

ClinicDesk

User guide

Updated 16 October 2026

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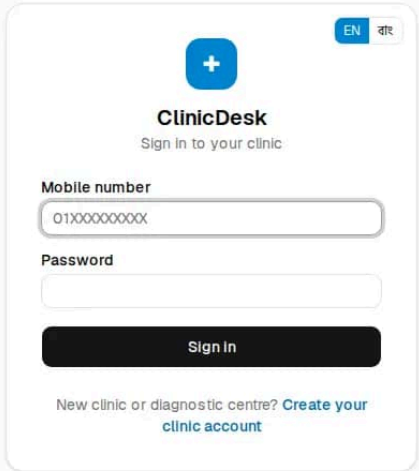
Getting started

What ClinicDesk is, how to sign in, what is where on the screen, switching language and branch, changing your password and which menus each role sees

ClinicDesk runs a whole clinic, hospital or diagnostic centre in one place: the billing counter, patient registration, doctors' serials, lab samples and reports, admitted patients, accounts and staff salaries. This chapter covers the first-day basics so everyone on the team can start with confidence.

Signing in

ClinicDesk runs in a web browser (Chrome or Edge work best). The clinic owner creates an account for you; you sign in with your **Mobile number** and **Password**.



Sign-in page

1. Open your clinic's ClinicDesk address in the browser. The page says "Sign in to your clinic".
2. Type your 11-digit number in **Mobile number** (for example 01XXXXXXXX).
3. Type your **Password**.
4. Press **Sign in**.

After signing in, each person lands on the page for their main job:

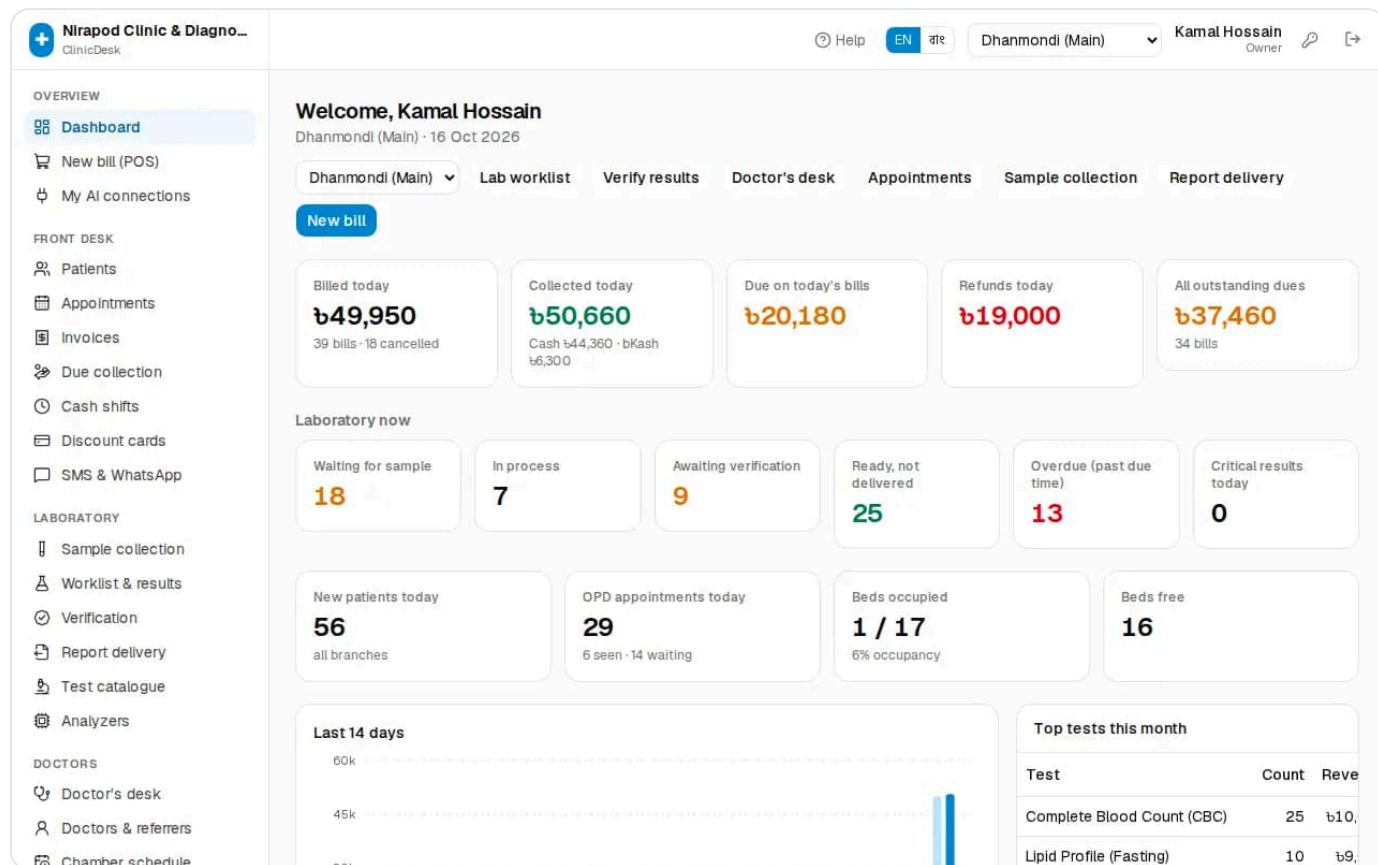
Role	Page that opens after sign-in
Receptionist	New bill (POS)
Lab technologist	Worklist & results
Pathologist	Verification
Doctor	Doctor's desk
Owner, Manager, Nurse, Accountant	Dashboard

