

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 - [REDACTED]

The screenshot shows the 'Preadmit Holding Bay' interface. At the top, there are filters for 'Linked Patients' (Show All) and 'Flags' (Show All). Below these are checkboxes for 'Update Patient Record' and 'Attach documents', and a 'Bulk Option' dropdown. A table lists two patients:

Received	Patient	Linked	Date of Birth	F	Doctor	Admission
11/09/2024	BOND, Mary	Not Linked	03/04/1958	1	-	24/09/2024
13/08/2024	SWAGGER, Bob Lee	Linked	08/12/1975	1	-	18/09/2024

A red arrow points to the 'Doctor' column header. To the right, a preview of an admission form for 'Shae's Private Hospital' is shown, with fields for 'Planned admission date' (24/09/2024) and 'Patient details' (Title: Miss, Given Name: Mary, Family Name: Mary, Address: Bond University, QLD, Postcode: 4229).

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!

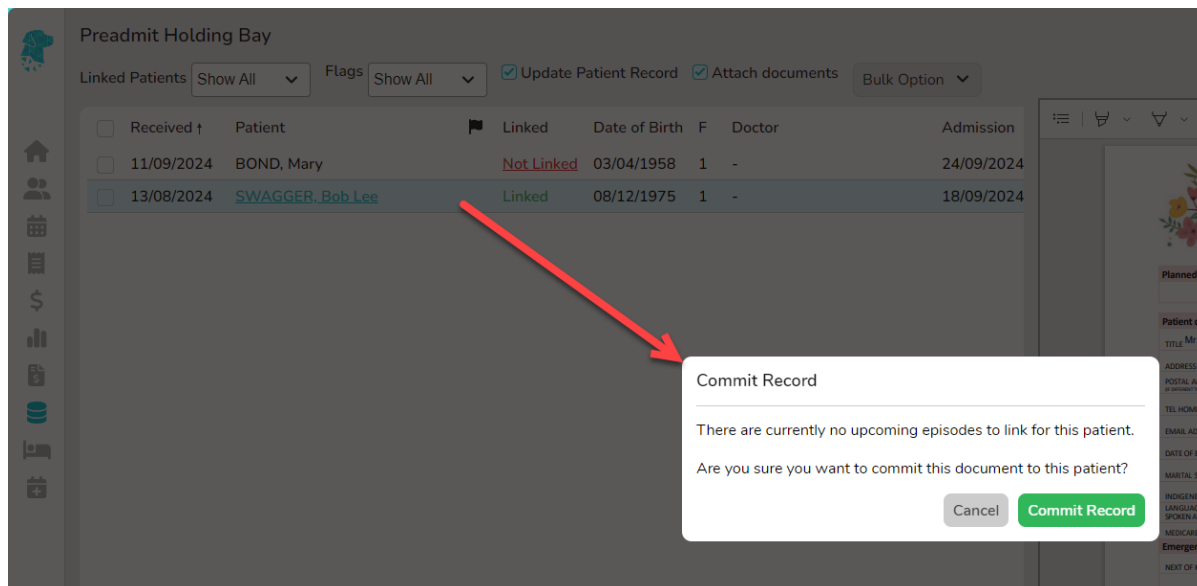
AND the user will be able to ensure the **Check List** item for **Admission Form Received** is automatically ticked, right from this one screen!

This screenshot shows the same 'Preadmit Holding Bay' interface as before, but with a 'Commit Record' pop-up dialog open. A red arrow points from the 'SWAGGER, Bob Lee' row in the table to the dialog. The dialog has the following fields:

- 'Link to Episode' checkbox: checked
- 'Episode' dropdown: 28/11/2024
- 'Episode Checklist' checkbox: checked, with 'Admission Form Received' listed below it.

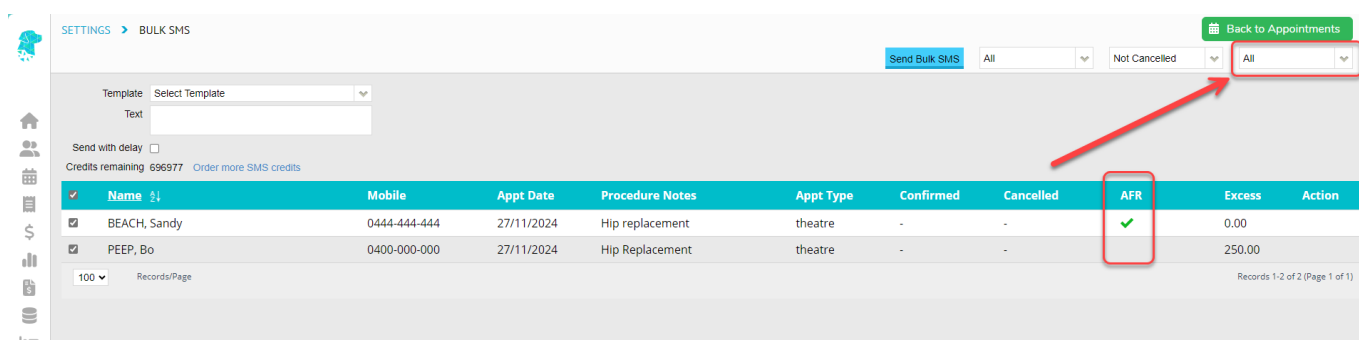
At the bottom right of the dialog are 'Cancel' and 'Commit Record' buttons.

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.



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.



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.

THEATRE MANAGEMENT > THEATRE BOOKING > BOOKING (ADMISSIONS)

Booking

ID 224

Location Shaes Private Hospital

Theatre Admissions

Dr Doctor, New

Anaesthetist Brown, Emmett

Date 27/11/2024

Start Time 08:00 End Time 12:00 240 Mins

Note

Appointment Note

Reason for Delayed Start Surgeon Delayed

Reason for Delayed Finish Equipment Failure

Session Confirmed ☒

Confirm

The theatre or date of this booking is different to what was originally booked. Previously booked for Theatre 3 on 28/11/2024, are you sure you wish to save?

OK Cancel

Confirm

Are you sure you'd like to move all bookings to the new theatre date/time.

OK Cancel

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.

