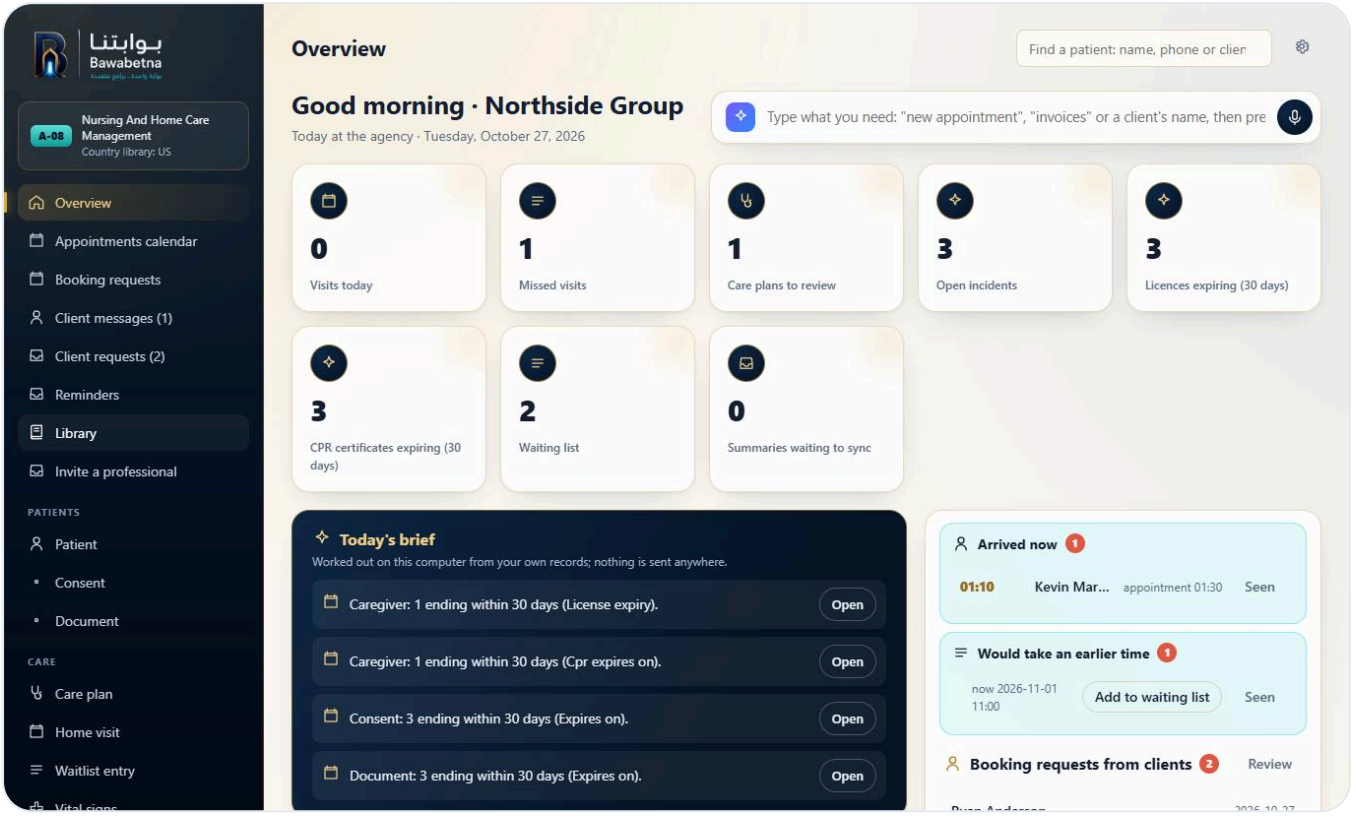
Bawabetna · User guide

Nursing And Home Care 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:

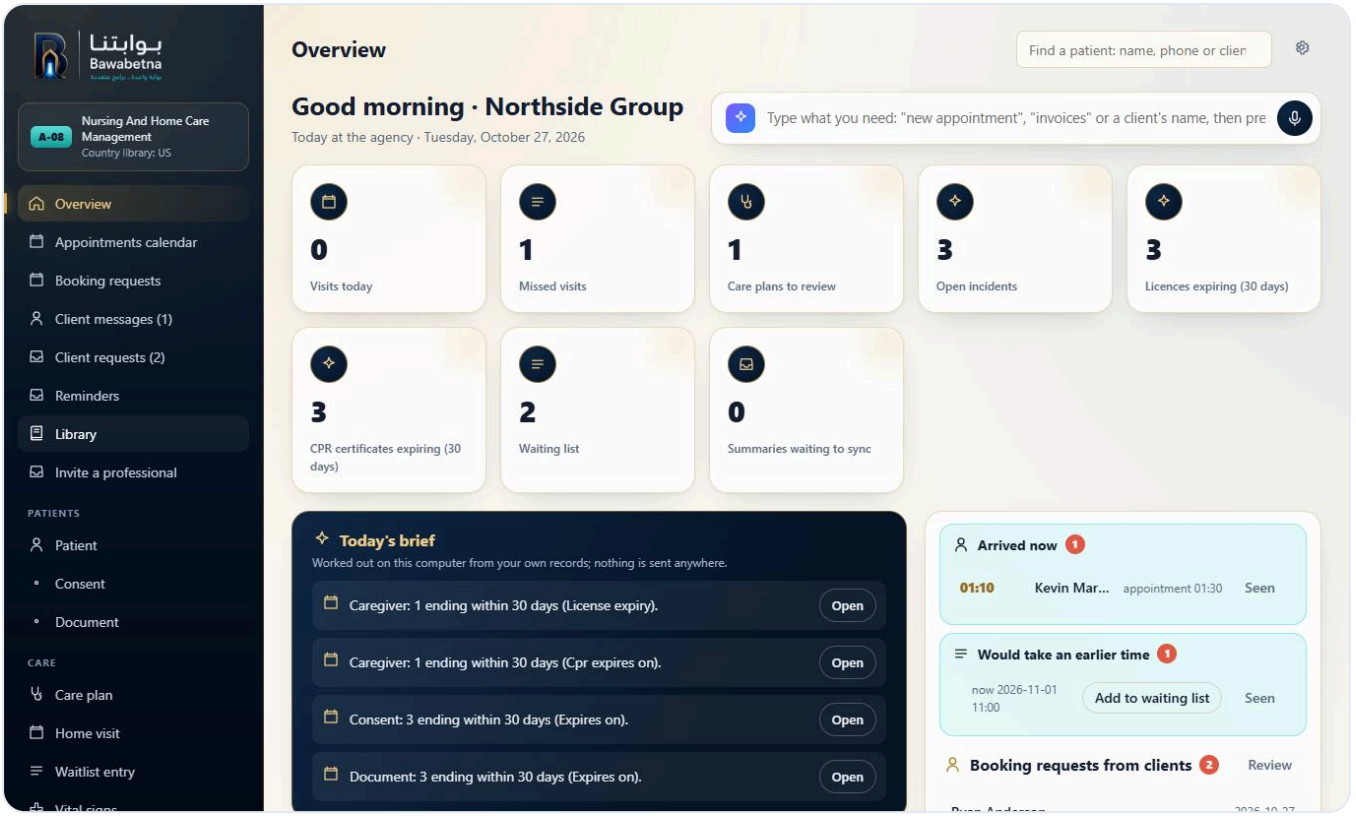
1. **Care agency**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Caregiver**: Full name, License number, Discipline

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

- Agency owner
- Billing
- Caregiver
- Coordinator
- Manager
- Nurse

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".

