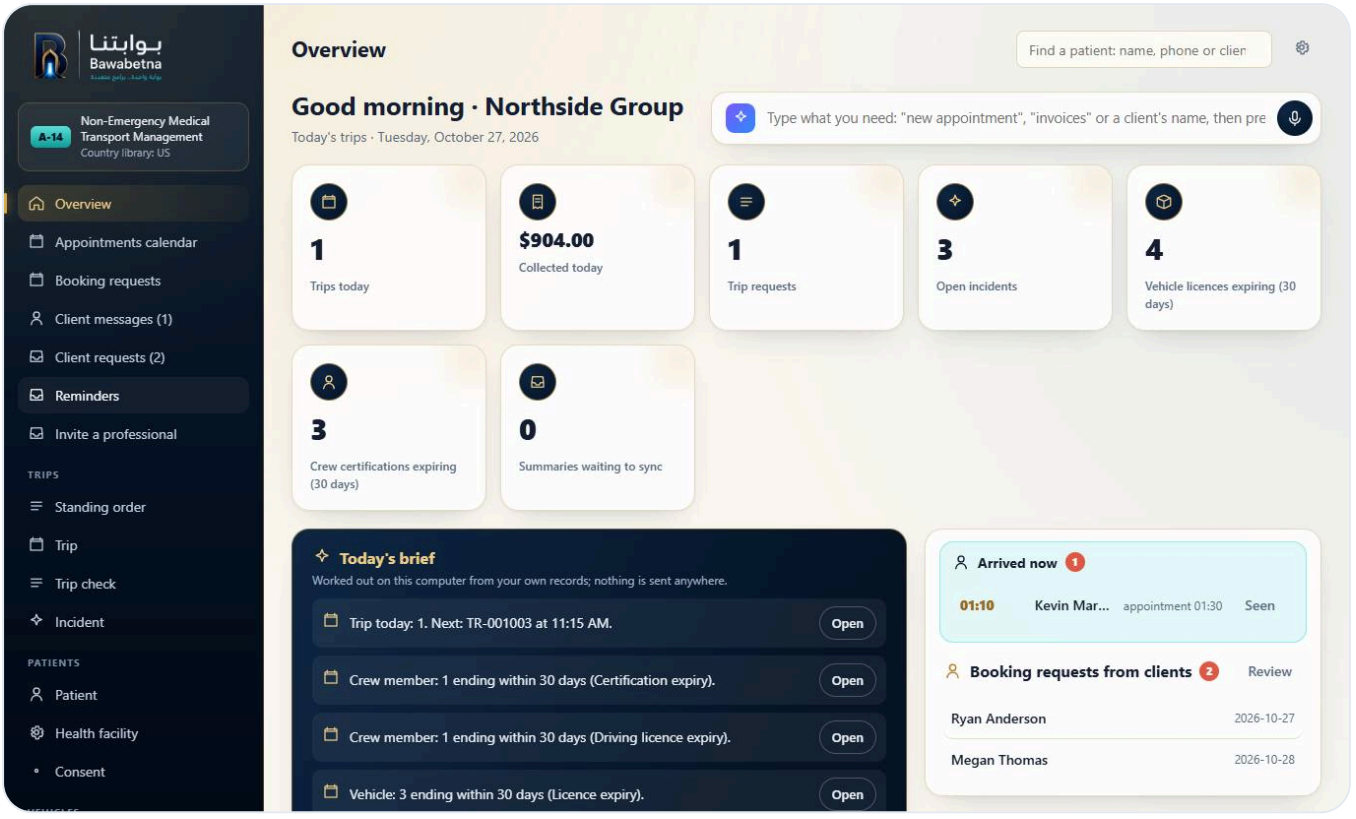
Bawabetna · User guide

Non-Emergency Medical Transport 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:

