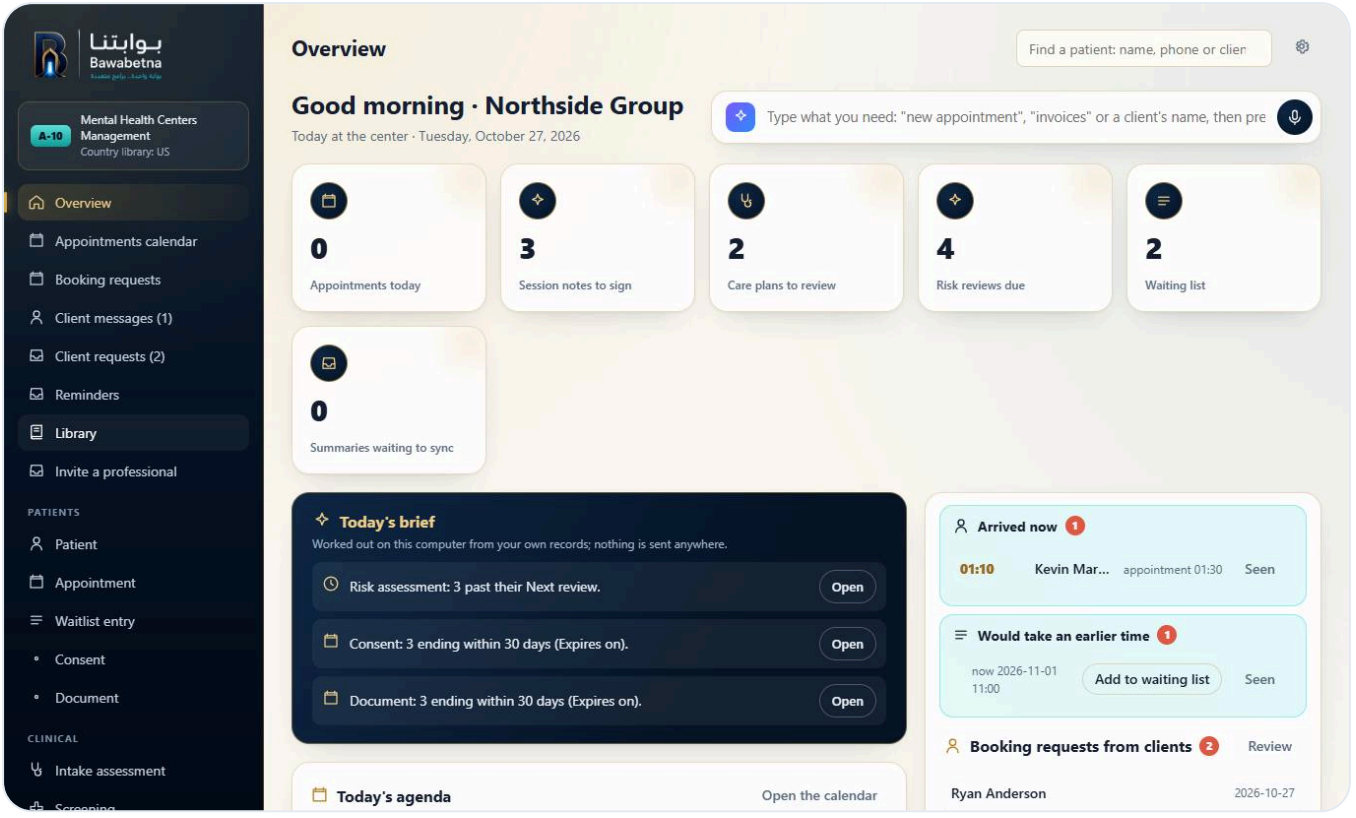
Bawabetna · User guide

Mental Health 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:

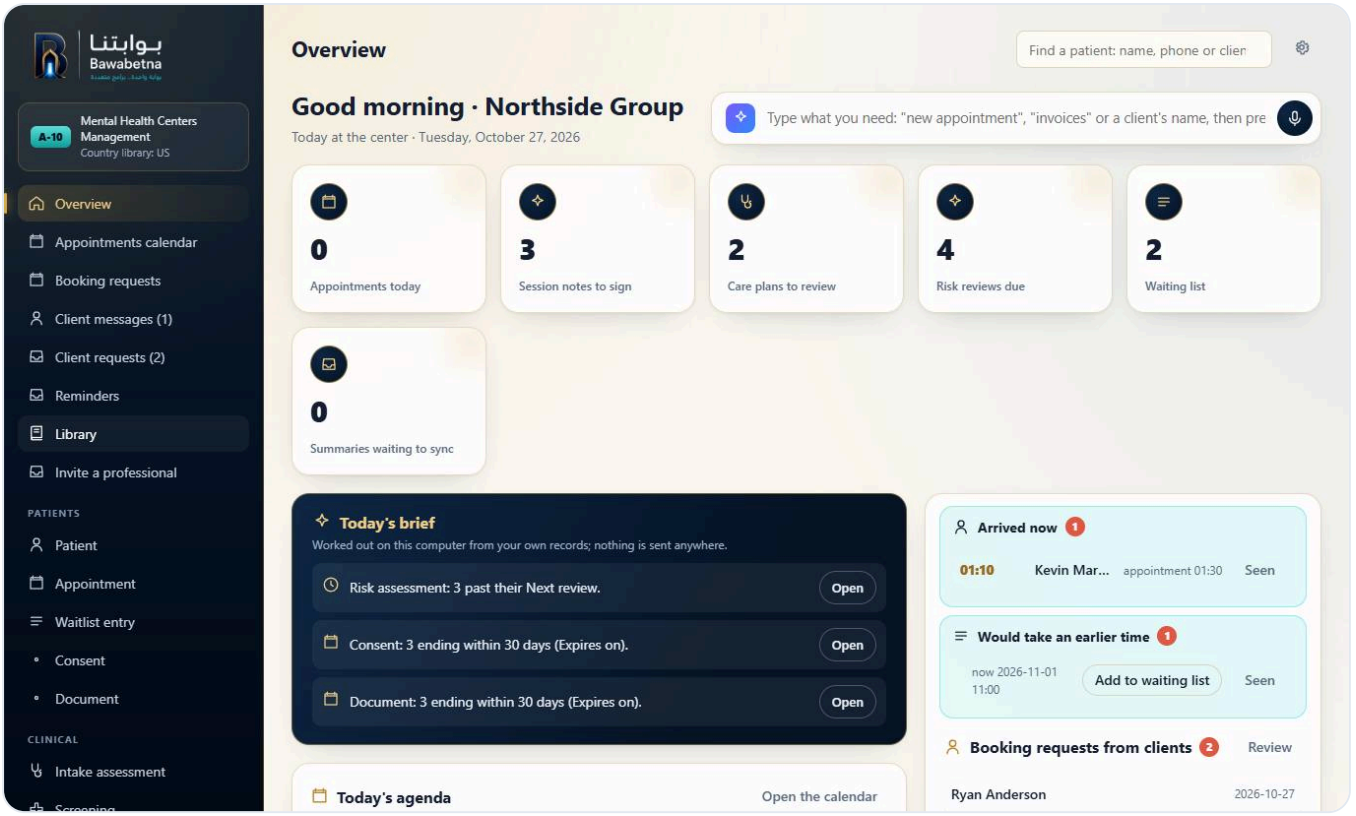
1. **Mh center**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Clinician**: Full name, License number, Discipline

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

- Cashier
- Center owner
- Manager
- Psychiatrist
- Receptionist
- Therapist

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".

