FYDO Hospital Update – 19/03/2026

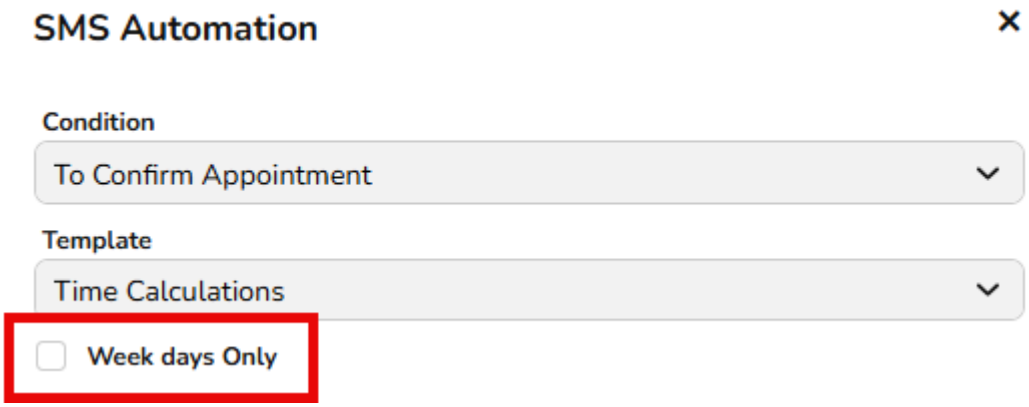
Automated SMS Addition

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.

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.



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.

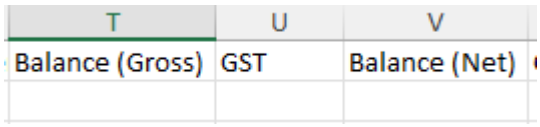
These updates form part of our broader initiative to optimise system performance, reduce response times, and enhance overall usability across the platform.

FYDO Hospital Update – 12/03/2026

Arrears Report Improvement

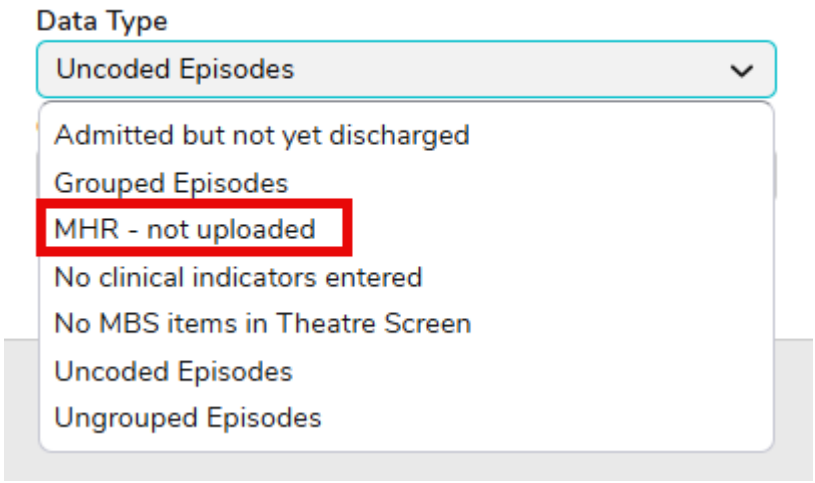
FYDO has now included GST in the **Arrears Report** when exporting to **Excel – Raw Data**. The following new columns have been added:

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



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.

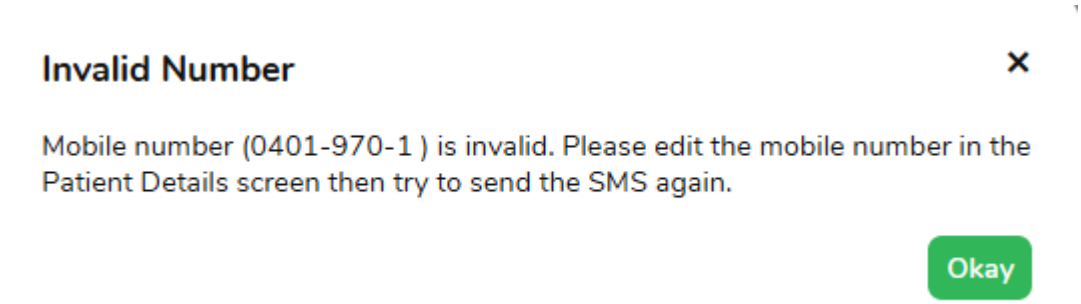


FYDO Clinic Update – 06/03/2026

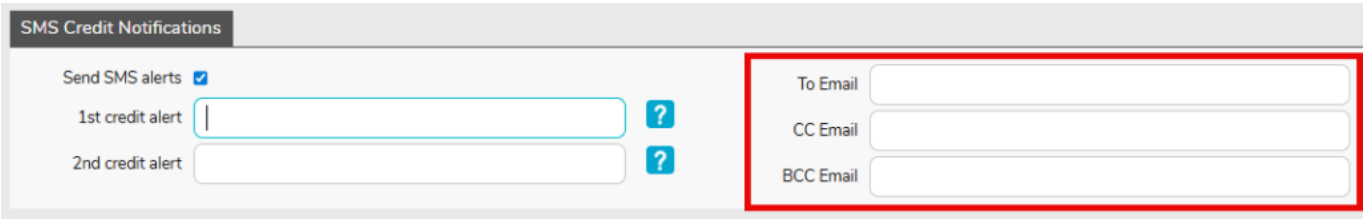
SMS Improvement

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.