Note

A wrong number or password shows "Wrong phone number or password". After 10 wrong tries in 15 minutes you see "Too many attempts. Wait 15 minutes and try again." "This account is disabled. Contact your clinic owner." means the owner has deactivated your account.

The sign-in page has an **EN | বাংলা** switch in the top right corner, so you can pick the language before signing in.

The screen layout



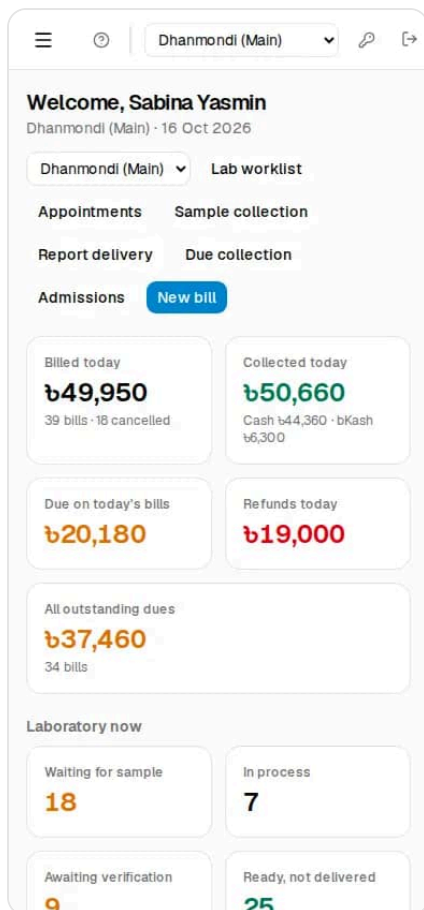
Dashboard

Left menu (sidebar): the clinic name at the top, then the menu in sections — **Overview, Front desk, Laboratory, Doctors, In-patient (IPD), Finance, Staff (HR), Accounting, Admin.** The page you are on is highlighted. Menus your role is not allowed to use are not shown at all, and modules that are not in the clinic's licence are hidden too.

Top bar (header), from right to left:

- **Sign out** — the door-shaped icon. Use it when you finish or leave the computer.
- **Change password** — the key icon. See Changing your password below.
- Your name and role (for example "Receptionist").
- The branch name, or a drop-down if you work in more than one branch.
- **EN | বাংলা** — the language switch.
- **Help** — opens the guide chapter for the page you are on, in a new tab, so a half-done bill is not lost.

