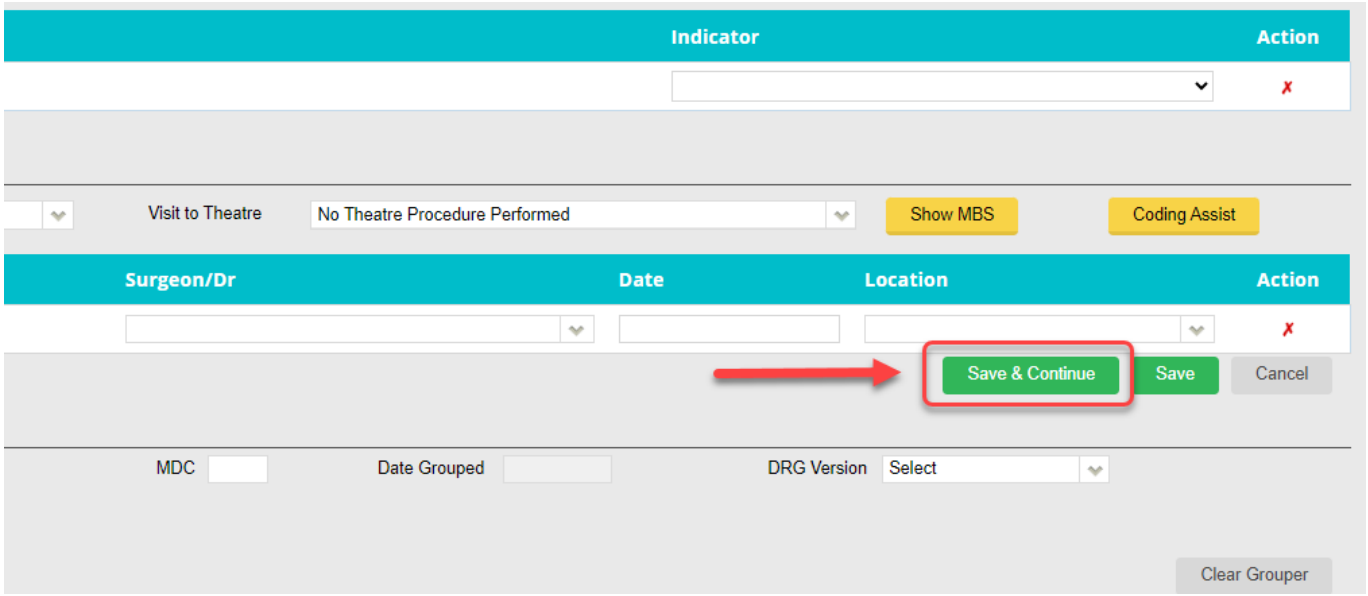
FYDO Hospital Update – 10/10/2024

Coding Screen

We are excited to introduce a new '**Save and Continue**' button on the Coding Screen, enabling users to save their progress while remaining in edit mode.



APIs and Webhooks

Changes have been made to the Patient and Episode, Webhooks APIs and to include Patient Pronouns and Previous Names. Episode Webhooks and APIs now include the Arrived and Ready for pick up times.

Bug Fixes

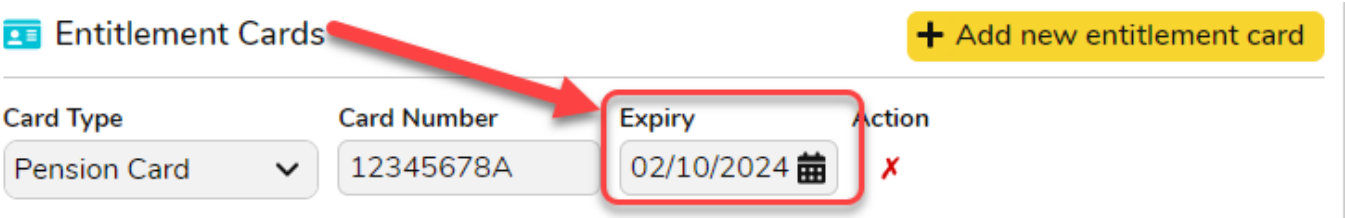
- The issue with dragging and dropping appointments to the same time slot has been resolved.

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

FYDO Clinic Update – 03/10/2024

Entitlement Card Expiry Date

The **Expiry Date Field** for the **Entitlement Cards** has been updated to follow the DD/MM/YYYY format, in line with current requirements. For expiry dates that are still shown as MM/YYYY, users will need to enter the last day of the expiry month.

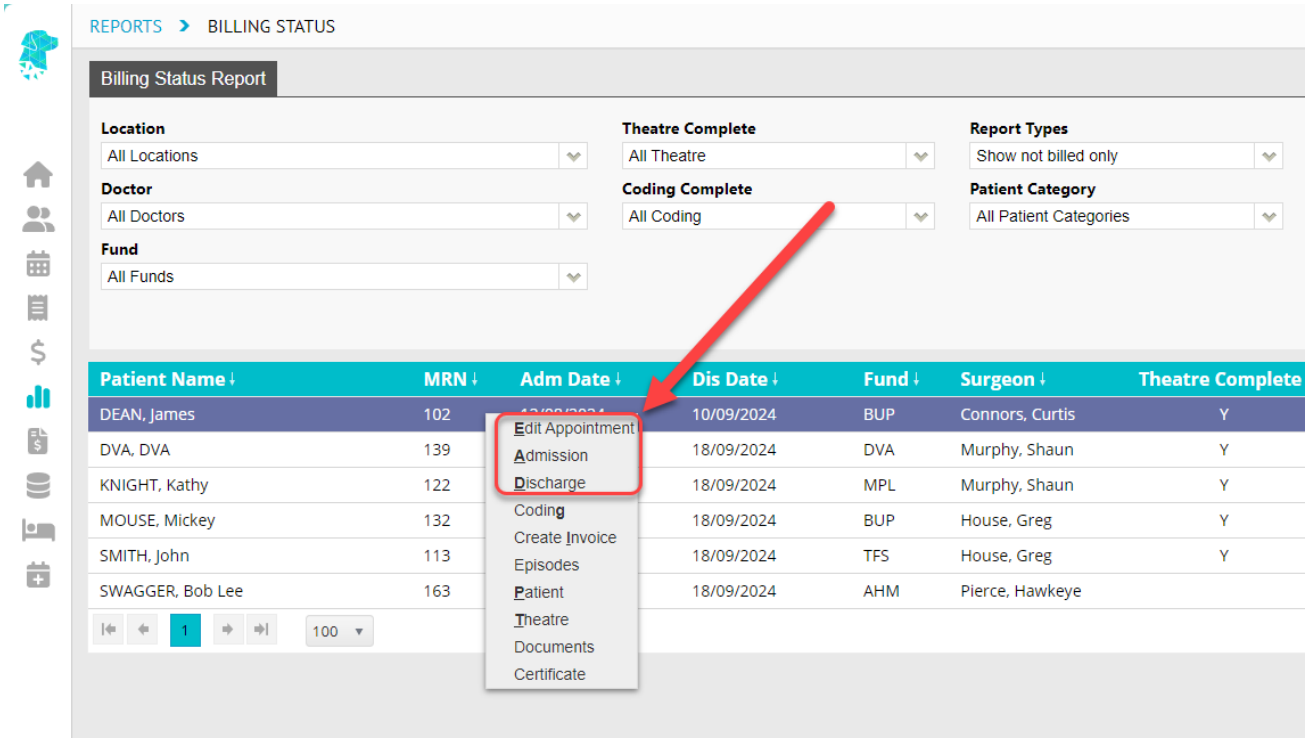


For previous updates, please visit https://wiki.fydo.cloud/updates-clinic/

FYDO Hospital Update – 03/10/2024

Billing Status – Show Not Billed Only Report

The **Billing Status Report** now offers even MORE useful options in the Right-Click Menu with the addition of the **Edit Appointment, Admission** and **Discharge Screens.**
These new options will be especially helpful for our rehabilitation and mental health hospitals.



Arrears Report Improvements

The **Arrears Report** now separates **Workers Compensation** and **Third-Party** episodes based on the responsible party for billing. This new layout will assist in outstanding debt recovery, enabling users to quickly identify who is responsible for the account.

Shaes Private Hospital

Arrears (Hospital) Detail as at 02/10/2024

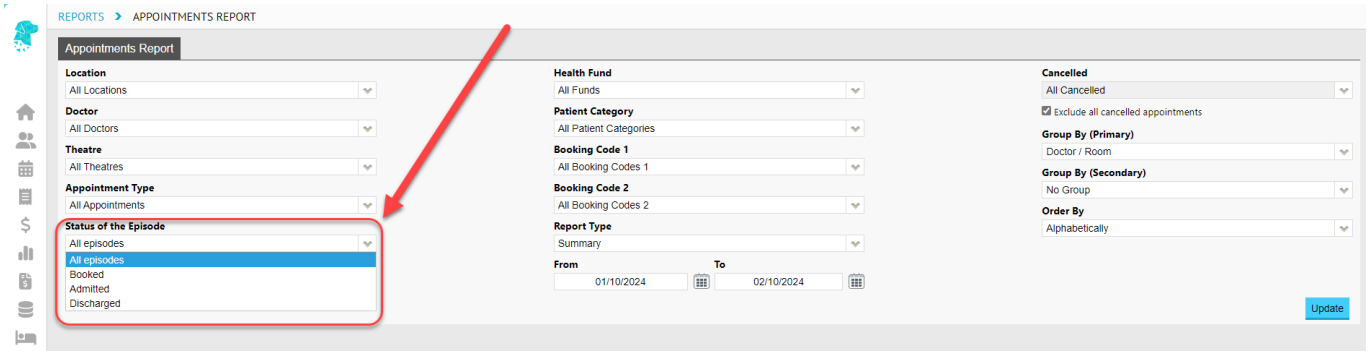
For All Locations and Multiple Funds and All Doctors and All Debt

Patient Name	MRN	DOS	Doctor	Inv Num	Inv Date	Balance Outstanding	Current	30 Days	45 days	60 days	90 Days	120+ Days
T/P - Third Party - The Best Insurance Company												
STEWART, Alfred	110	11/03/2024	BLACK, Jack	227	11/03/2024	1,350.00	0.00	0.00	0.00	0.00	0.00	1,350.00
SWAGGER, Bob Lee	163	03/09/2024	BLACK, Jack	363	03/09/2024	1,200.00	1,200.00	0.00	0.00	0.00	0.00	0.00
						2,550.00	**1,200.00**	**0.00**	**0.00**	**0.00**	**0.00**	**1,350.00**
T/P - Third Party - Insurance Company												
WHITE, Snow	147	03/09/2024	MURPHY, Shaun	364	03/09/2024	1,000.00	1,000.00	0.00	0.00	0.00	0.00	0.00
						1,000.00	**1,000.00**	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**
W/C - Workers Compensation - Workplace												
DAY, Doris	103	13/05/2024	CONNORS, Curtis	254	13/05/2024	5,700.00	0.00	0.00	0.00	0.00	0.00	5,700.00
MOUSE, Mickey	132	15/05/2024	MURPHY, Shaun	365	15/05/2024	2,150.00	0.00	0.00	0.00	0.00	0.00	2,150.00
						7,850.00	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**7,850.00**
W/C - Workers Compensation - Insurers Are Us												
DAY, Doris	103	20/05/2024	CONNORS, Curtis	256	20/05/2024	11,583.00	0.00	0.00	0.00	0.00	0.00	11,583.00
						11,583.00	**0.00**	**0.00**	**0.00**	**0.00**	**0.00**	**11,583.00**
						22,983.00	**2,200.00**	**0.00**	**0.00**	**0.00**	**0.00**	**20,783.00**

Arrears(Hospital)-ShaesPrivateHospital Page 1 of 1 Date: 02/10/2024 1:54 PM

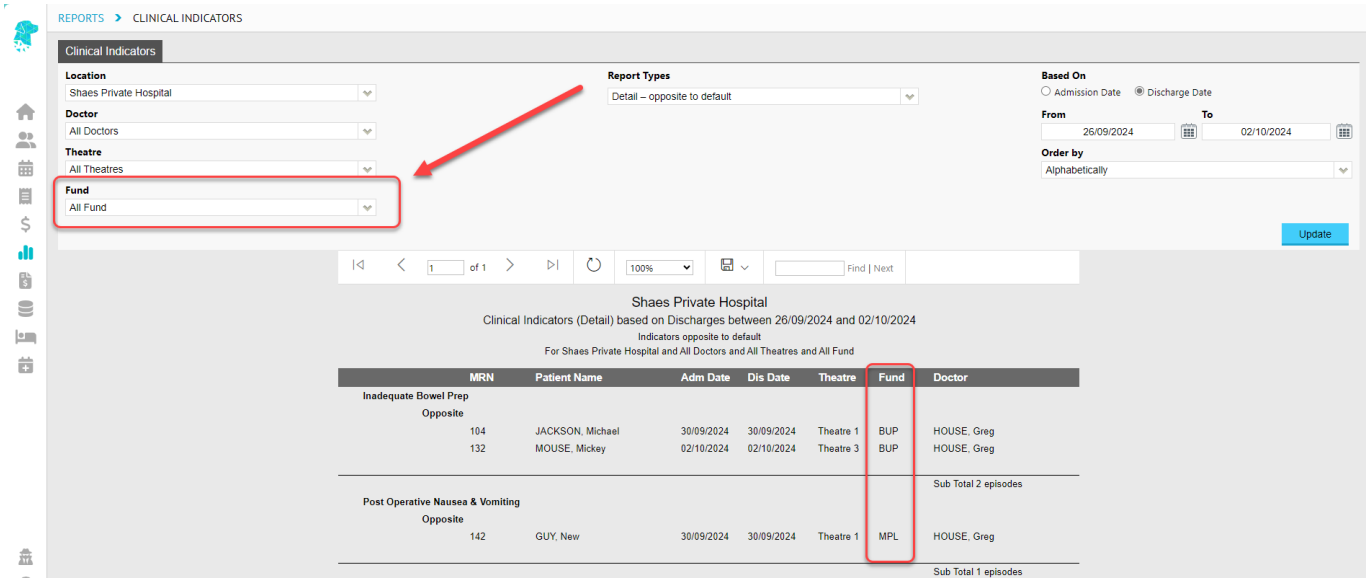
Appointments Report Improvements

A new filter has been added to the **Appointments Report,** allowing episodes to be filtered according to the **Status of the Episode.** This enables users to obtain data on **Booked** appointments, **Admitted** episodes, and more.



