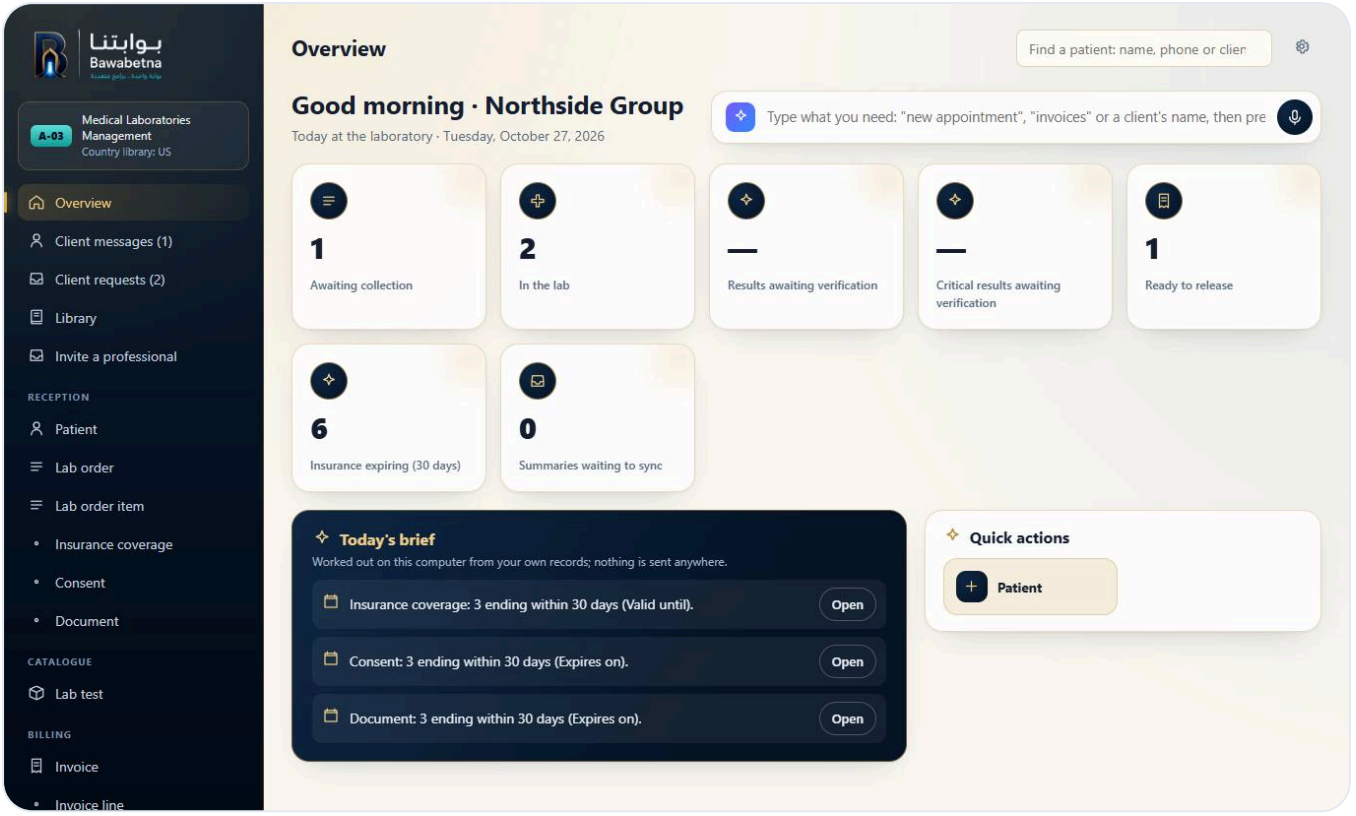
Bawabetna · User guide

Medical Laboratories Management

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

Guide version 2026-10-27



Contents

1. Getting started
2. The home screen
3. Screens and what you record in them
4. Reports
5. Working with your clients
6. Your data
7. Help

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:

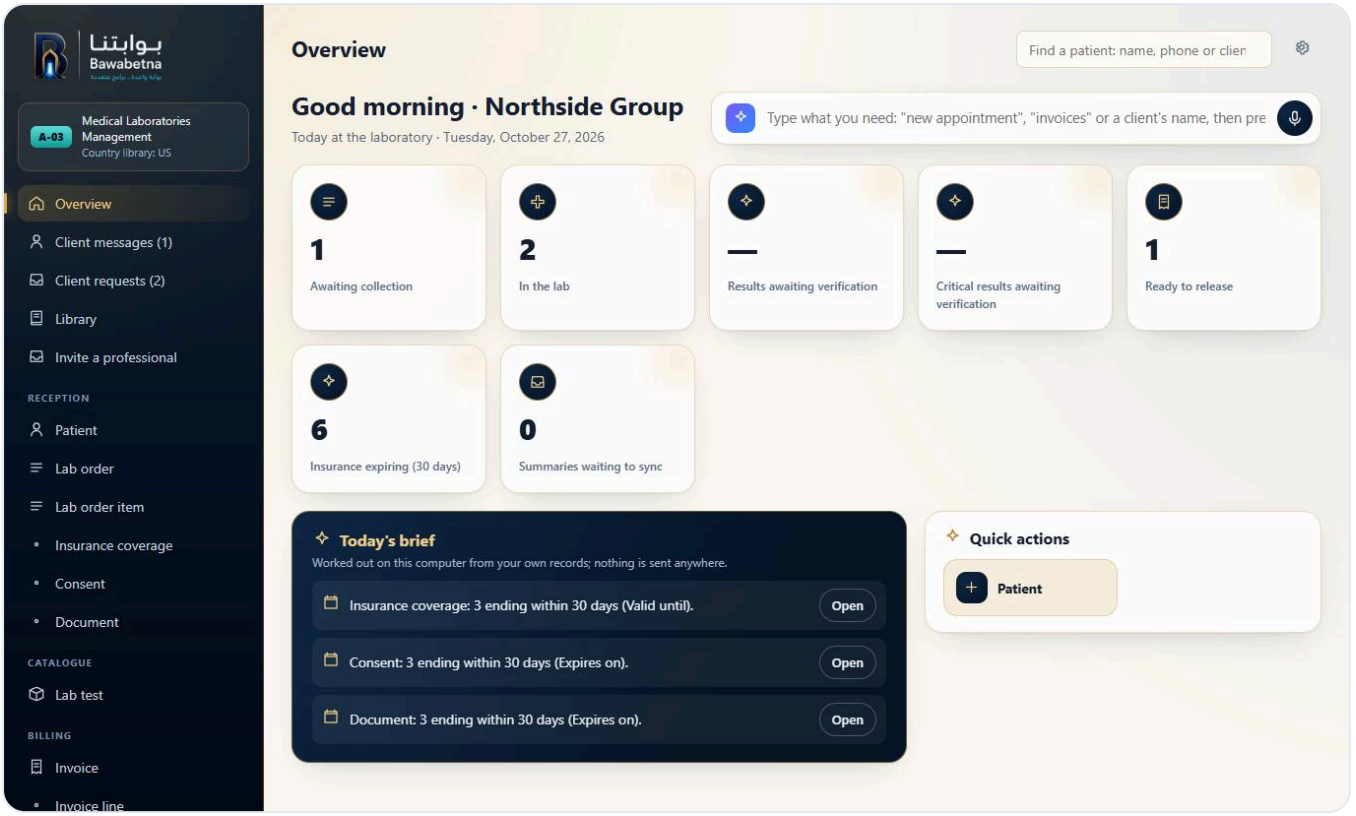
1. **Laboratory**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Lab specialist**: Full name, License number, Specialty

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

- Billing
- Cashier
- Lab admin
- Lab owner
- Manager
- Pathologist
- Phlebotomist
- Receptionist
- Technician

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".