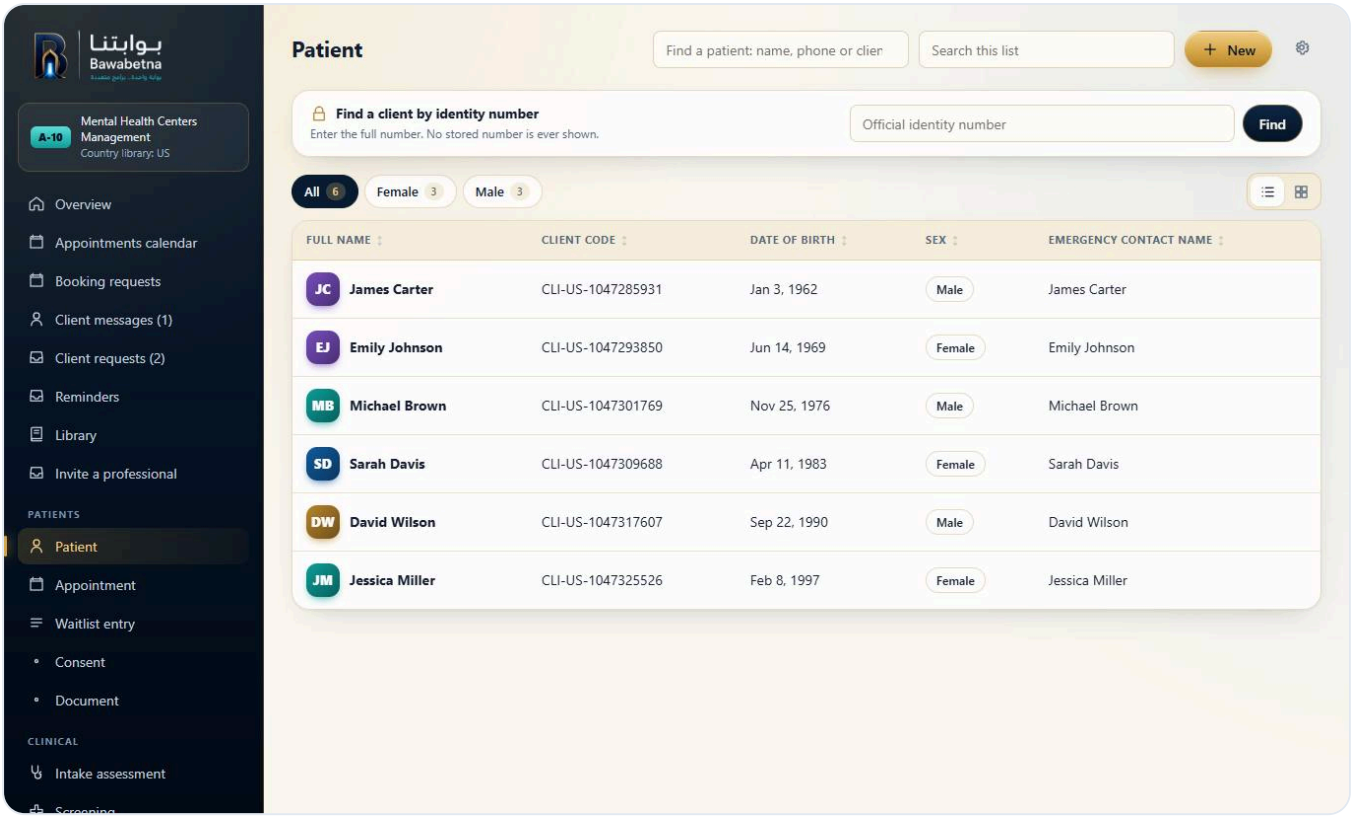


The home screen

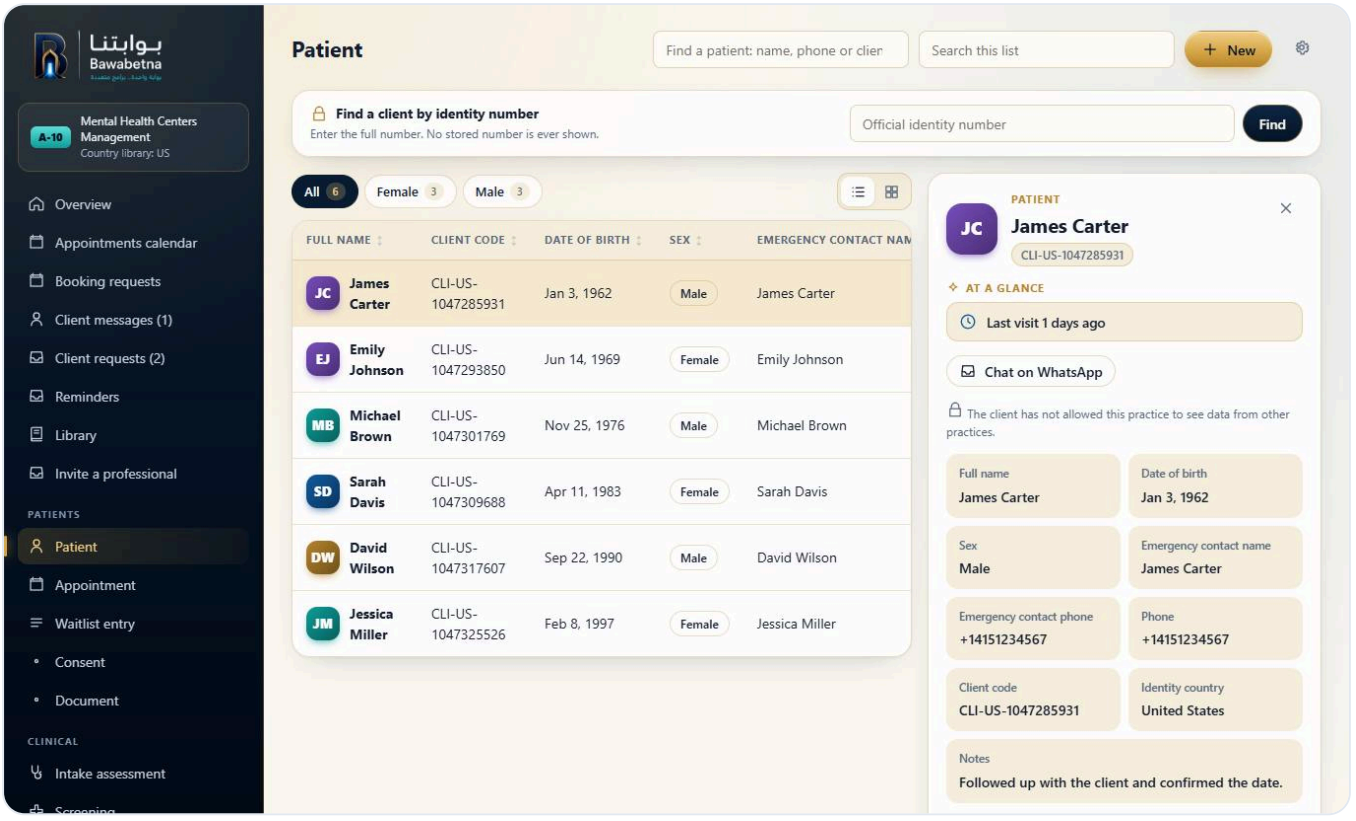
Screens and what you record in them

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, Emergency contact name, Emergency contact phone, Phone, Client code, Ecosystem registration, Identity country, Official identity number (required), Notes

Appointment

What you record: Patient (required), Clinician (required), Starts at (required), Duration minutes (required), Mode (required), Meeting link, Status (required), Override reason

Stages: A new record starts as "Booked".