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**.



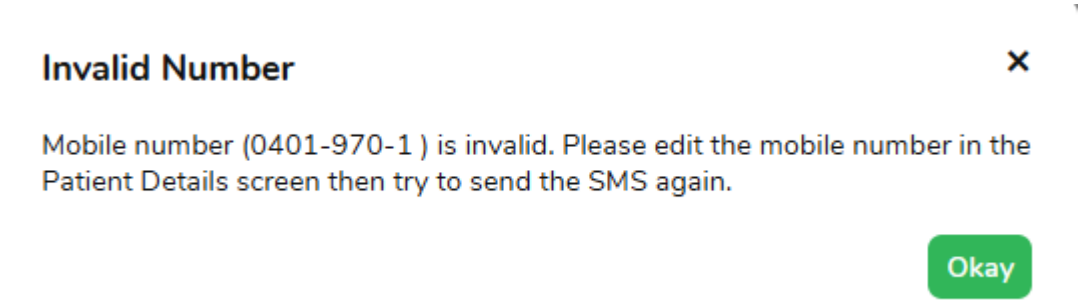
For previous updates, please visit https://wiki.fydo.cloud/updates-clinic/

FYDO Hospital Update – 06/03/2026

SMS Improvement

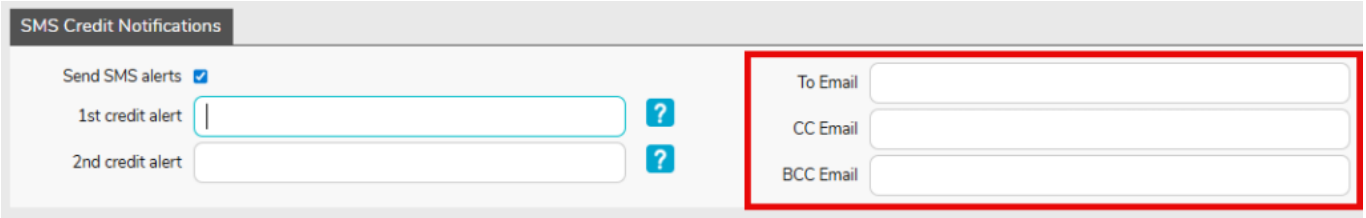
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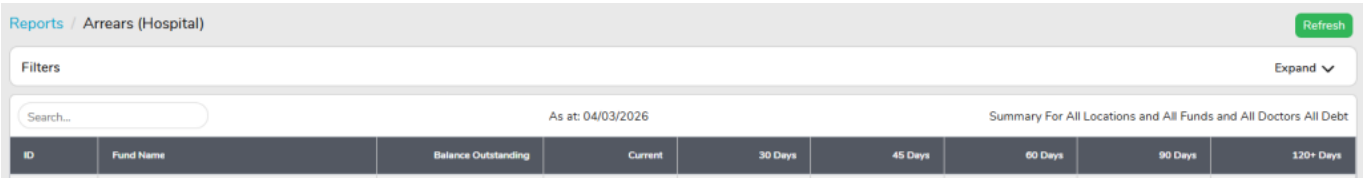
notification will be issued to the contact configured under **Settings > System Configuration > SMS Account**.



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.



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.

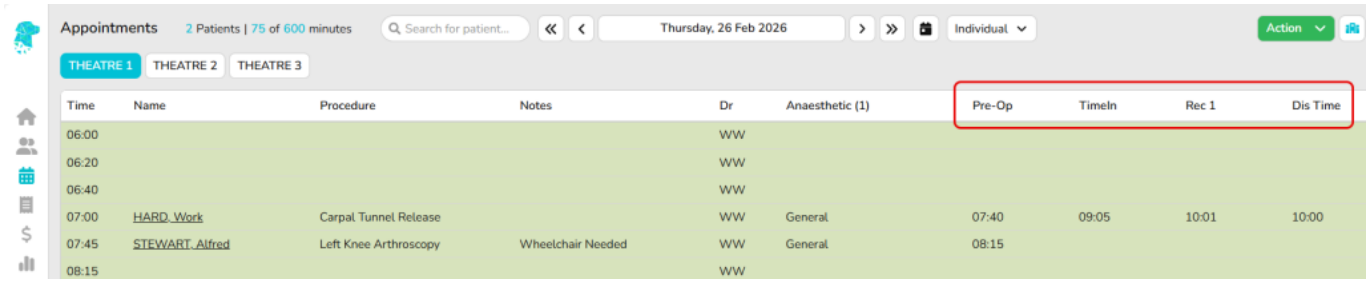
The **1st of March National Procedure Banding Update** will be implemented in FYDO tonight (6th of March 2026).