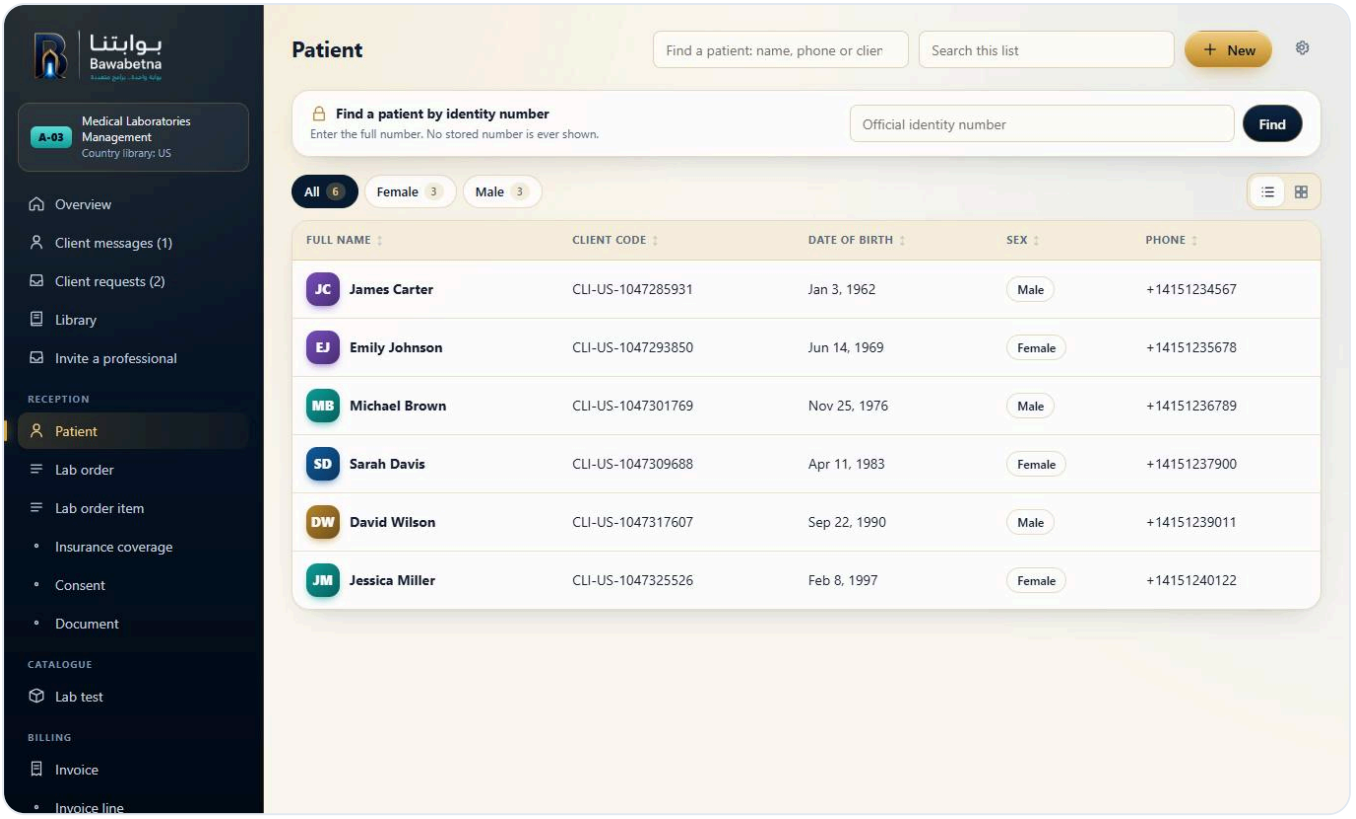


The home screen

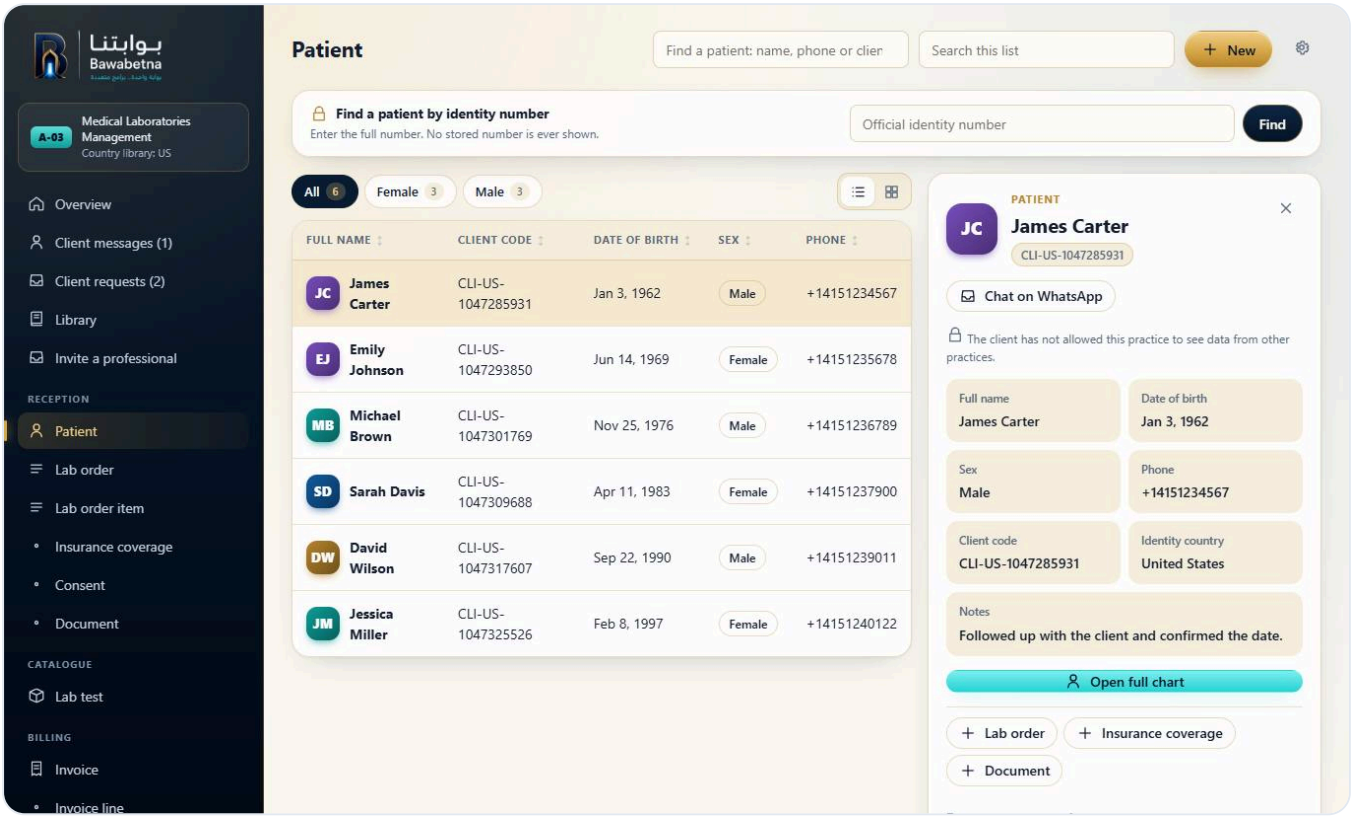
Screens and what you record in them

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.

Reception



Patient



A record open for editing

Patient

What you record: Full name (required), Date of birth, Sex, Phone, Client code, Ecosystem registration, Identity country, Official identity number (required), Notes

Lab order

What you record: Order number (worked out by the program), Patient (required), Referring doctor, Referring facility, External reference, Priority (required), Clinical notes, Status (required), Released at (worked out by the program)

Stages: A new record starts as "Ordered".

Collected → In progress | Collected → Cancelled | Completed → Released | Completed → In progress | In progress → Completed | Ordered → Collected | Ordered → Cancelled

Lab order item

What you record: Lab order (required), Lab test (required), Test name (worked out by the program)

Insurance coverage

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

Document

What you record: Patient (required), Category (required), Title (required), Reference number, Issued on, Expires on, Files

Laboratory

Specimen

What you record: Barcode (worked out by the program), Lab order (required), Specimen type (required), Collected at, Collected by, Condition (required), Rejection reason

Lab result

What you record: Lab order (required), Patient (worked out by the program), Lab test (required), Test name (worked out by the program), Value numeric, Value text, Unit, Ref low, Ref high, Critical low, Critical high, Flag (worked out by the program), Previous value (worked out by the program), Previous result at (worked out by the program), Delta percent (worked out by the program), Delta limit percent (worked out by the program), Delta flag (worked out by the program), Comment, Critical called to, Critical called at, Status (required), Verified at (worked out by the program), Autoverify (worked out by the program), Verified by rule (worked out by the program)