Booked → Arrived | Booked → Cancelled | Booked → No show

Waitlist entry

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

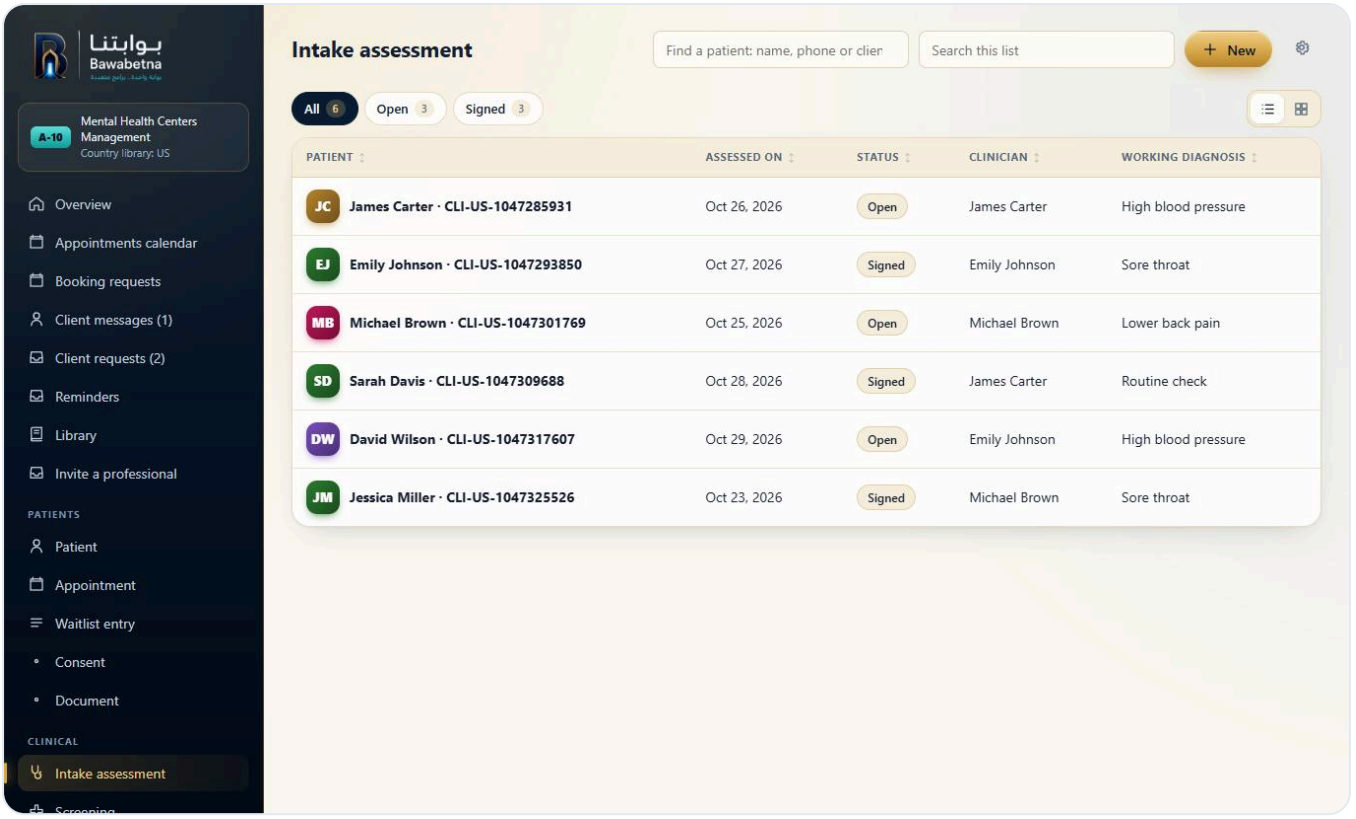
Stages: A new record starts as "Waiting".

Waiting → Booked | Waiting → Cancelled

Document

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

Clinical



Intake assessment

Intake assessment

What you record: Patient (required), Clinician (required), Assessed on (required), Presenting problem (required), History, Mental status exam, Working diagnosis, Plan, Status (required)

Stages: A new record starts as "Open".

Open → Signed

Screening

What you record: Patient (required), Instrument (required), Taken on (required), Score (required), Attention above, Severe above, Severity flag (worked out by the program), Item9 positive, Notes, Previous score (worked out by the program), Previous taken on (worked out by the program), Score change (worked out by the program), Change percent (worked out by the program)

Risk assessment

What you record: Patient (required), Clinician (required), Assessed on (required), Risk level (required), Risk factors, Protective factors, Safety plan, Actions taken, Next review

Treatment plan

What you record: Patient (required), Clinician, Title (required), Problems, Goals, Interventions, Review date (required), Status (required)

Stages: A new record starts as "Active".

Active → Ended

Therapy session

What you record: Patient (required), Clinician (required), Session date (required), Modality (required), Duration minutes, Progress note, Interventions used, Status (required)

Stages: A new record starts as "Open".