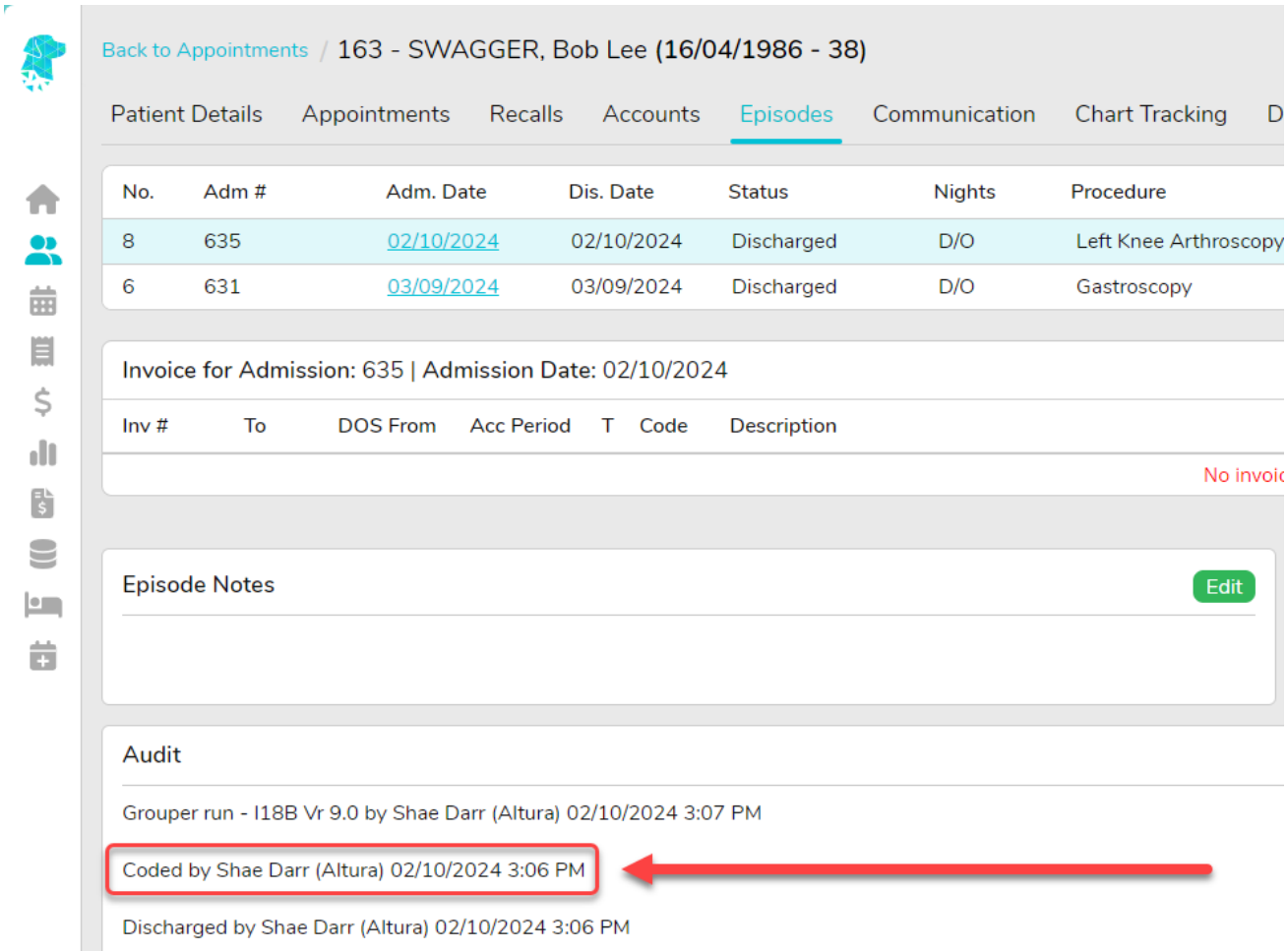
Clinical Indicators Report Improvements

The **Clinical Indicators Report** now has a **Health Fund filter** and displays the Health Fund for each episode in the report.



Coding Audit Log

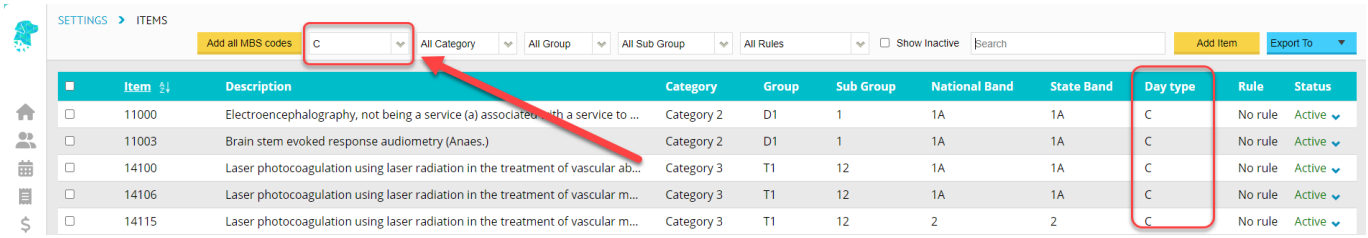
A new **Audit Log** has been added to track the **initial coding** of an episode. All existing audits for edits to the coding screen and episode grouping remain unchanged.



Items Improvements

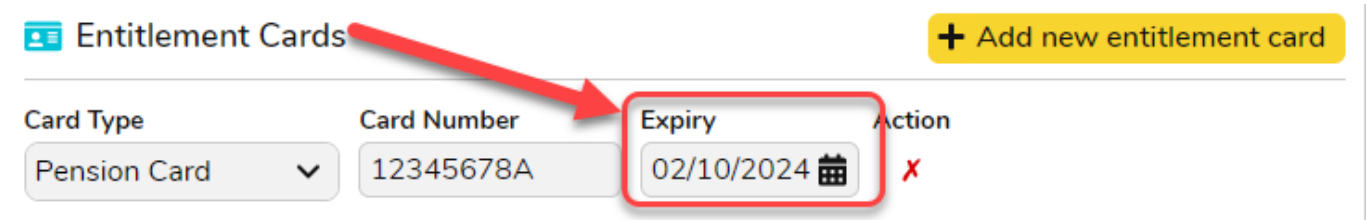
Users can now easily identify **Type B** and **Type C** procedures from the **Settings > Items** with an additional column for **Day Type.** A new filter has also been introduced, allowing users to select and

display items based on their **Patient Class Same Day Classification.**



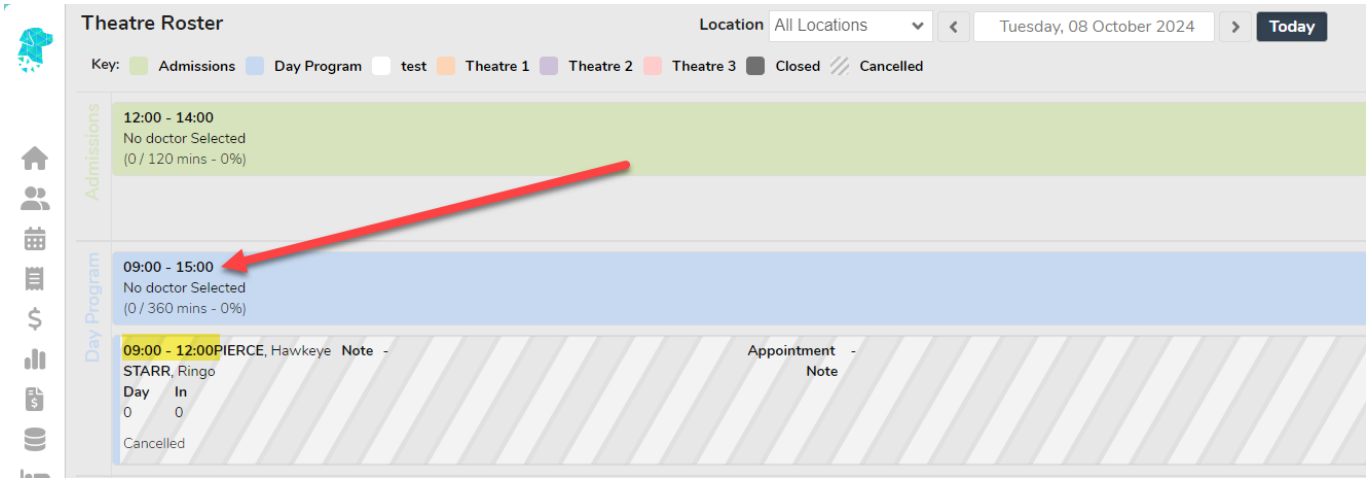
Entitlement Card Expiry Date

The **Expiry Date Field** for the **Entitlement Cards** has been updated to follow the DD/MM/YYYY format, in line with current requirements. For expiry dates that are still shown as MM/YYYY, users will need to enter the last day of the expiry month.



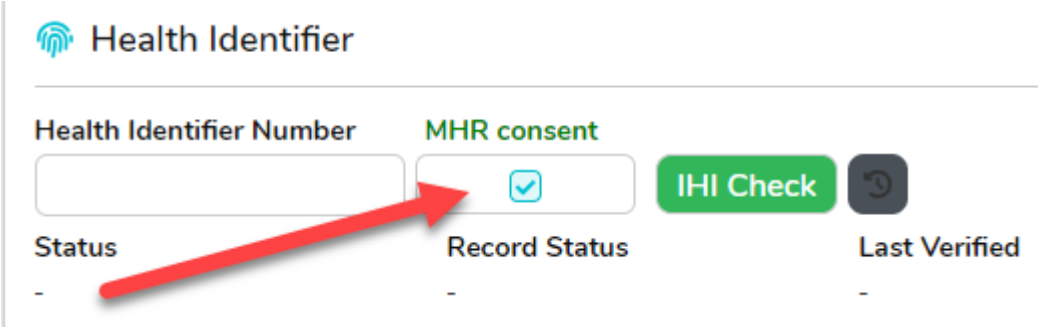
Cancelled Theatre Roster Improvements

Users can now **cancel** a **Theatre Roster**, due to surgeons leave etc., and can **book another surgeon** in the same theatre for the same time slot.



My Health Record (MHR) Consent

My Health Record consent can now be obtained from patients on Preadmit, and this information can be automatically populated into the FYDO Patient Screen. If you'd like more information about adding the MHR Consent question to your hospital's Preadmit Form, please contact our friendly staff.



New API

There is a **New API** available that provides Other Services information.