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



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.



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.

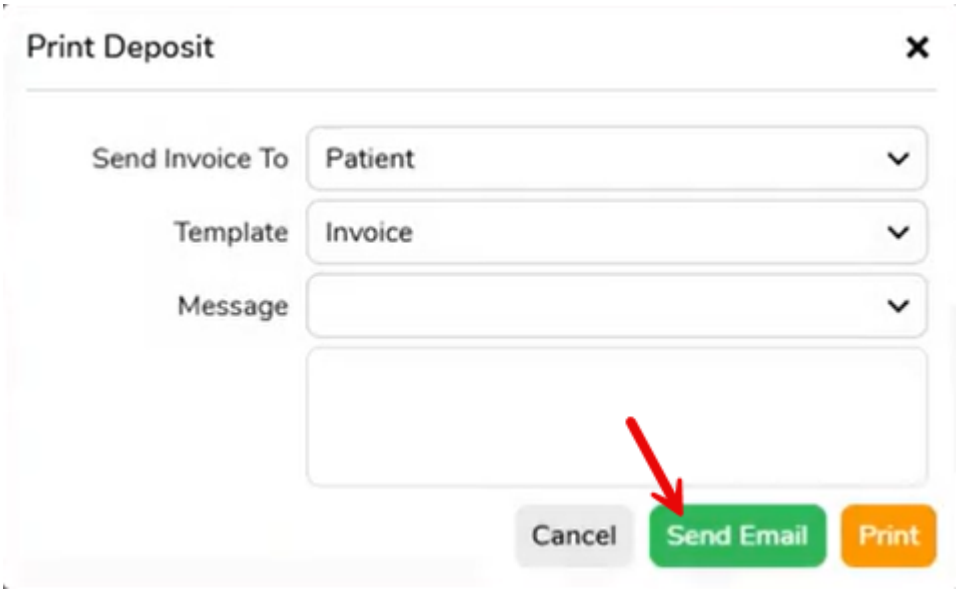
FYDO Hospital Update – 19/02/2026

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.



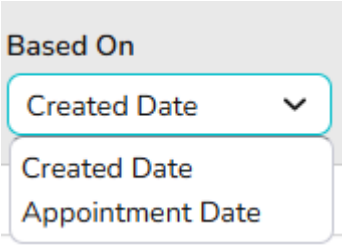
Kindly note that this functionality applies only to users who have configured their email address within their **User Profile**. Please refer to the WIKI for detailed instructions on completing this setup. Click the button below to be directed straight to the relevant page.

