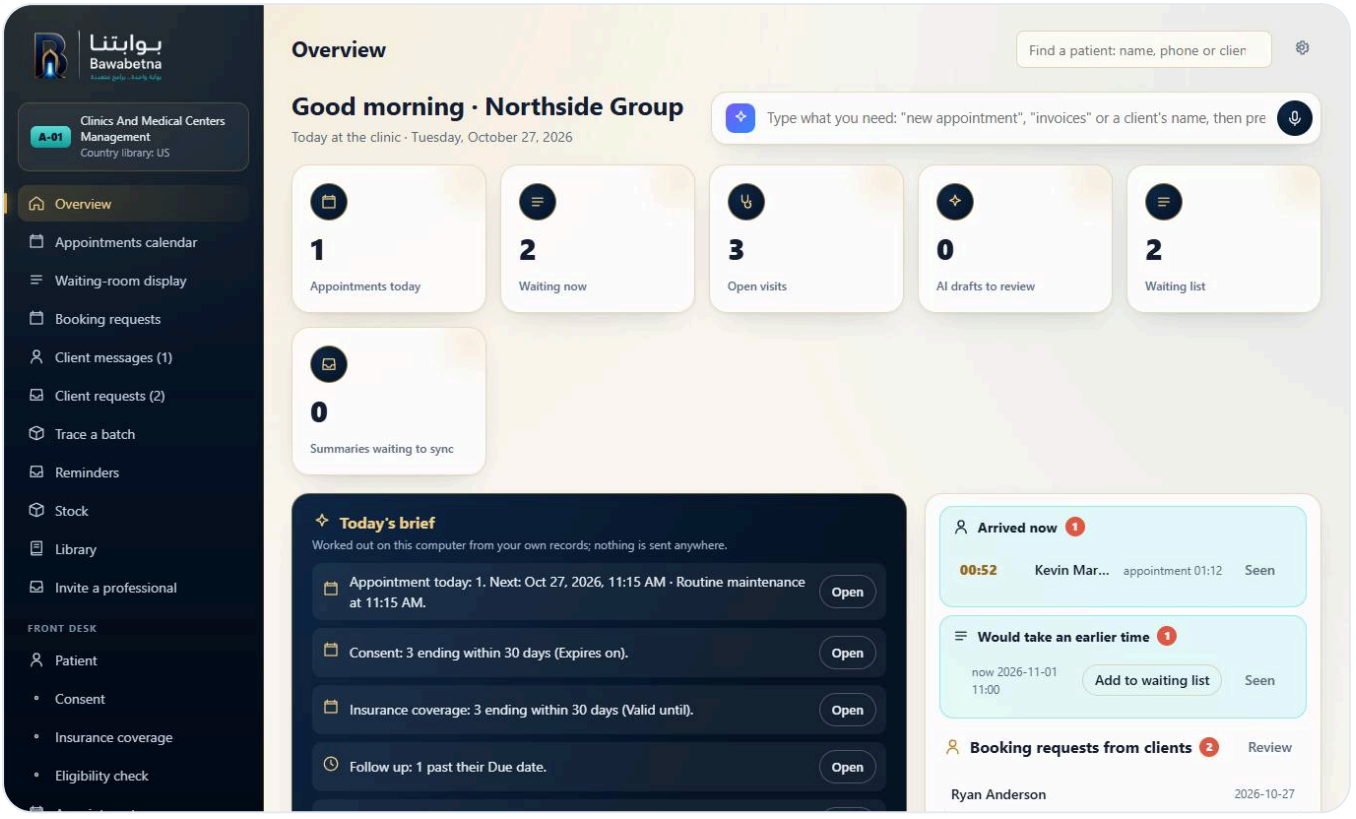
Bawabetna · User guide

Clinics And Medical Centers Management

Every screen and every button, with real screens from the program.

Guide version 2026-10-27



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Getting started

Download the program from bawabetna.com or the Microsoft Store and install it. On first opening, sign in with your Bawabetna account. The first month is free with every feature.

The first-run assistant asks for a few details, then the program is ready:

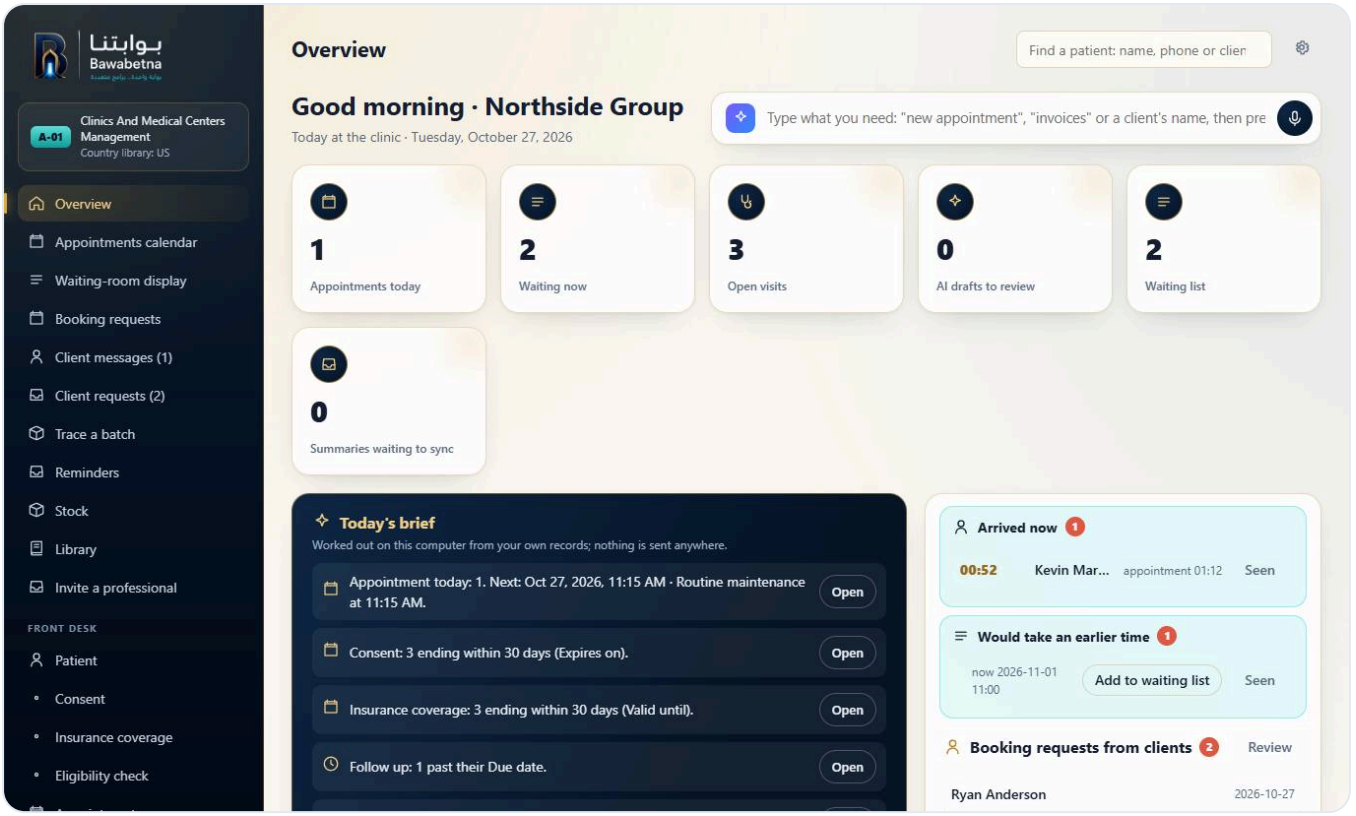
1. **Clinic**: Name, Country, Default currency
2. **Branch**: Name, Phone
3. **Practitioner**: Full name, License number, Specialty, Slot minutes

Each person signs in with their own role and sees only the screens of that role:

- Billing
- Cashier
- Clinic admin
- Clinic owner
- Doctor
- External lab
- External pharmacy
- Manager
- Nurse
- Receptionist

The home screen

The home screen shows today's work at a glance: counts, today's schedule, what is waiting and requests from clients. The command bar at the top opens any screen from a short sentence, such as a client's name or "new appointment".

