

Digital Informed Financial Consents (IFCs) in FYDO

FYDO now supports a **digital workflow** for sending **Informed Financial Consents (IFCs)** and **National Private Patient Hospital Claim Forms (HC21 forms for insured patients)** directly to patients via the **Preadmit Portal**.

This feature allows patients to receive, review, and sign their IFC **before arriving at the facility**, with the signed document automatically returned to FYDO for staff to view — reducing paperwork, manual handling, and administration time.

What This Feature Does

Once enabled, this feature allows facilities to:

- Send IFCs and HC21 forms **digitally via the patient's Preadmit Portal**
- Allow patients to **read and sign forms in their own time**
- Automatically return the **signed IFC to FYDO**
- Automatically update **Checklist items** as the IFC progresses
- Give patients **ongoing access to their signed IFC** via the Preadmit Portal
- Reduce reliance on paper forms while still meeting informed financial consent obligations

Key Benefits at a Glance

- Faster, more efficient IFC processing
- Reduced manual administration
- Clear visibility of signed vs unsigned IFCs
- Improved patient experience
- Reduced paper usage
- Continued compliance with informed financial consent requirements

How the Digital IFC Process Works

At a high level, the workflow is as follows:

1. The facility creates the IFC in FYDO (using the **existing IFC screen**).
2. The IFC is sent digitally to the patient via their **Preadmit Portal**.
3. The patient reviews and signs the IFC online.
4. The signed IFC is automatically returned to FYDO.

5. Facility staff can view the signed form directly in FYDO Documents.

No scanning, uploading, or manual checklist updates are required.

Automated Checklist Updates

As part of this workflow, FYDO's **Checklist feature** is fully automated:

- **"IFC Created"** is automatically ticked when the IFC is generated
- **"IFC Signed"** is automatically ticked once the patient signs the form

This provides staff with **real-time visibility**, right on the Appointments Screen, of which patients have completed their IFCs and which are still outstanding — without any manual intervention.



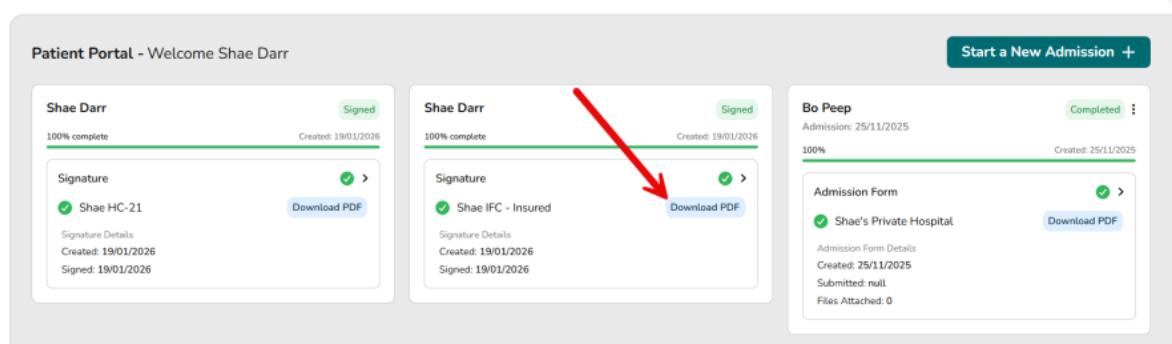
The screenshot shows the FYDO Appointments screen. At the top, it displays '1 Patients | 15 of 600 minutes' and the date 'Friday, 06 Feb 2026'. Below this is a table with columns: Time, Name, Procedure, Surgeon, Notes, HF, OOP, OEC, OEC, IFC Created, IFC Signed, and a feedback icon. The table lists a patient named 'WHITE, Snow' with the procedure 'Left Cat & IOL'. The 'IFC Signed' column for this patient shows a green checkmark, indicating the form has been signed. The 'IFC Created' column also shows a green checkmark.

Patient Access to Signed IFCs

Once signed, the IFC remains available to the patient via their **Preadmit Portal** at any time.

This means:

- Patients can easily access their copy when needed
- Facilities can reduce or eliminate the need for printed copies
- Hospitals continue to meet their obligation to provide informed financial consent documentation



The screenshot shows the FYDO Preadmit Portal. On the left, there's a sidebar with 'Patient Portal' and links to 'How To Get There' and 'Give Feedback'. The main area is titled 'Patient Portal - Welcome Shae Darr'. It shows two sections: 'Shae Darr' (100% complete, Created: 19/01/2026) and 'Shae Darr' (100% complete, Created: 19/01/2026). The second section includes a 'Signature' row with a green checkmark and the text 'Shae IFC - Insured'. A red arrow points to a 'Download PDF' button in this section. To the right, there's a 'Bo Peep' section (Completed, Admission: 25/11/2025) showing an 'Admission Form' (100% complete, Created: 25/11/2025) with a green checkmark and a 'Download PDF' button.