Open → Signed

Medication

What you record: Patient (required), Name (required), Dose (required), Frequency, Prescriber, Start date (required), End date, Status (required)

Billing

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), Therapy session, 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)

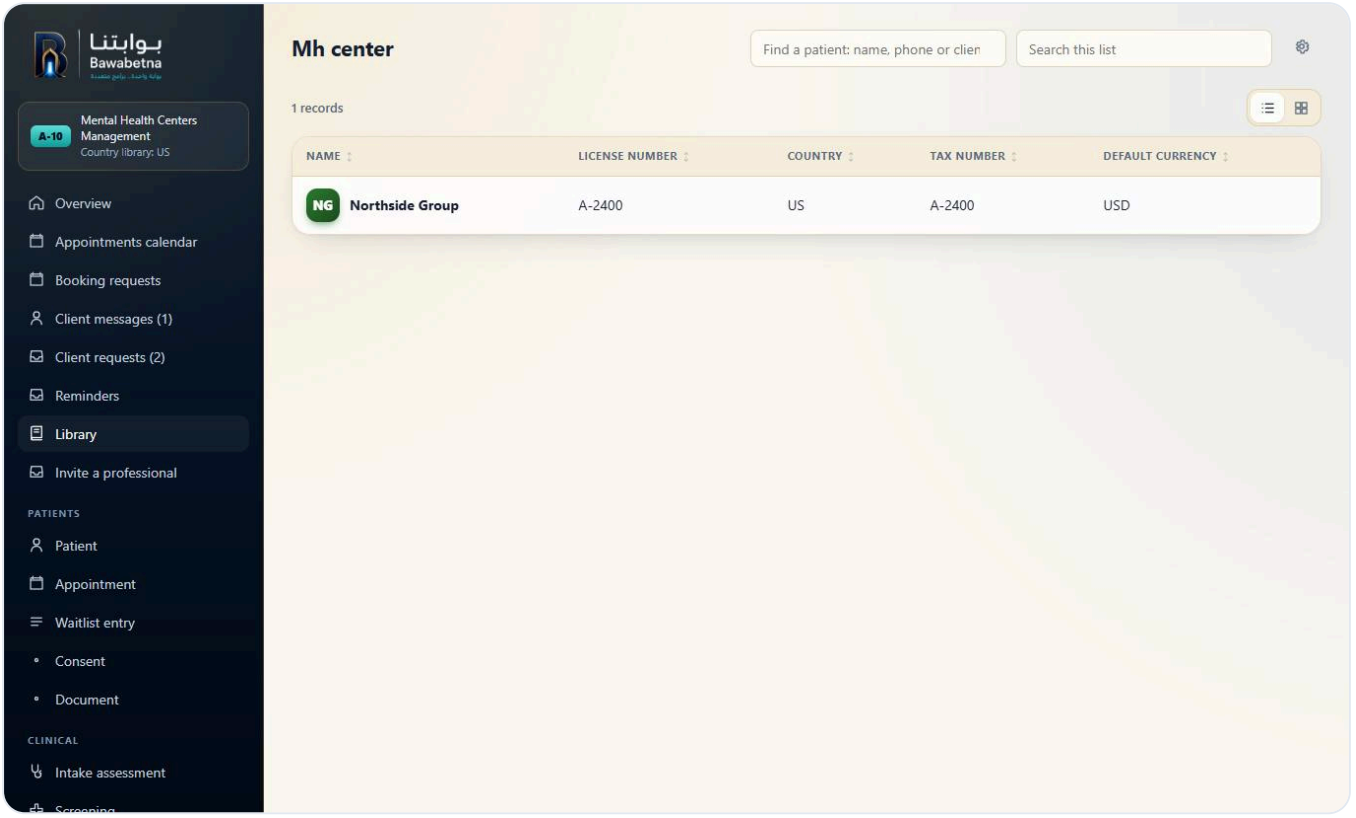
Payment

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



Mh center

Mh center

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: Mh center (required), Name (required), Address, Phone

Clinician

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

- Sessions by clinician
- Sessions by kind
- 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.