Click Here

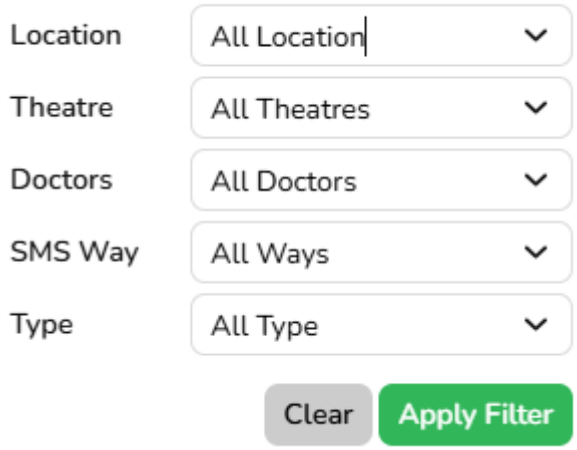
FYDO Clinic Update – 22/01/2026

SMS History Enhancement

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

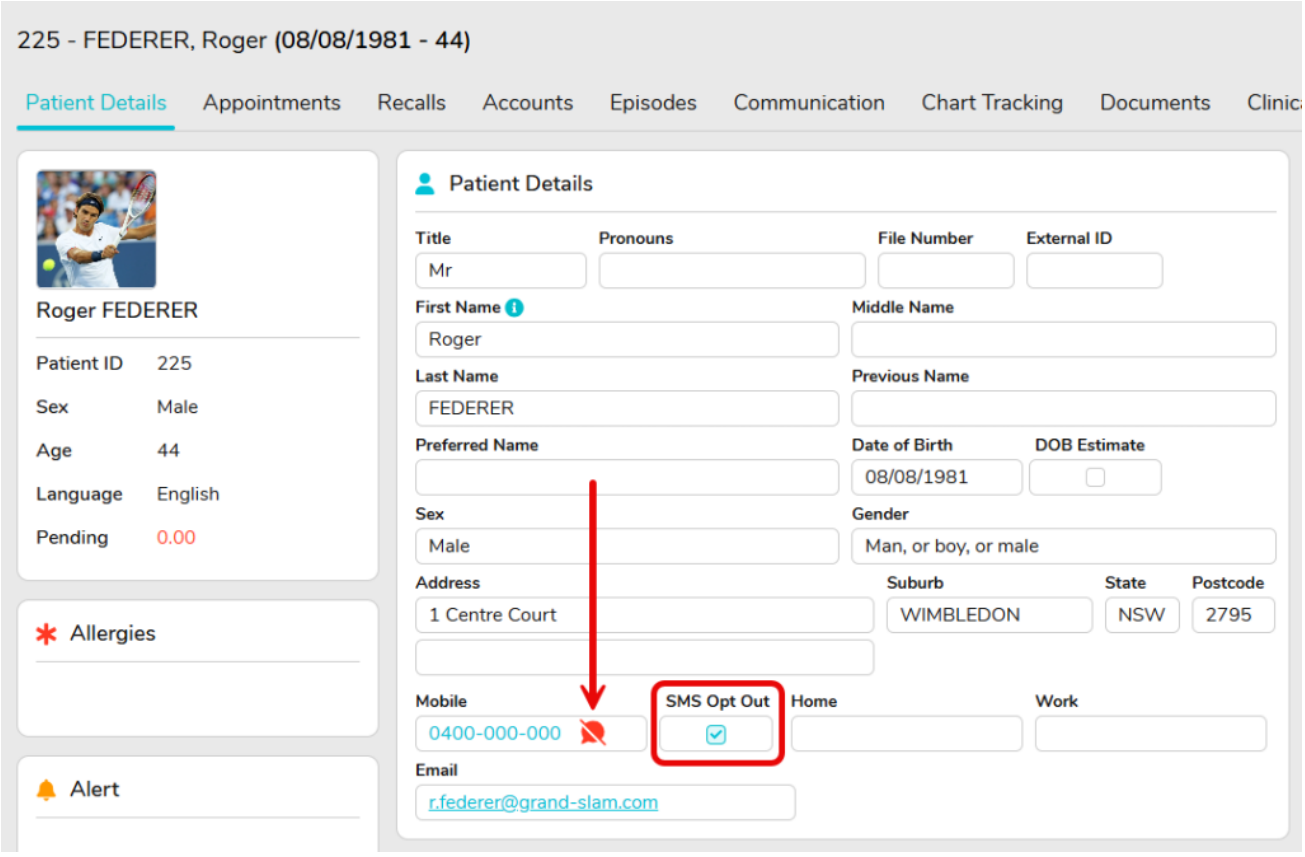


There have also been additional filter options added to allow users to see exactly what they need to.

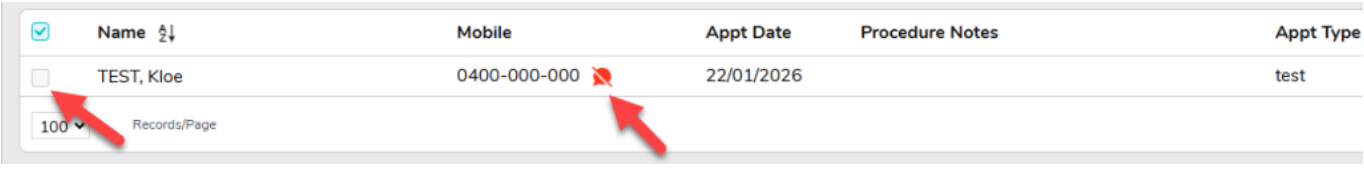


Opt-Out SMS

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.



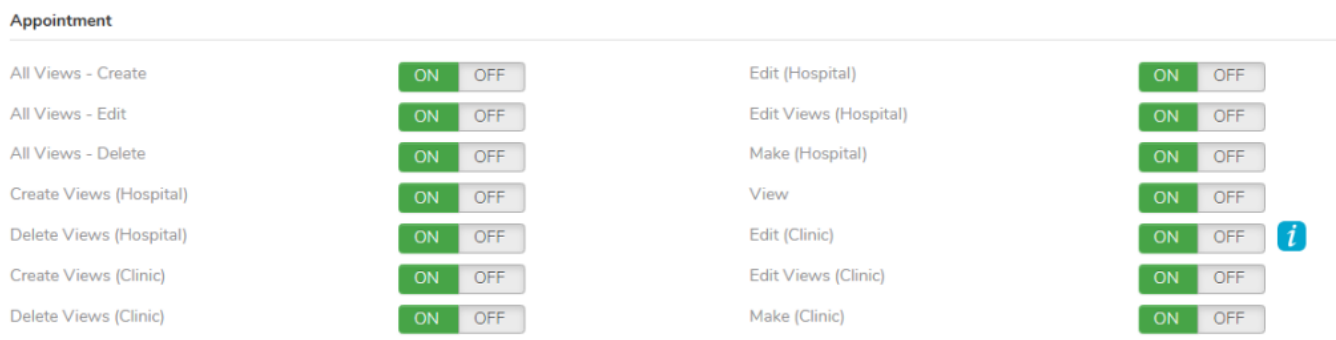
Users will also be able to clearly see which patients have **Opted Out** and these patients will be unable to be selected.



