Onboarding onto FYDO (For Hospitals)

Pre Go-Live Preparation

There are several items we will need to prepare prior to your facility going live with FYDO. Your FYDO Onboarding Specialist will work though each of these items with you throughout the onboarding process.

Theatre List

If you are an existing hospital and have a theatre list that you are happy with, please send us a copy and we will recreate it within FYDO.

If you have been wanting to make changes to your current theatre list, onboarding is the perfect opportunity to do so. Simply mark up your existing list with the require changes (handwritten markups are absolutely fine) and send it through to us.

Alternatively, the default FYDO Theatre List template can be downloaded here. You are welcome to make modifications to the default template and return to us for setup.

If you require any additional lists to be built within FYDO, such as:

- Recovery List
- Catering/Food List
- Ward List
- Allergies List
- Custom Operational Lists
- Theatre Register List

please send through examples or requirements and we can configure these for you.

Informed Financial Consent (IFC)

If your facility already has an approved Informed Financial Consent (IFC) template, please send it through to us.

Alternatively, the default FYDO IFC template can be downloaded here. You are welcome to make modifications and return it to us for setup.

Please note that it is the responsibility of the hospital to ensure the IFC template meets all relevant regulatory, contractual, legal, and auditing requirements for the facility.

Labels

If your facility is implementing an EMR solution, you may not require labels to be printed from FYDO. However, facilities not using an EMR may wish to print:

- Chart Labels
- Wristband Labels

- Patient Identification Labels

FYDO can accommodate different label sheet formats, such as 14, 16, or 18 labels per page. Please advise the label configuration your facility intends to use, and we will ensure the layouts are generated appropriately.

Here is an example of a 14-per-sheet chart label layout that can be utilised.

Logo

To allow us to include your facility branding on documents such as IFCs and invoices, please provide a high-resolution version of your logo in either BMP or JPEG format.

Doctor List

During onboarding, we will enter all your doctors into FYDO (unless this information is being migrated from another system). Please provide the following details for each doctor:

- First Name
- Last Name
- Provider Number
- Discipline/Specialty (e.g. Cosmetic Surgeon, Anaesthetist)

SMS Templates

If you intend to send SMS communications to patients, such as appointment reminders, fasting instructions, or out-of-pocket cost notifications, please provide the wording you would like used for your templates.

EXAMPLE

Hi <<patFirstN>>, Your admission is on <<Date>> at FYDO Hospital at <<Time12h>>. Out of pocket expense is $<<EpExcess>>. Any queries call 1300 123 123.

Please note that placeholders such as <<patfirstn>> are mail merge token fields. Our team will configure the require merge field for you.

You can find further SMS Template examples on our other wiki page: FYDO SMS Template Examples

Health Fund Contracts / Uninsured Fees

As part of onboarding your facility onto FYDO, we will complete the initially setup of your health fund contracts and uninsured fee schedules within the system.

To allow this setup to occur prior to go-live, please ensure all current contracts and fee schedules are sent through to us during onboarding.

Following the initial setup, we will provide training to your nominated staff members so your facility can continue maintaining and updating fees internally as new contracts and rate changes are received in the future.