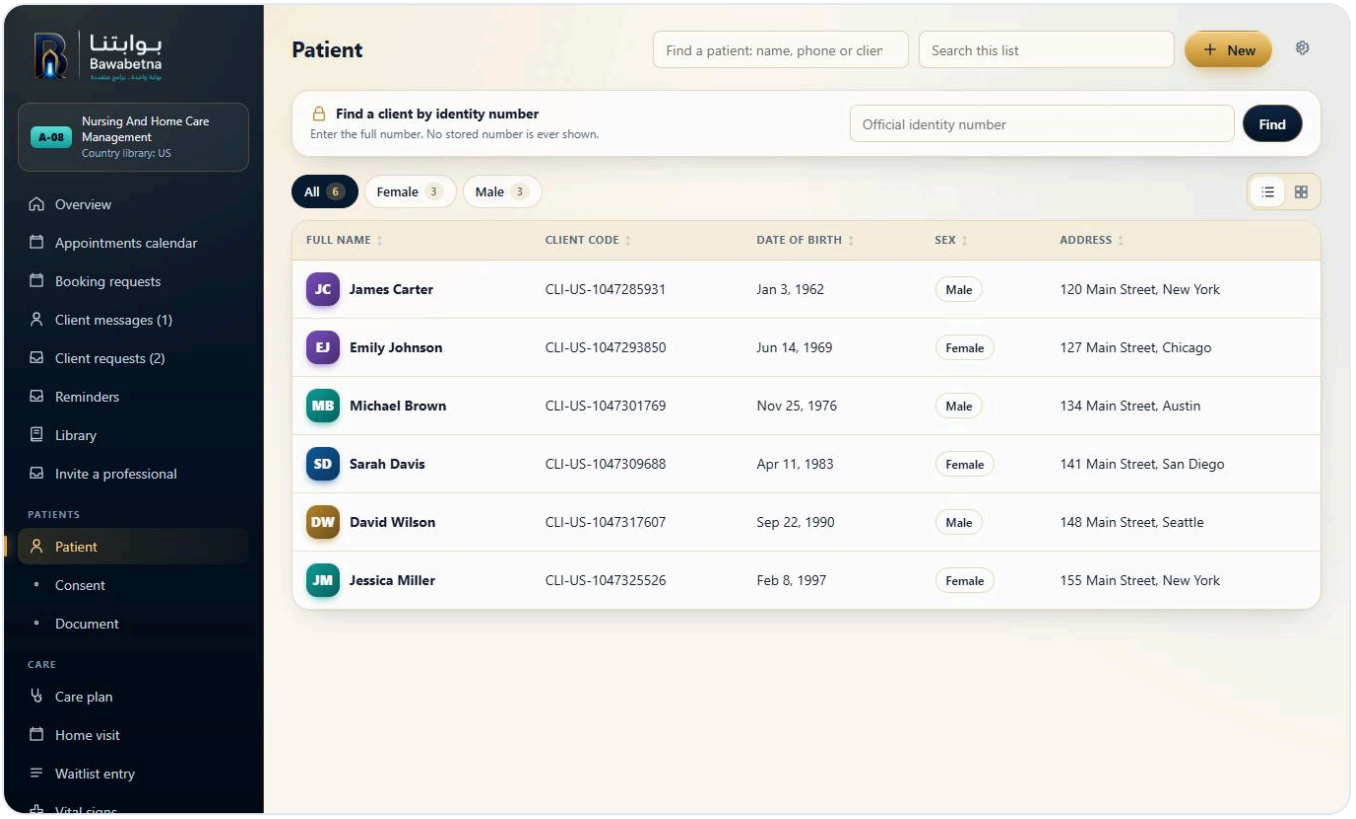


The home screen

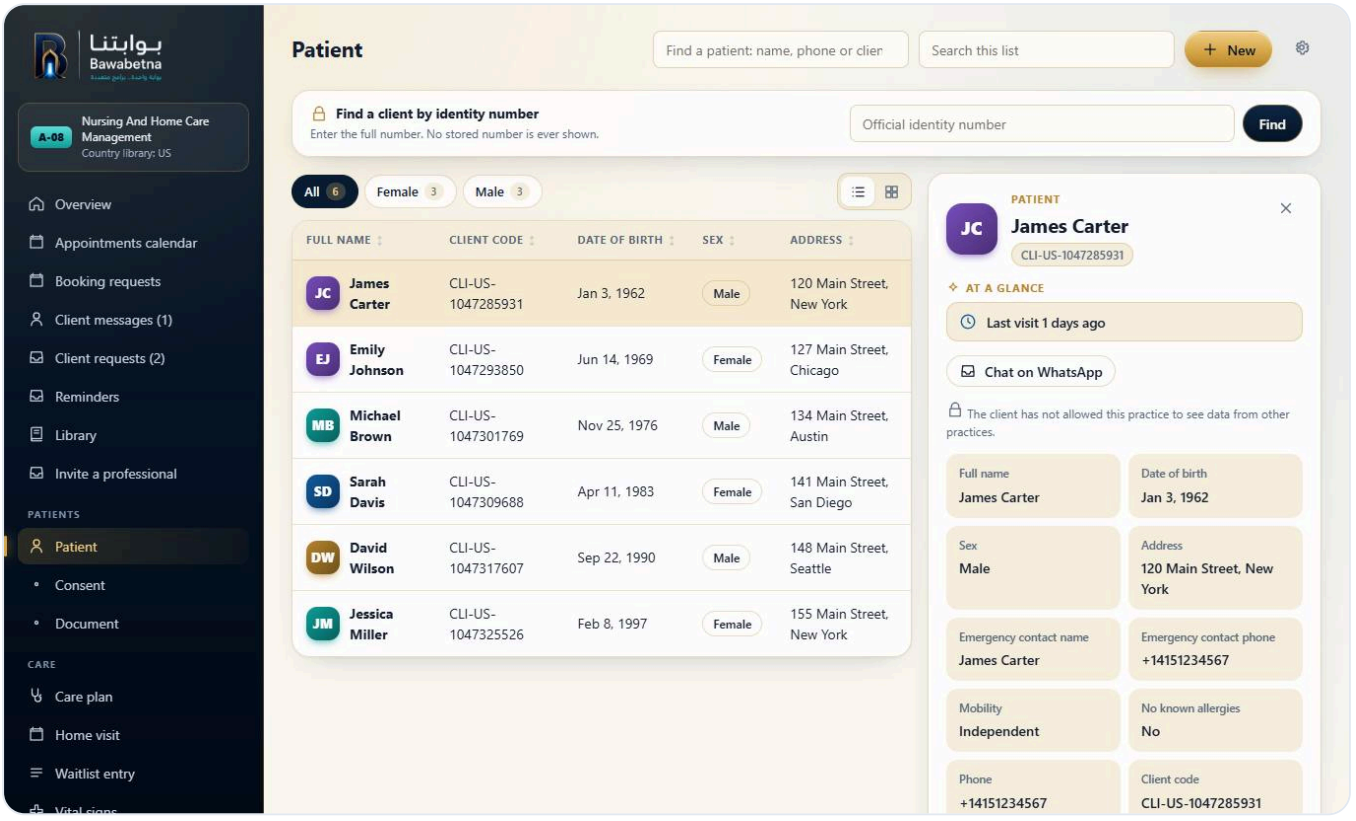
Screens and what you record in them

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.

