# 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.

Brooks, Bo	b	C Appointm	ent Details				
MRN	110	Location				Booking Code 1	
File No	-	Kloe's Priv	ate Clinic		~		~
DOB	21/06/1962 (63)	Doctor / Roo	om / Walk-In			Booking Code 2	
Sex	Male	Smith, Joh	n		~		~
Address	(Hover to view)	Date		Time			
Mobile	0404 444 444	14/01/202	25 🗯	10:30 AM	<b>o</b>		
Medicare	2111-11111-1 ()	Appointmen	it Type	Make Recurrin	g Mins		
Veterans	-	Standard		~	30		
Fund Code	NIB	Billing Type		Fee Level			
Fund No	123457	Medicare	~	1 - MBS 100%			
ID	New	Charablist					

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

SMITH, Joł	nn Consult Room 1	Consult Room 2	SMITH	I, John Consult Room 1	Consult Room 2
Time	Name	Notes	Time	Name	Notes
9:00 AM			9:00 A	М	
9:30 AM			9:30 A	М	
10:00 AM			10:00	AM	
10:30 AM	Make an Appointment		10:30	Make an Appointment	<u>Bob</u>
11:00 AM	Edit Appointments	This Appointment This and all following Appointments	11:00	Edit Appointments >	
11:30 M	Cut Appointment	All Appointments in this series	11:30	Cut Appointment	
2:00 PM -	Paste Appointment Accounts		12:00	Accounts	
12:30 PM	Arrived (Patient In)		12:30	Arrived (Patient In)	
1:00 PM	Seen by doctor		1:00 P	Seen by doctor	
1:30 PM	Un-seen by doctor Confirmed		1:30 P	Un-seen by doctor Confirmed	
2:00 PM	Invoiced		2:00 P	Invoiced	
2:30 PM	Send SMS Check List		2:30 P	Sena SMS Check List >	
3:00 PM	Chart Label >		3:00 P	Chart Label >	
3:30 PM	Delete Appointments >		3:30 P	Delete Appointments	This Appointment
4:00 PM	Documents Create Letter		4:00	Documents Create Letter	This and all following Appointments – All Appointments in this series
4:30 PM	Quick Form Bill		4:30 P	Quick Form Bill	
	IFC			IFC	
	OEC			<u>o</u> ec	

## **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.

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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.

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

## 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.

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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.

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## **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.

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## **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.

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## **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.

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## **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.** 

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## **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*)

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## **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

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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.

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

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## **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.

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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.

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## **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.

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## **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.

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## **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.

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## 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.

SETTINGS > SYSTEM CONFIG	URATION			
System Configuration SN	IS Account	Counters	Administrator	Email Notification
General				
Auto Logout Time	30			
Auto File Numbering	No			~
Appointment Display Time	Show 12 hou	r time		*
Appointment Tabs	Surname, Fir	st name – One lin	e	*
Report Group Name	Kloes Private	Clinic		
IFC Document Type	IFC			*
Default Document Type				*
Holding Bay Document Type				~
Preadmit Document Type	Admission Fo	orm		~
OEC Document Type	OEC			~
ОЕС Туре	Both Fund an	nd Medicare		~
Raise Ticket Email				
Raise Ticket Location				*
Alert when making an appointment	0.00			
if money outstanding > than				
Alert when money outstanding is X	0			
SSO as Mandatory	)			

## 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.

atient Looku	р					;
● Patient OC	Other 1	kloe	s	earch Make Dummy Appoin	tment Creat	e New Patient
Surname	Firstn	ame MRN	FileNo Ad	dress	DOB	Ag.
Test	Kloe	301	123	B Test Drive DARLING	23/03/1990	34 ^
Date	Time	Арр Туре	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	-

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# 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.

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#### **New Tokens**

We've introduced a couple of new tokens

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

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

<u>Tokens – General – FYDO Wiki</u>

<u> Tokens – Patient – FYDO Wiki</u>

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	J <u>ONES, Sandra</u>	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.

<b>« Q</b>  \$ee	arch		Thursday, 12 December 2024 NUMBER OF APPOINTMENTS 2 I TOTAL MINU	TES 60 of 480 Mins		ALI	INDIVIDUAL	WEEKLY	WAITLIST
SMITH, John	Consult Room 1 Consult R	Room 2							
Time	Name	Notes	Арр. Туре	Length	Letter	С	Arrived	Inv	
9:00 AM	BROOKS, Bob		Consult	30					
	101150 0 1		<b>a</b> 1.	~~					

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

Ар	pointments		3 patients on waitlist	Thursday, 12 Dec 2024	Waitlist 🗸					8
0	Patient Name	Doctor	Location	Available Days	Mobile	Future Appt	Notes	Add Patient	Added On	
0	JAMES, LEON	Any Doctor	Kloe's Private Clinic	MTWTFSS	0412-121-212	23/01/2025	Requires an a	ppt ASAP	12/12/2024	••• ^
0	BROOKS, Bob	SMITH, John	Kloe's Private Clinic	M T W T F S S	0404-444-444	31/12/2024			12/12/2024	•••
0	JONES, Sandra	Any Doctor	Kloe's Private Clinic	MTWTFSS	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	MTWTFS	S
Future Appointment	Select Future Appointment	•
Notes		
	Cancel Add Wai	tlist

## **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	Mailing Suburb BUNBURY SA 5266				

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

# 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 \_\_\_\_\_ if expired)

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## 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!