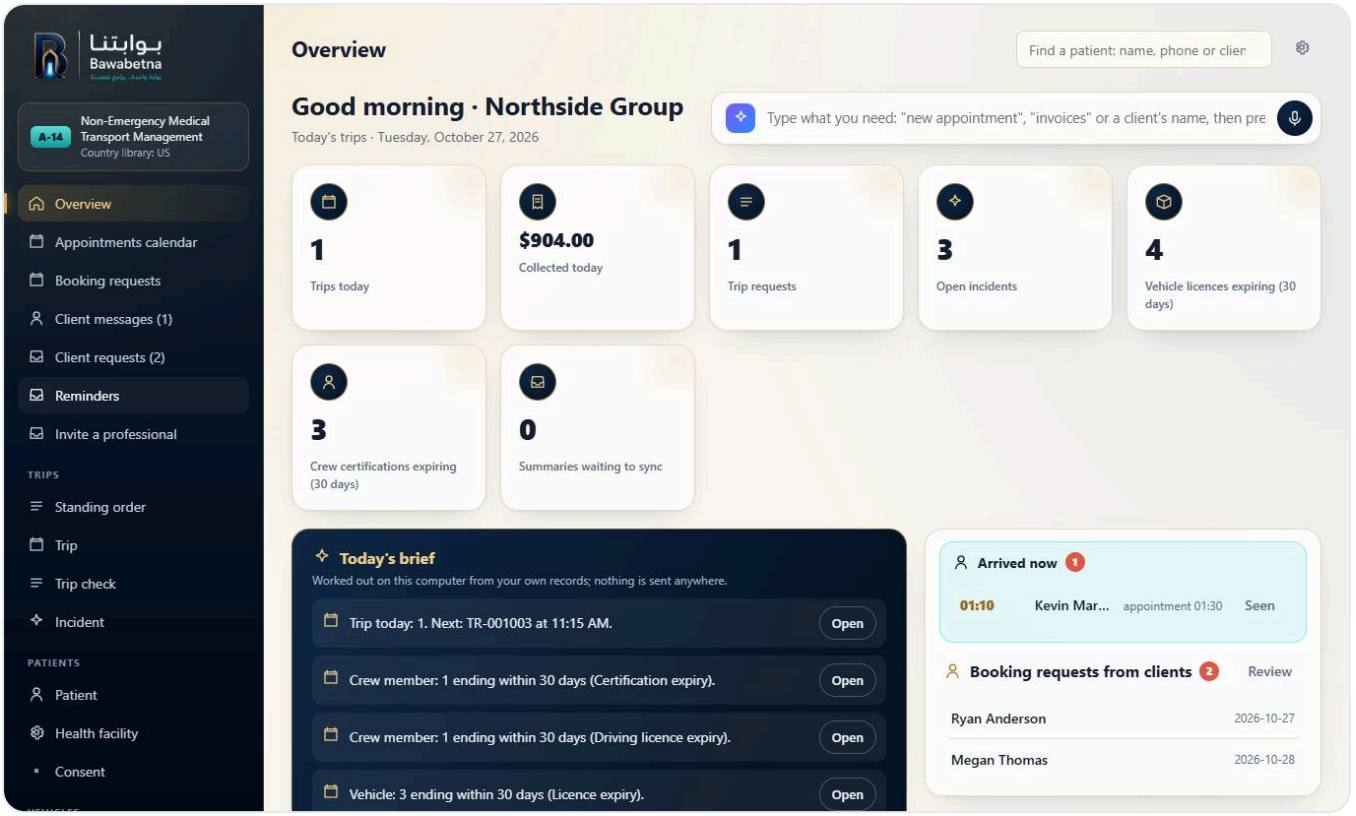
1. **Transport provider**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Crew member**: Full name, Crew role

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

- Accountant
- Crew
- Dispatcher
- Manager
- Provider owner

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".