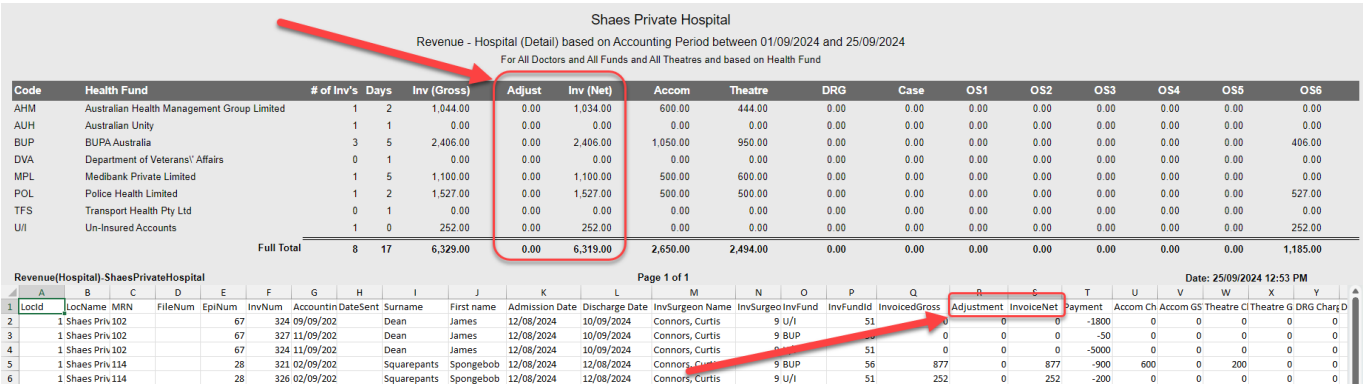
Bug Fix

The issue that some users experienced when allocating patient beds has now been resolved.

FYDO Hospital Update – 26/09/2024

Revenue Report Improvements

Additional information has been added to the **Revenue Report Detail** & **Excel – Raw Data Export** to display both **Adjustments** and the **Invoice (Net)** amount.



Shaes Private Hospital

Revenue - Hospital (Detail) based on Accounting Period between 01/09/2024 and 25/09/2024

For All Doctors and All Funds and All Theatres and based on Health Fund

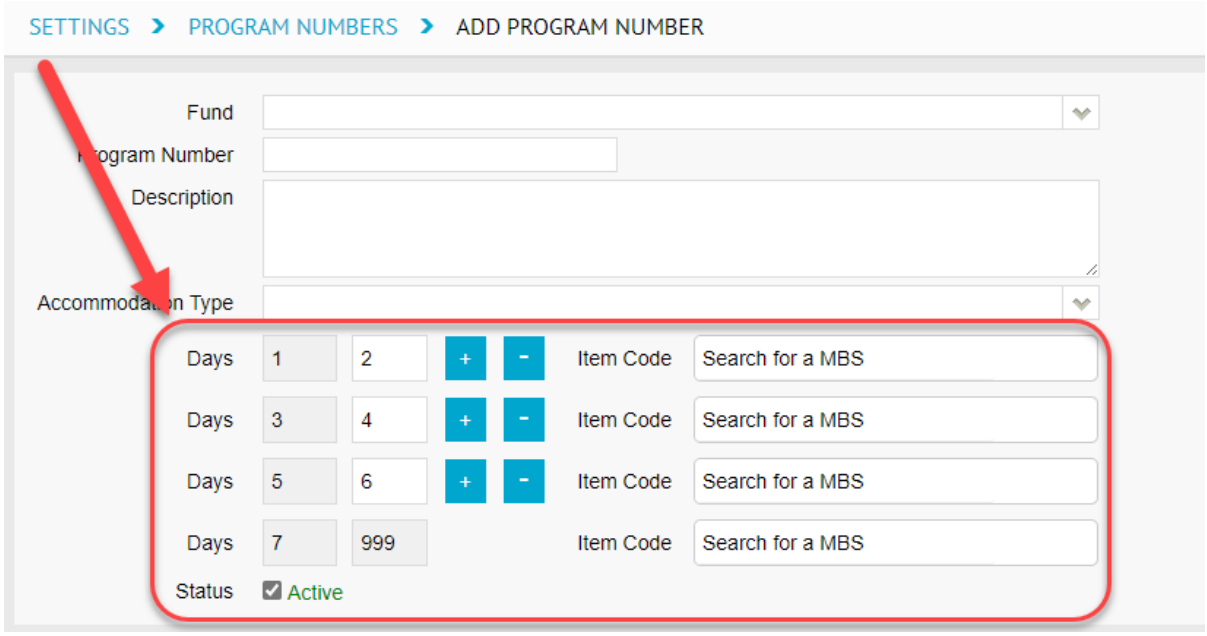
Code	Health Fund	# of Inv's	Days	Inv (Gross)	Adjust	Inv (Net)	Accom	Theatre	DRG	Case	OS1	OS2	OS3	OS4	OS5	OS6
AHM	Australian Health Management Group Limited	1	2	1,044.00	0.00	1,034.00	600.00	444.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
AUH	Australian Unity	1	1	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
BUP	BUPA Australia	3	5	2,406.00	0.00	2,406.00	1,050.00	950.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	406.00
DVA	Department of Veterans\' Affairs	0	1	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
MPL	Medibank Private Limited	1	5	1,100.00	0.00	1,100.00	500.00	600.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
POL	Police Health Limited	1	2	1,527.00	0.00	1,527.00	500.00	500.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	527.00
TFS	Transport Health Pty Ltd	0	1	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
U/I	Un-Insured Accounts	1	0	252.00	0.00	252.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	252.00
	Full Total	8	17	6,329.00	0.00	6,319.00	2,650.00	2,494.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1,185.00

Revenue(Hospital)-ShaesPrivateHospital — Page 1 of 1 — Date: 25/09/2024 12:53 PM

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y
1	LocId	LocName	MRN	FileNum	EpiNum	InvNum	AccountIn	DateSent	Surname	First name	Admission Date	Discharge Date	InvSurgeon Name	InvSurgeo	InvFund	InvFundId	InvoicedGross	Adjustment	InvoiceNet	Payment	Accom Ch	Accom GS	Theatre Cl	Theatre G	DRG Charg
2	1	Shaes Priv	102		67	324	09/09/202		Dean	James	12/08/2024	10/09/2024	Connors, Curtis	9	U/I	51	0	0	0	-1800	0	0	0	0	0
3	1	Shaes Priv	102		67	327	11/09/202		Dean	James	12/08/2024	10/09/2024	Connors, Curtis	9	BUP	56	0	0	0	-50	0	0	0	0	0
4	1	Shaes Priv	102		67	324	11/09/202		Dean	James	12/08/2024	10/09/2024	Connors, Curtis	9	U/I	51	0	0	0	-5000	0	0	0	0	0
5	1	Shaes Priv	114		28	321	02/09/202		Squarepants	Spongebob	12/08/2024	12/08/2024	Connors, Curtis	9	BUP	56	877	0	877	-900	600	0	200	0	0
6	1	Shaes Priv	114		28	326	02/09/202		Squarepants	Spongebob	12/08/2024	12/08/2024	Connors, Curtis	9	U/I	51	252	0	252	-200	0	0	0	0	0

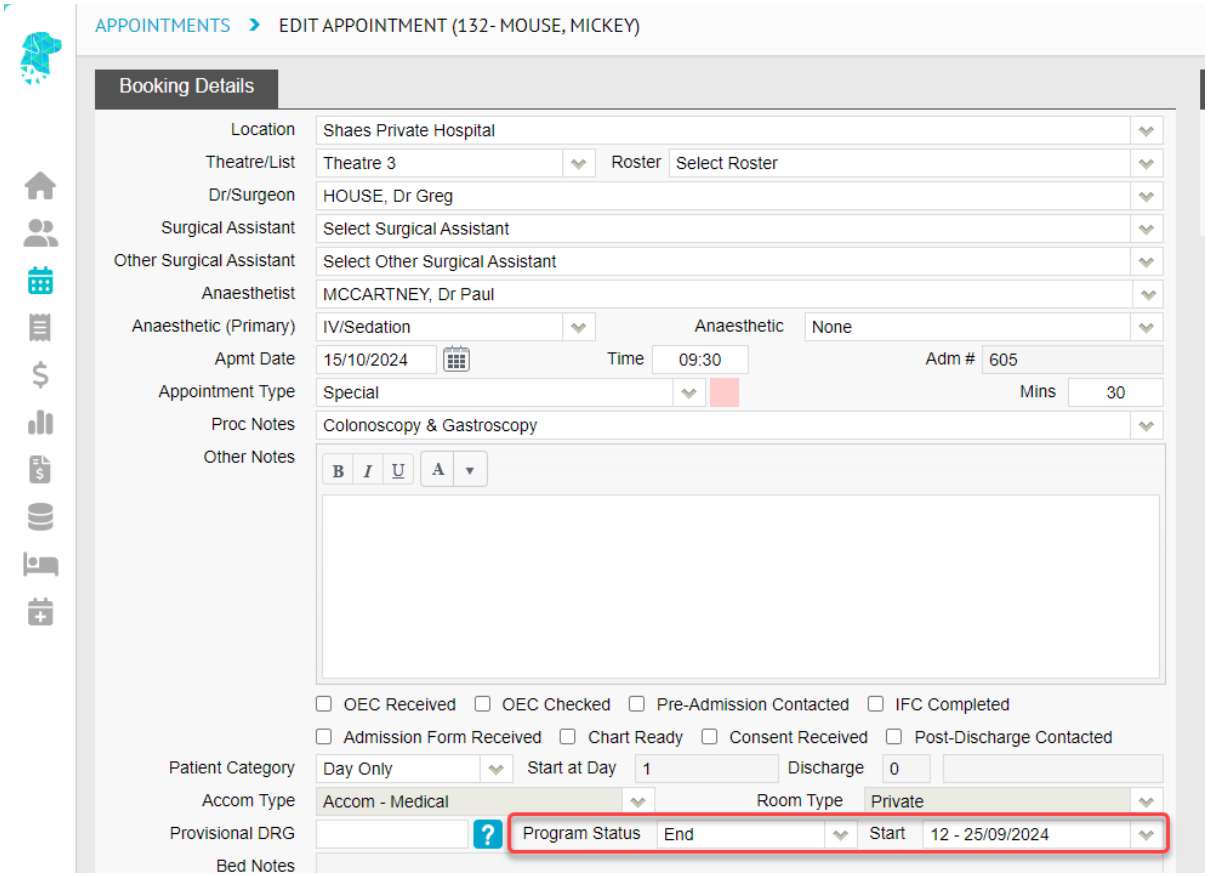
Program Numbers Enhancement

Enhancements have been made for Same Day Rehabilitation and Mental Health Programs to streamline the billing process. FYDO now supports assigning different Item Codes to specific days within the same Program Numbers cycle. Similar to our Overnight Accommodation step-down fields, facilities can now assign a unique Item Code to particular days in the Program Numbers sequence.



The next piece in this enhancement involves moving the **Program Status** field from the Admission Screen to a more convenient spot on the **Edit Appointment screen.** This field is essential for rehabilitation and mental health admissions, allowing appointments to be flagged as **Start, Continuation** or **End** – depending on the patient's stage in their treatment cycle.

The **Start Date** field enables users to assign the first admission in the cycle, ensuring that all subsequent admissions are automatically and accurately assigned the correct Program Status.



The next phase of this development will be to link this all together to automate billing for these admissions.

Webhooks

The patients **current allocated bed** can now be obtained from the **Episode Webhooks.**

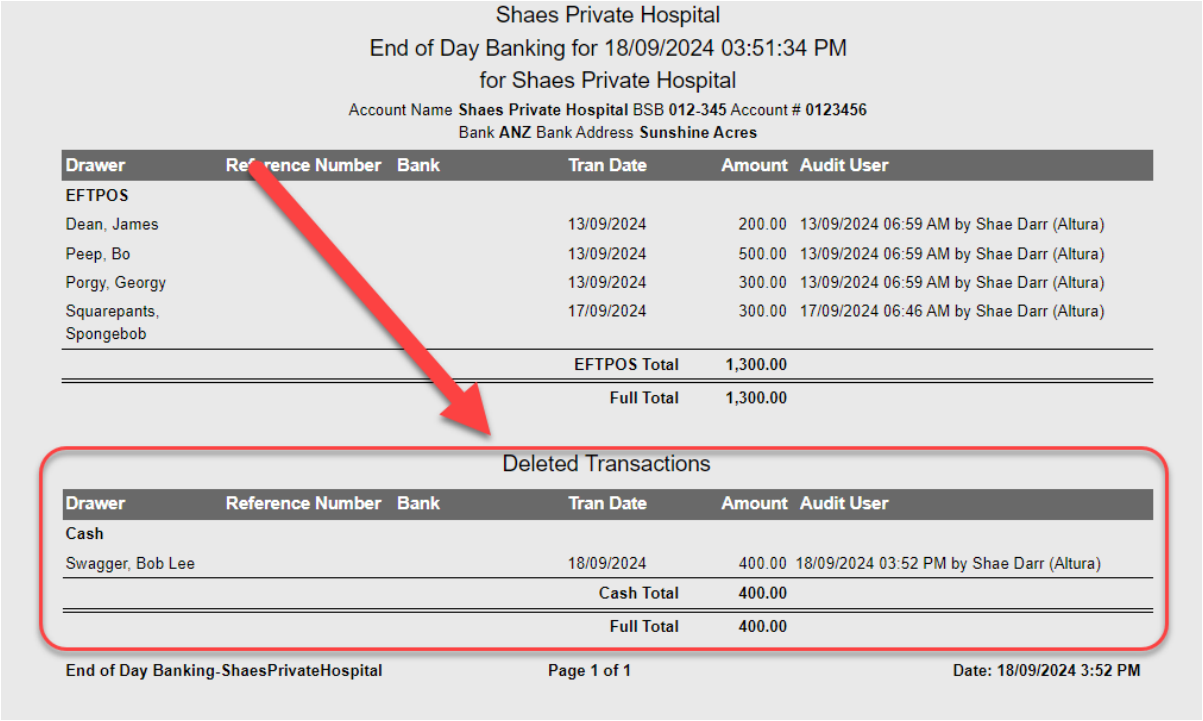
Bug Fix

The Monthly Reset function for **Cancer Registry Data Extracts** has now been fixed.