Shaes Private Hospital Fund: U/I - Un-Insured Accounts Start of Current Fee: 01/01/2024 End of Current Fee: 31/12/2024 Accom Type: Accom - Advanced Surgical

Same Day Fees Other Settings Casebase Fees Casebase Multi Item Fees Timebase **DRG Fees** Overnight Accommodation Fees

☐ Exclude Private Room add on ?

Full Cover

Current Fees				Shared	Private	Rebate	Old Fees			
Day	1	2	+ -	1,500.00	1,500.00	1,500.00	Day	1	14	+ -
Day	3	3	+ -	1,400.00	1,400.00	1,400.00	Day	15	99	+ -
Day	4	6	+ -	1,300.00	1,300.00	1,300.00				
Day	7	15	+ -	1,200.00	1,200.00	1,200.00				
Day	16	25	+ -	1,100.00	1,100.00	1,100.00				
Day	26	35	+ -	1,000.00	1,000.00	1,000.00				
Day	36	45	+ -	900.00	900.00	900.00				
Day	46	55	+ -	800.00	800.00	800.00				
Day	56	65	+ -	700.00	700.00	700.00				
Day	66	75	+ -	600.00	600.00	600.00				
Day	76	85	+ -	500.00	500.00	500.00				
Day	86	90	+ -	400.00	400.00	400.00				
Day	91	92	+ -	300.00	300.00	300.00				
Day	93	99	+ -	200.00	200.00	200.00				
Day	100	+		100.00	100.00	100.00				

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.

Hospital

Booking	Recovery 1	Allow referral to be entered without a referral date/period	<input type="checkbox"/>
Arrived	Recovery 2	Alert when referral expired when editing an appointment	<input type="checkbox"/>
Admitted	Recovery 3	Invoicing only allowed if 'Theatre Completed'	<input type="checkbox"/>
Pre-op	Ready for Discharge/Ward	On admission, make patient fields mandatory	<input type="checkbox"/>
Anaesthetic Bay	Discharged	On admission, alert to take excess if not yet collected	<input checked="" type="checkbox"/>
In Theatre		Theatre Roster required when making bookings	<input type="checkbox"/>
		Invoicing only allowed if 'Episode Grouped'	<input type="checkbox"/>
		On admission, make Next of Kin mandatory	<input type="checkbox"/>
		On admission, make Emergency Contact mandatory	<input type="checkbox"/>

Make the accounting period the same as Admission Date

Alert when making an appointment if money outstanding > than 500.00

Alert when money outstanding is X days outstanding 40

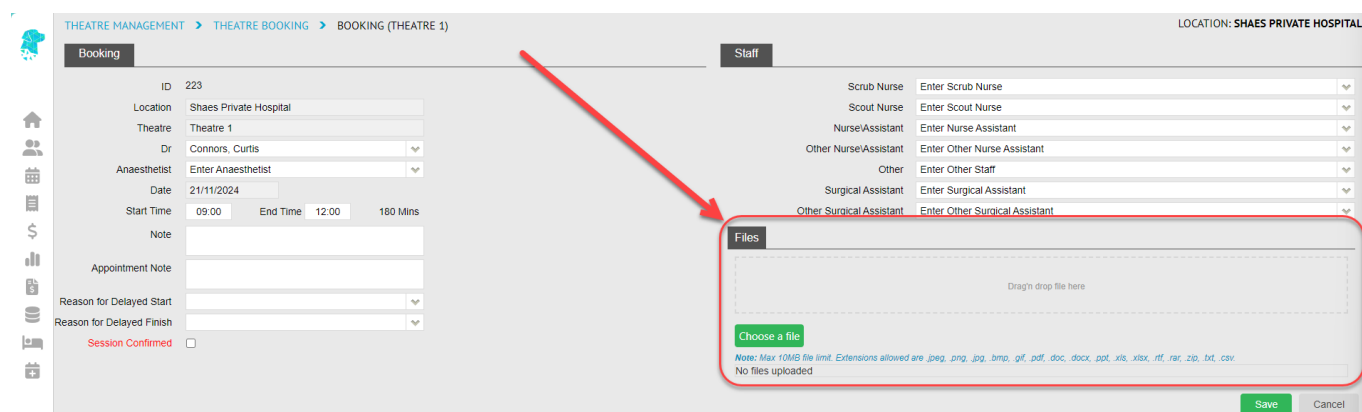
This feature can be configured in **Settings > System Configuration** by entering a value to the **'Alert when making an appointment if money outstanding > than....'** field.

Facilities can then decide the **timeframe** for this alert to be triggered, by adding a value to the **Alert when money outstanding is X days outstanding**. This new field reduces the number of alert pop-ups for outstanding debt that is current and possibly covered by the patients' health fund.

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.



The screenshot displays the 'THEATRE MANAGEMENT' interface, specifically the 'BOOKING (THEATRE 1)' tab. The left sidebar contains navigation icons. The main content area is divided into two sections: 'Booking' and 'Staff'. The 'Booking' section includes fields for ID (223), Location (Shaes Private Hospital), Theatre (Theatre 1), Dr (Connors, Curtis), Anaesthetist (Enter Anaesthetist), Date (21/11/2024), Start Time (09:00), End Time (12:00), and Duration (180 Mins). A red arrow points from the 'Booking' section to the 'Files' section on the right. The 'Files' section has a 'Choose a file' button and a note: 'Note: Max 10MB file limit. Extensions allowed are .jpeg, .png, .jpg, .bmp, .gif, .pdf, .doc, .docx, .ppt, .xls, .xlsx, .rtf, .rar, .zip, .txt, .csv'. Below the note, it says 'No files uploaded'. The 'Staff' section lists various roles with corresponding input fields: Scrub Nurse, Scout Nurse, Nurse/Assistant, Other Nurse/Assistant, Other, Surgical Assistant, and Other Surgical Assistant.

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

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.

EPISODES > CREATE OTHER SERVICE INVOICE

MRN 175 - [EBESCO, Alex](#) DOB 21/04/1986 (38) Sex Male FileNo Fund AHM Location Shaes Private Hospital (QLD)

Admission No. 696 EpiNo. 1 Admission Date/Time 02/10/2024 06:00 Discharge Date/Time 02/10/2024 16:00 Dr/Surgeon NAME, My Anaesthetist MCCARTNEY, Paul

Send Invoice To: T/P - Third Party Claim Details

Item	Description	Qty	Date of Service	Type	Bill To	Action
SUN	Sunglasses	1	02/10/2024		Health Fund	X
		1				X

Financial Notes

Episode Notes

Proceed to see charges Cancel

New Invoice Override Feature - [REDACTED]

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.