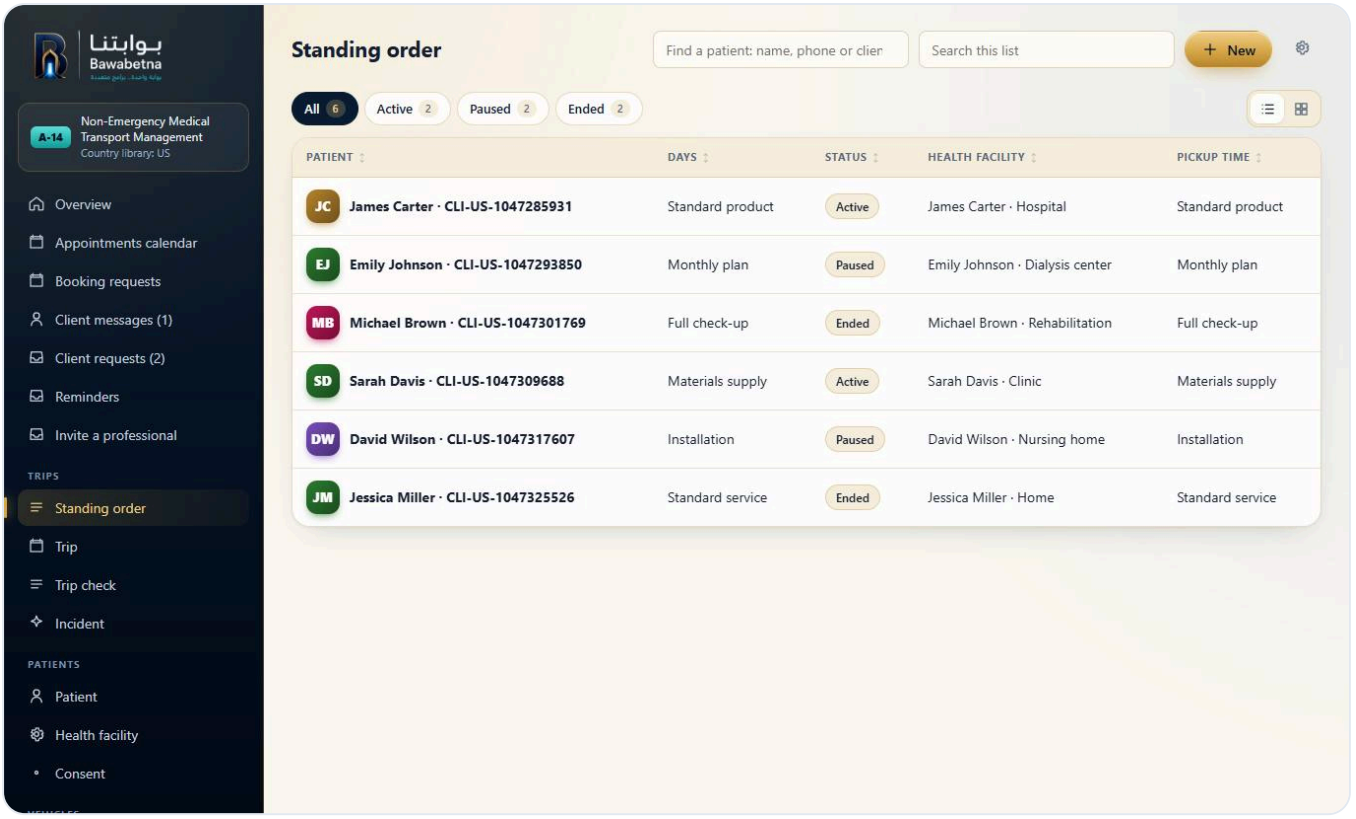


The home screen

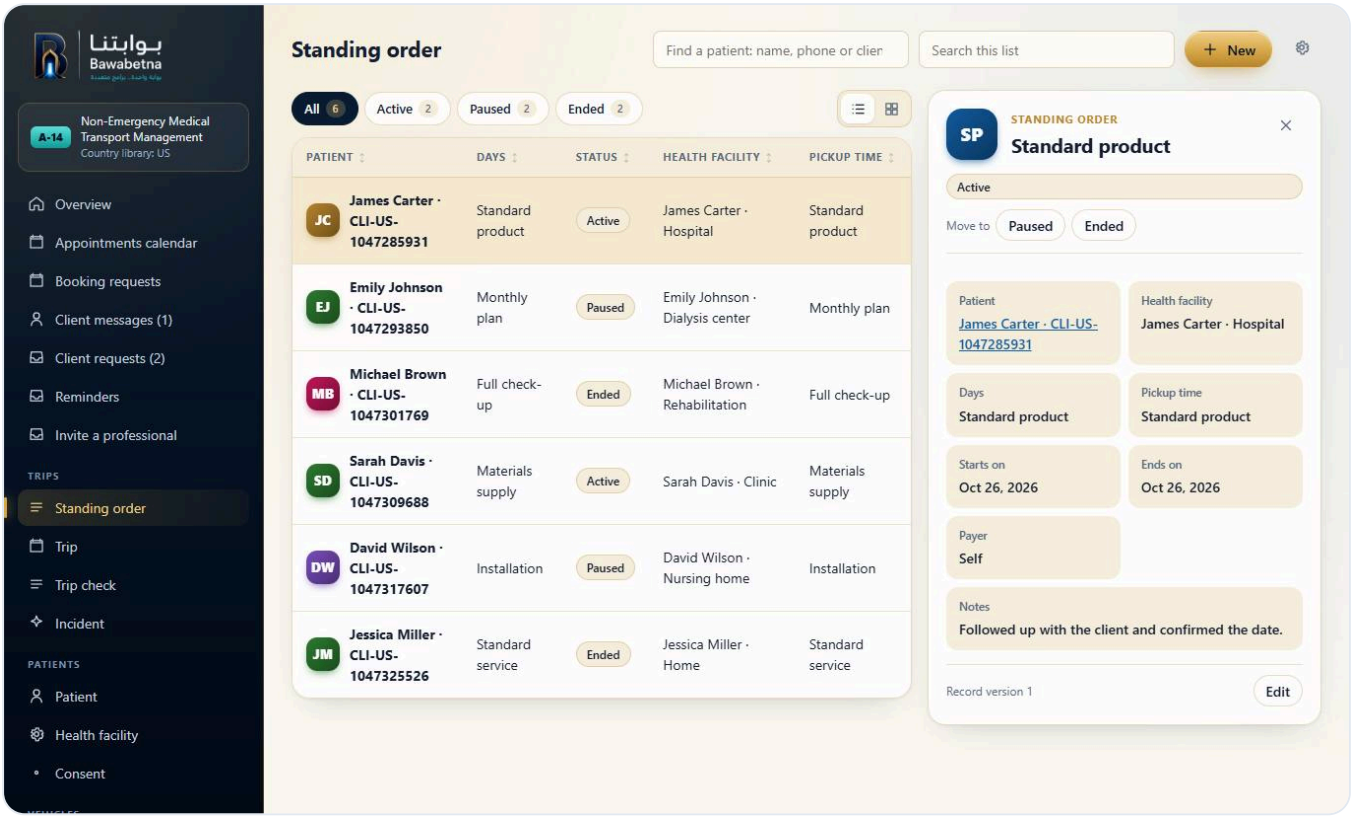
Screens and what you record in them

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.

Trips



Standing order



A record open for editing

Standing order

What you record: Patient (required), Health facility (required), Days (required), Pickup time (required), Return time, Starts on (required), Ends on, Payer (required), Notes, Status (required)

Stages: A new record starts as "Active".

Active → Paused | Active → Ended | Paused → Active | Paused → Ended

Trip

What you record: Trip number (worked out by the program), Patient (required), Standing order, Mobility (required), Pickup address (required), Health facility, Dropoff address, Pickup at (required), Appointment at, Duration minutes (required), Round trip, Vehicle (required), Crew member (required), Second crew, Escort on board, Payer (required), Authorization number, Odometer start, Odometer end, Distance km (worked out by the program), Base fare, Rate per km, Waiting minutes, Waiting rate per minute, Fare (worked out by the program), Picked up at (worked out by the program), Completed at (worked out by the program), Receiver name, Signature, Cancel reason, Override reason, Status (required)

Stages: A new record starts as "Requested".