On a phone: the sidebar is hidden. Tap the three-line (≡) button at the top left to open the menu; it closes by itself when you pick a page.



Dashboard on a phone

Yellow banner at the top: when the licence has ended but is still in its grace days, a yellow banner says "Your licence has expired. ClinicDesk keeps working until (date); please renew." with a **Details** link. What to do is in Payments, licence & AI.

Reading the dashboard

The dashboard greets you with "Welcome, (your name)", the branch and today's date. The big blue button on the right is your role's main job — **New bill** for reception, **Lab worklist** for the lab, **Verify results** for the pathologist. The smaller buttons next to it open the other pages your role uses most.

- **Money tiles** (for those who can see bills or reports — reception, manager, accountant, owner): **Billed today**, **Collected today** (split by cash, bKash and so on), **Due on today's bills**, **Refunds today** and **All outstanding dues**.
- **Laboratory now:** **Waiting for sample**, **In process**, **Awaiting verification**, **Ready, not delivered**, **Overdue (past due time)** and **Critical results today**. Click a tile to open that lab page.
- **New patients today**, **OPD appointments today**, **Beds occupied** and **Beds free**.
- A **Last 14 days** collection chart, **Top tests this month** and **OPD today by consultant**.

Owners, managers and accountants who work across all branches also get a drop-down at the top; choose **All branches** to see the totals of every branch together.

Switching language

1. Find the **EN | বাংলা** switch in the header.
2. Press **বাংলা** for Bangla or **EN** for English.

The whole app changes at once. Your choice is saved on your account, so you see the same language on any computer. Staff who have never picked a language see the owner's **Default language (Admin > Settings > Language)**. A few texts that have no Bangla translation yet still show in English.

Switching branches

If the clinic has more than one branch, each branch has its own bills, cash shifts, samples, appointments and wards. Patients and doctors are shared by all branches.

1. Open the branch drop-down in the header.
2. Pick the branch you are working in. The page reloads.

If you see just a branch name and no drop-down, the owner has tied your account to that one branch.

Common mistake

billing while another branch is selected. The bill then goes into the wrong branch's accounts and cash shift. Check the branch name in the header before you bill.

Changing your password

Everyone can change their own password.

The screenshot shows the Nirapod Clinic & Diagnostic Center ClinicDesk interface. The header includes the clinic name, a help icon, language toggle (EN/বাংলা), location (Dhanmondi (Main)), and user info (Rina Akter, Receptionist). The left sidebar lists various modules: OVERVIEW (Dashboard, New bill (POS), My AI connections), FRONT DESK (Patients, Appointments, Invoices, Due collection, Cash shifts, Discount cards, SMS & WhatsApp), LABORATORY (Sample collection, Report delivery), DOCTORS (Doctors & referrers, Chamber schedule, Commission rules), IN-PATIENT (IPD) (Admissions), and STAFF (HR). The main content area is titled 'Change my password' and shows a form with three input fields: 'Current password', 'New password', and 'Repeat new password'. A note indicates 'At least 6 characters.' for the new password. A 'Change password' button is at the bottom of the form. A message at the top of the form states: 'Rina Akter · 01800000003. Other devices will be signed out.'

Change password

1. Press the key icon in the header (or the **Change my password** link at the very bottom of the dashboard).
2. Type your **Current password**.
3. Type a **New password** — at least 6 characters.
4. Type the same password again in **Repeat new password**.
5. Press **Change password**. "Password changed" means it worked.

You stay signed in on this computer; every other device is signed out.

Note

"The new passwords don't match" means the two boxes are different. If you have forgotten your old password, ask the owner: they can set a new one for you from **Users & roles** (see Owner setup).

What each role sees

Every user has exactly one role. The role decides which menus appear and which buttons work.