Invoice for Admission: 696 | Admission Date: 02/10/2024

Episode Total 888.00 Balance Due 838.00 Show voided transactions Invoice Options

Inv #	To	DOS From	Acc Period	T	Code	Description	Qty	B	Charge inc GST	GST	T	Audit Date	User
412	AHM	02/10/2024	09/10/2024	A	ACCOM		1	3	\$0.00	0.00	H	12/11/2024 1:27 PM	Shae Darr (Altura)
412	AHM	02/10/2024	09/10/2024	C	32229	Removal of one or more polyps during colonoscopy, in associa...	-	3	\$888.00	0.00	H	12/11/2024 1:27 PM	Shae Darr (Altura)
412	AHM	02/10/2024	09/10/2024	C	32222	Endoscopic examination of the colon to the caecum by colono...	-	2	\$0.00	0.00	H	12/11/2024 1:27 PM	Shae Darr (Altura)
412	AHM	02/10/2024	12/11/2024	J	ADIUS	Adjustment Applied: DISCOUNT	-	0	\$-50.00	0.00	H	12/11/2024 1:27 PM	Shae Darr (Altura)

Episode Notes Edit

Financial Notes Edit

Next follow up date: ☐ Invoice Override

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**.

Hospital Episode

Admission

D

R

RW

i

Clinical Indicator

D

R

RW

Coding

D

R

RW

Create Invoice

ON

OFF

Create Invoice - Edit charges

ON

OFF

Create Invoice - Other Services only

ON

OFF

Delete Transactions

ON

OFF

Discharge

D

R

RW

i

DRG

ON

OFF

i

Episodes

ON

OFF

Excess - backdating date

Allowed

Not Allowed

Excess - negative value

Allowed

Not Allowed

Excess/Deposit

D

R

RW

Invoice Override

ON

OFF

Rehab

D

R

RW

Remove Episode

ON

OFF

Reversals

ON

OFF

Theatre

D

R

RW

Appointments Report

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

Y	Z	AA	AB	AC	AD	AE	AF
MedicareIssueNumber	MedExpiry	EpiFundId	EpiFund	EpiMembership	AppmtDate	AppmtTime	AdmNum
3	31/01/2026	51	BUP	12312345	08/11/2024	10:30 AM	688
	-	51	U/I		08/11/2024	11:00 AM	689
	-	7	ANZ	123	05/11/2024	8:45 AM	694
	-	53	W/C	WC1234Q56787	08/11/2024	9:30 AM	686
		56	BUP	123456	04/11/2024	3:20 AM	683
1	31/01/2026	35	MPL	12345678B	04/11/2024	2:20 AM	681
2	31/08/2023	48	POL	12345	04/11/2024	1:50 AM	678
	-	24	HCF	123456	06/11/2024	2:20 AM	685
	-	56	BUP	123456	05/11/2024	1:50 AM	679
1	31/01/2026	51	U/I	0	12/11/2024	8:00 AM	693

Bug Fix

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

[FYDO Clinic Update - 08/11/2024](#)

Exporting Letters

Users can now **Export Letters** as **Word documents**, enabling them to download and edit the form/letter with any additional information as needed.

3431 - BEACH, Sandy ~ Mimi (01/01/2024 - 0)

Patient Details Appointments Recalls Accounts Episodes Communication Chart Tracking Documents

All Document Type ☐ Show deleted documents Search Admission Select Admission Date

Document Name	Type	Adm Date	MHR	Created	
Patient Admission Form - San...	Admission Form	-		22/10/2024	...
Therapy Agreement - Sandy ...	Admission Form	-		22/10/2024	...

- Edit Details
- Print
- Email Document
- Open Document
- Export Letter**
- Upload to MHR
- Remove from MHR
- Delete Document

New Access Level

In addition to the existing option to restrict access to edit document names and types, there is now an option to prevent users from **Editing Letters**.

Documents / Letter Editor

View	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	
Edit Details	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	
Edit Letter	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	
Delete File	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	
Import File	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	

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

FYDO Hospital Update - 08/11/2024

Exporting Letters

Users can now **Export Letters** as **word documents**, enabling them to download and edit the form with any additional information as needed.

3431 - BEACH, Sandy ~ Mimi (01/01/2024 - 0)

Patient Details Appointments Recalls Accounts Episodes Communication Chart Tracking Documents

All Document Type ☐ Show deleted documents Search Admission Select Admission Date

Document Name	Type	Adm Date	MHR	Created	
Patient Admission Form - San...	Admission Form	-		22/10/2024	...
Therapy Agreement - Sandy ...	Admission Form	-		22/10/2024	...

- Edit Details
- Print
- Email Document
- Open Document
- Export Letter
- Upload to MHR
- Remove from MHR
- Delete Document

Arrears Report Improvements

The **Interactive Arrears Report** now has an additional export feature, allowing it to be saved as a **PDF**.

REPORTS > ARREARS (HOSPITAL)

Arrears (Hospital)

Location: All Locations

Doctor: All Doctors

Fund: All Funds

Period: All Debt

☐ Minimum Balance

☐ Show accounts requiring a refund only

Next FU: All

Report Types: ☐ Detail ☐ Summary ☒ Interactive

As at: 06/11/2024

Update Export To

Excel Excel - Raw data PDF

Patient Name	MRN	DOS	Doctor	Inv Num	Inv Date	Balance	Fund Name	ECLIPSE	ECLIPSE \$	Next FU	Notes
SQUAREPANTS, Spongebob	114	30/10/2024	PIERCE, Hawkeye	382	30/10/2024	\$1,500.00	BUK				-
TEST, Test	160	29/10/2024	CONNORS, Curtis	379	29/10/2024	\$1,500.00	ACA				-
DVA, DVA	139	28/10/2024	MURPHY, Shaun	388	28/10/2024	\$513.50	DVA				-
PEEP, Bo	129	28/10/2024	HOUSE, Greg	383	28/10/2024	\$1,200.00	POL				-

The **Raw Data Export** has also been enhanced. Previously, the **Date Sent** was displaying for ECLIPSE Claims; now, it will also appear for **Paperbased Claims**.

