

# FYDO Hospital Update - 09/02/2024

## Billing Status Report Improvements

Prepare for a game-changing innovation in Hospital Billing! Introducing our new **INTERACTIVE Billing Status - Show Not Billed Only Report**, designed to streamline the billing process for optimal efficiency and user-friendliness!

Users can now conveniently bill episodes directly from one central location! Easily track outstanding episodes awaiting billing for a smoother workflow and faster revenue generation.

To make use of this fantastic new feature, users can follow these steps:

The screenshot shows the 'Billing Status Report' interface. It includes filters for Location, Doctor, Report Types (Show not billed only), Fund, Discharges between (From/To dates), and checkboxes for 'Excludes episodes billed \$0' and 'Excludes cancelled episodes'. A table lists patient data with columns: Patient Name, MRN, Adm Date, Dis Date, Fund, Surgeon, Theatre Complete, Coding, Theatre On Hold, Inv On Hold, and Cancelled. A context menu is open over the 'Coding' column, showing options: Coding, Create Invoice, Episodes, Patient, and Theatre. Red numbered callouts 1-6 highlight key features: 1. Reports > Billing Status link; 2. Report Types dropdown; 3. Discharges between date range; 4. Update button; 5. Patient Name column header; 6. Context menu for Coding.

Patient Name	MRN	Adm Date	Dis Date	Fund	Surgeon	Theatre Complete	Coding	Theatre On Hold	Inv On Hold	Cancelled
BLOW, Joe	135	02/01/2024	02/01/2024	MPL	Connors, Curtis	Y				
BRANSON, Richard	112	02/01/2024	02/01/2024	MPL	House, Greg	Y	C			
DAY, Doris	103	09/01/2024	09/01/2024	BUP	House, Greg	Y	C			
MOUSE, Mickey	132	16/01/2024	16/01/2024	BUP	Murphy, Shaun	Y	C			
PEEP, Bo	129	23/01/2024	23/01/2024	POL	Pierce, Hawkeye	Y	C			
SAYS, Simon	133	23/01/2024	23/01/2024	HCF	Pierce, Hawkeye	Y	C			
SPRATT, Jack	131	23/01/2024	23/01/2024	AUH	Pierce, Hawkeye	Y	C			
BLACK, Isaac	130	02/01/2024	02/01/2024	ANZ	Connors, Curtis					Cancelled After Arrival
BOND, Mary	120	09/01/2024	09/01/2024	UII	House, Greg					
DEAN, James	102	09/01/2024	09/01/2024	MPL	House, Greg		C			
FUNDED, Self	118	16/01/2024	16/01/2024	UII	Murphy, Shaun			Awaiting Pathology		
MUNRO, Marilyn	101	16/01/2024	16/01/2024	MPL	Murphy, Shaun					Certificate

1. Navigate to **Reports > Billing Status**.
2. Select the **Report Type** of **Show Not Billed Only**.
3. Select the **Date from** and **Date To**.
4. Click **Update**.
5. Arrange the data to your preference! Utilise column headings, such as Patient Name, Admission Date, Discharge Date, Fund and Theatre Complete, for sorting.
6. For further convenience, select an episode and **Right-Click** to access a menu. From here, you can navigate to different pages to input required information.  
ALTERNATIVELY, you can also use this menu to **CREATE INVOICE** RIGHT FROM THIS SCREEN!

Additionally, On Hold and Cancelled reasons are displayed to assist in identifying episodes that may not be ready for billing, making this a comprehensive solution for your billing needs!

The original **Billing Status > Show Not Billed Only** Report can still be accessed by clicking **Export to > PDF** for users that still require a printed copy of this report with a time stamp.

## Claiming Hospital > Not Yet Sent

The **Discharge Date** has been added to the **Claiming Hospital > Not Yet Sent** tab.

CLAIMING HOSPITAL

Claims Not yet sent

Location: All Location Type: All Types Status: Ready Fund: All Funds Coding: All Coding DRG:

Select 0 Items Selected Run Pat Check

	Adm Date	Dis Date	Inv#	Invoiced	Fund	MRN	Patient	Claimed	Location	Type	Coding	Status	Action
	06/02/2024	06/02/2024	183	06/02/2024	MPL		BRANSON, Richard	\$1,354.65	Shaes Private Hospital	Paperbase	✓	Ready	
<input type="checkbox"/>	03/01/2024	03/01/2024	180	03/01/2024	MPL	102	DEAN, James	\$222.00	Shaes Private Hospital	Paperbase	✓	Ready	
<input type="checkbox"/>	02/08/2023	02/08/2023	116	02/08/2023	MPL	122	KNIGHT, Kathy	\$1,500.00	Shaes Private Hospital	Paperbase	✓	Ready	
<input type="checkbox"/>	02/08/2023	02/08/2023	123	02/08/2023	MPL	101	MUNRO, Marilyn	\$1,035.00	Shaes Private Hospital	Paperbase	✓	Ready	
<input type="checkbox"/>	02/08/2023	02/08/2023	127	02/08/2023	MPL	114	SQUAREPANTS, Spongebob	\$1,100.00	Shaes Private Hospital	Paperbase	✓	Ready	

## New Permission Level

Users can now be given permission to **Create Invoice - Other Services Only** as a separate permission level from **Create Invoice**.

### 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		
Theatre	D	R	RW	
Reversals	ON	OFF		

This permission level can be adjusted for all **User Groups** in **Settings**. It grants the ability to generate an **Other Services Only** invoice for any patient, including patients that have not yet been admitted or discharged.

Navigation: THEATRE 1 | THEATRE 2 | THEATRE 3

Search:

Time	Name	Procedure
08:00		
08:30		
09:00		
09:30		
10:00	<u>MOUSE, Mickey</u>	Left Knee Arthrosc
10:30	<u>FUNDED, Self</u>	Left Knee Arthrosc
11:00	<u>MUNRO, Marilyn</u>	Right Knee Arthros
11:30		
12:00		
12:30		
13:00		
13:30		
14:00		
14:30		
15:00		

Make an Appointment

Edit Appointment

Copy Appointment

Cut Appointment

Paste Appointment

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Episodes

Arrived

Unarrived

Excess/Deposit

Admit

Discharge

Theatre

Coding

Inpatient

Certificate

Clinical Indicators

Confirmed

Check List >

Send SMS >

Chart Label >

Wristband >

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Delete Appointment

Documents

Create Letter

Quick Form

HC21 Left

HC21 Right

HC21 Book

Create Invoice

IEC

QEC

Create Invoice

Other Services Only

## Survey Settings

The list that facilities use to collate data, on how the patient came to know about the facility, is now customisable! Facilities can edit this list to include all relevant options for their needs. To make changes navigate to **Settings > Surveys**.

Navigation: SETTINGS > SURVEY

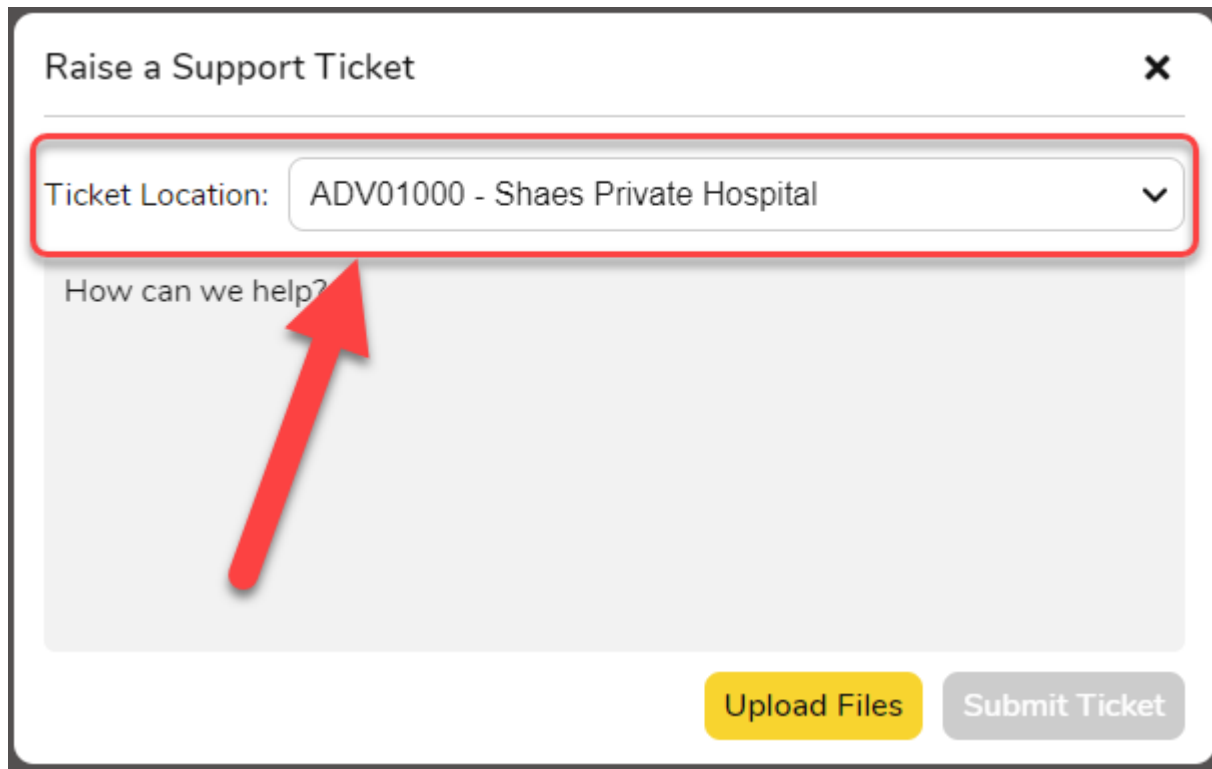
Show Inactive ☐ Search  Add Survey Export To