En route → On board | En route → No show | On board → Completed | Requested → Scheduled | Requested → Cancelled | Scheduled → En route | Scheduled → Cancelled

Trip check

What you record: Trip (required), Checked at (required), Stage (required), Blood pressure, Pulse, Oxygen saturation, Oxygen flow lpm, Belts secured, Patient condition, Notes

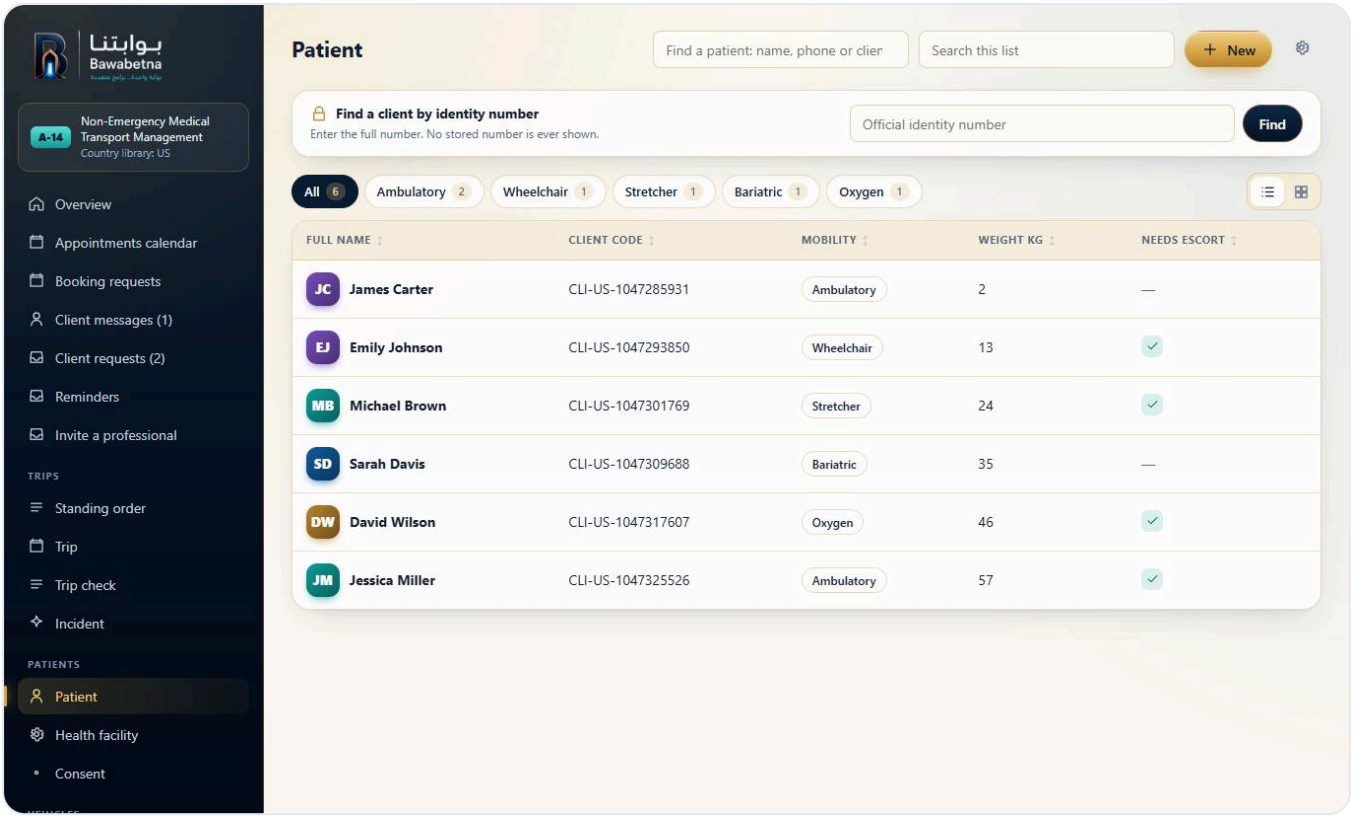
Incident

What you record: Trip, Vehicle, Occurred at (required), Incident type (required), Description (required), Action taken, Family informed, Status (required)

Stages: A new record starts as "Open".