AC	AD
Billtype	Sent
Paperbase	02/10/2024
ECLIPSE	19/03/2024
Paperbase	29/07/2024
ECLIPSE	
ECLIPSE	20/03/2024
Paperbase	19/03/2024
ECLIPSE	29/07/2024
Paperbase	02/10/2024
Paperbase	19/03/2024
Paperbase	19/03/2024

Billing Status Report Improvements

The **Billing Status Report** has received several exciting improvements for the **Report Types > Inv Summary** and **Inv Detail** featuring:

1. A new **Group By** to organise the report by **Date** or **Fund**
2. A new **Patient Category** filter to sort the report based on the patient's category
3. New **Date Type** options that allow selection based on **Audit Date** or **Date of Service**

REPORTS > BILLING STATUS

Billing Status Report

Location

All Locations

Doctor

All Doctors

Fund

All Funds

Report Types

Show all - Inv summary

1 Group By

Date

2 Patient Category

All Patient Categories

3 Date Type

Discharge Date

Date between

From 01/11/2024 To 06/11/2024

Update

AN-SNAP Class Enhancement

FYDO can now calculate the **AN-SNAP Class** for **Rehabilitation** admissions, using the latest Version 5 classification standards. This feature ensures compliance with current guidelines and supports accurate patient classification and reporting.

Appointments / Rehab (Pathway 3) - 163 - SWAGGER, Bob Lee - 16/04/1986 (38) - Male

MRN 163 - SWAGGER, Bob Lee

DOB 16/04/1986 (38)

Sex Male

FileNo

Fund AUH

Location Shaes Private Hospital (QLD)

Admission No. 684

EpiNo. 10

Admission Date/Time 06/11/2024 06:00

Discharge Date/Time 07/11/2024 16:00

Dr/Surgeon HAB,Rea

Anaesthetist

AROC Impairment Code

AROC Impairment Code

Assessment Only

AN-SNAP Class

Get Class

Rehabilitation Plan Date

Discharge Plan Date

Prior To This Impairment

Type of accommodation prior to this impairment

Carer status prior to this impairment

Were any services being received within the month prior to this impairment?

If YES, please tick ALL services that were being received

Domestic assistance

Meals

Rehabilitation of speech & hearing

Episode End

Date clinically ready for discharge

Was there a delay in discharge

If YES, indicate reason(s) for delay:

Patient related issues (medical)

Equipment issues

Service Issues

Patient behavioural issues

External support issues

New Access Level

In addition to the existing option to restrict access to edit document names and types, there is now an option to prevent users from **Editing Letters**.

Documents / Letter Editor

View

ON

OFF

Edit Details

ON

OFF

i

Edit Letter

ON

OFF

Delete File

ON

OFF

Import File

ON

OFF

GST Report Additions

The **GST Report** now includes a total **Charge inc GST** amount for improved clarity.

Shaes Private Hospital
GST Report - Accrual Basis
01/11/2024 to 06/11/2024 for Shaes Private Hospital

Patient Name	MRN	Inv#	Type	Adm Date	Acc Period	Charge in GST	GST Amt
SWAGGER, Bob Lee	163	392	Accommodation	06/11/2024	06/11/2024	880.00	80.00
SWAGGER, Bob Lee	163	392	Theatre	06/11/2024	06/11/2024	220.00	20.00
SAYS, Simon	133	393	Accommodation	06/11/2024	06/11/2024	1980.00	180.00
SAYS, Simon	133	393	Other Services	06/11/2024	06/11/2024	277.20	25.20
SAYS, Simon	133	393	Other Services	06/11/2024	06/11/2024	84.70	7.70
Total:						3441.90	312.90

GSTReport-ShaesPrivateHospital

Page 1 of 1

Date: 06/11/2024 7:43 PM

FYDO Clinic Update - 24/10/2024

Delayed SMS Improvements

Delayed SMS messages can now be cancelled. While FYDO has always allowed users to schedule SMS messages to be sent at specific times, you now can cancel a scheduled SMS if needed. To cancel, go to the patient’s **Communications** Tab and select **Cancel Delayed SMS** from the menu.

The audit log has also been upgraded to reflect these new functions.

163 - SWAGGER, Bob Lee (16/04/1986 - 38) Total 1,200.00

Patient Details

Appointments

Recalls

Accounts

Episodes

Communication

Chart Tracking

Documents

Clinical

All

Expand Message Sent

Show Inactive

Search

Add Note

Comm	Type	Date	To	Message Sent	Status	ID	User
SMS	Appointment	23/10/2024	0400-	Hi Bob Lee, this is a reminder of your appt on 25/10/2024 at 09:30 AM.	Delayed	854	Shae Darr (Altura)

100 Records/Page

Audit Log

Cancel Delayed SMS

SMS History Makeover

The SMS History Screen has been redesigned to improve readability and align with FYDO’s modern look and feel.

Settings / SMS History

Status

SMS Way

Type

Created From

Created To

Search

All Statuses

All Ways

All Type

23/09/2024

23/10/2024

Q Search...

Refresh

Export To

Patient	Status / ID	Created / Delay	Message	Reply	W
LOU, Mrs Lady 0400	Delivered 858	C: 23/10/2024 02:35:37 PM -	Dear Lady, We hope you are recovering well following your procedure at Shaes Private Hospital on 16/10/2024. Please contact us on 07 5444 4444 if you have any concerns or queries. Many Thanks	-	T
				-	
WHITE, Miss Snow 0400	Delivered 857	C: 23/10/2024 02:35:10 PM -	Dear Snow, In preparation for your procedure on 16/10/2024 at 10:30 AM please ensure you cease eating food at 10:30 AM and have no further fluid after 10:30 AM. Many Thanks	-	T
				-	
STEWART, Mr Alfred 0400	Replied 856	C: 23/10/2024 02:34:29 PM -	Hi Alfred, this is a reminder of your appt on 16/10/2024 at 10:00 AM.	R: 23/10/2024 02:17:24 PM Yes	T
SWAGGER, Mr Bob Lee 0400	Not Sent 855	C: 23/10/2024 11:26:48 AM D: 23/10/2024 11:28:00 AM	Dear Bob Lee, Your admission time for your appointment on 25/10/2024 has changed. Please now arrive at Shaes Private Hospital at 09:30 AM. Many Thanks	-	T
				-	
SWAGGER, Mr Bob Lee 0400	Delayed 854	C: 23/10/2024 11:15:55 AM D: 24/10/2024 11:15:00 AM	Hi Bob Lee, this is a reminder of your appt on 25/10/2024 at 09:30 AM.	-	T
				-	

100

Records/Page

Records 1-5 of 5 (Page 1 of 1)

New Arrived Icon for Appointments

Users now have the option to add an Arrived Icon to their Custom appointment views. Previously, users only had the option to show the Arrived Time.