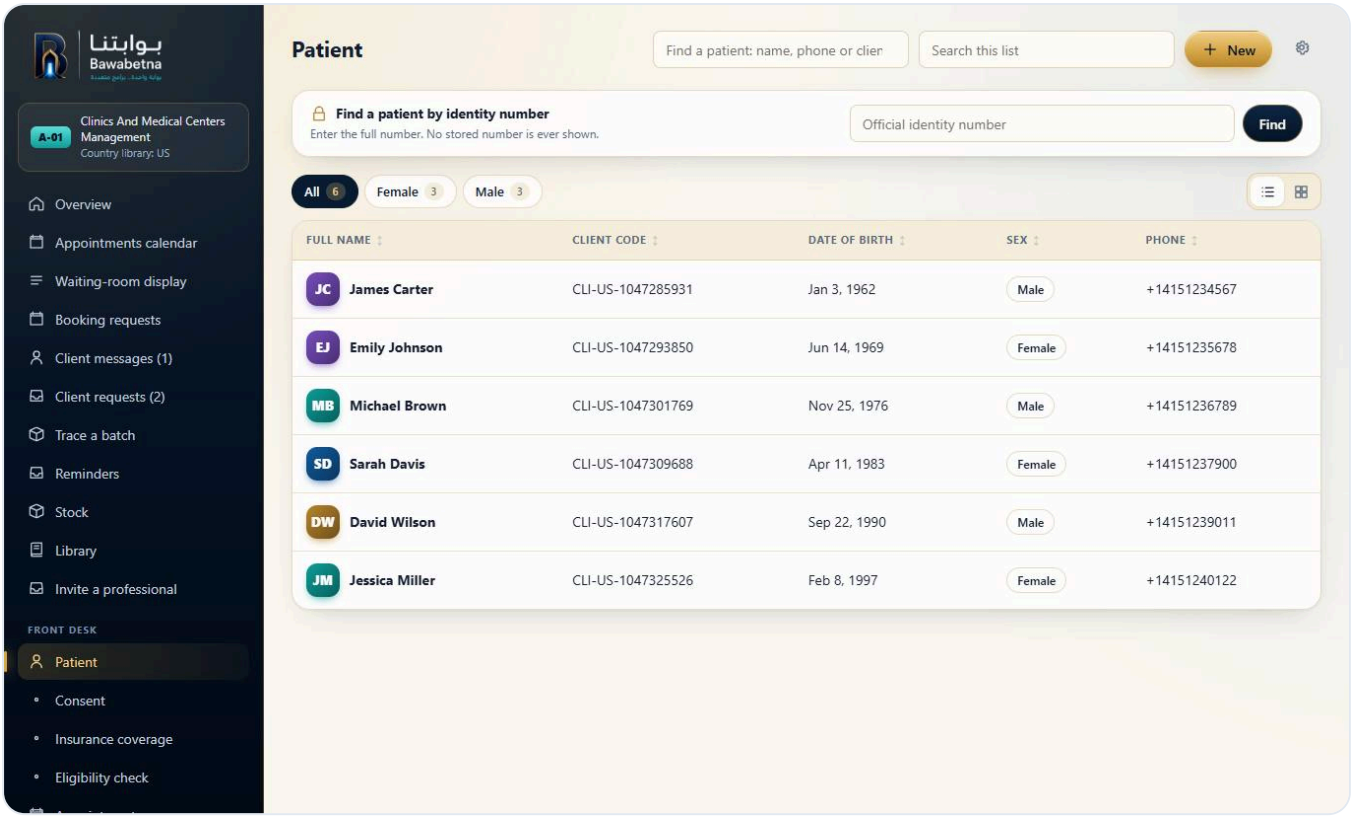


The home screen

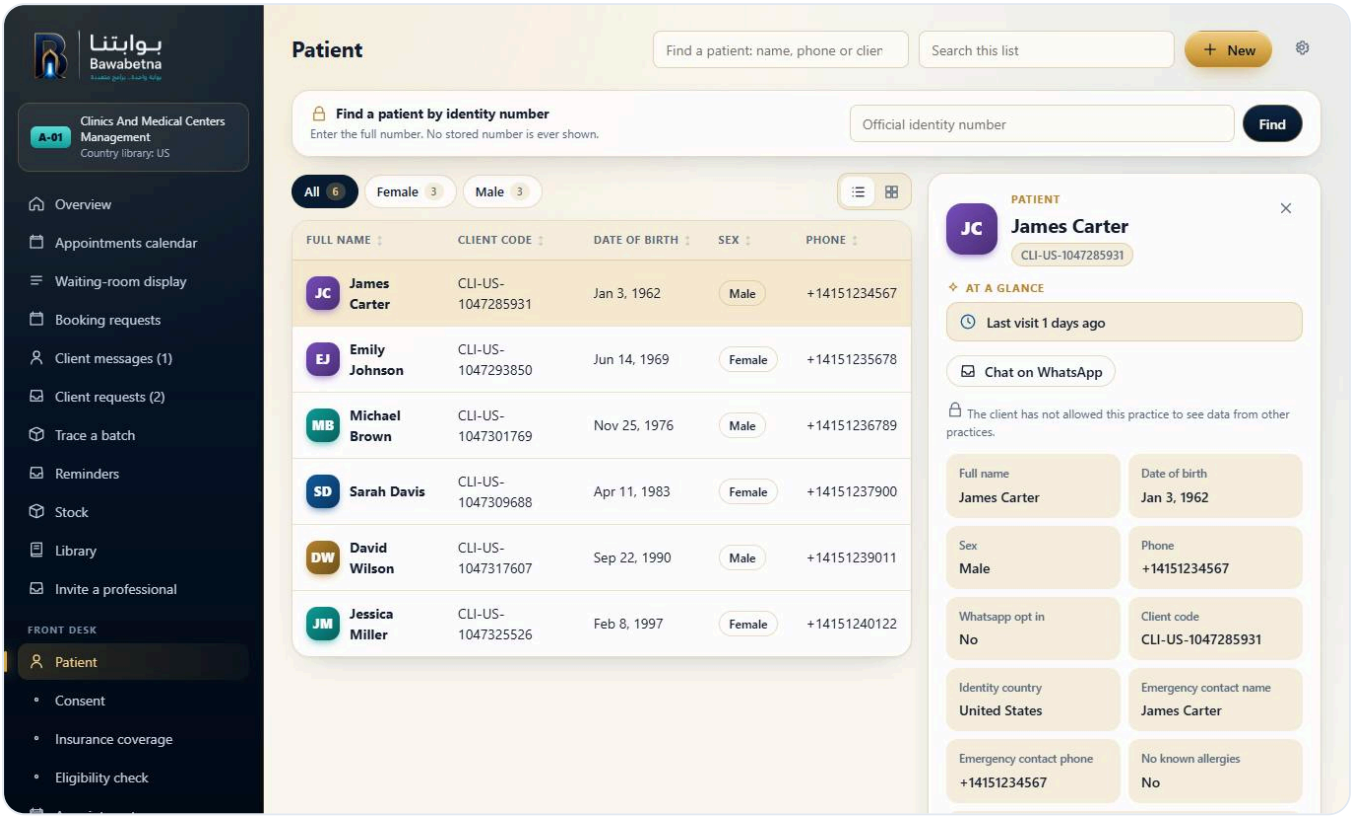
Screens and what you record in them

The side menu groups the screens by kind of work. Each screen lists its records: New adds one, a click opens it, and the buttons at the bottom of a record move it to its next stage.

Front desk



Patient



A record open for editing

Patient

What you record: Full name (required), Date of birth, Sex, Phone, Whatsapp opt in, Preferred language, Client code, Ecosystem registration, Identity country, Official identity number (required), Emergency contact name, Emergency contact phone, No known allergies, Notes

Insurance coverage

What you record: Patient (required), Payer name (required), Policy number (required), Coverage class, Valid until

Eligibility check

What you record: Coverage (required), Checked at (required), Result (required), Copay, National reference

Patient package

What you record: Patient (required), Treatment package (required), Purchased on (required), Expires on, Sessions total (required), Sessions used (worked out by the program), Sessions remaining (worked out by the program), Status (required)

Stages: A new record starts as "Active".

Active → Used up | Active → Expired | Active → Refunded

Appointment

What you record: Patient (required), Practitioner (required), Scheduled at (required), Duration minutes, Service type, Source, Visit mode, Meeting link, Status (required), Patient package, Reason, Cancellation reason, Override reason

Stages: A new record starts as "Booked".

Booked → Rescheduled | Booked → Checked in | Booked → Cancelled | Booked → No show | Rescheduled → Rescheduled | Rescheduled → Checked in | Rescheduled → Cancelled | Rescheduled → No show

Waitlist entry

What you record: Patient (required), Practitioner, Earliest date (required), Latest date, Preferred period (required), Priority (required), Reason, Phone, Status (required)

Stages: A new record starts as "Waiting".

Waiting → Booked | Waiting → Cancelled

Schedule block

What you record: Practitioner (required), Starts at (required), Ends at (required), Reason

