

Training Sessions for Clients

Below is a list of training sessions included as part of the initial onboarding with FYDO. Should you require additional training, beyond the allocated hours, these can be arranged for an additional fee.



- Creating a patient
- How to search for an episode and the different search options. E.g. MRN, name, dob etc.
- How to make a Theatre Booking
- How to make a Patient Booking
- Key fields to be completed
- How to edit patient demographics
- OPV checks (Green around Medicare and Health Fund details. Blue Tick on Appointments Screen)
- How to add patient Allergies and Alerts and where flags will show
- How to do an Online Eligibility Check (OEC)
- How to create an Informed Financial Consent (IFC)
- Where OECs and IFCs save in the patient Document section
- Where you can view past Episodes
- How to print HC21 Left and Labels
- How to admit, add Theatre Information and Discharge a patient
- How to receipt a patient Excess/Deposit
- How to reprint a copy of the Excess/Deposit
- How to print a Theatre List
- How to mark Appointment as confirmed
- How to copy, cut and paste appointments if needed
- How to delete an appointment or mark as cancelled
- How to customise Appointment views
- Where to print Quick Forms
- How to send Bulk SMSs and Individually SMSs
- End of Day Banking



- How to create Theatre Roster
- How to create ad hoc Theatre Session
- How to add Doctors
- How to add Staff
- How to add Procedures
- How to add Users and User groups
- Where to edit Templates and SMS Templates
- How to view Logs and Audits

- How to do Adjustments for refunds and write offs etc.

- Billing Status Report > Show Not Billed Only
- Where to edit Theatre Times
- Where to add Prostheses
- Ticking the Theatre Complete tick box
- How to raise an Invoice
- Where to send a claim - Hospital Claiming > Not Yet Sent
- What to do if a claim is "Not Ready"
- Go through the different status of invoices
- Where to view the status of your claims
- Incomplete Report > Admitted but not yet Discharged
- Receipting payments - both Eclipse and Manual
- How to do Adjustments for refunds and write offs etc.

- Episodes Screen > Invoice Information
- Claiming Hospital > Claims Tab > Resending a Batch
- Processing IHC Screen - Checking for Rejected Claims
- Checking for Payments
- Arrears Report

These sessions can be conducted separately, depending on which staff are required to perform each task.

- How to Code an Episode
- Where to enter Diagnosis codes
- Where to enter the Procedure and Anaesthetic code
- How to run the Grouper
- Incomplete > Uncoded Report
- How to fix any errors (needs to be done prior to the submission process)
- How to send Data Extracts (HCP, PHDB, State Health & Cancer Registry)

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- Favourite Reports
 - Closing Accounting Period
 - Running Financial Reports
 - Running Statistical Reports