Open → Closed

Patients



Patient

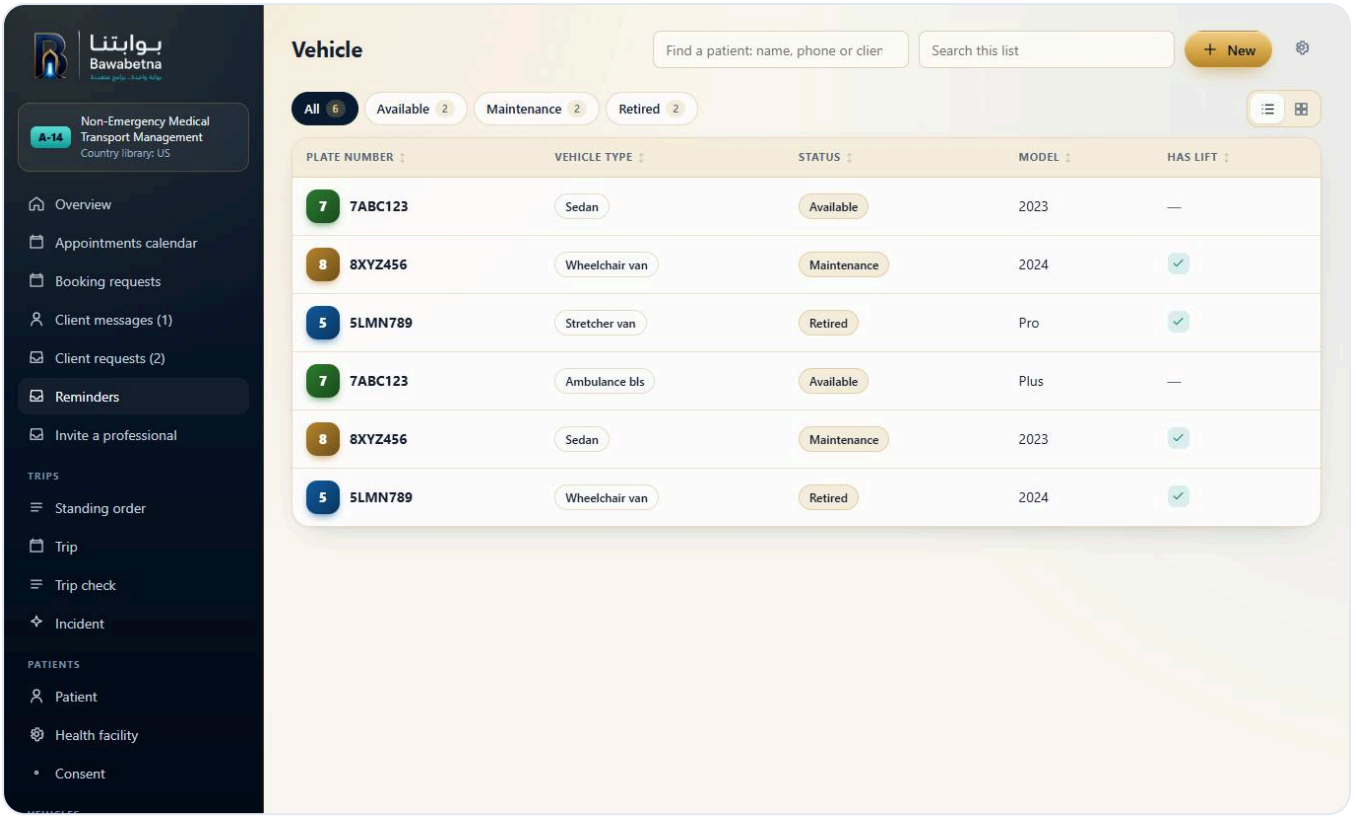
Patient

What you record: Full name (required), Mobility (required), Weight kg, Needs escort, Escort name, Escort phone, Home address, Location link, Floor and access, Medical notes, Trips completed (worked out by the program), Phone, Client code, Ecosystem registration, Identity country, Official identity number (required), Notes

Health facility

What you record: Name (required), Facility type (required), Address (required), Location link, Contact name, Contact phone, Contract rate per trip