Role	Main work
Owner	Everything, including settings, users and online payments
Manager	Almost everything the owner does — cancelling bills, refunds, discounts above the cap, service prices, reports, audit log — but not settings or users
Receptionist	Patient registration, bills, due collection, appointments, discount cards, sample collection, report delivery, admissions, SMS
Lab technologist	Sample collection, worklist, entering results, report delivery
Pathologist	Entering and verifying results, test catalogue, analyzers
Doctor	Doctor's desk (own patients, prescriptions), viewing admitted patients
Nurse	Appointments and serials, sample collection, work on admitted patients
Accountant	Viewing invoices, due collection, expenses, doctor payouts, corporate billing, accounting, payroll, reports

Every role can see their own attendance and leave (**My attendance & leave**). If a page shows **No access**, it is not meant for your role; ask the owner to change your role if you really need it.

Where to go next

- Owners: start with Owner setup.
- Reception: Reception & appointments and OPD billing & payments.
- Doctors: Doctors.
- Lab: Laboratory.
- Nurses: In-patients (IPD).
- Accountants: Accounting and Reports.
- When something goes wrong: Troubleshooting. Unfamiliar words: Glossary.

Owner setup

Clinic profile, billing rules, receipt and lab report layout, branches, users and roles, services and prices, packages and the audit log

Before the first working day the owner sets up a few things once: the clinic's name and address, branches, staff accounts and service prices. This chapter walks through each of them. Doctors and chamber schedules are in Doctors; online payments, the licence and AI assistants are in Payments, licence & AI.

Note

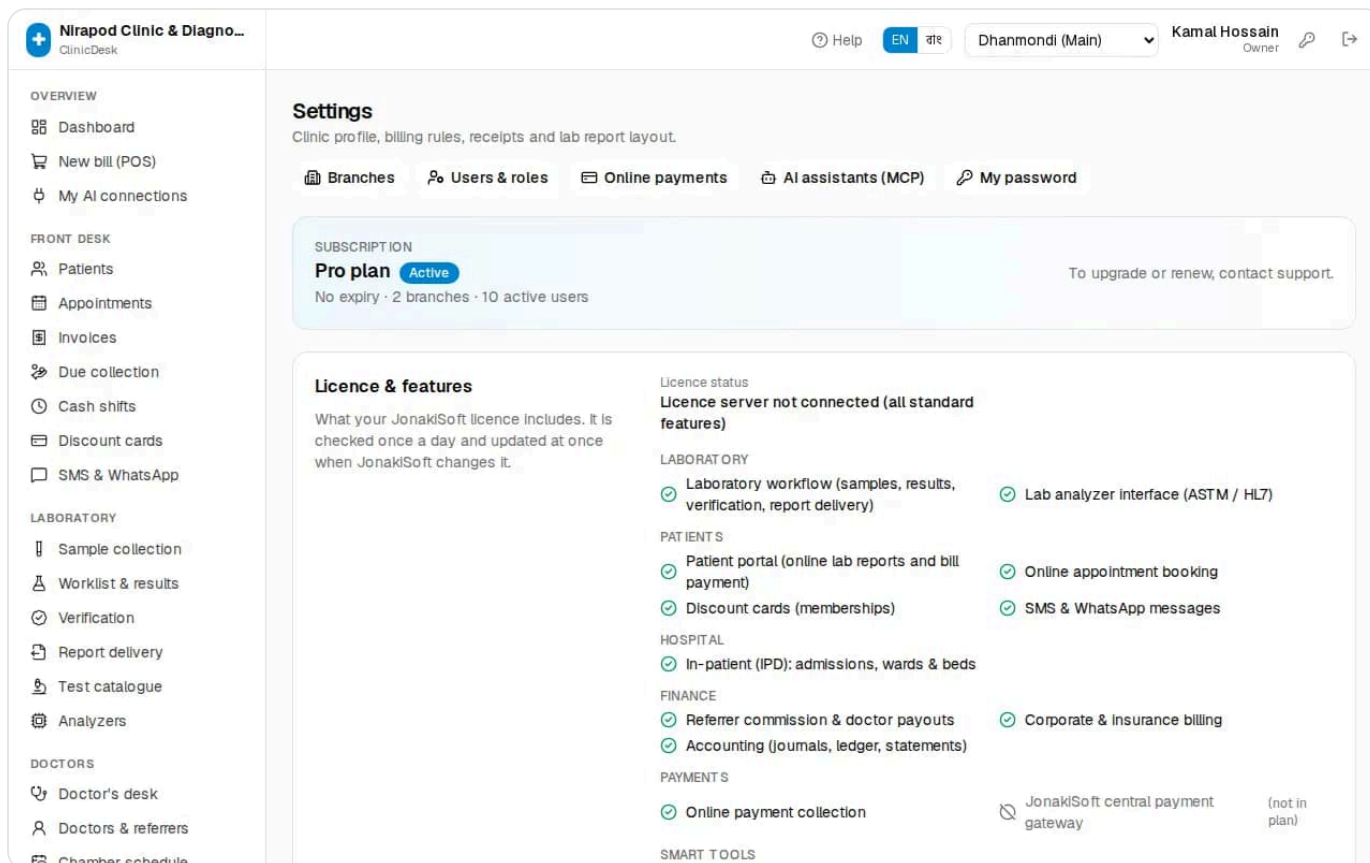
Only the owner can open **Settings**, **Branches** and **Users & roles**. Managers can use **Services & prices** and the **Audit log**.