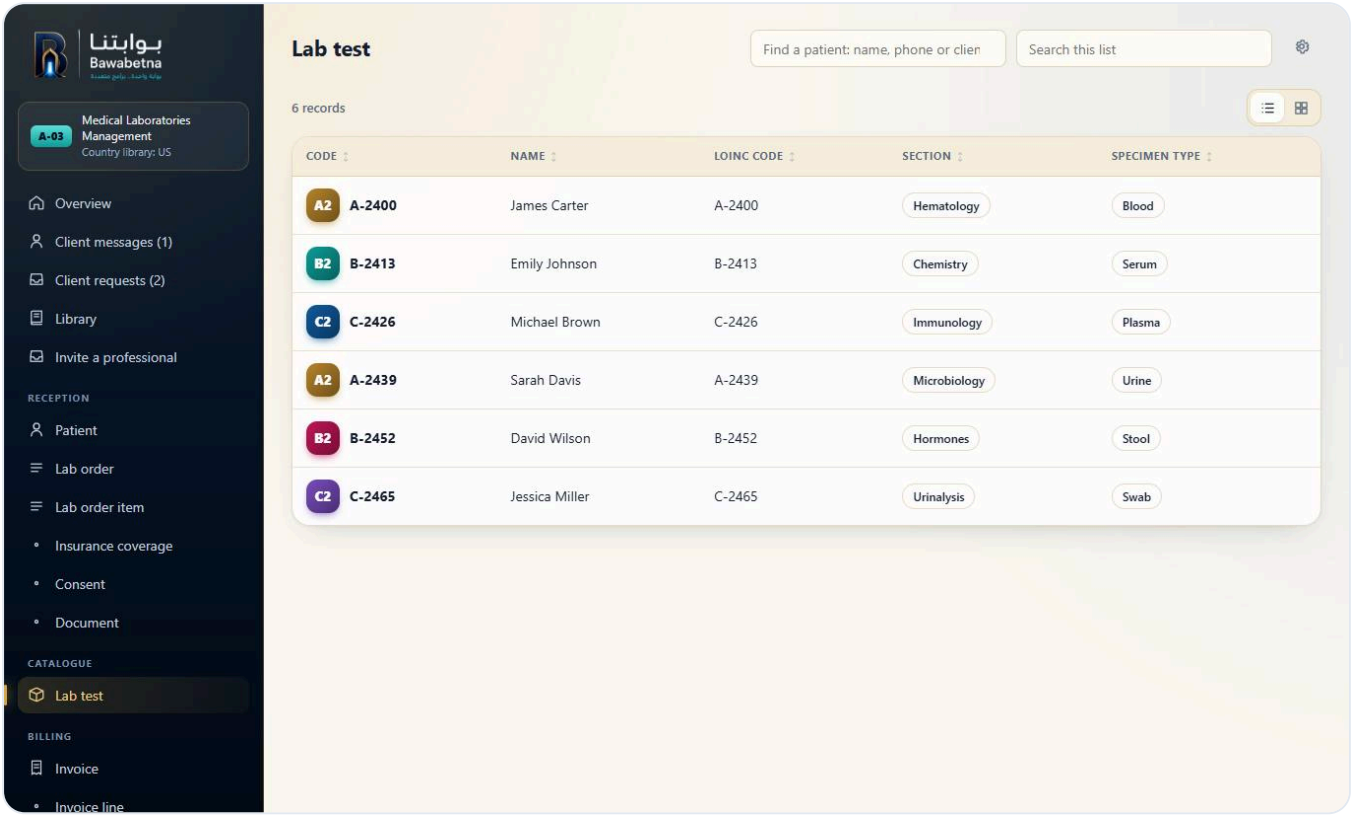
Stages: A new record starts as "Entered".