Patients



Patient



A record open for editing

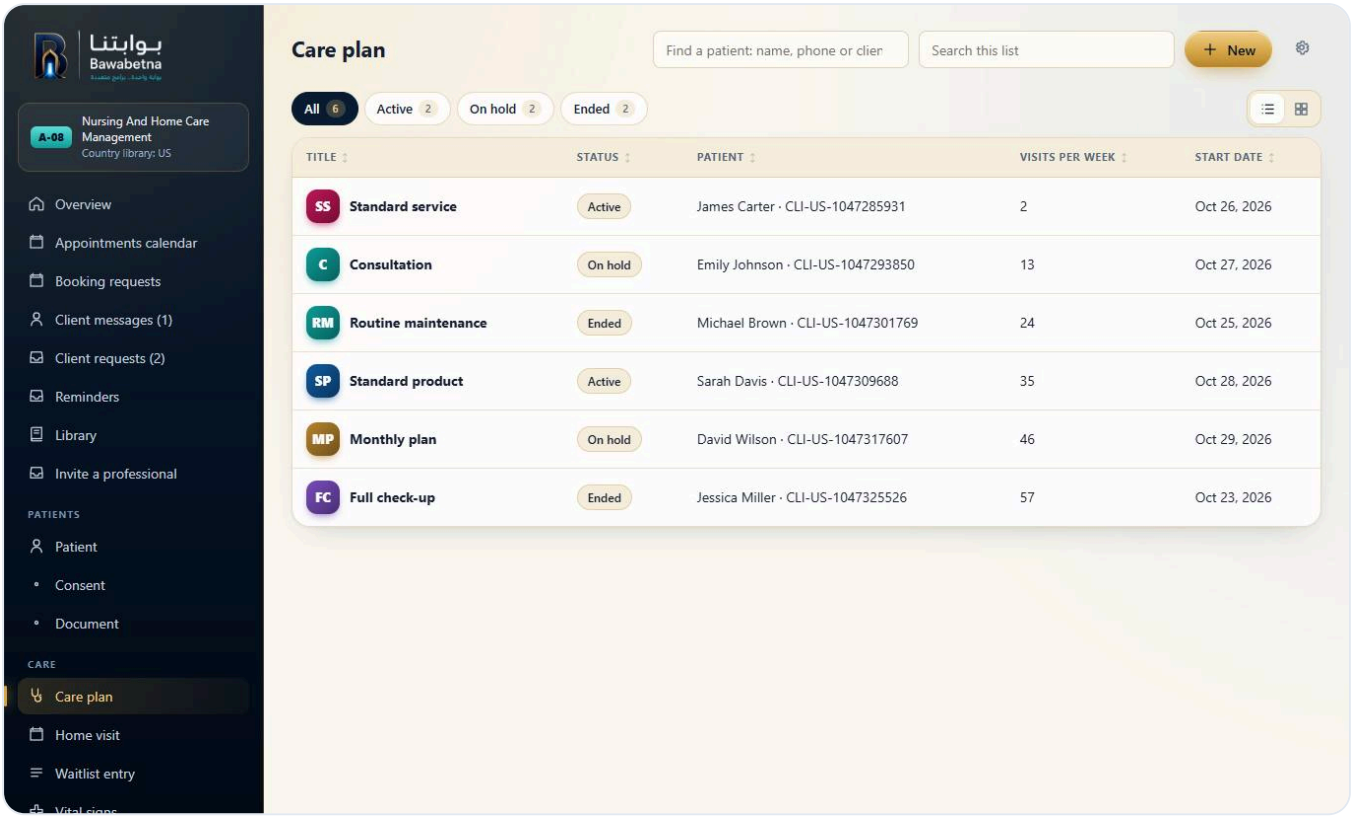
Patient

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

Document

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

Care



Care plan

Care plan

What you record: Patient (required), Title (required), Conditions, Goals, Services, Visits per week, Start date (required), Review date (required), Status (required)

Stages: A new record starts as "Active".

Active → On hold | Active → Ended | On hold → Active | On hold → Ended

Home visit

What you record: Patient (required), Care plan, Caregiver (required), Starts at (required), Duration minutes (required), Status (required), Checked in at (worked out by the program), Completed at (worked out by the program), Location confirmed, Tasks done, Visit notes, Visit summary, Missed reason, Override reason

Stages: A new record starts as "Scheduled".

Checked in → Completed | Scheduled → Checked in | Scheduled → Missed | Scheduled → Cancelled

Waitlist entry

What you record: Patient (required), Caregiver, 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

Vital signs

What you record: Home visit (required), Measured at (required), Systolic, Diastolic, Pulse, Temperature c, Spo2, Glucose mg dl, Systolic low, Systolic high, Bp flag (worked out by the program), Spo2 low, Spo2 flag (worked out by the program), Glucose low, Glucose high, Glucose flag (worked out by the program)

Medication order

What you record: Patient (required), Medication (required), Dose (required), Route, Times, Prescriber, Start date (required), End date, Status (required)

Stages: A new record starts as "Active".