FYDO Hospital Update – 19/09/2024

Deleted Transaction Enhancements

Transactions that have been deleted after being cleared in the **End of Day Banking Report** will now be listed separately when running the **Reports > End of Day Banking** for ease of identification.



Shaes Private Hospital
End of Day Banking for 18/09/2024 03:51:34 PM
for Shaes Private Hospital
Account Name **Shaes Private Hospital** BSB **012-345** Account # **0123456**
Bank **ANZ** Bank Address **Sunshine Acres**

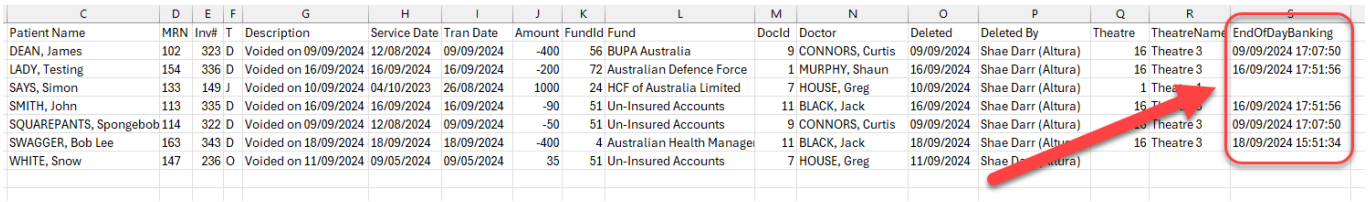
Drawer	Reference Number	Bank	Tran Date	Amount	Audit User
EFTPOS					
Dean, James			13/09/2024	200.00	13/09/2024 06:59 AM by Shae Darr (Altura)
Peep, Bo			13/09/2024	500.00	13/09/2024 06:59 AM by Shae Darr (Altura)
Porgy, Georgy			13/09/2024	300.00	13/09/2024 06:59 AM by Shae Darr (Altura)
Squarepants, Spongebob			17/09/2024	300.00	17/09/2024 06:46 AM by Shae Darr (Altura)
			EFTPOS Total	**1,300.00**	
			Full Total	**1,300.00**	

Deleted Transactions

Drawer	Reference Number	Bank	Tran Date	Amount	Audit User
Cash					
Swagger, Bob Lee			18/09/2024	400.00	18/09/2024 03:52 PM by Shae Darr (Altura)
			Cash Total	**400.00**	
			Full Total	**400.00**	

End of Day Banking-ShaesPrivateHospital **Page 1 of 1** **Date: 18/09/2024 3:52 PM**

A new column has been added to the **Deleted Transactions > Excel – Raw Data Report,** showing the time and date the deleted transaction was cleared in the End of Day Banking.



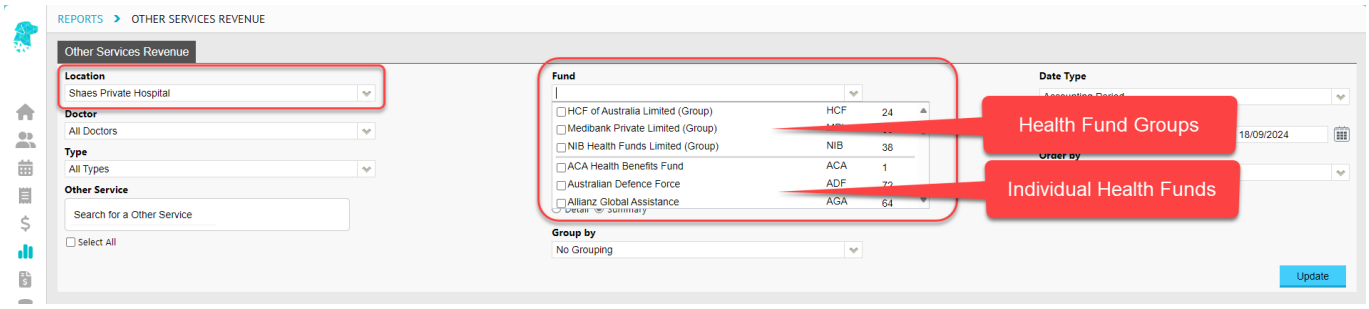
C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Patient Name	MRN	Inv#	T	Description	Service Date	Tran Date	Amount	FundId	Fund	DocId	Doctor	Deleted	Deleted By	Theatre	TheatreName	EndOfDayBanking
DEAN, James	102	323	D	Voided on 09/09/2024	12/08/2024	09/09/2024	-400	56	BUPA Australia	9	CONNORS, Curtis	09/09/2024	Shae Darr (Altura)	16	Theatre 3	09/09/2024 17:07:50
LADY, Testing	154	336	D	Voided on 16/09/2024	16/09/2024	16/09/2024	-200	72	Australian Defence Force	1	MURPHY, Shaun	16/09/2024	Shae Darr (Altura)	16	Theatre 3	16/09/2024 17:51:56
SAYS, Simon	133	149	J	Voided on 10/09/2024	04/10/2023	26/08/2024	1000	24	HCF of Australia Limited	7	HOUSE, Greg	10/09/2024	Shae Darr (Altura)	1	Thea	
SMITH, John	113	335	D	Voided on 16/09/2024	16/09/2024	16/09/2024	-90	51	Un-Insured Accounts	11	BLACK, Jack	16/09/2024	Shae Darr (Altura)	16	Th	16/09/2024 17:51:56
SQUAREPANTS, Spongebob	114	322	D	Voided on 09/09/2024	12/08/2024	09/09/2024	-50	51	Un-Insured Accounts	9	CONNORS, Curtis	09/09/2024	Shae Darr (Altura)	16	Theatre 3	09/09/2024 17:07:50
SWAGGER, Bob Lee	163	343	D	Voided on 18/09/2024	18/09/2024	18/09/2024	-400	4	Australian Health Manage	11	BLACK, Jack	18/09/2024	Shae Darr (Altu	16	Theatre 3	18/09/2024 15:51:34
WHITE, Snow	147	236	O	Voided on 11/09/2024	09/05/2024	09/05/2024	35	51	Un-Insured Accounts	7	HOUSE, Greg	11/09/2024	Shae D			

Other Services Revenue Report

Our new feature, which allows users to run the Episode Stats Report by **Health Fund (Group),** has now been extended to our **Other Services Revenue Report!**

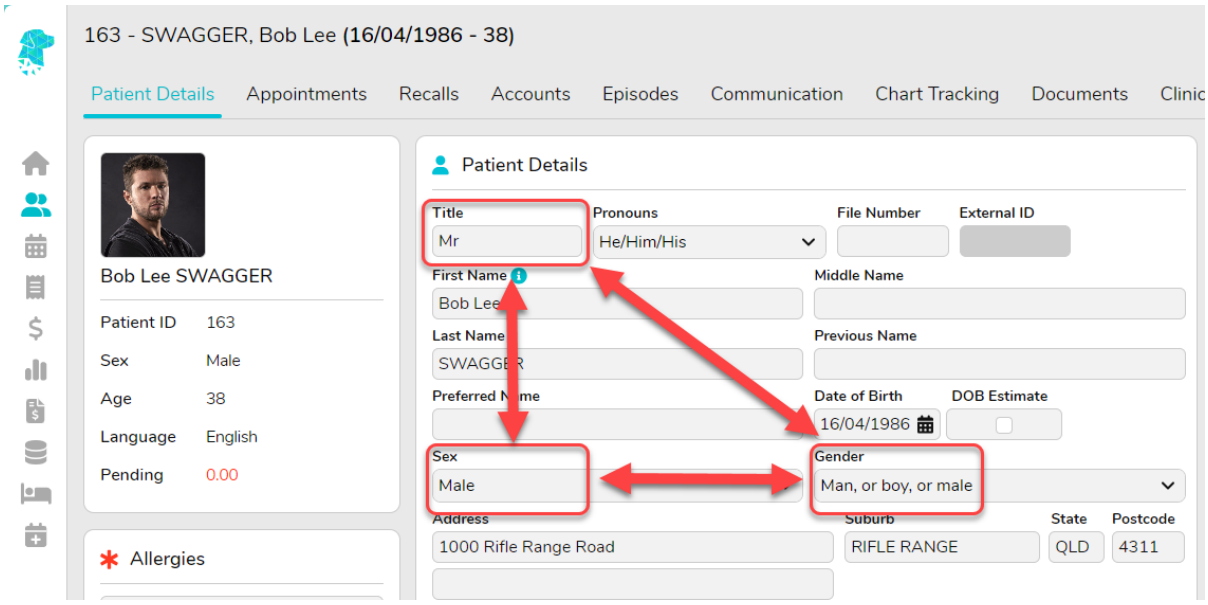
Users can now run this report for the entire **Head of Fund Group** *(by select the Head of Group Fund from ABOVE the line)* or continue to run it for an **Individual Health Fund** *(by selecting the individual fund from BELOW the line)*

For single-location databases, this option will be available when the report is opened. However, multi-location databases will need to select the desired **Location** first to enable this feature in the Fund dropdown.



Linking Sex, Gender & Title Fields

Currently, the Sex, Gender & Title fields are linked to auto-populate based on the data entered into one of the fields. This feature saves time during data entry by reducing the amount of information users need to input, while still allowing for manual adjustments if necessary.

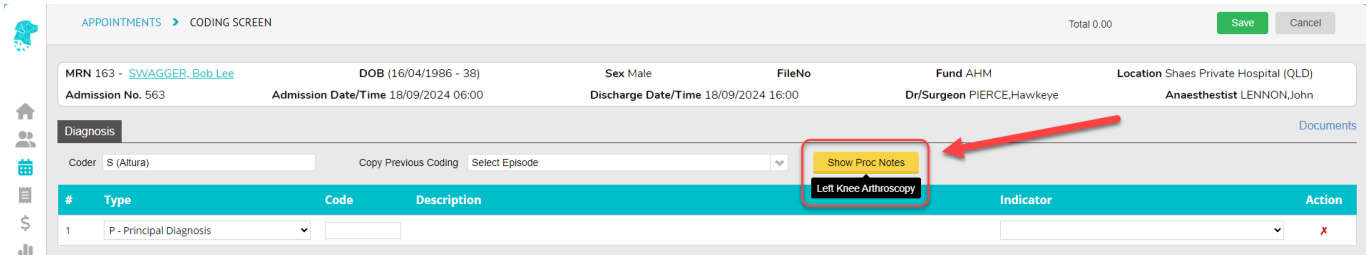


However, a new feature has been added to **Settings > Field Defaults** that allows facilities preferring staff to enter each piece of information separately for accuracy to disable the linking of these fields and choose **Gender Not Linked to Sex.**

[redacted]

Coding Screen Improvements

Users are now able to view the Proc Notes from the coding screen with our convenient new hover.



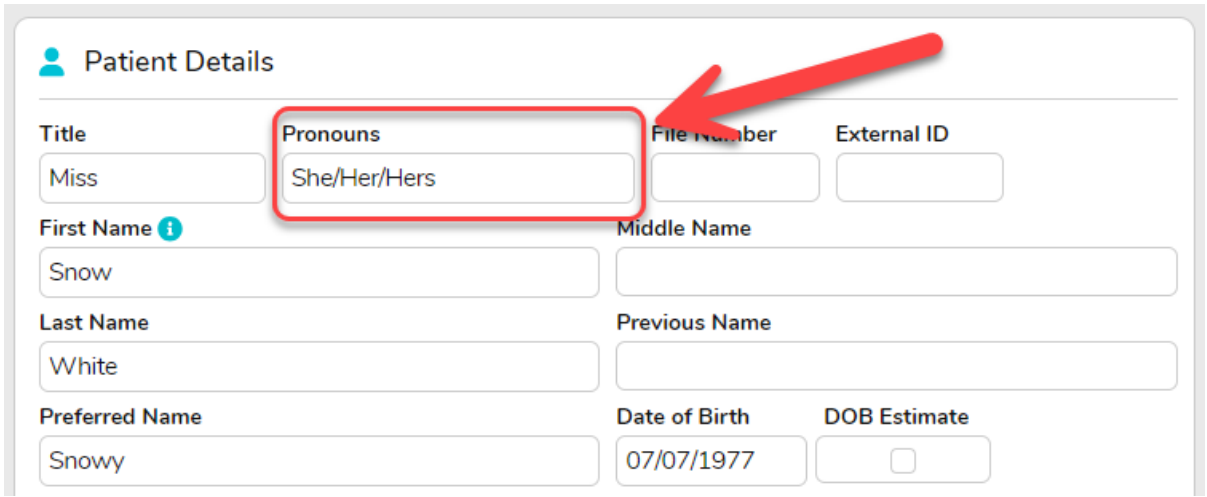
Processing IHC Fund Responses Amendments

Previously in FYDO, when receiving Processing Reports from the health funds, any claim returned with an approved amount of $0 was automatically marked as Rejected. However, due to the frequent manual reassessment by funds such as Medibank Private, we have updated this logic to now display only the assessment provided by the fund.