Vehicles



Vehicle

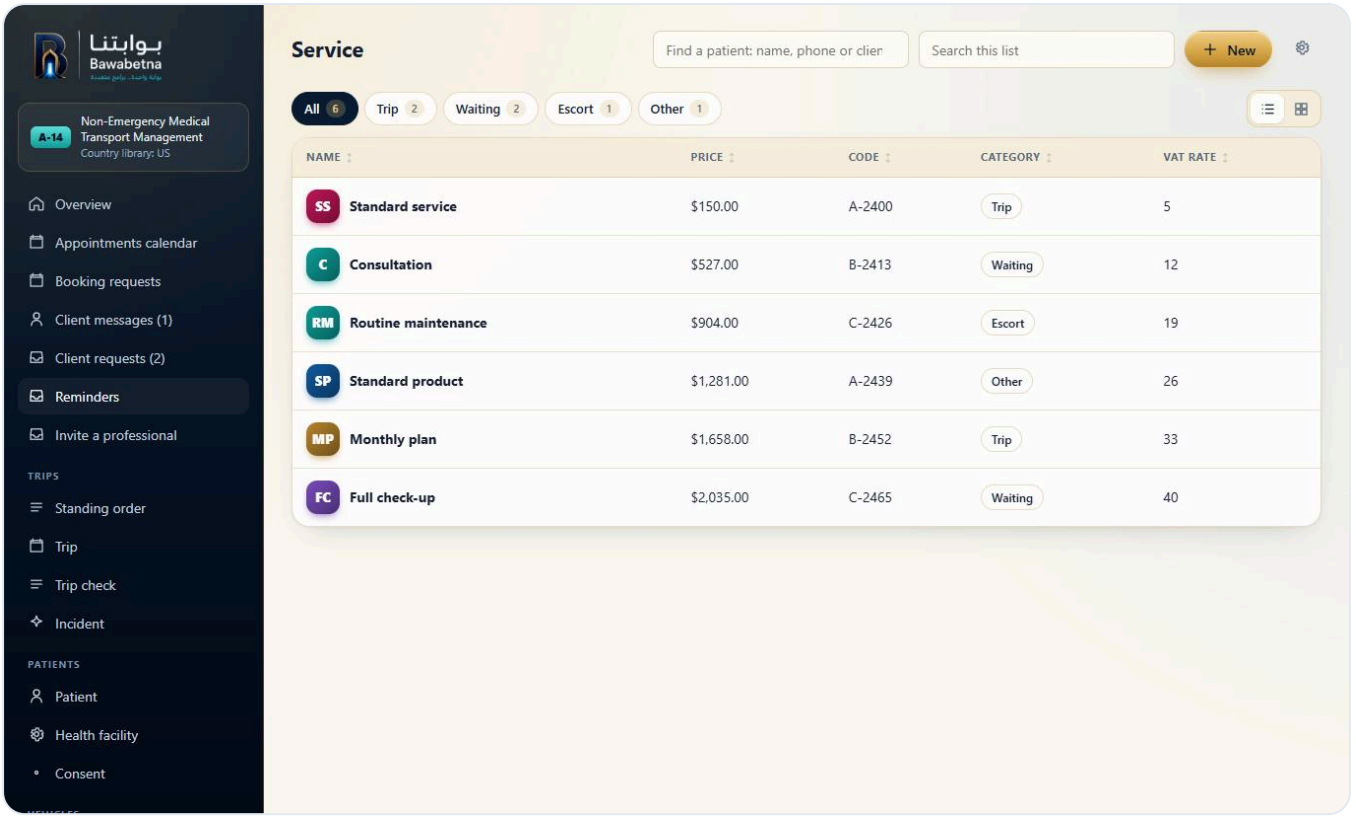
Vehicle

What you record: Plate number (required), Vehicle type (required), Model, Has lift, Has stretcher, Has oxygen, Wheelchair spaces, Seats, Licence expiry, Insurance expiry, Last sanitized, Next service, Status (required)

Stages: A new record starts as "Available".