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.

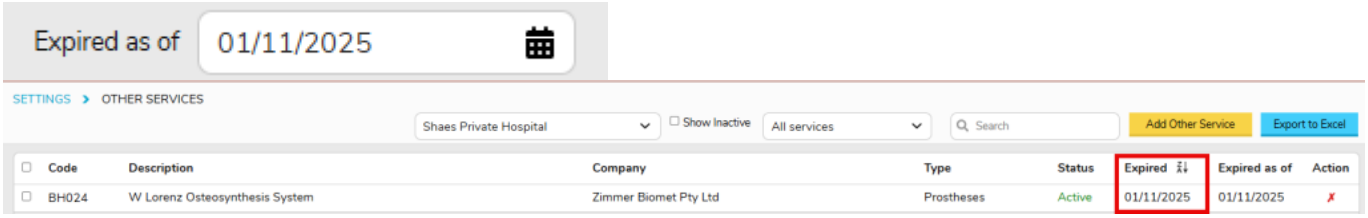


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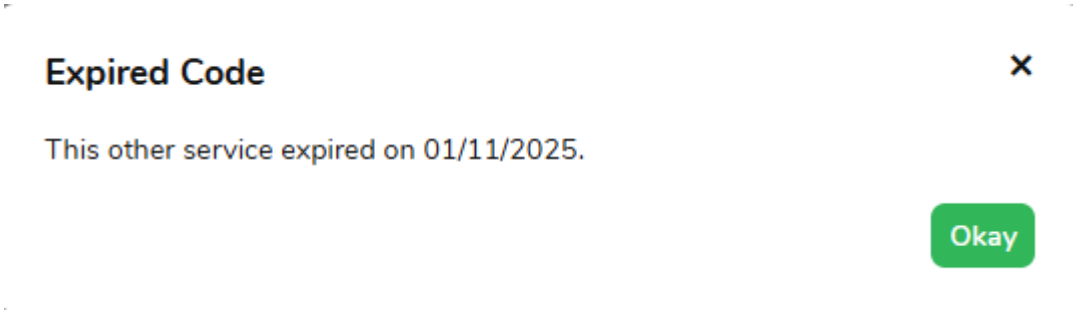
FYDO Hospital Update – 22/01/2026

Other Services Improvement

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



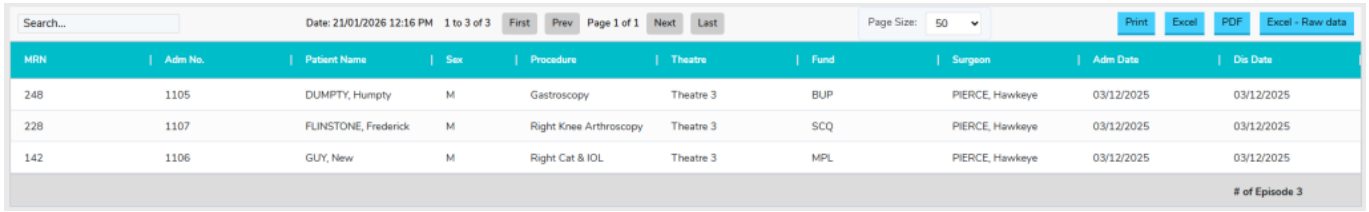
This expiry date will now automatically be updated when each new **Prescribed List of Medical Devices** is loaded into FYDO. This feature ensures that users are unable to utilise codes for admission dates *after* the code has expired.



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**.

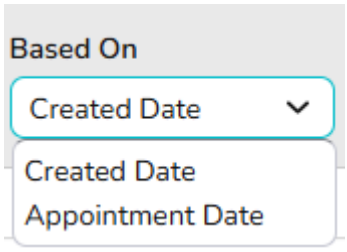
New Look – Reports

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.