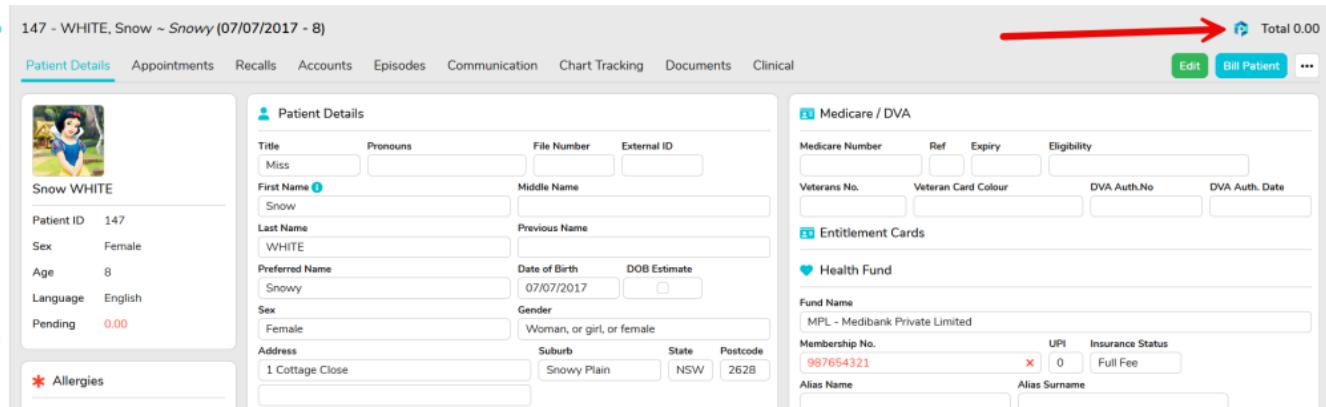
Important Requirements

Preadmit Account Required

This digital IFC feature **only works for patients who have a Preadmit Account**.

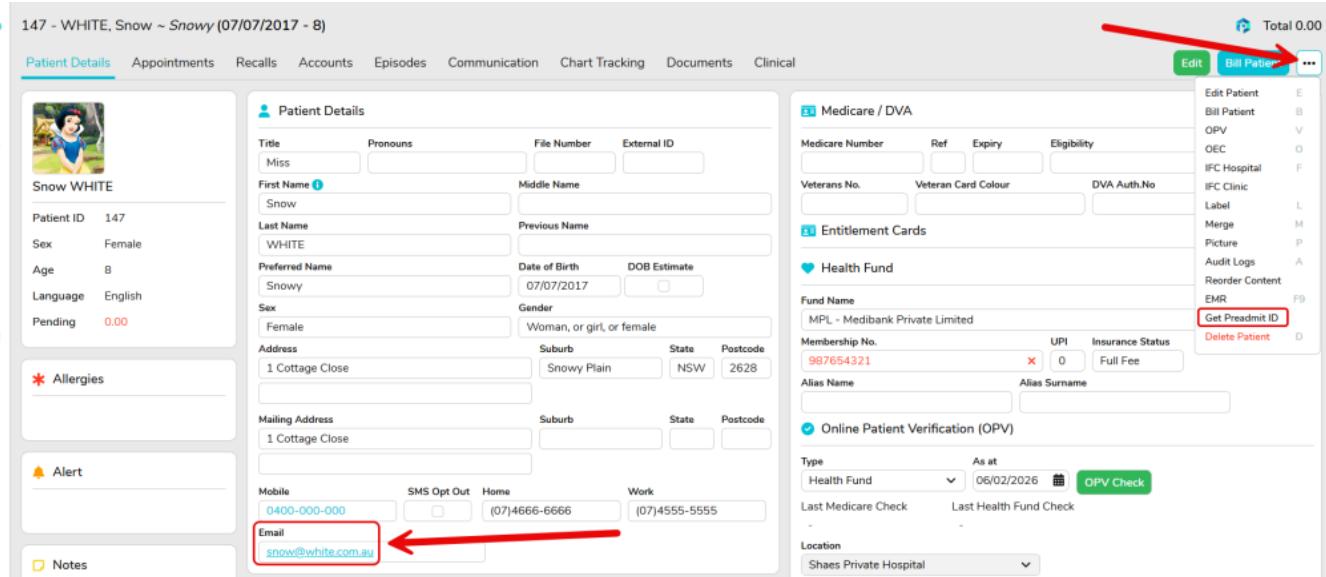
If a patient does not have a Preadmit Account, the IFC will need to be handled using existing non-digital processes.

Patients with a **Preadmit Account** can be identified by the Preadmit Logo displaying on their Patient Screen.