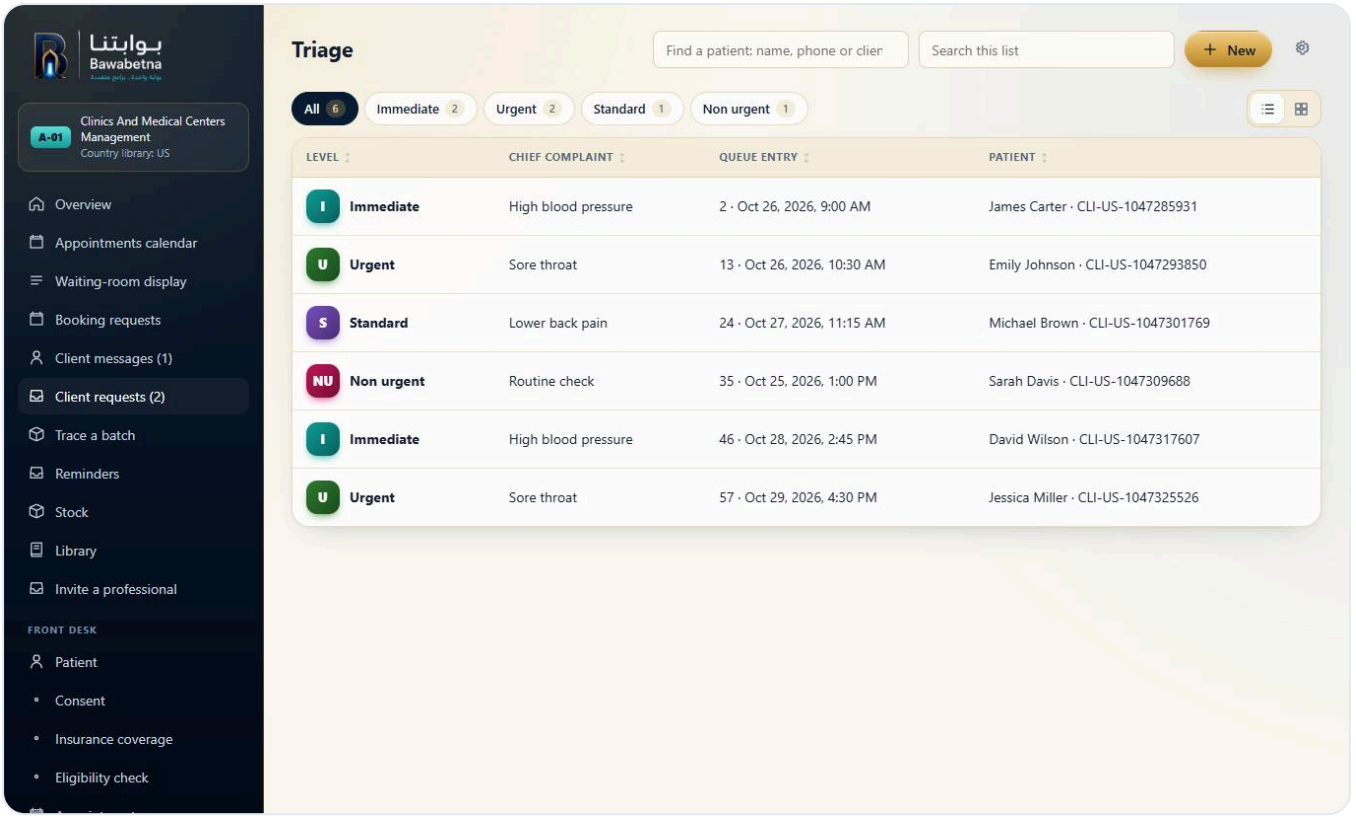
Queue entry

What you record: Patient (required), Appointment, Checked in at (required), Queue number (worked out by the program), Status (required)

Stages: A new record starts as "Waiting".

In triage → With doctor | In triage → Left | Waiting → In triage | Waiting → With doctor | Waiting → Left | With doctor → Done

Clinical



Triage

Triage

What you record: Queue entry (required), Patient (required), Level (required), Chief complaint

Vital signs

What you record: Patient (required), Encounter, Measured at (required), Systolic, Diastolic, Heart rate, Temperature c, Respiratory rate, Spo2, Weight kg, Height cm

Encounter

What you record: Patient (required), Practitioner (required), Appointment, Visit date (required), Status (required), Chief complaint, History, Examination findings, Examination result, Assessment, Plan, Amendment reason

Stages: A new record starts as "In progress".

Closed → Reopened | Closed → Amended | In progress → Closed | Reopened → Closed

Diagnosis

What you record: Encounter (required), Patient (required), Code (required), Rank, Note

Allergy

What you record: Patient (required), Substance (required), Reaction, Severity, Status (required)

Prescription

What you record: Encounter (required), Patient (required), Issued at, Status (required), National reference

Stages: A new record starts as "Draft".

Draft → Issued | Draft → Cancelled | Issued → Cancelled

Prescription item

What you record: Prescription (required), Encounter (worked out by the program), Medication (required), Dose, Route, Frequency, Duration, Instructions, Allergy override reason

Service request

What you record: Encounter (required), Patient (required), Category (required), Requested test (required), Priority, Status (required)

Stages: A new record starts as "Requested".

Requested → Sent | Requested → Cancelled | Sent → Resulted | Sent → Cancelled

Result reference

What you record: Service request (required), Received at (required), Result summary, Critical, Files

Referral

What you record: Encounter (required), Patient (required), To specialty (required), Reason, Urgency

Follow up

What you record: Encounter (required), Patient (required), Due date (required), Reason, Status (required)