Entered → Verified

Qc run

What you record: Lab test (required), Analyzer, Level (required), Value (required), Target low (required), Target high (required), Flag (worked out by the program), Run at (worked out by the program), Action taken

Catalogue

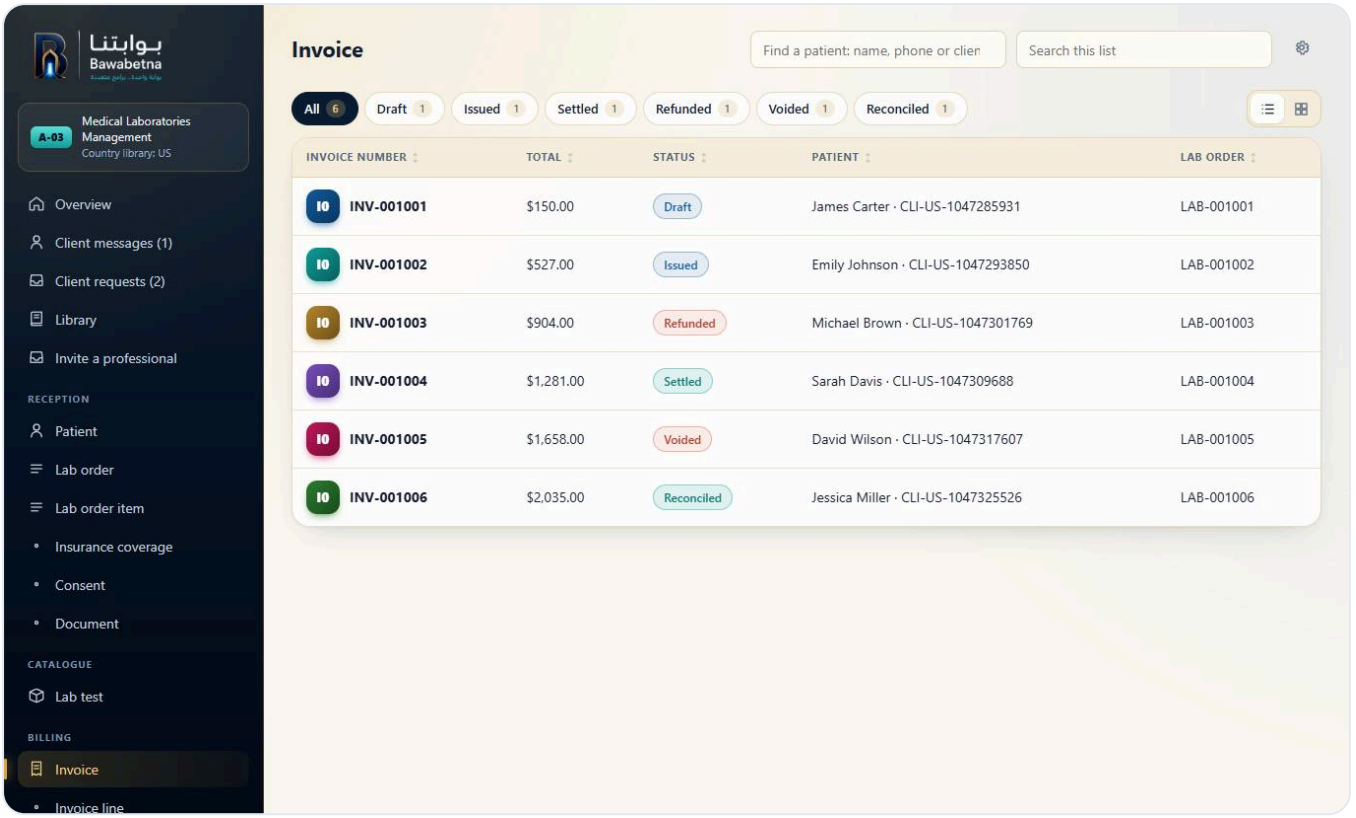


Lab test

Lab test

What you record: Code, Name (required), Loinc code, Section (required), Specimen type (required), Container, Unit, Ref low, Ref high, Critical low, Critical high, Turnaround hours, Price (required), Vat rate (required), Active, Delta limit percent, Autoverify

Billing



Invoice

Invoice

What you record: Invoice number (worked out by the program), Patient (required), Lab order, Currency (required), 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), 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)