First-day checklist

1. In **Settings**, fill in the clinic profile, billing, receipt and lab report rules (below).
2. If you have more than one branch, add them in **Branches** (below).
3. Add doctors and their chambers in **Doctors & referrers** (Doctors).
4. Create an account for every staff member in **Users & roles** (below).
5. Check test and service prices in **Services & prices** (below).
6. Set up test parameters and reference ranges (Laboratory).

Clinic profile and settings

Open **Admin > Settings** in the sidebar.



Settings page

The **Subscription** box at the top shows your plan, expiry date, number of branches and active users. Below it is the **Licence & features** box (see Payments, licence & AI). The buttons at the top open **Branches**, **Users & roles**, **Online payments**, **AI assistants (MCP)** and **My password**.

Clinic profile

This is printed on bills, money receipts and lab reports.

1. Fill in **Clinic / hospital name**, **Phone**, **Email** and **Address**.
2. If you have them, add the **DGHS licence no.** and **VAT registration (BIN)**.
3. Press **Save profile**.

The other settings

The boxes below are saved together: change what you need, then press **Save settings** at the very bottom of the page.

- **Language > Default language:** what new staff see first. Each person can still choose their own.

- **Billing:**
 - **VAT (%)** — 0 if your services are VAT-exempt.
 - **Receptionist discount cap (%)** — reception cannot give more discount than this. Managers can go above it.
 - **Default referral commission (%)** — used when neither the doctor nor the test has its own rate.
 - **Follow-up window (days)** — a patient who comes back to the same doctor within this many days pays the follow-up fee.
 - **Round bills to whole Taka** — drops the paisa so bills are in whole taka.
- **Receipts: Paper size (80 mm thermal or A4 / half A4), a Header line** (for example your hotline number) and a **Footer note**.
- **Lab reports:**
 - **Report header** and **Report footer**.
 - **Print letterhead** — turn it off if you print on pre-printed pads; a blank top margin is left instead.
 - **Pathologist verification required** — results can't be printed or delivered until verified.
 - **Full payment before delivery** — report delivery is blocked while the bill has due.
 - **Online report portal** — patients download verified reports themselves with bill no. + PIN (Patient portal).
- **Online appointment booking: Allow online booking** and **Days ahead patients can book**. The booking address (`/book/...`) is shown in this box.
- **SMS & WhatsApp:** the link here opens **Settings → Integrations** (SMS & WhatsApp).

Tip

Keep both **Pathologist verification required** and **Full payment before delivery** on. It protects you from wrong reports going out and from reports leaving with the bill unpaid.

Branches

Open **Admin > Branches**. Each branch has its own bills, cash shifts, samples, appointments and wards; patients and doctors are shared.

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Dhanmondi (Main)

Kamal Hossain
Owner

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Chamber schedule

Branches

Each branch has its own bills, cash shifts, samples, appointments and wards. Patients and doctors are shared.