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

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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
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#### **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.

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## **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.** 

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## New Invoice Override Feature -

Building on Phase 1 of this feature release in <u>FYDO Hospital Update - 14/11/2024 - FYDO Wiki</u>, 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.

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## **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.

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# 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!

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# FYDO Hospital Update - 28/11/2024

## **Preadmit Features**

The **Preadmit Holding Bay** has received a makeover! This new design enhances readability and now displays the **Doctor** and **Admission Date** information, supporting an exciting new feature that allows facilities to link admission forms to **specific episodes**!

An additional column has also been added for flags, paving the way for another exciting upcoming update –

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When **committing** a Preadmit form, users will now see a specific pop-up message depending on whether the patient has any future bookings. If the linked patient has a booking for the current or a future date, the pop-up will prompt the user to assign the form to a specific episode!

AND the user will be able to ensure the **Check List** item for **Admission Form Received** is automatically ticked, right from this one screen!

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Alternatively, if the patient has no upcoming appointments, a different pop-up will alert the user that the form can still be committed but will not be assigned to a specific episode.

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## **SMS Additions**

The **Admission Form Received** status is now visible on the **Bulk SMS** screen. This enhancement simplifies sending SMS reminders specifically to patients who have not yet completed their forms. Additionally, a new filter allows the screen to display only patients whose admission forms have **not** been received.

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#### **Move Theatre Bookings**

We're excited to introduce a new feature that makes managing Doctors' Theatre Bookings more efficient! With this update, an entire booking – **patients and all** – can now be **moved in bulk**. This enhancement is particularly helpful when a surgeon changes theatres. Instead of moving appointments one by one, users can simply update the Theatre Booking and confirm the change. All linked patient appointments will automatically be rescheduled to a new theatre/day, saving valuable time and effort.

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## **Overnight Accommodation Fees**

To accommodate the ever-changing health fund contract requirements for Overnight Accommodation Fees, we have extended the number of allowed step-downs from 6 to 15. This update aligns with recent changes introduced by health funds, which provide more step-down options for larger overnight hospitals.

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## **Outstanding Debt Alert**

In August, we introduced a feature that enabled facilities to add an alert for patients with outstanding balances during the booking process. This feature has now been enhanced to include an **outstanding** days field, ensuring that the alert is triggered only for debts overdue by the specified duration.

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## FYDO Hospital Update - 21/11/2024

## **Theatre Roster Additions**

Facilities are now able to store **Files** within a **Theatre Roster**! This feature has been designed to allow facilities to save information, such as the **Doctors Theatre List**, against the corresponding session. Any number of **Files** can be added, so any amended lists or documents can also be saved and will be stored there in case they are ever needed.

## **Episode Stats Additions**

Additional fields are being added to the **Episode Stats > Excel - Raw Data Export** to enable facilities to easily obtain required information. New data includes:

- **DocScan** Document Scanned Checklist item is marked
- ReAdm HCP/PHDB Re-Admission field ID, from the Admission Screen
- ReAdmDesc Description for above Re-Admission field
- ModeOfSepPHDBDesc HCP/PHDB Mode of Separation, from the Admission Screen
- PayorIden HCP/PHDB Payer Identifier ID, from the Admission Screen
- PayorIdenDesc Description for above Payer Identifier field
- **FundSource** State Specific Data for Funding Source/Agreement field, from the Discharge Screen

## FYDO Hospital Update - 14/11/2024

## **Other Services Only Invoice**

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Facilities are now able to raise an **Other Services Only Invoice** to a "fund". The screen will still default to "Uninsured", as this is the most common use case, but the **Fund** dropdown is now activated, allowing the fund selection to be amended if needed.

## New Invoice Override Feature -

In some instances, facilities may be unable to raise an invoice for an episode. These episodes can now be removed from the **Billing Status > Show Not Billed Only Report** by using the new **Invoice Override** feature!

This feature is accessible in the **Episode Screen**, under **Financial Notes**. If it's determined that an invoice isn't necessary, users can go directly from the Show Not Billed Only Report to the Episode Screen and select the **Invoice Override** tick box. Once marked, the episode will no longer appear in the Show Not Billed Only Report.

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There is an audit log associated with this box along with a new permission level. By default, this permission will inherit the settings from the existing option to **Delete Transactions**.

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#### **Appointments Report**

The **Health Fund Name** and **Number** have been added to the **Appointments Report > Excel -Raw Data Export.** 

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## **Bug Fix**

The issue that some users experienced with the Cancer Registry Data Extract has been resolved.