⏪

Thursday, 24 October 2024

ALL

INDIVIDUAL

WEEKLY

LIST

NUMBER OF APPOINTMENTS 2 | TOTAL MINUTES 60 of 480 Mins

SMITH (HAPPY LAKE), John

Consult Room 1

Consult Room 2

Time	Name	Notes	App. Type	Length	Letter	C	Arrived	Inv
9:00 AM	<u>BROOKS, Bob</u>	New Patient Consult	Consult	30		Sent SMS	<div>✓</div>	
9:30 AM	<u>JONES, Sandra</u>	Needs new referral	Consult	30				

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


FYDO Hospital Update - 24/10/2024

Informed Financial Consent Additions

Facilities now have the option to add the following fields to IFC templates:

- Patient Title
- Patient Given Name
- Patient Surname
- Patient Email Address

Please see our wiki page [Tokens – Informed Financial Consent \(IFC\)](#) for a full list of our IFC tokens. And reach out to one of our friendly staff if you need assistance making amendments to your IFC templates.



Shaes Private Hospital
1 Sunshine Place
SUNSHINE ACRES QLD 4655
P: (07)5444-4444
F: (07)5455-5555
E: shaesprivatehospital@mail.com

INFORMED FINANCIAL CONSENT

Patient First Name:	Bob Lee	Patient Surname:	SWAGGER
Patients Title:	Mr	Patient Email:	bullseye@shooters.com.au
Doctor:	House, Greg	DOB:	16/04/1986
Fund:	Australian Unity	Membership #:	123456
Excess:	\$500.00	Co-Payment:	\$50.00
Admission:	16/10/2024	Printed:	23/10/2024 at 11:08

Delayed SMS Improvements

Delayed SMS messages can now be cancelled. While FYDO has always allowed users to schedule SMS messages to be sent at specific times, you now can cancel a scheduled SMS if needed. To cancel, go to the patient’s **Communications** Tab and select **Cancel Delayed SMS** from the menu.

The audit log has also been upgraded to reflect these new functions.

163 - SWAGGER, Bob Lee (16/04/1986 - 38)

Total 1,200.00

Patient DetailsAppointmentsRecallsAccountsEpisodesCommunicationChart TrackingDocumentsClinical

AllExpand Message SentShow InactiveSearchAdd Note

Comm	Type	Date	To	Message Sent	Status	ID	User
SMS	Appointment	23/10/2024	0400-	Hi Bob Lee, this is a reminder of your appt on 25/10/2024 at 09:30 AM.	Delayed	854	Shae Darr (Altura)

100Records/Page

Audit LogCancel Delayed SMS

SMS History Makeover

The SMS History Screen has been redesigned to improve readability and align with FYDO’s modern look and feel.

Settings / SMS History

All StatusesSMS WayAll WaysTypeAll TypeCreated From23/09/2024Created To23/10/2024SearchSearch...RefreshExport To

Patient	Status / ID	Created / Delay	Message	Reply	W
LOU, Mrs Lady 0400-	Delivered 858	C: 23/10/2024 02:35:37 PM	Dear Lady, We hope you are recovering well following your procedure at Shaes Private Hospital on 16/10/2024. Please contact us on 07 5444 4444 if you have any concerns or queries. Many Thanks	-	T
WHITE, Miss Snow 0400-	Delivered 857	C: 23/10/2024 02:35:10 PM	Dear Snow, In preparation for your procedure on 16/10/2024 at 10:30 AM please ensure you cease eating food at 10:30 AM and have no further fluid after 10:30 AM. Many Thanks	-	T
STEWART, Mr Alfred 0400-	Replied 856	C: 23/10/2024 02:34:29 PM	Hi Alfred, this is a reminder of your appt on 16/10/2024 at 10:00 AM.	R: 23/10/2024 02:17:24 PM Yes	T
SWAGGER, Mr Bob Lee 0400-	Not Sent 855	C: 23/10/2024 11:26:48 AM D: 23/10/2024 11:28:00 AM	Dear Bob Lee, Your admission time for your appointment on 25/10/2024 has changed. Please now arrive at Shaes Private Hospital at 09:30 AM. Many Thanks	-	T
SWAGGER, Mr Bob Lee 0400-	Delayed 854	C: 23/10/2024 11:15:55 AM D: 24/10/2024 11:15:00 AM	Hi Bob Lee, this is a reminder of your appt on 25/10/2024 at 09:30 AM.	-	T

100Records/Page

Records 1-5 of 5 (Page 1 of 1)

New Un-Insured Fees Field

Facilities can now record any **Un-Insured Fees** that a patient must pay in the **Edit Appointment Screen**. This new field will be especially helpful for documenting excesses, co-payments AND gap fees, as each amount can be entered separately.

APPOINTMENTS > EDIT APPOINTMENT (163- SWAGGER, BOB LEE)

Total 1,200.00

Save Cancel

Booking Details

Location: Shaes Private Hospital

Theatre/List: Theatre 3

Dr/Surgeon: HOUSE, Dr Greg

Surgical Assistant: MURPHY, Dr Shaun

Fund Details

Health Fund: AUH - Australian Unity

Membership No: 123456

UPI:

Excess: 500.00

Co-pay: 50.00

UI: 1,680.00

Insurance Status: Full Fee

Claim Details

The **Appointments Screen** default view has been updated to reflect the **Out Of Pocket (OOP)** costs. This column will display the total of all amounts entered in the **Excess, Co-Payment AND Un-Insured fields**. Users can hover over the OOP figure to see the breakdown of the costs. This new OOP column can be added to any Custom View.