FYDO Clinic Update – 12/09/2024

Pronouns Field

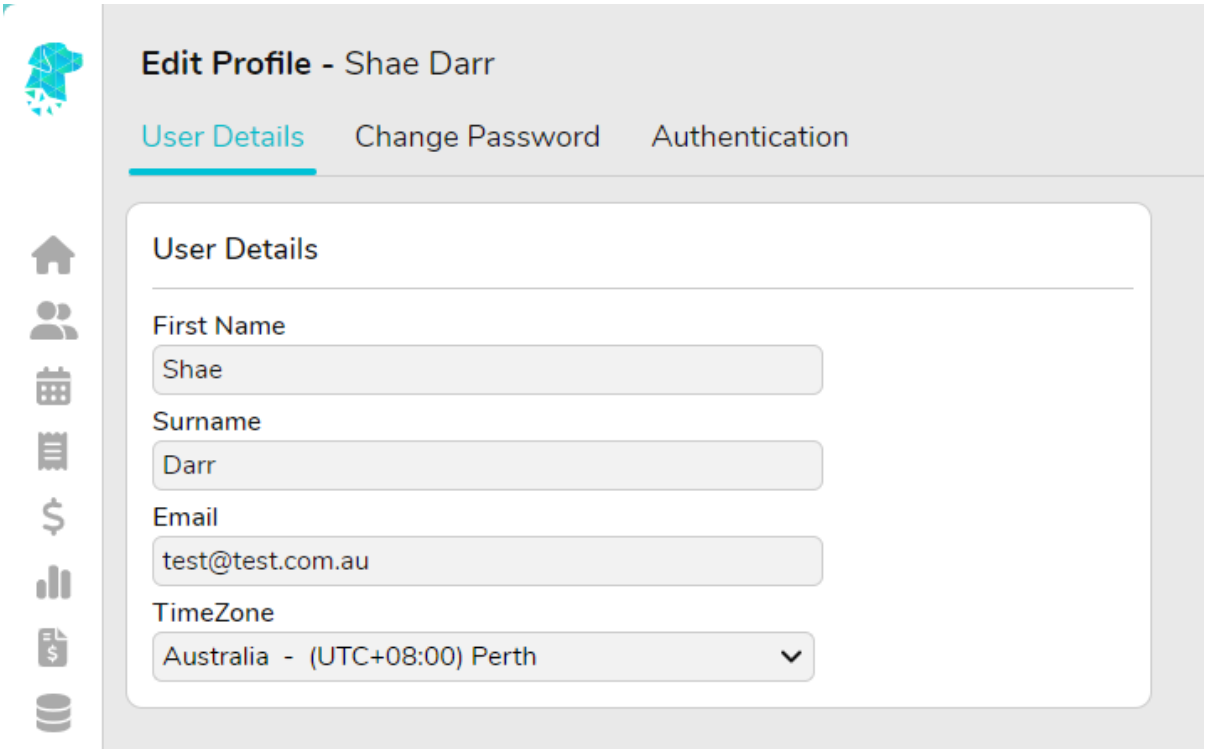
FYDO now includes a new field on the **Patient Screen** for recording **Pronouns.** This field offers 3 main options in the dropdown menu, while also allowing users to free type and add individual Pronouns.



This field also has a token, which allows the information to be populated on Lists, Labels, Quick Forms, etc.
<<patPronoun>>

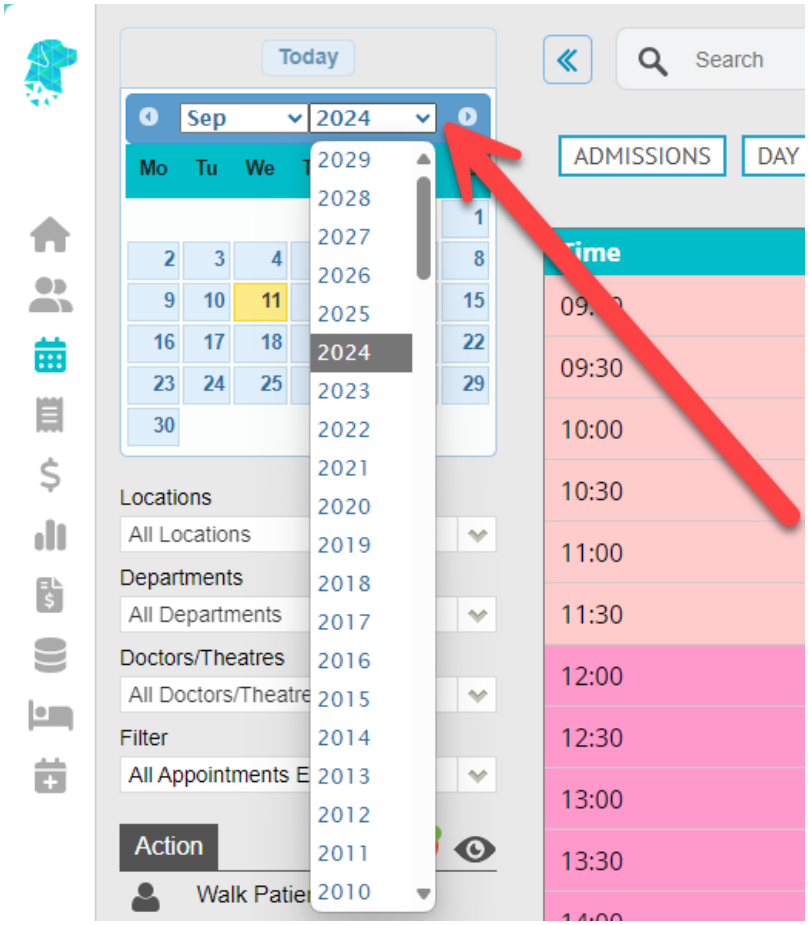
User Edit Profile

In line with our evolving sleek new look, the **User Edit Profile** page has also received a makeover.



Calendar Year

Even small improvements matter! We've reordered the year dropdown to help users more efficiently select the correct year.



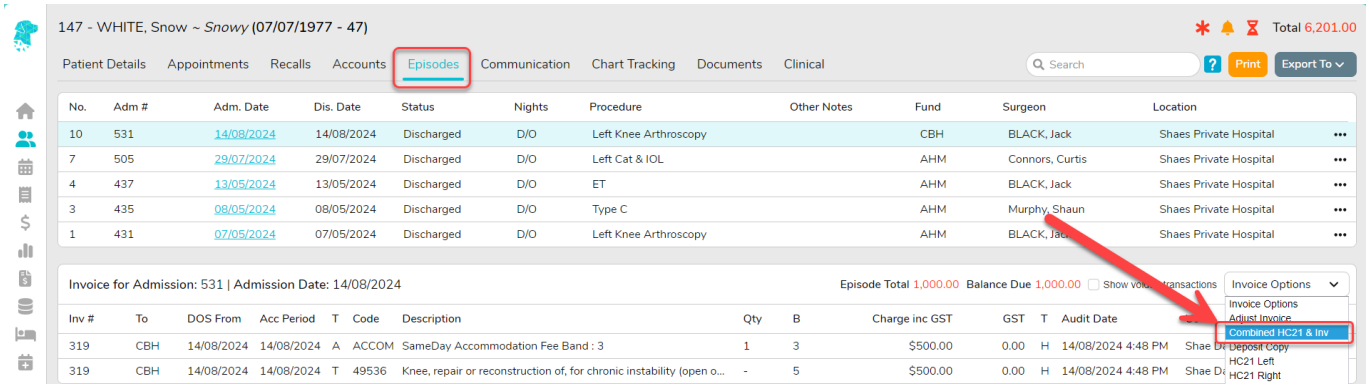
For previous updates, please visit https://wiki.fydo.cloud/updates-clinic/

FYDO Hospital Update – 12/09/2024

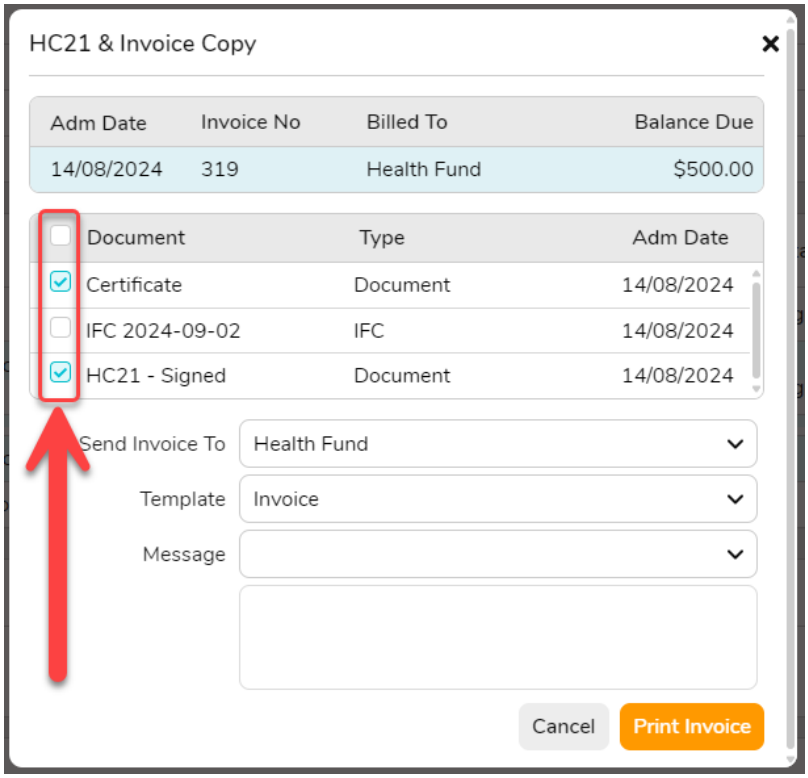
Combined Invoice & HC21

Users can now generate a **single PDF** document that includes the **Invoice, HC21 Right Form** and any other selected **document,** such as the **Signed HC21 Left Form.**

By selecting **Combine HC21 & Inv** from the **Invoice Options** dropdown, hospitals can easily meet the requirements of certain health funds, which mandate that manually submitted claims be in a single PDF file.

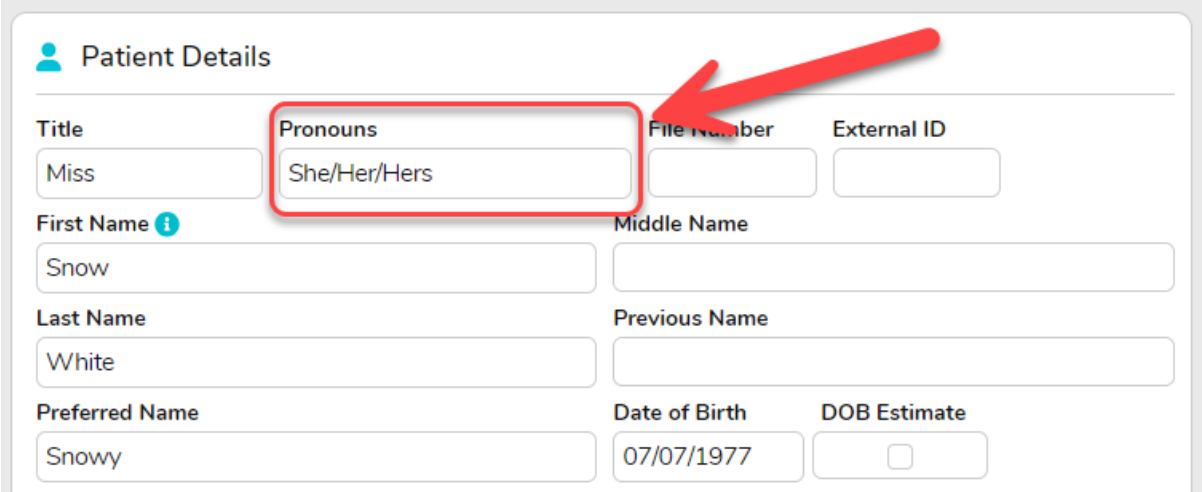


The pop-up screen will appear, allowing users to select imported or scanned documents directly from the patient's Documents Screen in FYDO for inclusion in the PDF. This simplifies the process of sending items like **Type C Certificates**.



