[FYDO Clinic Update – 07/02/2025](#)

Clinical Notes Templates

A new access level now governs **Clinical Notes Templates**. This access level inherits the settings already assigned to the **User Group** for **Templates**.

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

[FYDO Hospital Update – 06/02/2025](#)

Theatre Screen Makeover

The **Theatre Screen** has been refreshed to align with the new, crisp FYDO look. All existing fields and information remain available, but with an improved layout and workflow.
The most notable change is the relocation of the **Theatre Complete** tick box to a more appropriate position.

Theatre Screen Pathology

The **Pathology** field in the **Theatre Screen** has been updated to allow for more accurate documentation of pathology collection, including the **Pathology Company** and **Number of Specimens.**

- For procedures without pathology, simply check the **Pathology Nil** tick box.
- If pathology was collected, users can select the pathology company from the **Pathology** drop down and document the **# of Specimens** collected.

To streamline data entry in the **Pathology** field, pathology companies can be pre-added via **Settings > Pathology Providers,** reducing the need for manual entry. However, the field also supports free text if required.

Tokens for Pathology fields

- **<<Specimen>>**
  - If **Pathology Nil** is ticked, this token will display **"NIL"**
  - If a number is entered in **# of Specimens,** this token will reflect that number

- **<<Path>>**
  - This token will display the text entered in the **Pathology** field

Pathology can be set as a mandatory field if you want to ensure pathology information is entered when the **Theatre Complete** checkbox is selected. To enable this, go to **Settings > System Configuration** and select **Make Pathology Mandatory.** This action can be performed by anyone in your facility with the appropriate access levels.

Clinical Notes Templates

A new access level now governs **Clinical Notes Templates**. This access level inherits the settings already assigned to the **User Group** for **Templates**.

Excess/Deposit Screen

The **Uninsured** Field from the **Edit Appointment** Screen will now be displayed on the **Excess/Deposit** Screen, making it easier to identify **out-of-pocket costs**.

FYDO Clinic Update – 24/01/2025

Patient Audits

Additional audit logs have been added when amendments are made to the patient screen.
New logs include:

- Preferred Name
- Title
- Pronoun
- Home Phone
- Work Phone
- Mobile
- Email
- DOB Estimate

Username	Message	Date Created	Action
Shae	Patient [MRN - 228] - Pronoun changed from 'None' to 'He/Him/His'	22/01/2025 2:41:27 PM	
Shae	Patient [MRN - 228] - Email changed from 'fred@bedrock.com.au' to 'fredflinstone@bedrock.com.au'	22/01/2025 2:41:03 PM	
Shae	Patient [MRN - 228] - Mobile changed from '0404040404' to '0400000000'	22/01/2025 2:40:45 PM	
Shae	Patient [MRN - 228] - Preferred Name changed from 'Fred' to 'Fredy'	22/01/2025 2:39:41 PM	

New Token

We've now added a **Due Date** token for invoices. This new token will automatically calculate an invoice due date based on the invoice accounting period date + xxx number of days.

To add a **Due Date** to invoices, download the required invoice templates, add the token **<<InvDueDate>>** and then upload the updated templates back into FYDO.

Next, specify the number of days from the invoice date until it is due. Navigate to **Settings > System Configuration** and enter the desired value in the "Invoice Due In Days" field.

FYDO will now automatically calculate and apply accurate due dates to invoices!

If you need assistance setting up the **Due Date** token, our friendly FYDO support team is here to help! Feel free to reach out to us via:
Email: support@alturahealth.com.au
Phone: (02) 9632 0026

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

FYDO Hospital Update – 24/01/2025

Make / Edit Appointment Screen

The **Make Appointment** and **Edit Appointment** screens have been refreshed! They contain all the same information but feature a new design to enhance efficiency and streamline workflow.

Theatre Booking Screen

The FYDO **Theatre Booking Screen** has received a makeover! With a fresh new look, it's now easier to read and navigate, aligning perfectly with our updated style!

Bed Tracker Additions

As part of our ongoing development of **Statistical Discharges**, facilities can now identify these on the **Bed Tracker**. New colours have been introduced to distinguish **Statistical Discharge, Statistical Admitted** and **Leave.**
This feature is designed to assist facilities that accommodate long-stay patients.