Wednesday, 16 October 2024

NUMBER OF APPOINTMENTS 4 | TOTAL MINUTES 130 of 420 Mins

ALL INDIVIDUAL WEEKLY LIST

ADMISSIONS DAY PROGRAM THEATRE 1 THEATRE 2 THEATRE 3

Time	Name	MRN	Procedure	Surgeon	Notes	Sts	C	B	HF	OOP
09:00										
09:30	SWAGGER, Bob Lee	163	Left Knee Arthrosc	HOUSE, Greg	Needs Wheelchair	D			AUH	2,230.00
10:00	STEWART, Alfred	110	Gastroscopy	MURPHY, Shaun		B			BUP	
10:30	WHITE, Snow	147	Left Cat & IOL	TEST, Test	No carer at home	D			CBH	
11:00	LOU, Lady	153	Colonoscopy & Ga	MURPHY, Shaun		D			BUP	
11:40										
12:00										

Excess - 500.00
Co-pay - 50.00
UI - 1,680.00

Additionally, this field will appear on the **IFC Screen**, and new tokens are available to print these details on documents such as the IFC, theatre list, or send via SMS if required.

FYDO Clinic Update - 17/10/2024

New Checklist Added to Appointments

The new Check List feature allows users to effortlessly mark when a letter has been created for a patient's appointment, eliminating the need to go through the patient's documents to check.

The Check List can be accessed from the Appointments Screen Right-Click Menu, as well as on the Edit Appointment Screen.

SMITH (HAPPY LAKE), John

Consult Room 1

Consult Room 2

Time	Name	Notes
9:00 AM		
9:30 AM	SMITH, Test	
10:00 AM		
10:30 AM		
11:00 AM		
11:30 AM		
12:00 PM		
12:30 PM		
1:00 PM		
1:30 PM		
2:00 PM		

Make an Appointment

Edit Appointment

Copy Appointment

Cut Appointment

Paste Appointment

Accounts

Arrived (Patient In)

Unarrived

Seen by doctor

Un-seen by doctor

Confirmed

Invoiced

Send SMS

Check List

Chart Label

Wristband

Letter Created

Appointments / Edit Appointment

Smith, Test

MRN 106

File No -

DOB 01/01/1990 (34)

Sex Female

Address (Hover to view)

Mobile 0414 204 349

Medicare 2111-11111-1 ()

Veterans -

Fund Code BUP

Fund No 123456789

ID 38

Appointment Details

Location Clinic Tour

Doctor / Room / Walk-In Smith (Happy Lake), John

Date 17/10/2024

Appointment Type Consult

Billing Type ECLIPSE

Checklist Letter Created

Users can also add the Letter Created tick to their Custom appointment views, making it easy to see on the Appointments Screen whether a letter has been created for a patient.

SMITH (HAPPY LAKE), John

Consult Room 1

Consult Room 2

Time	Name	Notes	App. Type	Length	Letter	C
9:00 AM			Consult	30		
9:30 AM	SMITH, Test		Consult	30	✓	
10:00 AM			Consult	30		

Drag & Drop Alert

Users will now receive an alert when using the FYDO **Drag & Drop** feature, helping to prevent appointments from being moved accidentally.

Time	Name	MRN	Procedure	Surgeon	Notes	Sts
09:00						
09:30	SWAGGER, Bob Lee	163	Left Knee Arthrosc	HOUSE, Greg	Needs Wheelchair	D
10:00	STEWART, Alfred	110	Gastroscopy	MURPHY, Shaun		B
10:30	WHITE, Snow	147	Left Cat & IOL	TEST, Test	No carer at home	D
11:00	LOU, Lady	153	Colonoscopy & Ga	MURPHY, Shaun		D
11:40						
12:00						
12:30						
13:00						
13:30						
14:00						
14:30						
15:00						

Dragging & Dropping

Are you sure you want to drag and drop this appointment?

Yes No

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

FYDO Hospital Update - 17/10/2024

Bed Tracker Improvements

The FYDO Bed Tracker has exciting new additions with **extra columns** in the **Daily View**. Along with new **Weekly** and **Monthly view** options!

New fields added to the **Daily View** are:

- Sex
- Health Fund
- Length of Stay
- Procedure Notes
- Allergies
- Hover on Patient Name to display "Preferred Name"

Bed Tracker

Wednesday, 16 Oct 2024

Print Handover

Key: Booked Admitted Estimated Discharge Bed Change From Bed Change To Discharged Unavailable

Water Lily

Bed	Patient Name	Sex	DOB	Fund	Admitting Doctor	Room	Admission	LOS	Est.	Discharge	Procedure	Episode Notes	Bed Notes	Allergies	Action
1	SWAGGER, Bob L...	M	16/04/1986	AUH	HOUSE, Greg	Private	16/10/2024	0	1	17/10/2024	Left Knee Arthroscopy				...
2	MOUSE, Mickey	M	27/12/1977	BUP	PIERCE, Hawkeye	Private	15/10/2024	1	1	16/10/2024	Colonoscopy			Egg	...
2	WHITE, Snow	U	07/07/1977	CBH	TEST, Test	Private	16/10/2024	0	0	16/10/2024	Left Cat & IOL			Corn	...
3															...
4	LOU, Lady	F	20/05/1995	BUP	MURPHY, Shaun	Private	16/10/2024	0	1	17/10/2024	Colonoscopy & Gastr...				...

Daisy

Bed	Patient Name	Sex	DOB	Fund	Admitting Doctor	Room	Admission	LOS	Est.	Discharge	Procedure	Episode Notes	Bed Notes	Allergies	Action
1	PEEP, Bo	F	30/07/2015	POL	BLACK, Jack	Private	28/05/2024	141	4	01/06/2024				Eggs	...
2															...
3	DEAN, James	M	01/01/1942	BUP	BLACK, Jack	Private	01/06/2024	137	3	04/06/2024				Mango, Peach	...
4	DAY, Doris	F	03/04/1922	BUP	HOUSE, Greg	Private	05/09/2024	41	0		Gastroscopy			Mango	...
5															...


Water Lily

Bed	Patient Name	Sex	DOB
1	SWAGGER, Bob L...	M	16/04/1986
2	MOUSE, Mickey	M	27/12/1977
2	WHITE, Snow	U	07/07/1977
3			
4	LOU, Lady	F	20/05/1995

Daisy

LOU, Lady (Pref: Lolly)

The new **Weekly View** can be displayed using the dropdown to select **Week**.