Pronouns Field

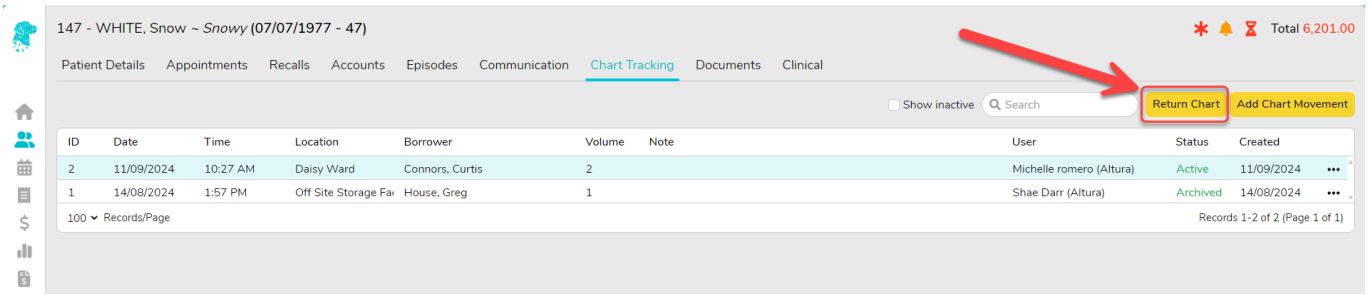
FYDO now includes a new field on the **Patient Screen** for recording **Pronouns.** This field offers 3 main options in the dropdown menu, while also allowing users to free type and add individual Pronouns.



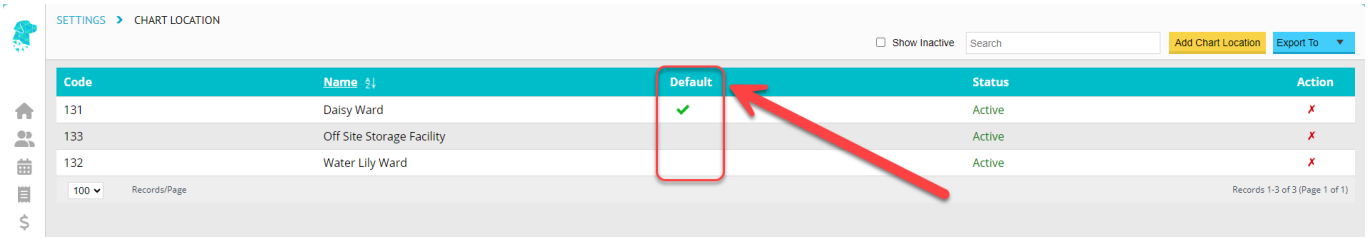
This field also has a token, that allows the information to be populated on Lists, Labels, Quick Forms etc
<<patPronoun>>

Chart Tracker

Further improvements have been made to the **Chart Tracker** feature in FYDO, including a new function allows users to easily **Return a Chart** to a default location.

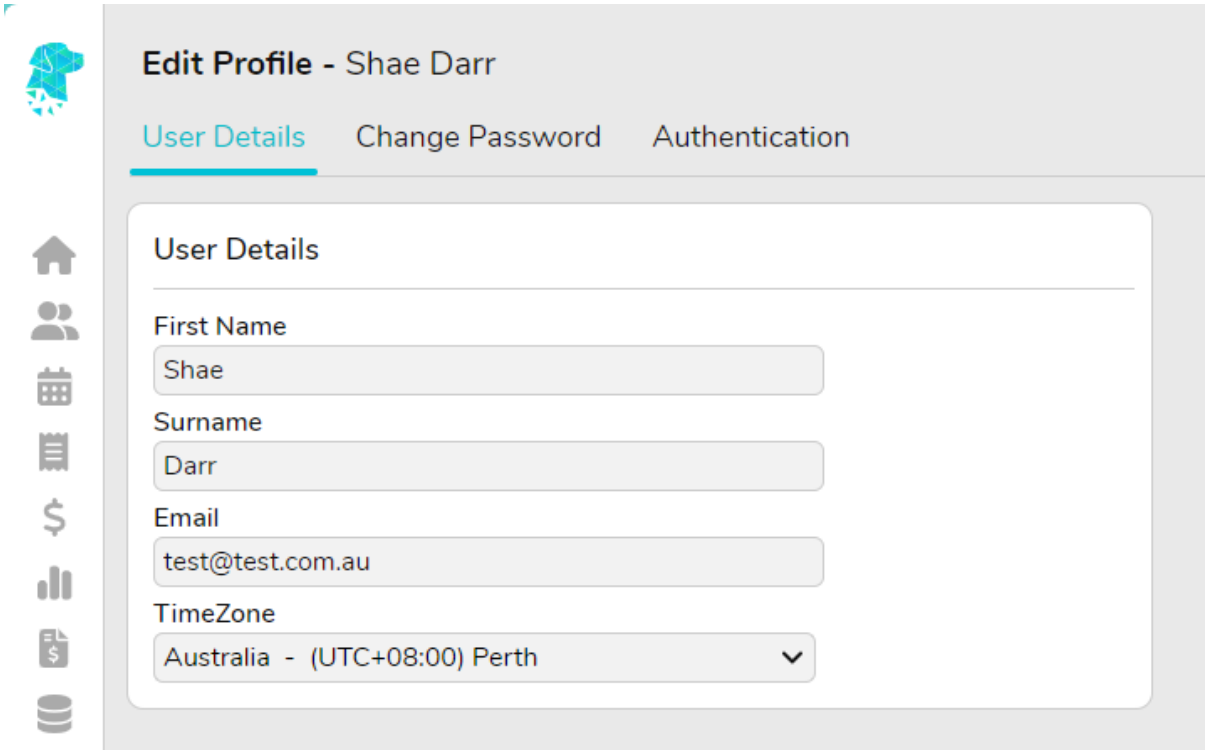


This feature quickly updates the charts' location based on the **Default Location** set in **Settings > Chart Locations.**



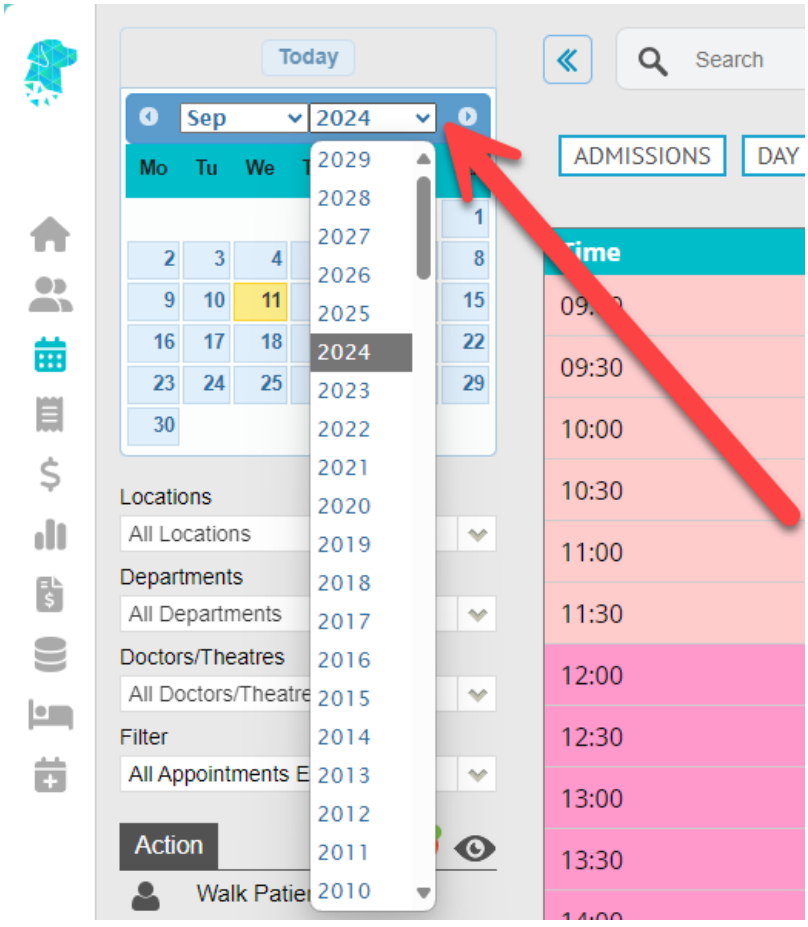
User Edit Profile

In line with our evolving sleek new look, the **User Edit Profile** page has also received a makeover.



Calendar Year

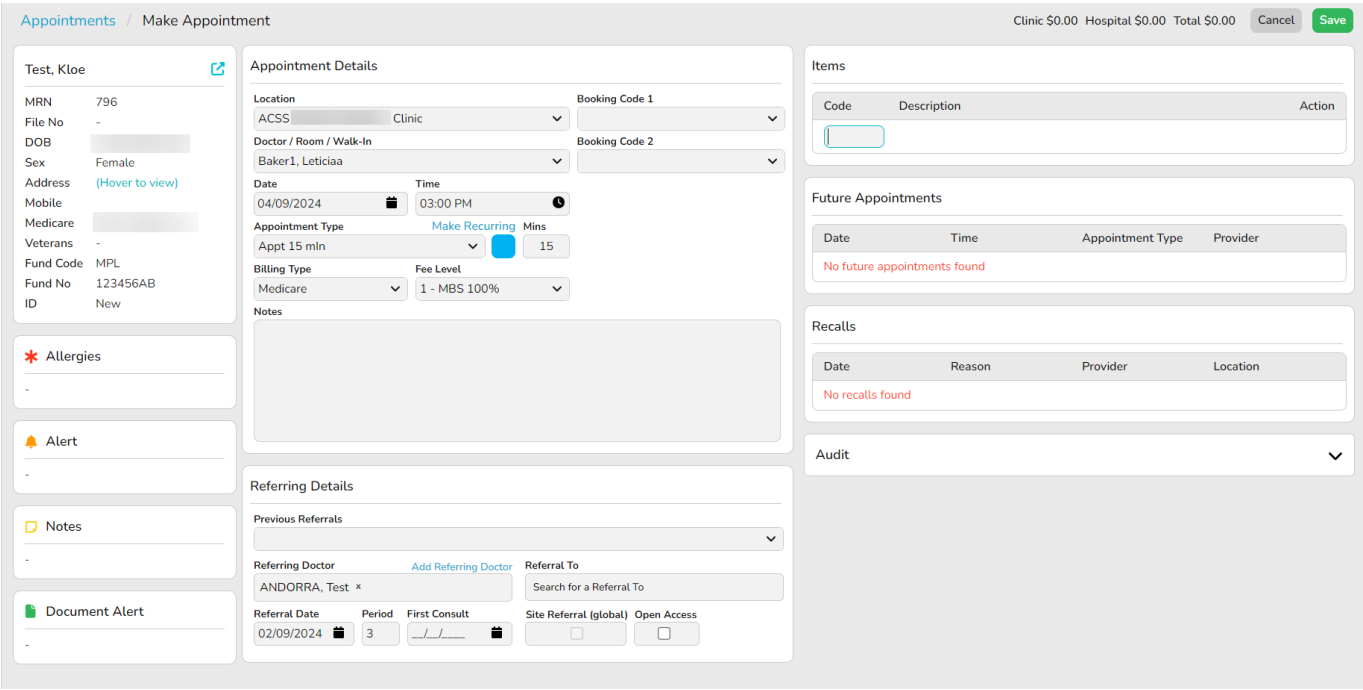
Even small improvements matter! We've reordering the year dropdown to help users more efficiently select the correct year.



FYDO Clinic Update – 06/09/2024

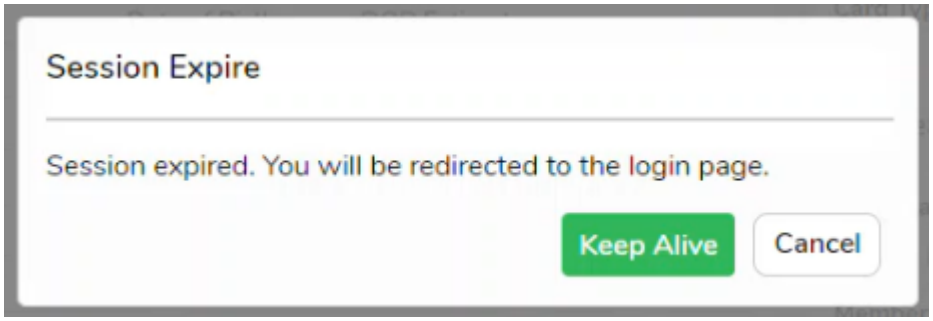
New Look Make Appointment/Edit Appointment Screen

The **Make Appointment/Edit Appointment Screen** has received a makeover. It has all the same functionalities, just with a fresh new look.