Available → Maintenance | Available → Retired | Maintenance → Available | Maintenance → Retired

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), Trip, 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)

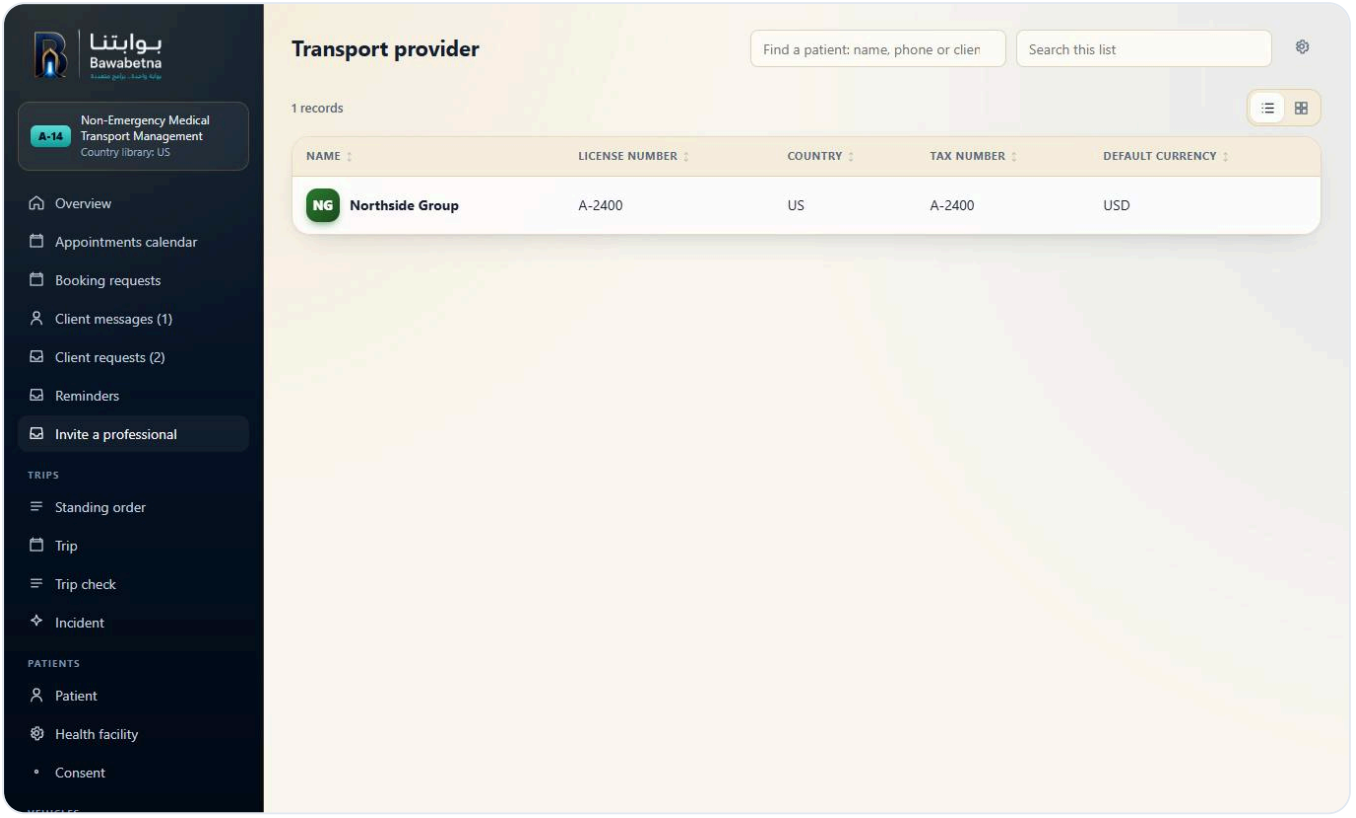
Payment

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



Transport provider

Transport provider

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: Transport provider (required), Name (required), Address, Phone

Crew member

What you record: Branch (required), Full name (required), License number, Phone, Crew role, Certification, Certification expiry, Driving licence expiry, 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:

- Trips by status
- Trips by mobility need
- Trips by vehicle
- Trips by facility
- 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.