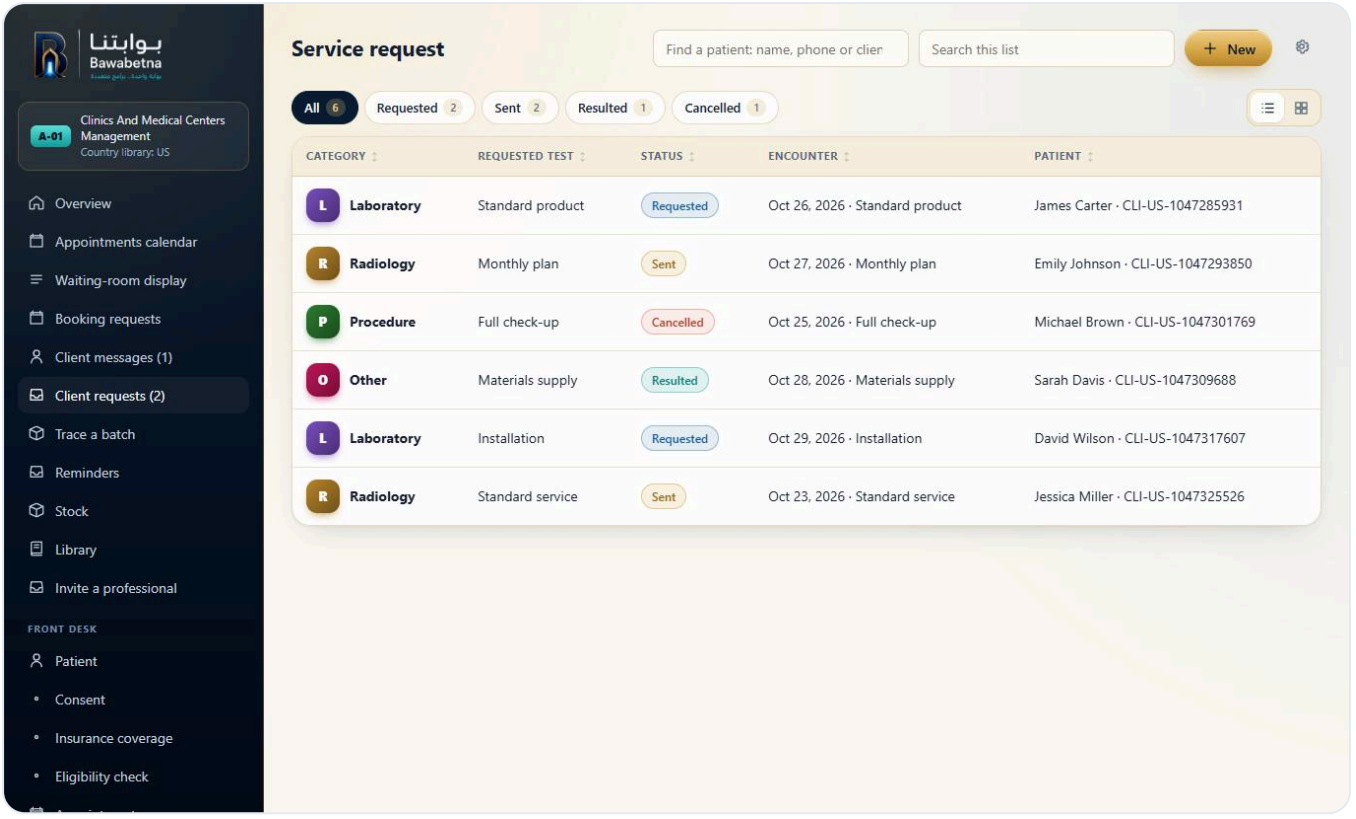
Stages: A new record starts as "Pending".

Missed → Done | Pending → Done | Pending → Missed

Document

What you record: Patient (required), Encounter, Category (required), Title, Files

Billing



Service

Service

What you record: Code, Name (required), Category, Price (required), Vat rate (required), Active

Treatment package

What you record: Name (required), Service, Sessions (required), Price (required), Validity days, Active

Invoice

What you record: Invoice number (worked out by the program), Patient (required), Encounter, Currency (required), Payer type, Issued at (worked out by the program), Subtotal (worked out by the program), Tax total (worked out by the program), Total (worked out by the program), Paid (worked out by the program), Refunded (worked out by the program), Net paid (worked out by the program), Balance (worked out by the program), Status (required), E invoice reference, Notes

Stages: A new record starts as "Draft".

Draft → Issued | Draft → Voided | Issued → Voided | Refunded → Reconciled | Settled → Reconciled

Invoice line

What you record: Invoice (required), Product, Batch number, Service, Description (required), Quantity (required), Unit price (required), Discount, Vat rate (required), Line net (worked out by the program), Line tax (worked out by the program), Line total (worked out by the program)

Claim

What you record: Invoice (required), Coverage (required), Pre authorization reference, Amount (required), Status (required), National reference, Denial reason

Stages: A new record starts as "Prepared".

Prepared → Submitted | Prepared → Cancelled | Rejected → Prepared | Submitted → Approved | Submitted → Partially approved | Submitted → Rejected