Code	Name	Status	Action
3	1300 Number	Active	
D	Doctor	Active	
E	Events	Active	
B	FaceBook	Active	
F	Fridge Magnet	Active	
G	Google/Internet	Active	
N	Newspaper	Active	
O	Others	Active	
A	Radio	Active	
R	Recommended	Active	
T	Television	Active	
W	Walk by/Drive by	Active	
Y	Yellow Pages	Active	

100 Records/Page Records 1-13 of 13 (Page 1 of 1)

## Raising a Support Ticket from FYDO

When raising a support ticket with FYDO, users will now be able to select the **Location** that the ticket is relevant to. This feature assists multi-location databases, or Clinic/Hospital databases, in being able to raise their support tickets for the location that the ticket is referring to.



Raise a Support Ticket

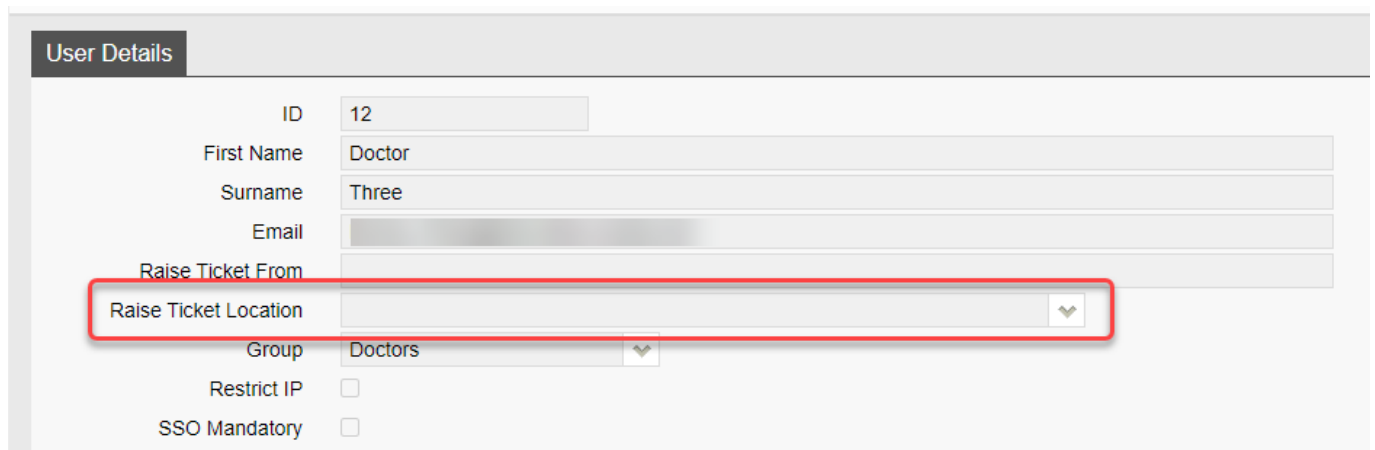
Ticket Location: ADV01000 - Shaes Private Hospital

How can we help?

Upload Files Submit Ticket

Default settings for this field can be entered, for the whole facility, in **Settings > System Configuration** by adding the required location to the **Raise Ticket Location** field.

The default settings can also be added at a **User level**, to ensure each user has the ticket populate with the location that is relevant to them, in **Settings > Users** by adding information to the **Raise Ticket Location** field.



User Details

ID 12

First Name Doctor

Surname Three

Email

Raise Ticket From

Raise Ticket Location

Group Doctors

Restrict IP ☐

SSO Mandatory ☐