A screenshot of the FYDO software interface for patient 147, Snow White. The top navigation bar includes Patient Details, Appointments, Recalls, Accounts, Episodes, Communication, Chart Tracking, Documents, and Clinical. The Patient Details section shows a profile picture of Snow White, her first name as Snow, and her last name as WHITE. The Medicare / DVA section shows a red arrow pointing to the 'Total 0.00' button. The Entitlement Cards and Health Fund sections are also visible.

Patients are linked to their Preadmit Portal via the **Email Address** that they use to log in. FYDO can check existing patients utilising the **Get Preadmit ID** feature on the **Patient Screen** for patients with a valid email address entered.



A screenshot of the FYDO software interface for patient 147, Snow White. The top navigation bar includes Patient Details, Appointments, Recalls, Accounts, Episodes, Communication, Chart Tracking, Documents, and Clinical. The Patient Details section shows a profile picture of Snow White, her first name as Snow, and her last name as WHITE. The Medicare / DVA section shows a red arrow pointing to the 'Total 0.00' button. The Entitlement Cards and Health Fund sections are also visible. A red box highlights the 'Email' field containing 'snow@white.com.au', with a red arrow pointing to it. The bottom right corner shows a context menu with the 'Get Preadmit ID' option highlighted.

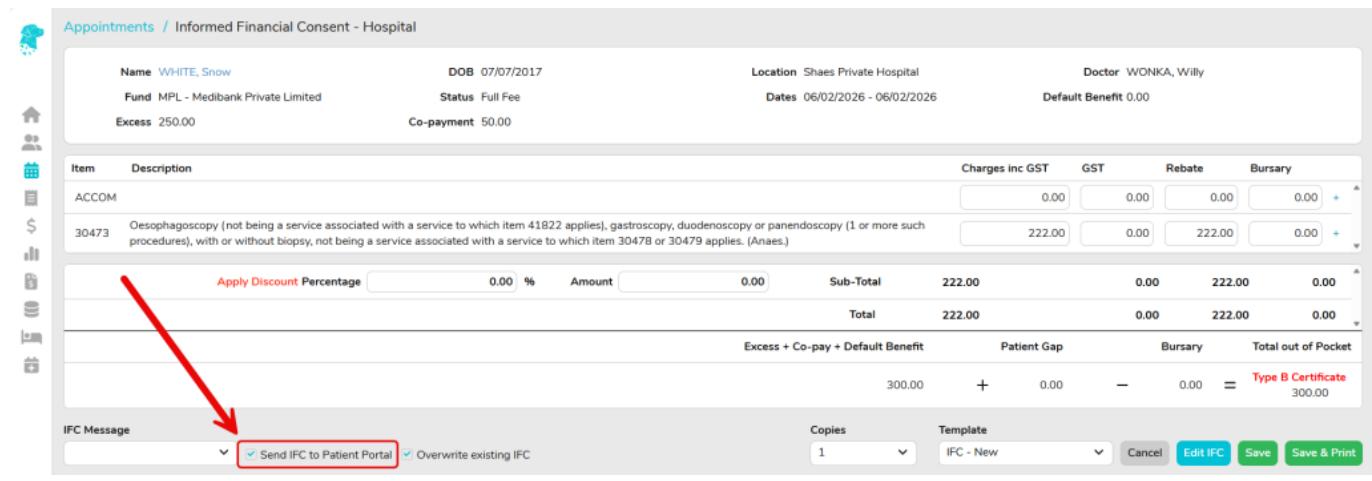
Enabling This Feature

This feature **must be enabled by the FYDO Support team** before it can be used.

If you'd like to implement digital IFCs for your facility, please reach out to our **wonderful Support**

team, who will assist with setup and configuration at support@alturahealth.com.au

Once enabled, the feature will be available directly from the **standard IFC screen** — no new workflows or screens to learn.



Appointments / Informed Financial Consent - Hospital

Name: WHITE, Snow DOB: 07/07/2017 Location: Shaes Private Hospital Doctor: WONKA, Willy

Fund: MPL - Medibank Private Limited Status: Full Fee Dates: 06/02/2026 - 06/02/2026 Default Benefit: 0.00

Excess: 250.00 Co-payment: 50.00

Item	Description	Charges Inc GST	GST	Rebate	Bursary
ACCOM		0.00	0.00	0.00	0.00
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.)	222.00	0.00	222.00	0.00
	Sub-Total	222.00	0.00	222.00	0.00
	Total	222.00	0.00	222.00	0.00
	Excess + Co-pay + Default Benefit	300.00	+	0.00	-
	Patient Gap				
	Bursary				
	Total out of Pocket				

IFC Message

Send IFC to Patient Portal Overwrite existing IFC

Copies: 1 Template: IFC - New

Buttons: Cancel, Edit IFC, Save, Save & Print