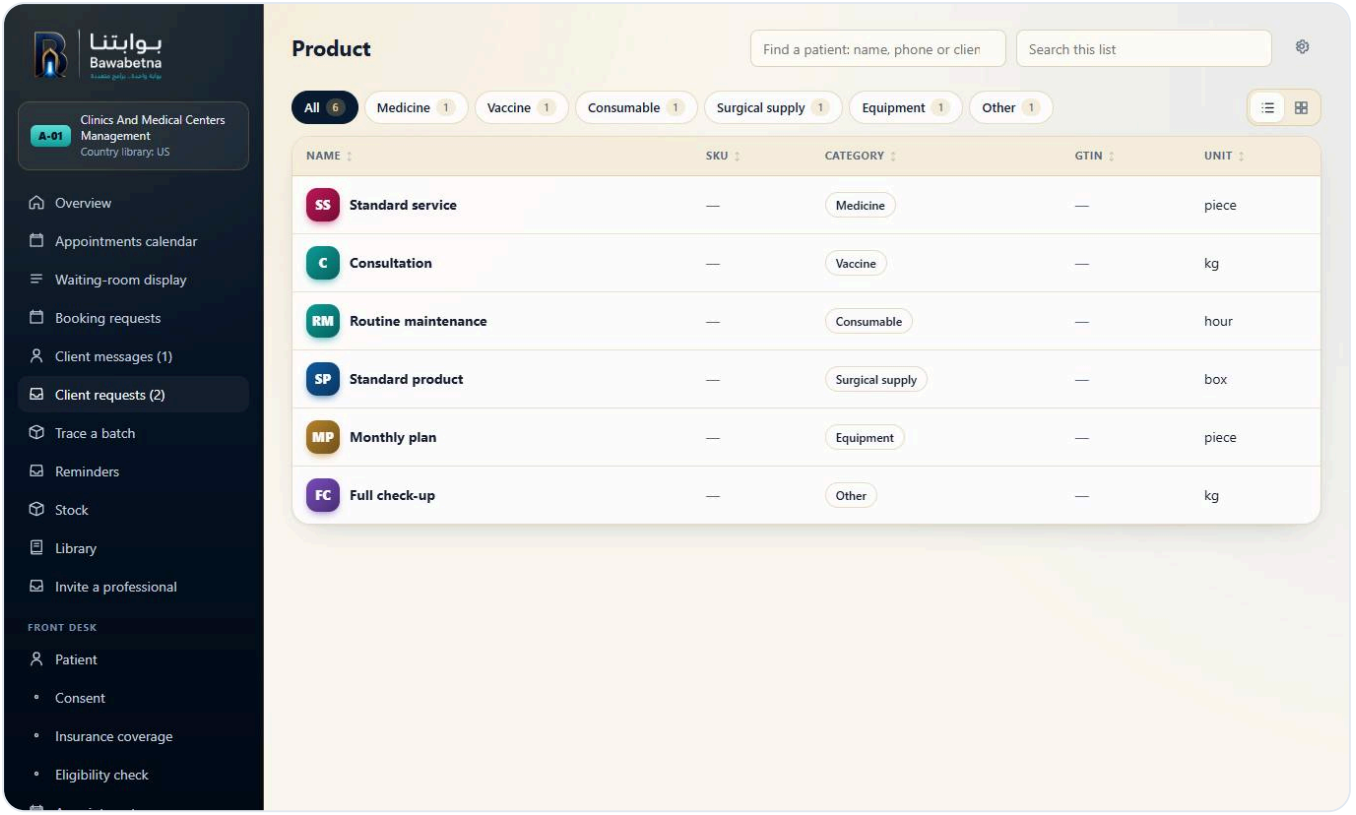
Payment

What you record: Receipt number (worked out by the program), Invoice (required), Amount (required), Method (required), Transaction reference, Paid at (worked out by the program)

Refund

What you record: Refund number (worked out by the program), Payment (required), Invoice (worked out by the program), Amount (required), Reason (required), Refunded at (worked out by the program)

Stock



Product

Product

What you record: Name (required), Sku, Category (required), Gtin, Unit, Price (required), Vat rate (required), Reorder level, Active

Supplier

What you record: Name (required), Tax number, Phone, Email

Purchase receipt

What you record: Receipt number (worked out by the program), Supplier (required), Supplier invoice, Received on (required), Status (required), Files

Stages: A new record starts as "Draft".

Draft → Received | Draft → Voided | Received → Voided

Purchase line

What you record: Receipt (required), Product (required), Batch number (required), Expiry date, Quantity (required), Unit cost

Stock write off

What you record: Write off number (worked out by the program), Product (required), Batch number (required), Quantity (required), Reason (required), Notes, Status (required)

Stages: A new record starts as "Draft".

Draft → Posted

Stock count

What you record: Count number (worked out by the program), Counted on (required), Counted by, Notes, Status (required)