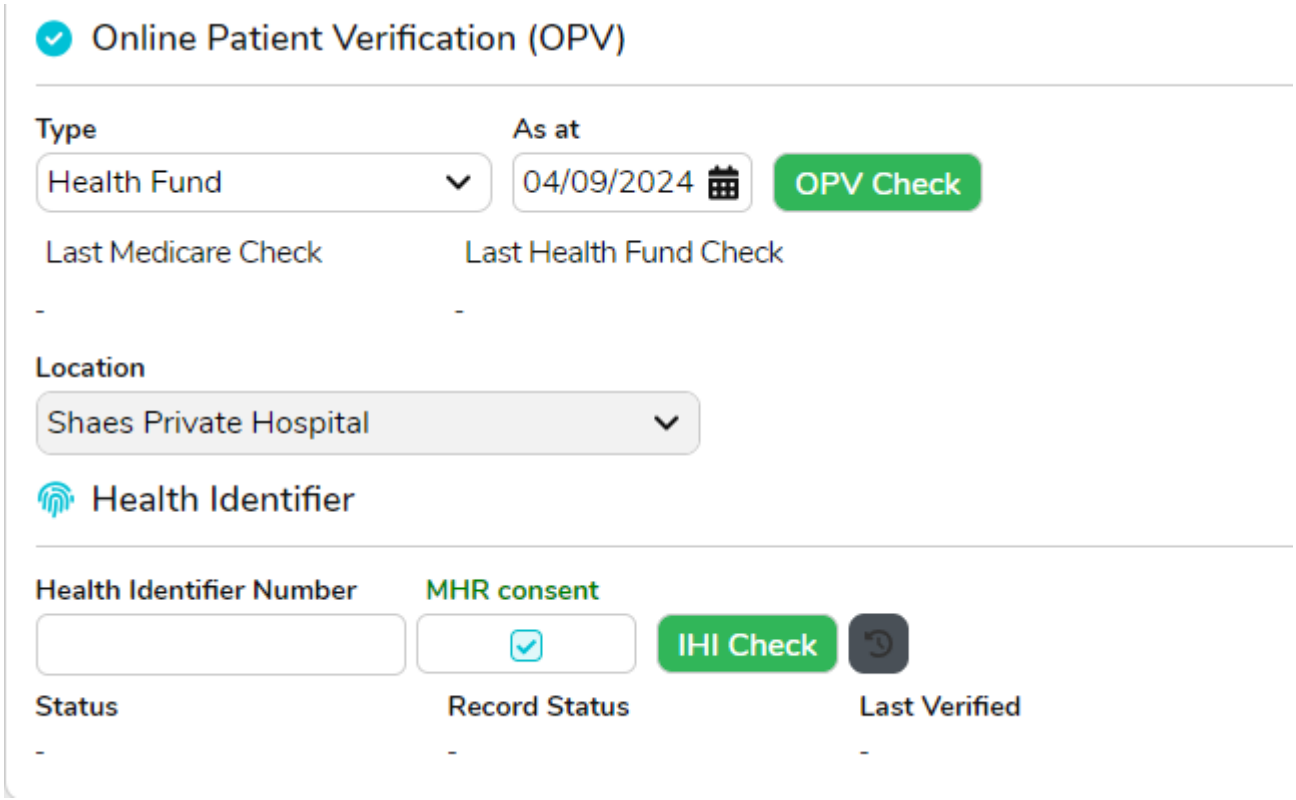
Session Expiry Alert

FYDO will now provide users an alert **2 minutes** prior to their **sessions expiring**, based on the hospital's individual System Configuration. This alert gives users the option to select **Keep Alive** to extend their session. If **Keep Alive** is not selected within the final 2 minutes, FYDO will automatically log out the user as per current protocol.



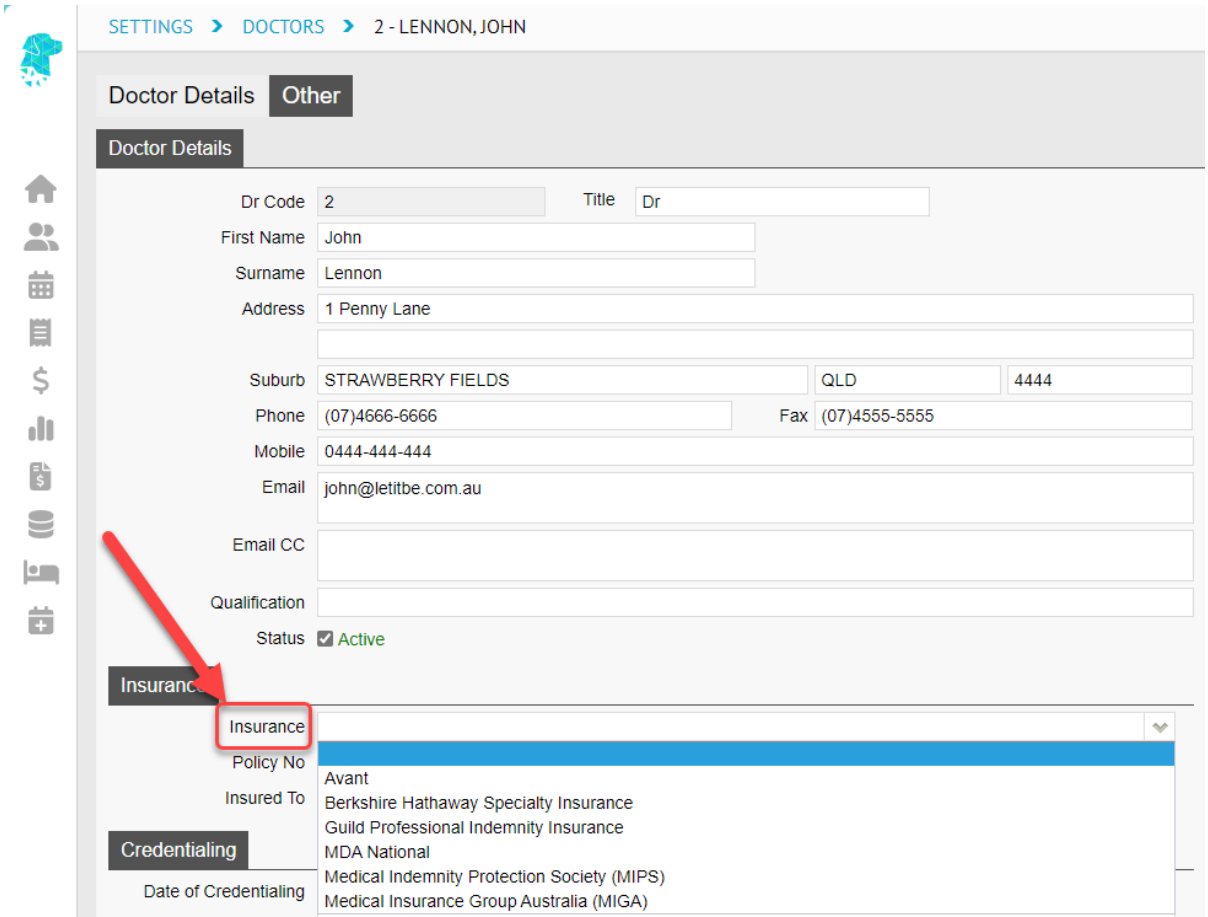
OPV & IHI Fields

Following wonderful feedback from our users, we have decided to swap the order of the **Individual Healthcare Identifier (IHI)** and the **Online Patient Verification (OPV)** fields for ease of use and functionality of the Patient Screen.



Doctors Insurance Field

The **Insurance** field, on the **Doctors** details page, now includes pre-populated options for the most popular Insurance Companies. This field also allows free text entry, so additional companies can by typed in if required.



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

FYDO Hospital Update – 06/09/2024

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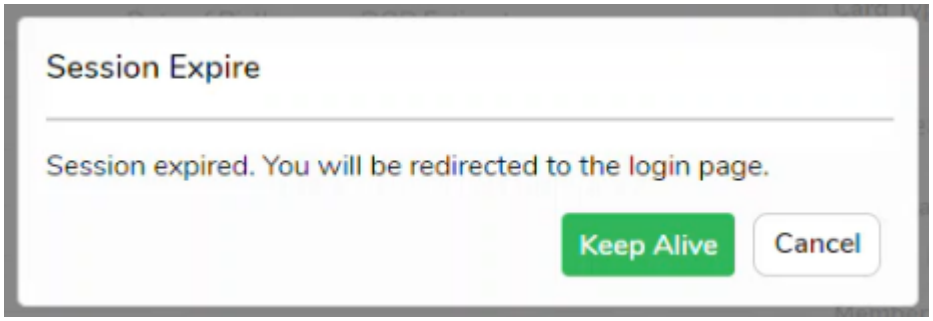

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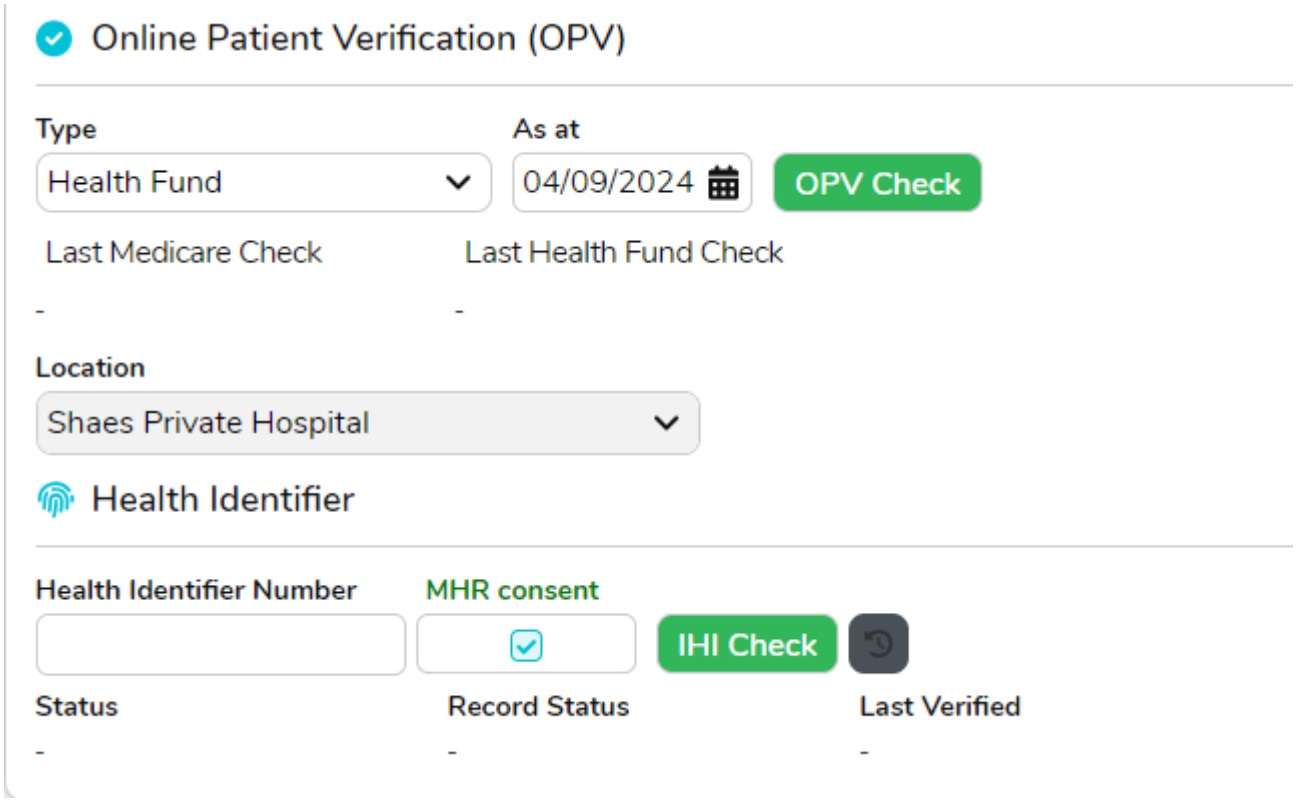
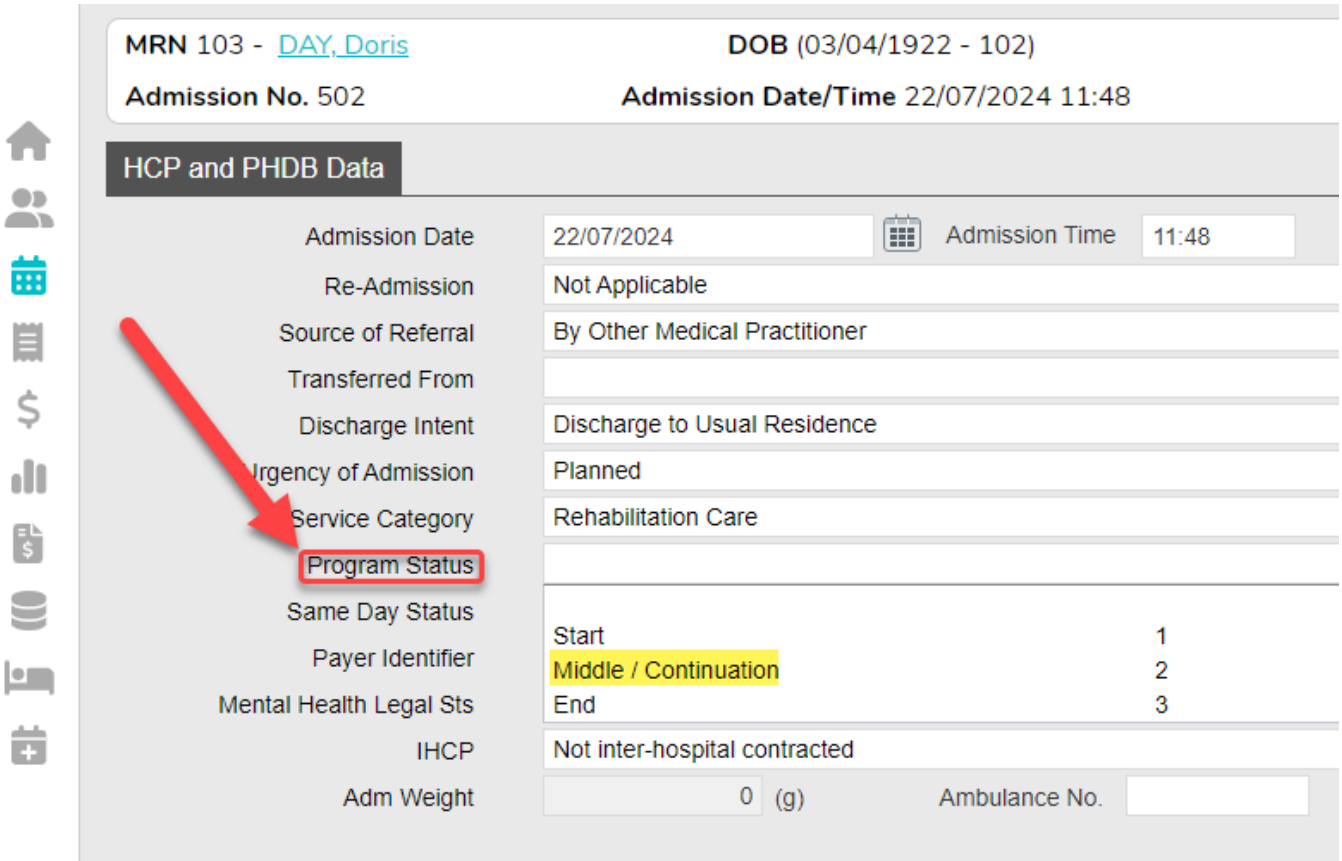


