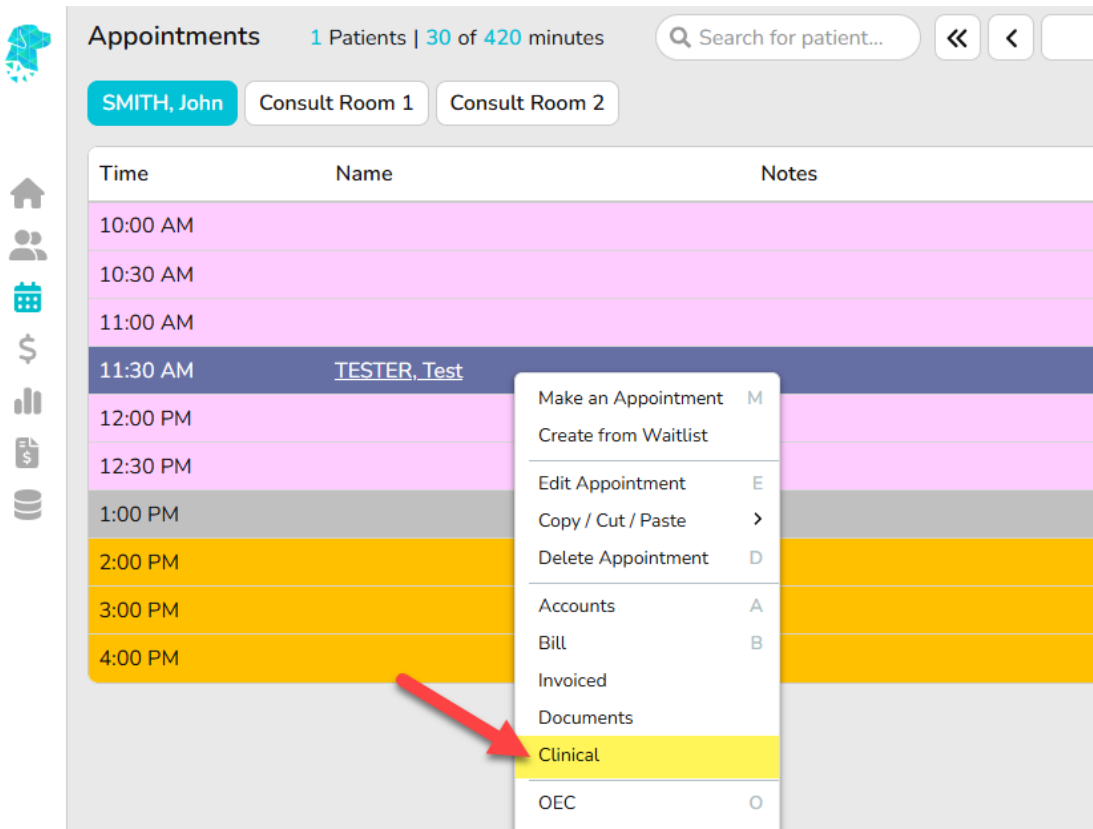
Invoice Date Changes

When an invoice is reversed, the Date of Service was previously set to match the account period date. This behaviour has now been updated so that the Date of Service on the reversal will align with the Date of Service of the item being reversed. This change does not impact any revenue calculations and will only affect the Invoice Excel report.

[FYDO Clinic Update - 18/12/2025](#)

Clinical Added to Appointment Right-Click Menu

You can now access Clinical directly from the right-click menu on a patient's appointment. Selecting Clinical will take you straight to the Clinical tab within the patient's file, making it faster and easier to view and update clinical notes without extra navigation.



Referral Expired Warning

When cutting and pasting an appointment to a new date/time, FYDO will now warn you if the referral attached to the appointment is expired for the new appointment date/time. This helps prevent booking issues and ensures referrals remain valid before the appointment is saved.



New Patient Summary Panel Across Clinical Screens

A new Patient Summary Panel has been added across all screens under the Clinic tab within a patient file. This panel provides quick visibility of key patient details, including demographics, allergies, alerts, notes, and document alerts. This ensures important information is easily accessible at all times.

101 - TESTER, Test (01/01/1990 - 35)

Patient Details Appointments Recalls Accounts Episodes Communic

History Notes Patient Note Body Stats

Test TESTER

Patient ID 101

Sex Female

Age 35

Language

Pending 365.65

* Allergies

Bees

Alert

New W/C Claim

Notes

Inv last 3x Appts to W/C

Document Alert

New Referral added to File

Doctor	Reason
10/02/2023 10:44 AM	test Submitted
07/02/2023 04:35 PM	Test Submitted
02/02/2023 02:11 PM	test Submitted

OEC Description Enhancement

When running an OEC check, the Documents section previously displayed only "OEC" as the description. It will now also display the associated item number, making it easier to navigate the documents and quickly locate the correct file.

Document Name	Type	Adm Date	MHR	Created ↑	
OEC-32229	OEC	08/12/2025		11/12/2025	🔍 ...
OEC-32222	OEC	08/12/2025		11/12/2025	🔍 ...
OEC-30473	OEC	08/12/2025		11/12/2025	🔍 ...
OEC-32223	OEC	08/12/2025		11/12/2025	🔍 ...
OEC-32220	OEC	08/12/2025		11/12/2025	🔍 ...
OEC-460	OEC	08/12/2025		11/12/2025	🔍 ...
OEC-32222	OEC	08/12/2025		11/12/2025	🔍 ...