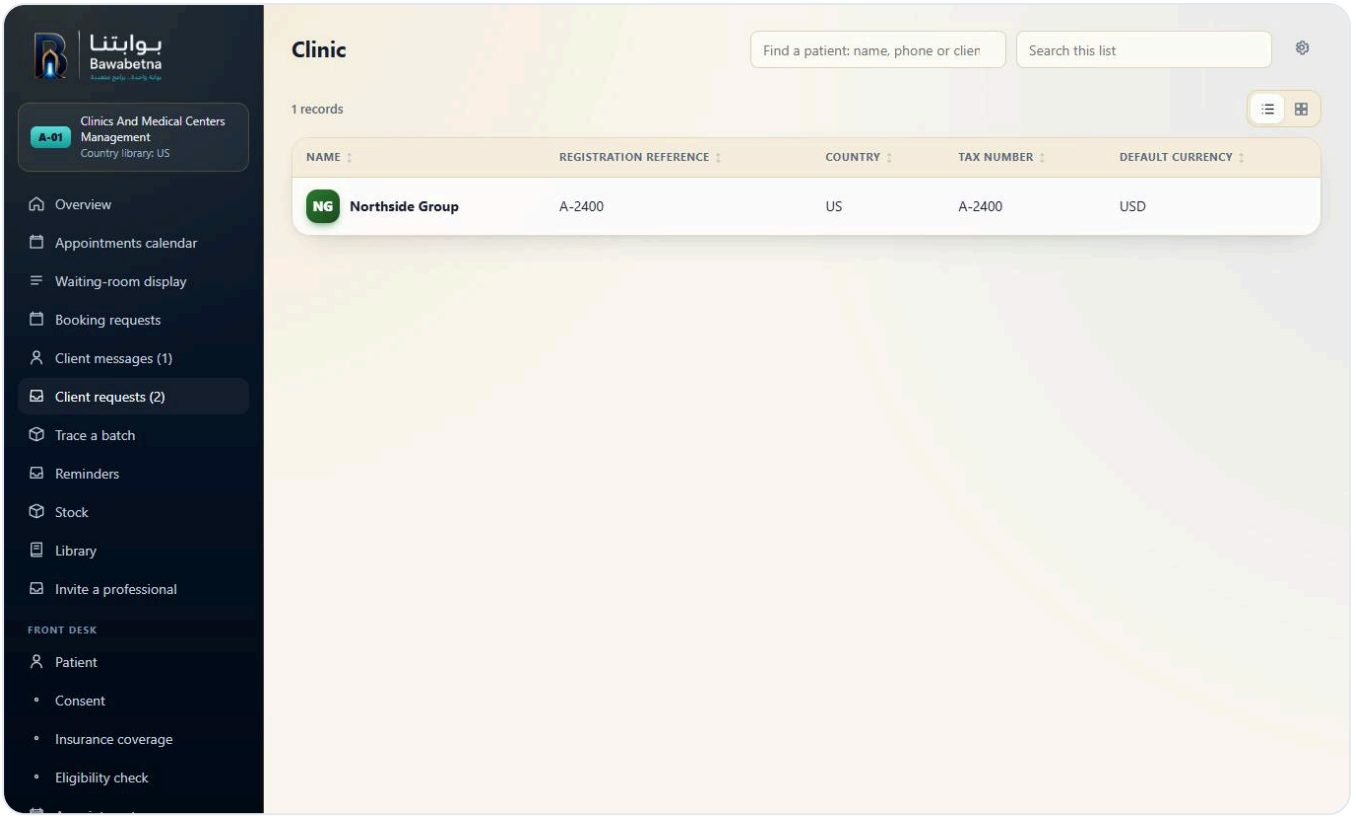
Stages: A new record starts as "Draft".

Draft → Posted

Stock count line

What you record: Stock count (required), Product (required), Batch number (required), Counted quantity (required), Recorded quantity (worked out by the program), Difference (worked out by the program)

Setup



Clinic

Clinic

What you record: Name (required), Registration reference, Country (required), Tax number, Default currency, Whatsapp enabled, Online meeting link, Payment link, Review link, Ai assistant enabled, Ai model, Ai endpoint

Branch

What you record: Clinic (required), Name (required), Address, Time zone, Phone

Practitioner

What you record: Branch (required), Full name (required), License number (required), Specialty, Slot minutes, Active, Signature

Practitioner schedule

What you record: Practitioner (required), Weekday (required), Start time (required), End time (required)

Reports

Reports are worked out on your computer from your records. Choose a period, see the chart and the table, then print or export them. The reports of this program:

- Revenue by day
- Revenue by month
- Revenue by doctor
- Revenue by service
- Collections by payment method
- Collections by day
- Refunds by reason
- Outstanding balances by client
- Appointments by status
- Appointments and no-shows by doctor
- Appointments by booking channel
- Visits by doctor
- Visits by day
- Most frequent diagnoses
- New patients by month
- Stock count differences by item (missing - / extra +)

Working with your clients

A client with a Bawabetna Client Code can, from the free client app: book an appointment, write to you, send requests and documents, sign documents, see what they owe and pay you directly, tell you they have arrived, ask for an earlier time and see their points. Everything reaches this program with its next sync.

Your data

Your records are kept encrypted on your own computer; only a short summary of each transaction is sent to Bawabetna. Make a backup from Settings; it is encrypted with your recovery key.

Help

Write to info@bawabetna.com or use the contact page at bawabetna.com/contact.