Bed Tracker 14 Oct - 20 Oct, 2024 Week 

Key: ■ Booked ■ Admitted ■ Estimated Discharge ■ Bed Change From ■ Bed Change To ■ Discharged ■ Unavailable

Water Lily

Monday 14	Tuesday 15	Wednesday 16	Thursday 17	Friday 18	Saturday 19	Sunday 20
1 ***	1 ***	1 SWAGGER, Bob ... ***	1 SWAGGER, Bob ... ***	1 SWAGGER, Bob ... ***	1 ***	1 ***
2 ***	2 MOUSE, Mickey ***	2 MOUSE, Mickey ***	2 MOUSE, Mickey ***	2 MOUSE, Mickey ***	2 MOUSE, Mickey ***	2 MOUSE, Mickey ***
3 ***	3 ***	2 WHITE, Snow ***	2 WHITE, Snow ***	2 WHITE, Snow ***	2 WHITE, Snow ***	3 ***
4 ***	4 ***	3 ***	3 ***	3 ***	3 ***	4 ***
		4 LOU, Lady ***	4 LOU, Lady ***	4 WHITE, Snow ***	4 WHITE, Snow ***	
		4 WHITE, Snow ***	4 WHITE, Snow ***			

The new **Monthly View** can be displayed using the dropdown to select **Month**.







Procedure List Improvements

The **Procedures** populating the **Proc Notes** field on the Edit Appointments Screen, can now be defaulted based on the assigned **Doctor/ Surgeon**!

This wonderful new feature allows hospitals to set unique defaults for each doctor, such as appointment lengths or prosthesis preferences. Making booking entries a breeze!

- Once configured, only procedures linked to **All Doctors** or the **admitting doctor** will appear in the dropdown list, streamlining the process of booking patients.
- The Procedure List, in settings, will show which doctors are linked to each procedure.
- Use the new Doctor Field when setting up a procedure entry to assign it to a specific doctor.

SETTINGS > PROCEDURES All Doctors ☐ Show Inactive Search Add Procedure

Procedure	Admitting Dr/Surgeon	AnaType	Mins	Status	Action
Colonoscopy & Gastroscopy	A, A; BLACK, Blue; DOCTOR, Pathology	IV/Sedation	45	Active	
Colonoscopy	All Doctors	IV/Sedation	20	Active	
General	All Doctors	IV/Sedation	22	Active	
Hip Replacement	All Doctors	General	120	Active	
Hand Procedure	GREEN, Test; FILES, Test	General	280	Active	
Heart Bypass	ALIKE, Not	General	120	Active	

And each item can be linked using the new **Doctor** field when setting the entry up.

SETTINGS > PROCEDURES > EDIT PROCEDURES

Procedure: Colonoscopy & Gastroscopy

Ana Type: IV/Sedation

Mins: 45

Doctor: A, A, BLACK, Blue, DOCTOR, Pathology

Status: Active

Code	Description	Band	Action
32229	Removal of one or more polyps during colonoscopy, in association with a service to which item 32222, 32223, 32224, 32225, 32226, or 32228 applies (Anaes.)	3	X
32222	Endoscopic examination of the colon to the caecum by colonoscopy, for a patient: (a) following a positive faecal occult blood test; or (b) who has symptoms consistent with pathology of the colonic mucosa; or (c) who has anaemia or iron deficiency; or (d) for whom diagnostic imaging has shown an abnormality of the colon; or (e) who is undergoing the first examination following surgery for colorectal cancer; or (f) who is undergoing pre-operative evaluation; or (g) for whom a repeat colonoscopy is	12	X
30473	Oesophagoscopy (not being a service associated with a service to which item 41822 applies), gastroscopy, duodenoscopy or panendoscopy (1 or more such procedures), with or without biopsy, not being a service associated with a service to which item 30478 or 30479 applies. (Anaes.)	1	X

Other Services

Code	Description	Action
No other services found		

In the **Proc Notes** field on the **Make / Edit Appointment** Screen, only the Procedure linked to that Doctor / Surgeon (or all doctors) will be shown.

Linked procedure will display with the word **Linked** to indicate their association with the relevant doctor.

APPOINTMENTS > EDIT APPOINTMENT (1116- PEEP, BO)

Booking Details

Location: Hospital & NSW

Theatre/List: Theatre 1

Roster: Select Roster

Dr/Surgeon: ALIKE, Dr Not

Surgical Assistant: Select Surgical Assistant

Other Surgical Assistant: Select Other Surgical Assistant

Anaesthetist: GREEN, Mr Mark

Anaesthetic (Primary): General

Anaesthetic: None

Apmt Date: 16/10/2024

Time: 07:30

Adm #: 4515

Appointment Type: theatre

MAKE RECURRING

Mins: 30

Proc Notes

Other Notes

Colonoscopy

General

Heart Bypass

Hip Replacement

Spinal

Tail Bone

Toe

Linked

New Check List Option - Documents Scanned

You can now use the FYDO **Check List** feature to manually mark when a document or patients' chart has been scanned, either into FYDO Documents or your EMR system. The new tick box on the **Check List** gives the ability to document the task being performed AND identifying that it has been done on the Appointments Screen!

Make an Appointment
 Edit Appointment
 Copy Appointment
 Cut Appointment
 Paste Appointment
 Episodes
 Arrived
 Unarrived
 Excess/Deposit
 Admit
 Discharge
 Theatre
 Coding
 Inpatient
 Certificate
 Clinical Indicators
 Confirmed
 Check List
 Send SMS
 Chart Label
 Wristband
 Delete Appointment
 Documents
 Create Letter
 Quick Form
 HC21 Left
 HC21 Right
 HC21 Back

☐ OEC Received
☐ OEC Checked
☐ Pre-Admission Contacted
☐ IFC Completed
☐ Admission Form Received
☐ Chart Ready
☐ Consent Received
☐ Post-Discharge Contacted
☒ Documents Scanned

Time	Name	Surgeon	Procedure	Notes	Doc
09:00					
09:30	SWAGGER, Bob Lee	HOUSE, Greg	Left Knee Arthroscopy	Needs Wheelchair	✓
10:00	STEWART, Alfred	MURPHY, Shaun	Gastroscopy		✓
10:30	WHITE, Snow	TEST, Test	Left Cat & IOL	No carer at home	
11:00	LOU, Lady	MURPHY, Shaun	Colonoscopy & Gastroscopy		
11:40					
12:00					

Please reach out to one of our friendly staff if you'd like assistance in creating a Custom View to show this information.