Patient Audits

Additional audit logs have been added when amendments are made to the patient screen.
New logs include:

- Preferred Name
- Title
- Pronoun
- Home Phone
- Work Phone
- Mobile
- Email
- DOB Estimate

Unbilled Revenue Report

The **Admission Number** is now included in the **Unbilled Revenue Report > Excel – Raw Data Export.**

	A	B	C	D	E	F	G	H	I	J
1	LocId	LocName	Patient	MRN	EpiNo	AdmDate	AdmNo	LOS	Fund	Admitting Dr
2	1	Shaes Private Hospital	BLACK, Isaac	130	3	25/09/2024	606	1	ADF	BLACK, Jack
3	1	Shaes Private Hospital	BOND, Mary	120	8	07/08/2024	518	1	U/I	HOUSE, Greg
4	1	Shaes Private Hospital	BRANSON, Richard	112	11	01/08/2024	512	1	MPL	HOUSE, Greg
5	1	Shaes Private Hospital	CARD, Ima	151	4	07/10/2024	654	1	ADF	NAME, My
6	1	Shaes Private Hospital	DAY, Doris	103	94	02/12/2024	718	1	BUP	EYES, Bright
7	1	Shaes Private Hospital	DEAN, James	102	63	30/07/2024	507	1	BUP	BLACK, Jack
8	1	Shaes Private Hospital	DVA, DVA	139	5	22/10/2024	667	1	DVA	HOUSE, Greg
9	1	Shaes Private Hospital	FUNDED, Self	118	14	25/12/2024	740	1	U/I	CONNORS, Curtis
10	1	Shaes Private Hospital	GREEN, Violet	174	1	05/11/2024	694	1	ANZ	BLACK, Jack
11	1	Shaes Private Hospital	GUY, New	142	5	21/10/2024	652	1	MPL	MURPHY, Shaun

Refund Adjustment Improvements

An improvement has been made to the **Adjustments,** enabling facilities to add their own **Refund Adjustment Types** while still assigning a payment type to these adjustments.

To implement this feature, facilities must add an **Adjustment Type** assigned to **Payments,** ensuring the name including the word "Refund".

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.

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

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.
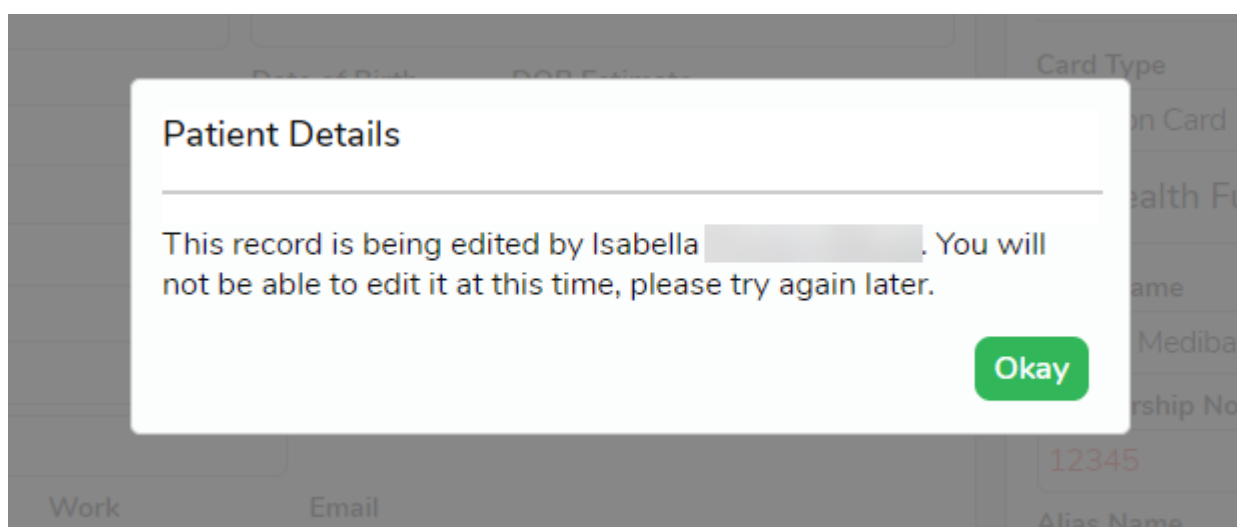
Additionally, if a user has the Patient Screen open, and changes are made to the record while they are viewing it, they will be alerted when they click "Edit". This ensures they are aware of any updates to the information.