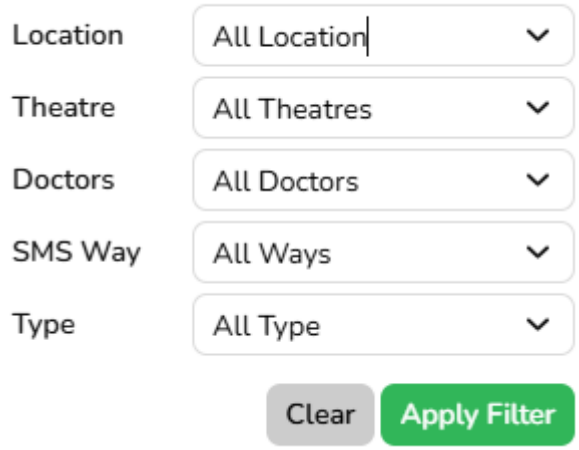


SMS History Enhancement

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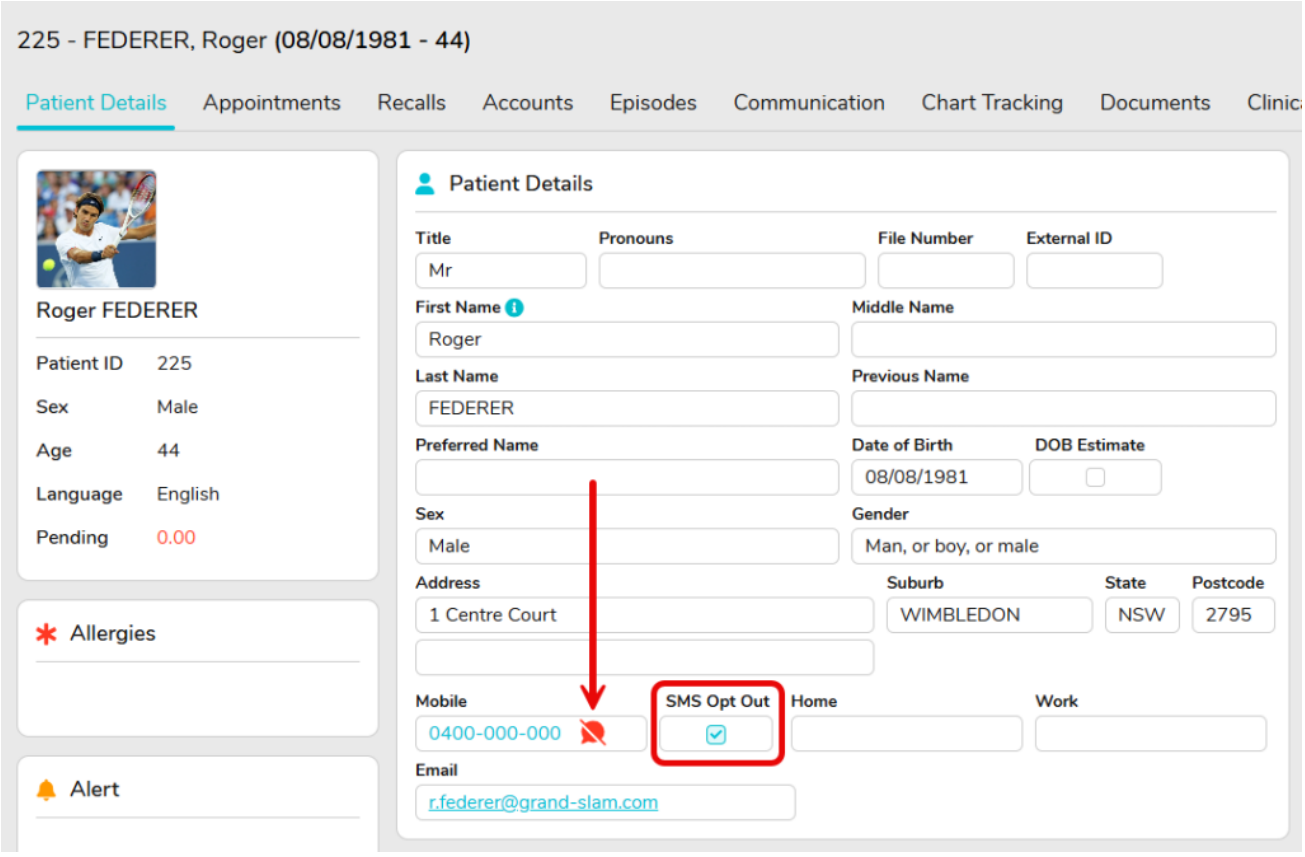


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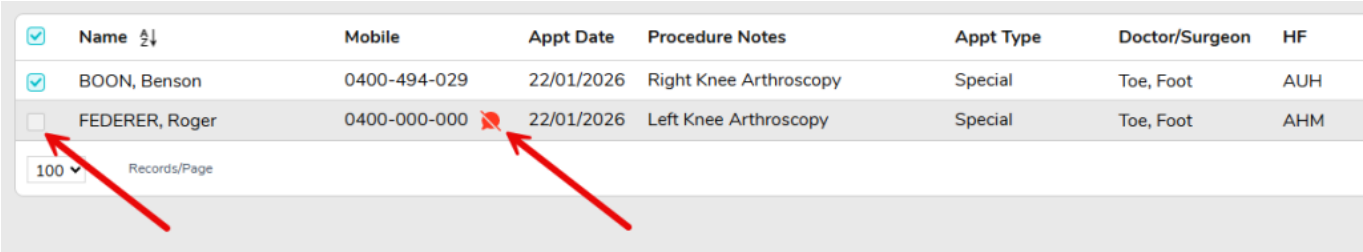


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Users will also be able to clearly see which patients have **Opted Out** and these patients will be unable to be selected.