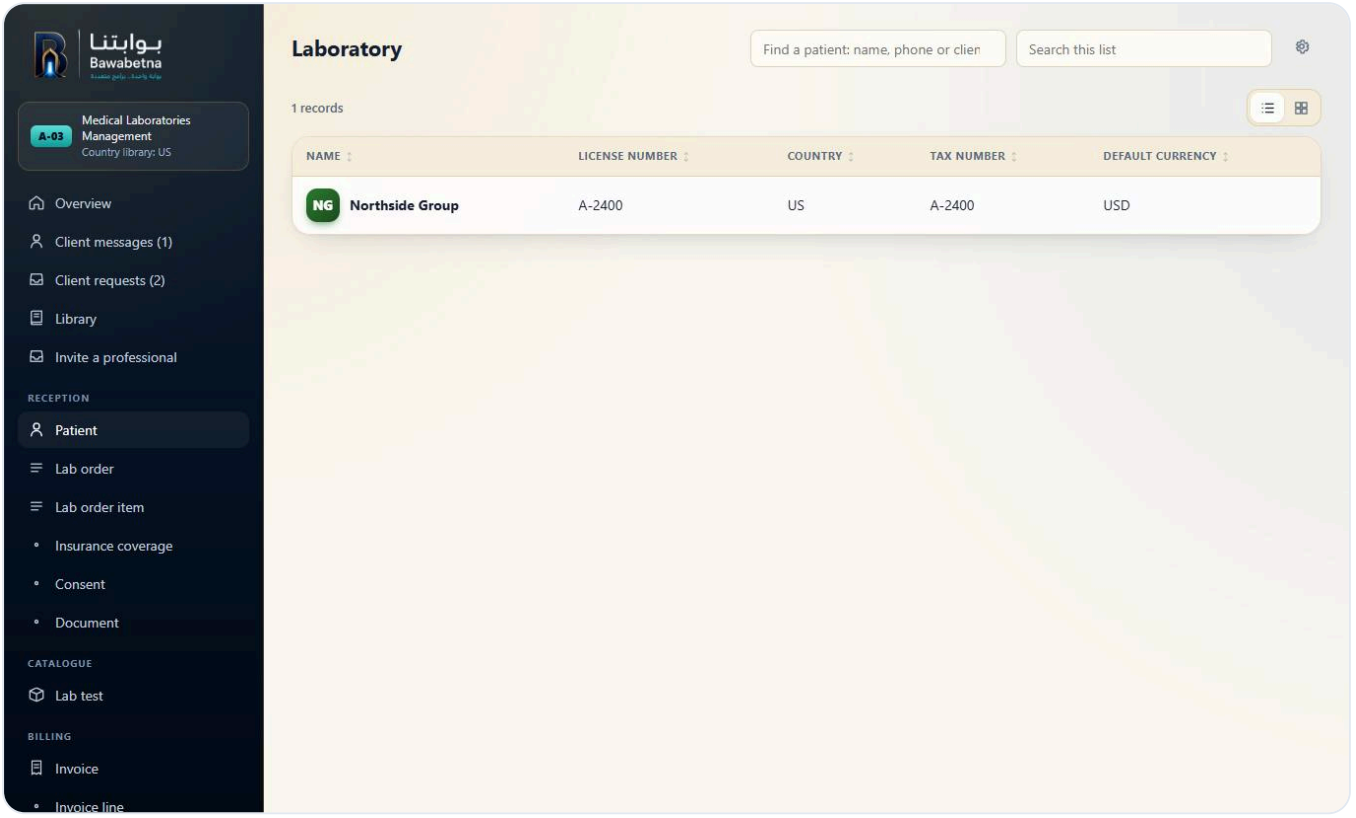
Payment

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)

Setup



Laboratory

Laboratory

What you record: Name (required), License number, 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: Laboratory (required), Name (required), Address, Phone

Lab specialist

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

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:

- Tests performed
- Results by flag
- Orders by priority
- Quality-control runs
- Revenue by month
- Revenue by service
- Collections by payment method
- Outstanding balances by client
- Receivables aging (days since issue)

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.