For previous updates, please visit https://wiki.fydo.cloud/updates-clinic/
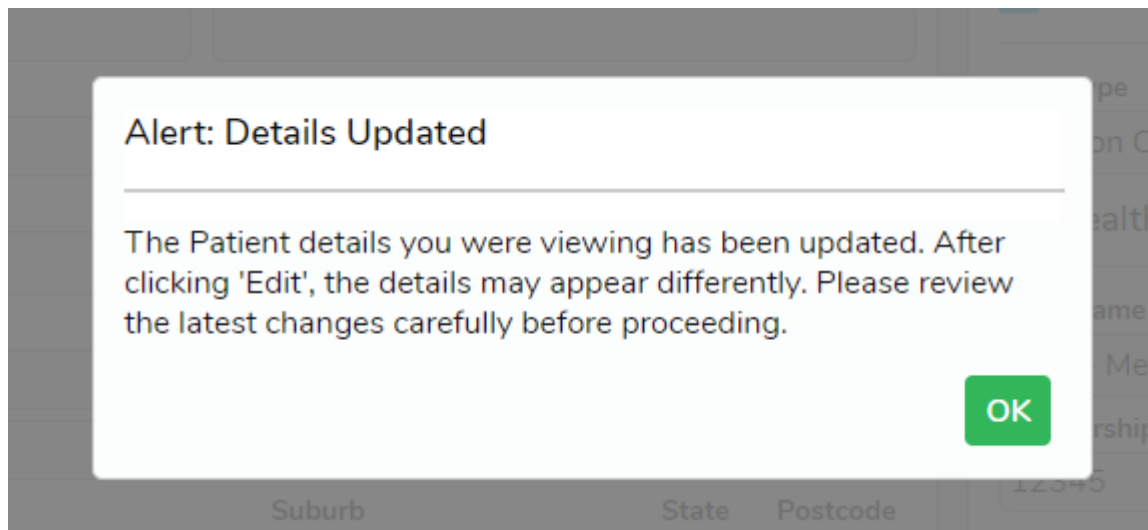
FYDO Hospital Update – 15/01/2025

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.

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.

Alert: Details Updated

The Patient details you were viewing has been updated. After clicking 'Edit', the details may appear differently. Please review the latest changes carefully before proceeding.

OK

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.

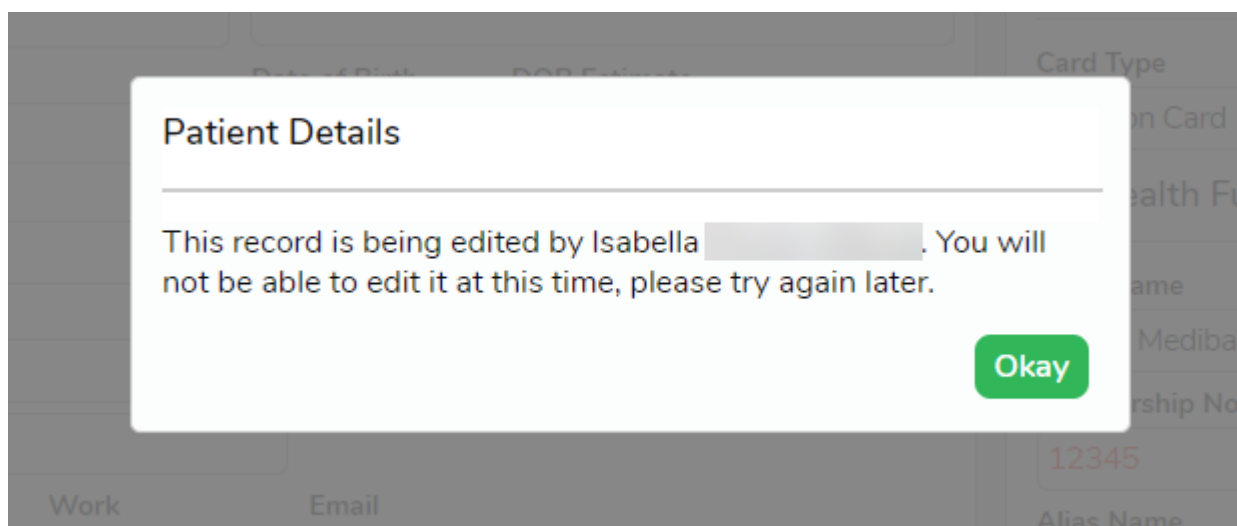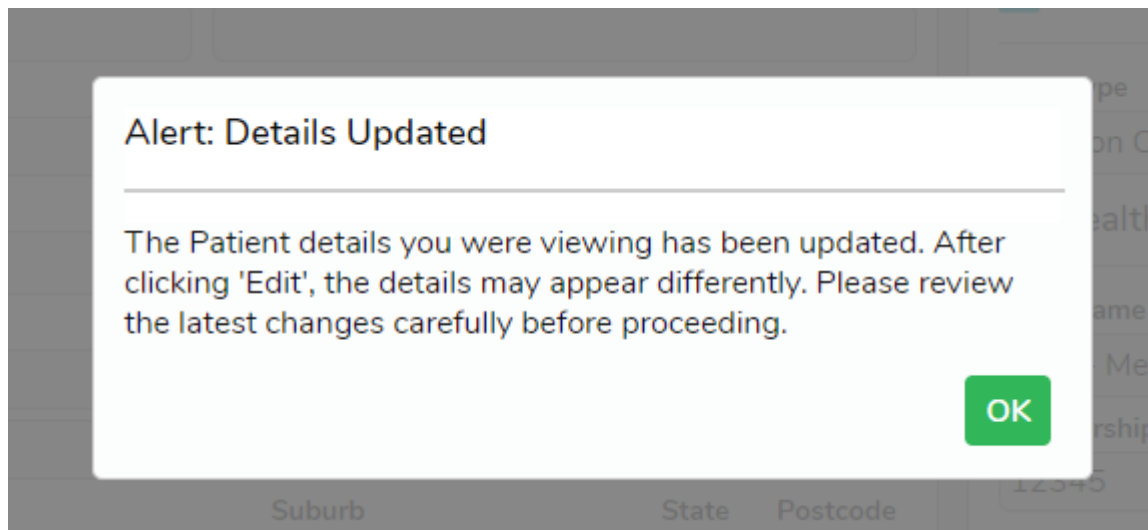2. A **new table** has been added to show the totals for all invoices raised for the selected episode.