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

[FYDO Hospital Update - 18/12/2025](#)

Other Services Invoice Improvement


FYDO has enhanced the **Create Other Services Invoice** feature. Users can now append charges to an existing invoice rather than creating a new one each time. This improvement is particularly beneficial for facilities that add services throughout a patient’s stay, as it allows all charges to be consolidated into a single invoice at discharge instead of generating multiple invoices.

Previous Invoices ✕

Choose an invoice to add extra Other Services or create a new invoice

Create New Invoice

InvNo	Fund	Fund Name	Charged	Action
524	U/I	Un-Insured Accounts	\$ 86	Append to this invoice



OEC Description Enhancement

When running an OEC check, the Documents section previously displayed only “OEC” as the description. It will now also display the associated item number, making it easier to navigate the documents and quickly locate the correct file.

Document Name	Type	Adm Date	MHR	Created ↑	
OEC-32229	OEC	08/12/2025		11/12/2025	🔍 ...
OEC-32222	OEC	08/12/2025		11/12/2025	🔍 ...
OEC-30473	OEC	08/12/2025		11/12/2025	🔍 ...
OEC-32223	OEC	08/12/2025		11/12/2025	🔍 ...
OEC-32220	OEC	08/12/2025		11/12/2025	🔍 ...
OEC-460	OEC	08/12/2025		11/12/2025	🔍 ...
OEC-32222	OEC	08/12/2025		11/12/2025	🔍 ...

Outstanding Balance Alert

Previously, when the outstanding balance was configured under **Settings > System Configuration**, a pop-up alert informed staff of any outstanding balance during the booking process.

Alert when making an appointment if money outstanding > than

Alert when money outstanding is X days outstanding

This same alert has now been implemented during patient admission, ensuring that any outstanding balance from a previous admission is not overlooked.

Money Outstanding



The patient has \$200.00

Okay

New Body Stats Tokens

FYDO has introduced four new tokens related to the patient's Body Stats:

- **Patient's BMI**
- **Patient's Height**
- **Patient's Weight**
- **Patient's Body Stats Date**

These tokens have been added to the Tokens Wiki in **Tokens - Hospital** under **Episode Appointment Details**.

<<PatBMI>>	Patient's BMI	
<<PatHeight>>	Patient's Height	
<<PatWeight>>	Patient's Weight	
<<PatBSDate>>	Patient's Body Stats Date	dd-mm-yyyy

[FYDO Hospital Update - 11/12/2025](#)

Cluster Coding

Fydo has implemented a drop-down box to accommodate the Diagnosis Cluster Code ID when coding. It will be mandatory to assign a DCID code from 1st July 2026. Please see link below for more information.

[Diagnosis Cluster Code User Guide](#)

New Tokens

FYDO has introduced two new tokens related to My Health Record (MHR):

- **Episode MHR Consent**
- **Patient MHR Consent**

These tokens have been added to the Tokens Wiki under **Tokens - Hospital** and **Tokens - Patients**.

<<EpiMhrConsent>>	MY Health Record (MHR) Consent
<<PatMhrConsent>>	My Health Record (MHR) Consent

Invoice Export Report Additions

FYDO has added two new columns to the **Invoice Export** Report. The new columns are:

- **Health Fund Membership Number**
- **DRG**

In the exported file, the Health Fund Membership Number will appear in **column K**, and the DRG will appear in **column AR**.

[FYDO Hospital Update - 04/12/2025](#)

Facilities can now enter **Fasting Food** and **Fasting Fluid** details for a specific **Procedure** as a default, removing the need to re-enter this information on the **Edit Appointment** screen. These details will automatically populate whenever the procedure is selected.

The screenshot shows the 'EDIT PROCEDURES' interface. On the left, there are input fields for 'Procedure' (Gastroscopy), 'Ana Type' (IV/Sedation), 'Mins' (15), 'Doctor', 'Status' (Active), 'Booking Code 1', 'Booking Code 2', 'Fasting Food' (120), and 'Fasting Fluids' (360). A red box highlights the 'Fasting Food' and 'Fasting Fluids' fields, with a red arrow pointing to them. On the right, there is a table with columns 'Code', 'Description', 'Band', and 'Action'. The table contains one row with code '30473', a detailed description, a band of '1', and an 'X' in the 'Action' column. Below this is an 'Other Services' section with a table for 'Code', 'Description', and 'Action', which is currently empty.

Two new columns have been added to the **Unbilled Revenue Report** relating to GST:

- **Inv (Gross)** was renamed
- **GST** is now displayed
- **Inv (Net)** is now displayed

These enhancements were introduced in response to increased interest from facilities seeking clearer visibility of revenue figures both including and excluding GST. We've also improved the report's performance for greater efficiency and updated the overall layout to enhance readability.

Unbilled Revenue

Location

Fund

Ward

Patient Category

Episode Type

Report Type

Accounting

Search...

Page Size: 50

Patient	MRN	Adm Date	Fund	Admitting Dr	Speciality	Type	LOS	Coding	Inv (Gross)	GST	Inv (Net)	Accom	Theatre
BEACH, Sandy	222	23/06/2025	AUH	HAB, Rea	Surgeon	D/O	1	✓	500.00	0.00	500.00	500.00	0.00
BLACK, Isaac	130	08/09/2025	ADF	HOUSE, Greg	Gastroenterologist	D/O	1		300.00	0.00	300.00	300.00	0.00
BLACK, Isaac	130	19/11/2025	ADF	CONNORS, Curtis	IVF	I/P	14		0.00	0.00	0.00	0.00	0.00
BRANSON, Richard	112	08/09/2025	MPL	HOUSE, Greg	Gastroenterologist	I/P	86		0.00	0.00	0.00	0.00	0.00