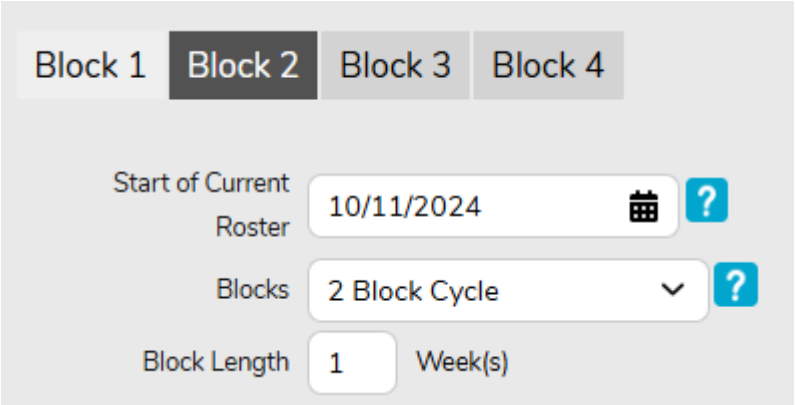


Preadmit is also able to collect this information and populate the field in FYDO when patients submit their forms, so please reach out if this is a feature you'd like to enable for your facility.

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.



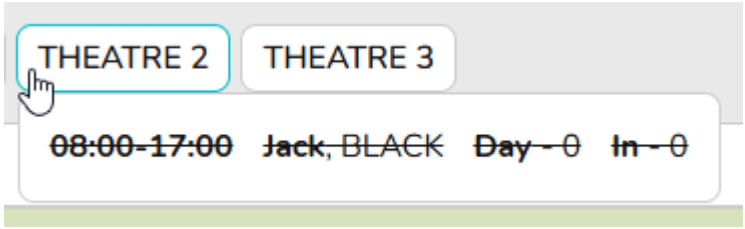
Emailing Invoices via FYDO

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

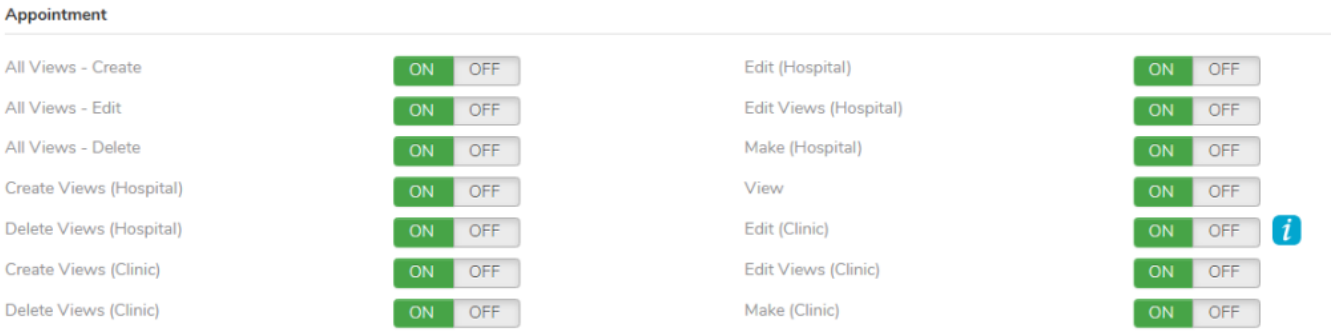
Appointment Screen Improvement

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.



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.