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.

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.

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.

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.**

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)*

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 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.

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

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.

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.

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.

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.

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.

[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.

System Configuration	SMS Account	Counters	Administrator	Email Notification

General

Auto Logout Time	30
Auto File Numbering	No
Appointment Display Time	Show 12 hour time
Appointment Tabs	Surname, First name – One line
Report Group Name	Kloes Private Clinic
IFC Document Type	IFC
Default Document Type	
Holding Bay Document Type	
Preadmit Document Type	Admission Form
OEC Document Type	OEC
OEC Type	Both Fund and Medicare
Raise Ticket Email	
Raise Ticket Location	
Alert when making an appointment if money outstanding > than	0.00
Alert when money outstanding is X days outstanding	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.

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

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.

New Tokens

We've introduced a couple of new tokens

- Patient Screen Document Alert Field: **<<patDocAlert>>**

- Patients Last Episode Information: **<<patLastEpi>>**

- Current Day at Time of Printing e.g. Thursday: **<<Datename>>**

Testing Tokens List
Wednesday the **18/12/2024** at **13:33**

Adm Time	Patient Details
09:00	MOZART, Wolfgang **DOB:** 27/01/1956 (68) **MRN:** 217 **Document Alert:** Chart In Storage Facility **Last Episode:** 18/12/2024

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

[Tokens – General – FYDO Wiki](#)

[Tokens – Patient – FYDO Wiki](#)

[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	JONES, Sandra	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.
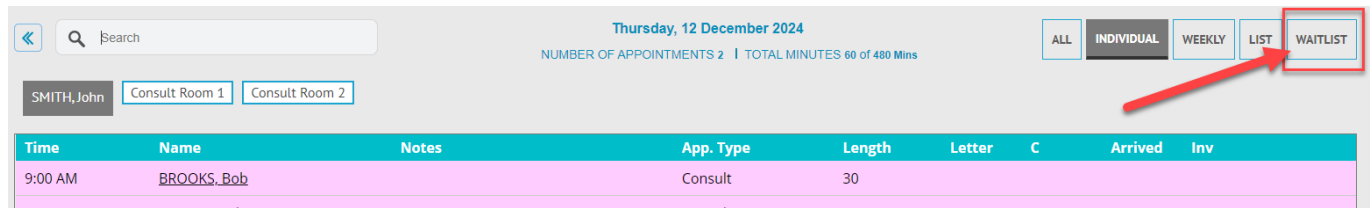
This **Waitlist** can be accessed from the **Appointments Screen,** allowing patients to be added along with details about the type of appointment they require.
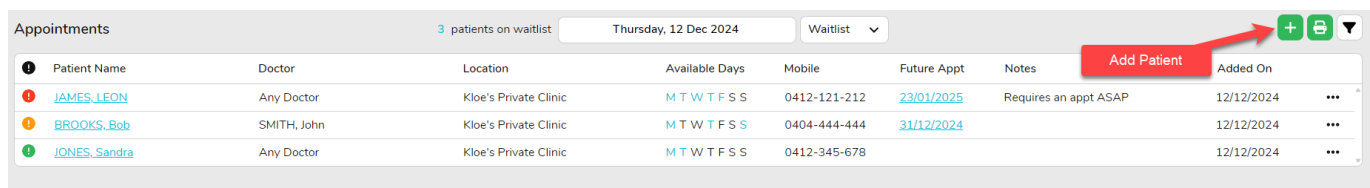
Details that can be logged include:

- **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	M T W T F S S
Future Appointment	Select Future Appointment
Notes	

Cancel   Add Waitlist

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	BUNBURY · SA · 5266

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

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)*

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!

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

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

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.

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.**
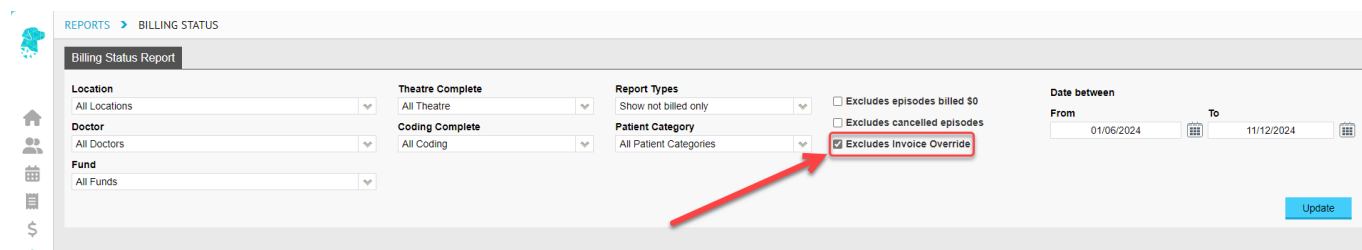

New Invoice Override Feature – ██████████

Building on Phase 1 of this feature release in [FYDO Hospital Update – 14/11/2024 – FYDO Wiki](#), 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.
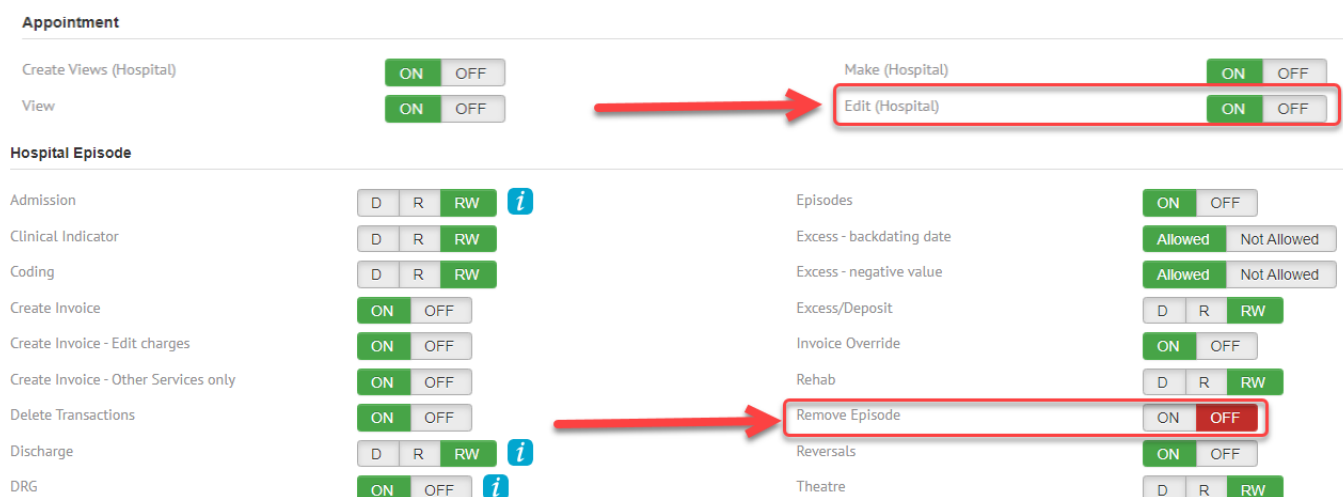

User Group Access Levels

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.