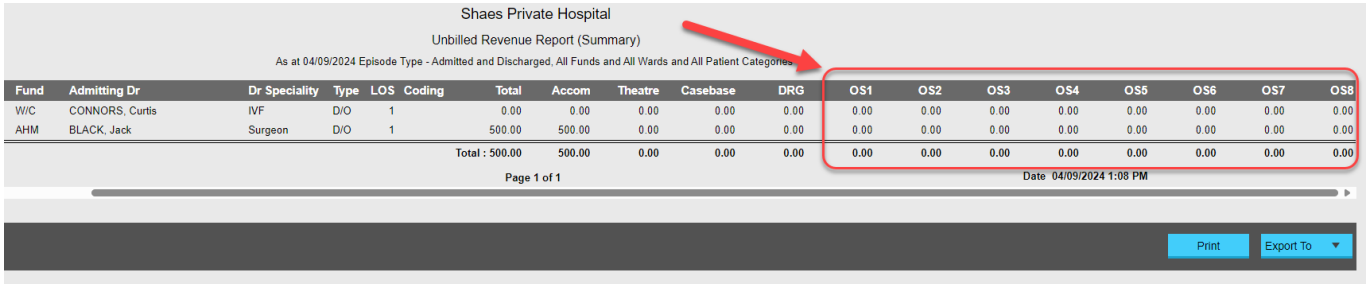
Admission Screen

The **Rehab Status** field, on the Admission Screen, has been renamed **Program Status** to better accommodate our diverse user base. Additionally, the option **Middle** has also been amended to **Middle / Continuation.**



Unbilled Revenue Report

The **Unbilled Revenue Report > Summary** has been enhanced to show the predicted revenue for each **Other Services (OS) Category**.



Shaes Private Hospital

Unbilled Revenue Report (Summary)

As at 04/09/2024 Episode Type - Admitted and Discharged, All Funds and All Wards and All Patient Categories

Fund	Admitting Dr	Dr Speciality	Type	LOS	Coding	Total	Accom	Theatre	Casebase	DRG	OS1	OS2	OS3	OS4	OS5	OS6	OS7	OS8
W/C	CONNORS, Curtis	IVF	D/O	1		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
AHM	BLACK, Jack	Surgeon	D/O	1		500.00	500.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
					Total : 500.00		500.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

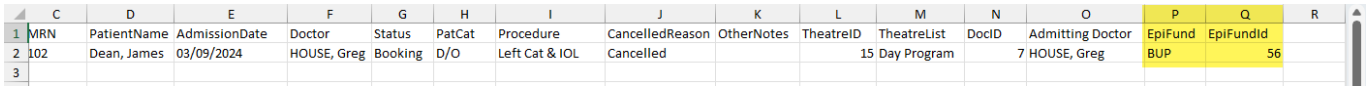
Page 1 of 1

Date 04/09/2024 1:08 PM

Print Export To

Cancelled Episodes Report

Patient episodic **Health Fund Details** have now been added to the **Cancelled Episodes > Excel - Raw Data Export** Report.



	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	MRN	PatientName	AdmissionDate	Doctor	Status	PatCat	Procedure	CancelledReason	OtherNotes	TheatreID	TheatreList	DocID	Admitting Doctor	EpiFund	EpiFundId	
2	102	Dean, James	03/09/2024	HOUSE, Greg	Booking	D/O	Left Cat & IOL	Cancelled		15	Day Program	7	HOUSE, Greg	BUP	56	
3																

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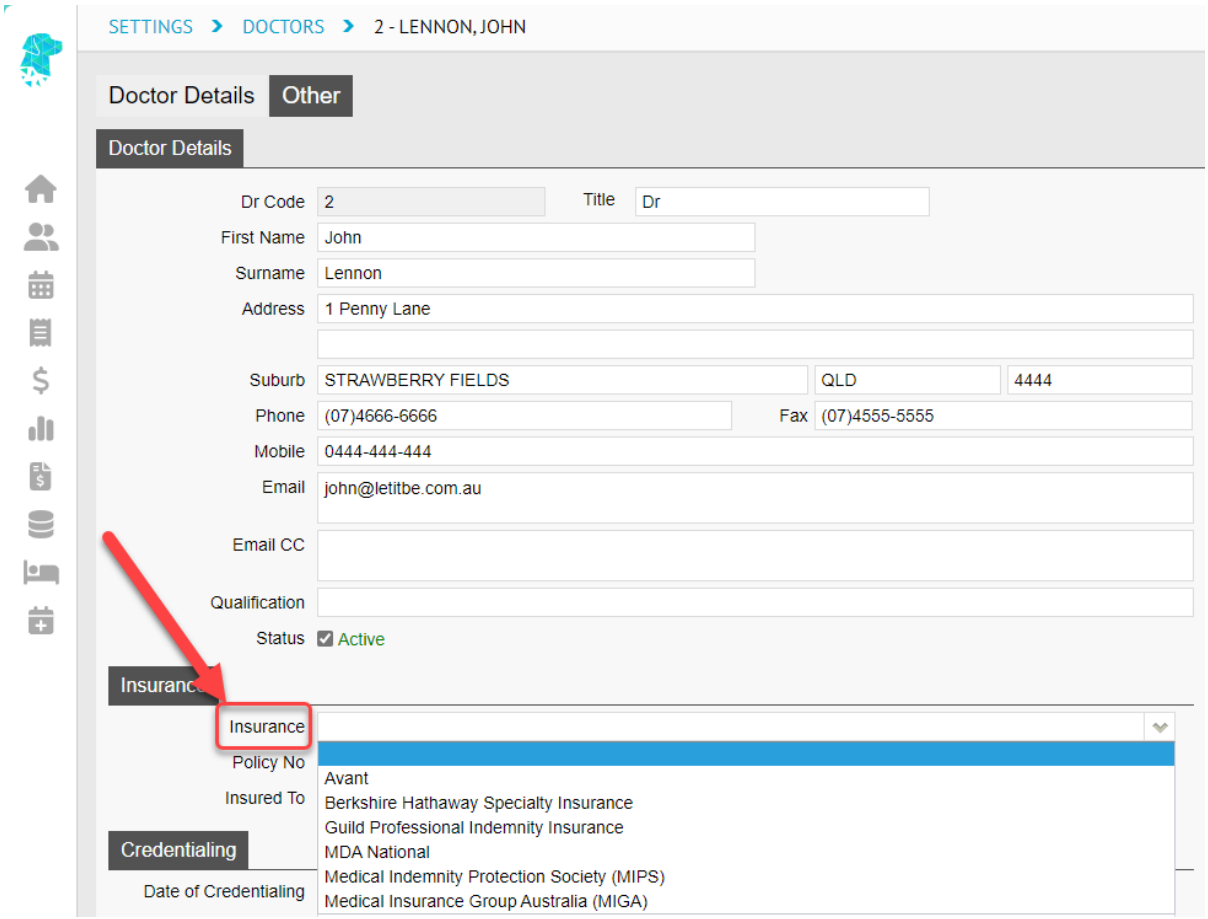


SETTINGS > DOCTORS > 2 - LENNON, JOHN

Doctor Details | Other

Doctor Details

Dr Code: 2 Title: Dr

First Name: John

Surname: Lennon

Address: 1 Penny Lane

Suburb: STRAWBERRY FIELDS QLD 4444

Phone: (07)4666-6666 Fax: (07)4555-5555

Mobile: 0444-444-444

Email: john@letitbe.com.au

Email CC:

Qualification:

Status: Active

Insurance

Insurance

Policy No

Insured To

Avant
Berkshire Hathaway Specialty Insurance
Guild Professional Indemnity Insurance
MDA National
Medical Indemnity Protection Society (MIPS)
Medical Insurance Group Australia (MIGA)

Credentialing

Date of Credentialing

Webhooks

All episode webhooks now include current ward and bed details.

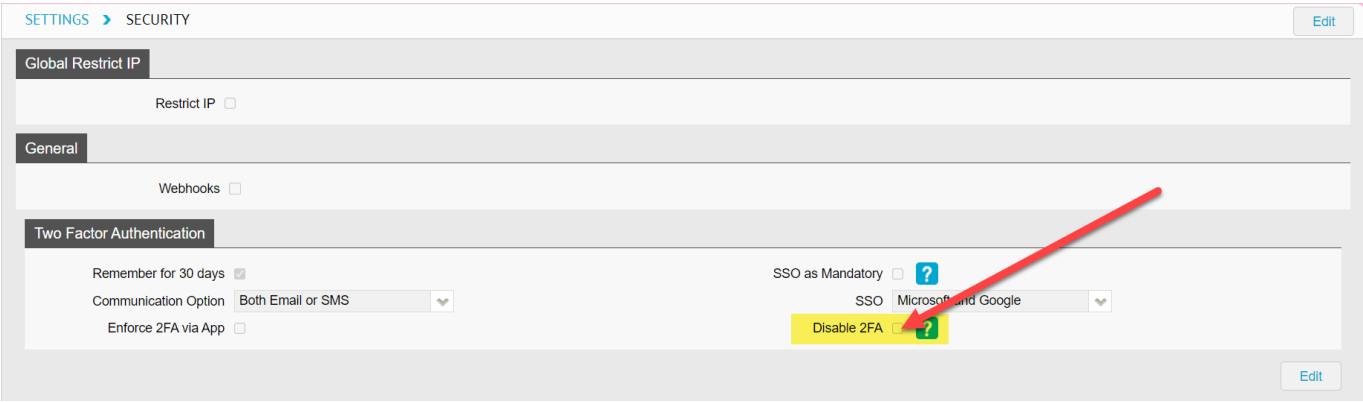
Bug Fix

The issue that some users were experiencing with the FYDO **Drag & Drop** feature have now been rectified.

FYDO Clinic Update – 30/08/2024

Two-Factor Authentication

Facilities that utilise **Single Sign On (SSO)** are now able to disable **Two-Factor Authentication** if desired.
The option to disable can be found under **Settings > Security.**



Login – Audit Logs

New audit logs have been added to track login activity.

- Failed login attempt
- Temporary blocked

User login activity can be tracked by going to **Settings > Logs**.

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