Active → Stopped

Medication administration

What you record: Medication order (required), Home visit, Given at (required), Outcome (required), Reason, Caregiver

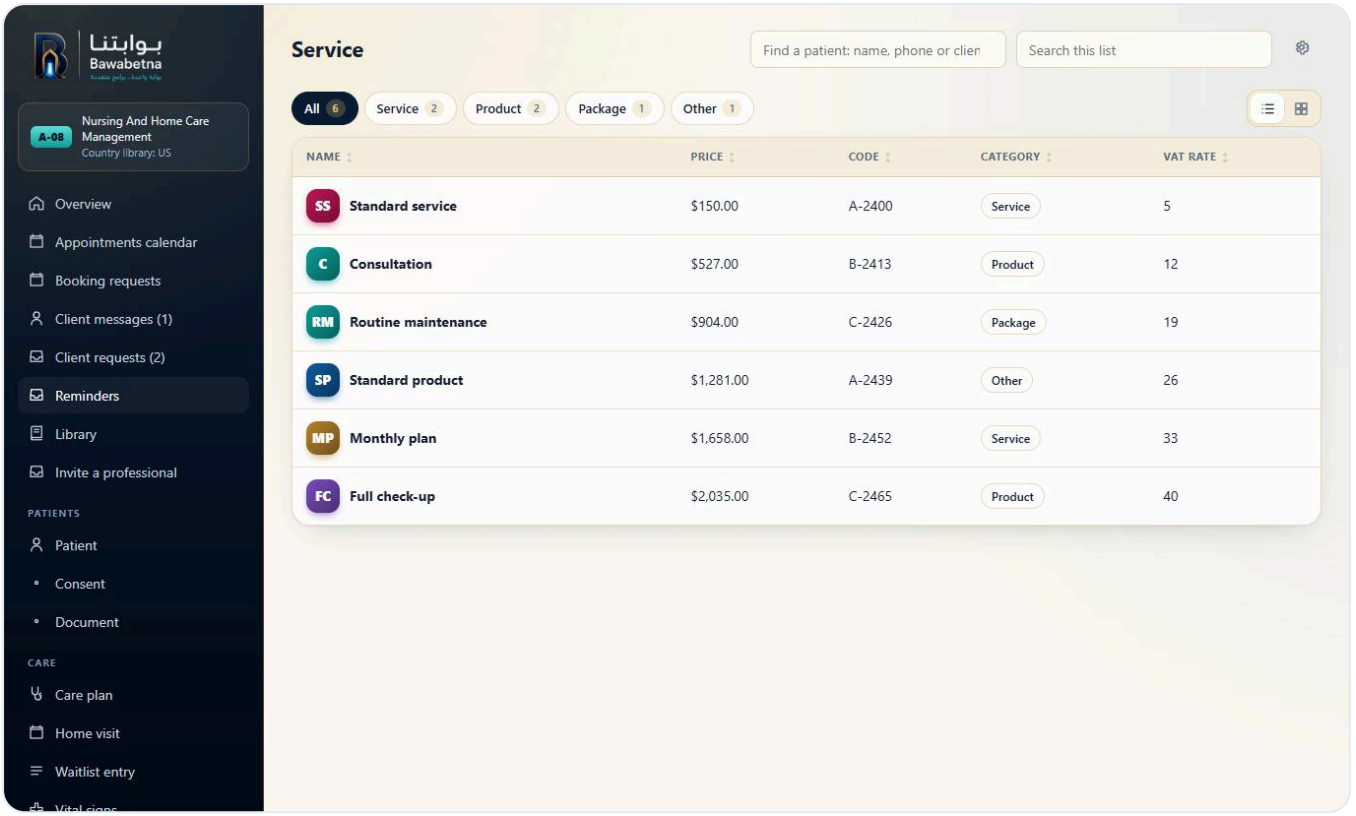
Incident

What you record: Patient (required), Occurred at (required), Incident type (required), Severity (required), Description (required), Action taken, Status (required)

Stages: A new record starts as "Open".