Create Invoice - New Edit Invoice Option

When creating an invoice, users can now move from the **second Create Invoice** page back to the first using the **Edit Invoice** button.

This button works just like the **Edit IFC** button on the Informed Financial Consent page.

APPOINTMENTS > CREATE INVOICE

MRN 163 - [SWAGGER, Bob Lee](#) DOB (16/04/1986 - 38) Sex Male FileNo Fund AUH Location Shaes Private Hospital (QLD)
 Admission No. 642 Admission Date/Time 16/10/2024 06:00 Discharge Date/Time 18/10/2024 16:00 Dr/Surgeon HOUSE, Greg Anaesthetist BROWN, Emmett

Send Invoice To AUH - Australian Unity Accounting Period 16/10/2024 Bill Type Per Diem ☒ Send via ECLIPSE Patient Cat I/P
 Dates 16/10/2024 - 18/10/2024 (2 night/s) Start At Day 1 Mins in Theatre 30 mins Anaesthetic General NHTP No Mode of Separation Other (includes discharge to usual residence)

Accommodation

From	To	Nights	Description	Fee inc GST	GST	CC	BedType	Adm	Accom	Dis
16/10/2024	18/10/2024	2	Accom - Advanced Surgical 8 AS	1,000.00	0.00	CC	Private	Admission Claim	Single Room	Discharged

Theatre and Other Charges

From	T	Code	Description	Qty	Band	Fee inc GST	GST	Action
16/10/2024	T	4956	Knee, repair or reconstruction of, for chronic instability (open or arthroscopic, or both) involving either cruciate or collateral ligaments, including notchplasty when performed, not being a service associated with any other arthroscopic procedure of the knee. (Anaes.)	1	5	500.00	0.00	

Invoice Message

Total Charges \$1,500.00
 Total GST \$0.00
 Total Deposits/Payments \$0.00
 Balance \$1,500.00

Template Invoice

[Edit Invoice](#) [Print & Save](#) [Save](#) [Cancel](#)

Bed Tracker - Religion Filter

The **Handover Report** from the Bed Tracker now has the option to filter patients by **Religion**.

The patient's religion information can also be populated on the handover report, so if you'd like this amendment made, please contact our friendly staff and they can assist you.

Print Handover

Template

Order

Ward

Religion

Option ☐ Exclude empty beds

[Cancel](#) [Export To](#) [Print Handover](#)

Claiming Hospital - Not Yet Sent

Paper based Health Fund claims with a zero-dollar balance (*e.g. when the patients' excess amount has covered the entire procedure cost*) will now appear on the **Claiming Hospital > Not Yet Sent** tab. This allows users to **Mark as Sent** when the claims are manually submitted to the fund.

CLAIMING HOSPITAL

Claims

Not yet sent

Location

All Location

Type

Paperbase

Fund

All Funds

Coding

All Coding

DRG

Status

All Status

Select





0 Items Selected

Run Pat Check

	Adm Date	Dis Date	Inv#	Invoiced	Fund	MRN	Patient	Claimed	Location	Type	Coding	Status	Action
<input type="checkbox"/>	12/08/2024	12/08/2024	317	12/08/2024	MPL		PORGY, Georgy	\$0.00	Shaes Private Hospital	Paperbase	✓	Ready	⌵
<input type="checkbox"/>	12/08/2024	12/08/2024	318	12/08/2024	MPL	128	PORGY, Georgy	\$1,700.00	Shaes Private Hospital	Paperbase	✓	Ready	⌵
<input type="checkbox"/>	13/05/2024	13/05/2024	241	13/05/2024	AHM	147	WHITE, Snow	\$0.00	Shaes Private Hospital	Paperbase	✓	Ready	⌵
<input type="checkbox"/>	03/09/2024	03/09/2024	363	03/09/2024	T/P	163	SWAGGER, Bob Lee	\$1,200.00	Shaes Private Hospital	Paperbase	✓	Ready	⌵
<input type="checkbox"/>	06/09/2024	06/09/2024	356	06/09/2024	MPL	102	DEAN, James	\$244.20	Shaes Private Hospital	Paperbase		Not Ready	⌵
<input type="checkbox"/>	20/05/2024	21/05/2024	256	20/05/2024	W/C	103	DAY, Doris	\$11,583.00	Shaes Private Hospital	Paperbase		Not Ready	⌵
<input type="checkbox"/>	06/09/2024	06/09/2024	354	06/09/2024	MPL	122	KNIGHT, Kathy	\$222.00	Shaes Private Hospital	Paperbase		Not Ready	⌵
<input type="checkbox"/>	06/09/2024	06/09/2024	358	02/10/2024	MPL	128	PORGY, Georgy	\$550.00	Shaes Private Hospital	Paperbase		Not Ready	⌵
<input type="checkbox"/>	15/05/2024	15/05/2024	365	15/05/2024	W/C	132	MOUSE, Mickey	\$2,150.00	Shaes Private Hospital	Paperbase		Not Ready	⌵
<input type="checkbox"/>	19/07/2024	19/07/2024	303	19/07/2024	MPL	135	BLOW, Joe	\$1,088.00	Shaes Private Hospital	Paperbase		Not Ready	⌵

Drag & Drop Alert

Users will now receive an alert when using the FYDO **Drag & Drop** feature, helping to prevent appointments from being moved accidentally.

Time		Name	MRN	Procedure	Surgeon	Notes	Sts
09:00							
09:30		SWAGGER, Bob Lee	163	Left Knee Arthrosc	HOUSE, Greg	Needs Wheelchair	D
10:00	 	STEWART, Alfred	110	Gastroscopy	MURPHY, Shaun		B
10:30	 	WHITE, Snow	147	Left Cat & IOL	TEST, Test	No carer at home	D
11:00		LOU, Lady	153	Colonoscopy & Ga	MURPHY, Shaun		D
11:40	<div> <div>Dragging & Dropping</div> <div>Are you sure you want to drag and drop this appointment?</div> <div> <div>Yes</div> <div>No</div> </div> </div>						
12:00							
12:30							
13:00							
13:30							
14:00							
14:30							
15:00							

Bug Fix

The issue that some users experienced with verifying Concession Cards has been resolved.

FYDO Clinic Update - 10/10/2024

Concession Card - OPV

The issue with verifying patient Concession Cards on the patient screen has been resolved.

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