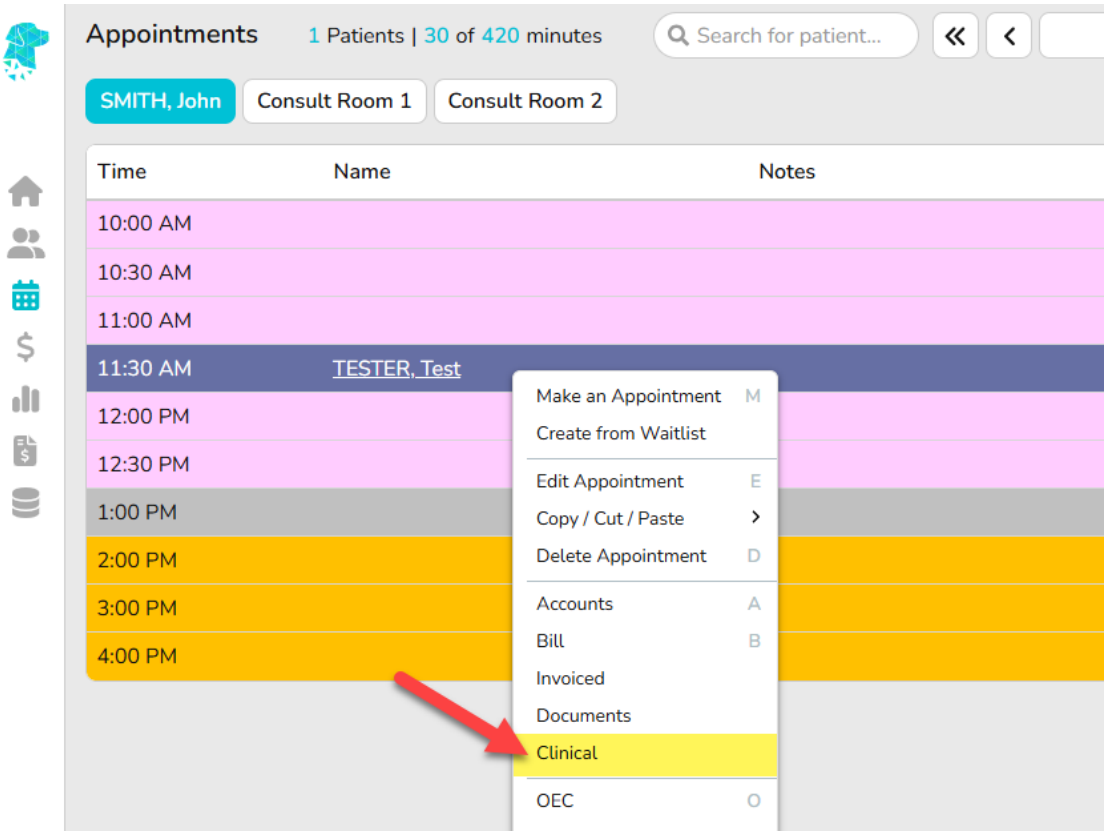
Invoice Date Changes

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.



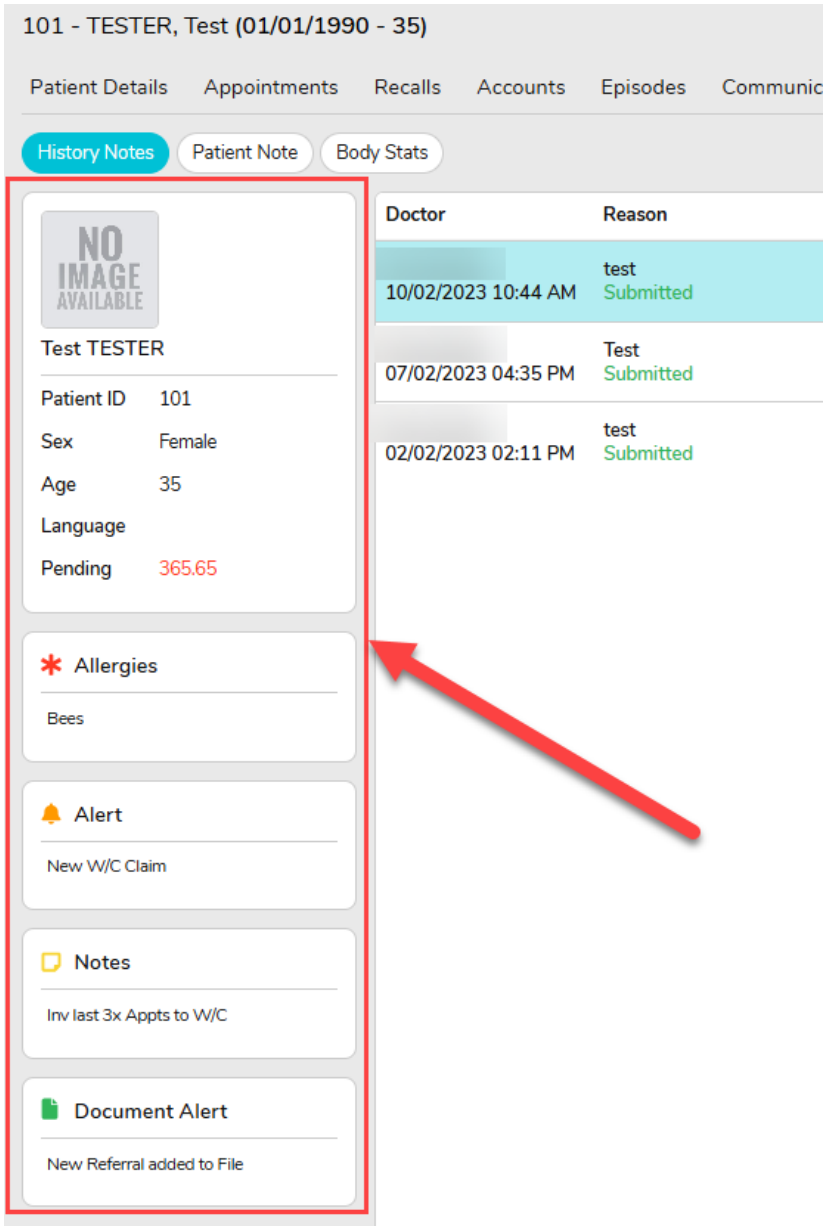
Referral Expired Warning

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.



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

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