Open → Closed

Billing



Service

Service

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

Invoice

What you record: Invoice number (worked out by the program), Patient (required), Care plan, 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), 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)

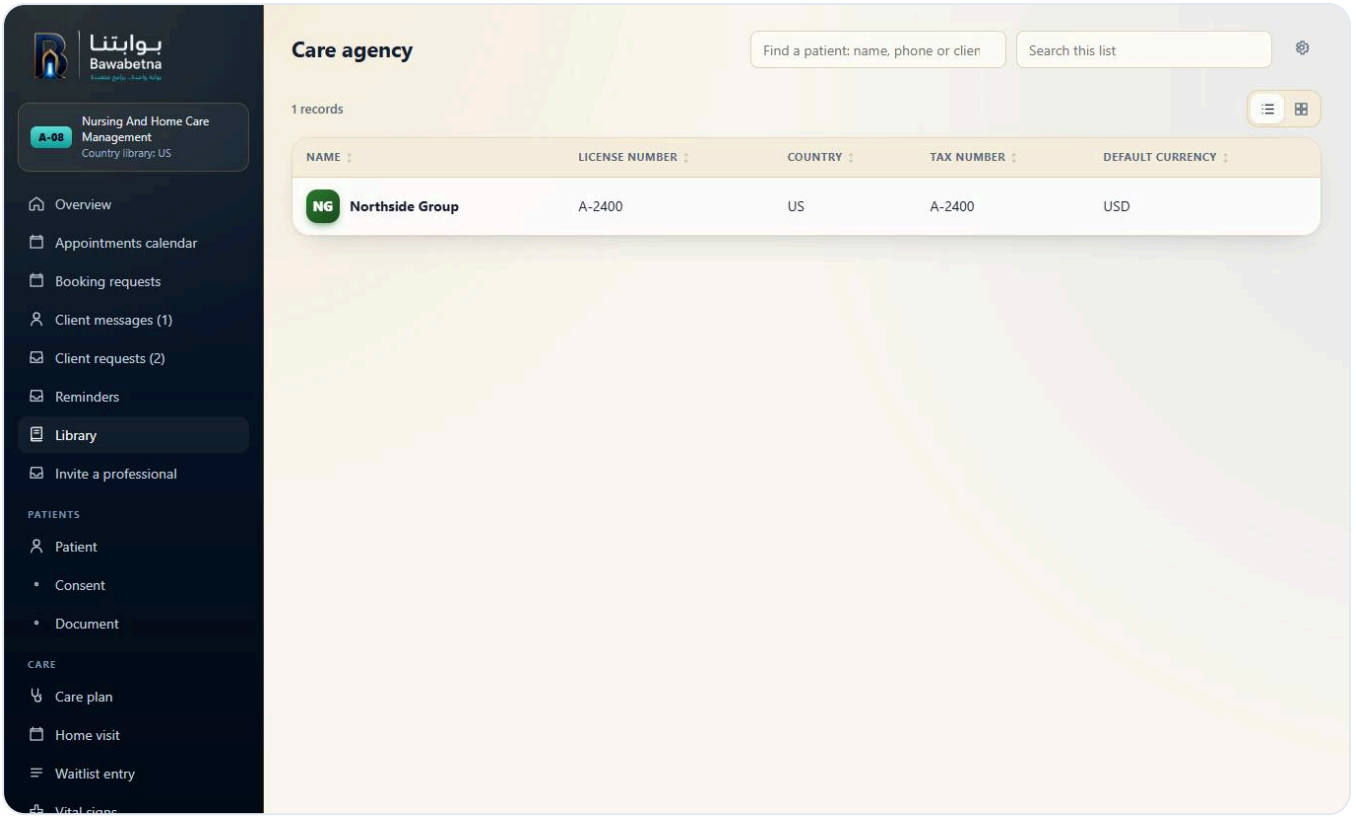
Payment

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



Care agency

Care agency

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: Care agency (required), Name (required), Address, Phone

Caregiver

What you record: Branch (required), Full name (required), License number, Discipline (required), Phone, License expiry, Cpr expires on, 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:

- Visits by caregiver
- Medication doses
- Incidents by type
- 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.