+ Add branch

Branch	Code	Phone	Address	Users only here	Wards
Dhanmondi (Main)	DHN	01800000000	House 12, Road 7, Dhanmondi, Dhaka 1205	2	4
Mirpur collection point	MRP	01800000009	Section 10, Mirpur, Dhaka	1	0

Users not tied to a branch (7) can switch between all branches.

Branch list

To add a branch:

1. Press **Add branch**.
2. Type the **Branch name** and a **Code** of 2–6 letters, for example **DHN**.
3. Add the **Phone** and **Address**.
4. Press **Save**. You see "Branch created".

Edit a branch with the pencil icon on its row. When a branch closes, untick **Active**: closed branches disappear from the branch switcher but their history stays. The **Users only here** column counts the staff tied to that branch.

Users and roles

Open **Admin > Users & roles**. Everyone who can sign in is listed here.

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Kamal Hossain
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Users & roles

Everyone who can sign in. Each user has one role and optionally one branch.

+ Add user

Name	Mobile	Role	Branch	Last sign-in	
Kamal Hossain You	01800000001	Owner	All branches	16 Oct 2026, 04:01	
Sabina Yasmin	01800000002	Manager	All branches	16 Oct 2026, 03:18	Deactivate
Rina Akter	01800000003	Receptionist	Dhanmondi (Main)	16 Oct 2026, 03:28	Deactivate
Shapla Begum	01800000009	Receptionist	Mirpur collection point	Never	Deactivate
Jahid Hasan Medical Technologist (Lab)	01800000004	Lab technologist	All branches	16 Oct 2026, 03:20	Deactivate
Dr. Ayesha Siddiqua MBBS, MPhil (Pathology) · Consultant ...	01800000005	Pathologist	All branches	16 Oct 2026, 03:20	Deactivate
Dr. Farhana Haque	01800000006	Doctor Dr. Farhana Haque	All branches	16 Oct 2026, 03:20	Deactivate
Dr. Tanvir Ahmed	01800000010	Doctor Dr. Tanvir Ahmed	All branches	Never	Deactivate
Nusrat Jahan	01800000007	Nurse	Dhanmondi (Main)	16 Oct 2026, 03:20	Deactivate
Mizanur Rahman	01800000008	Accountant	All branches	16 Oct 2026, 03:20	Deactivate

To change your own password use [My password](#).

► What each role can do

User list

Adding a staff member

1. Press **Add user**.
2. Type the **Full name** and **Mobile (login)** — the number they sign in with.
3. Choose the **Role** (Receptionist, Lab technologist, Doctor ...).
4. **Branch**: pick one to keep them in that branch only; leave it on **All branches** to let them switch between all branches.
5. **Language**: leave blank to use the clinic default.
6. For a doctor, choose their name in **Doctor profile (Doctor role only)** so the doctor's desk shows their own patients.
7. For pathologists and technologists, fill in **Designation / signature lines**, one line per row. They are printed under the signature on lab reports.
8. Give a **Password** of at least 6 characters and share it with the person privately.
9. Press **Save**. You see "User created".

Managing accounts

Each row has three actions on the right:

- **Pencil** — change name, role, branch or language.

- **Key** — set a new password for someone who forgot theirs. After **Set password** that person is signed out everywhere.
- **Deactivate** — when someone leaves. They are signed out at once and cannot sign in again; everything they did stays on record. **Activate** brings them back.

Last sign-in shows when each person last signed in. You cannot change your own password here — use **My password**.

Open **What each role can do** at the bottom of the page to see the full table of permissions per role.

Common mistake

two people sharing one account. The audit log and cash shifts can then no longer tell who did what. Give everyone their own account.

Services and prices

Open **Admin > Services & prices**. Everything that can be billed is here: tests, imaging, consultations, procedures, beds and packages.

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Services & prices

Everything that can be billed: tests, imaging, consultations, procedures, beds and packages.

Categories
Packages
Bulk price edit
Test catalogue
+ New service

Q Code or name
All types
All categories
Active

Code	Service	Type	Category	Price	Commission	
CONSULT	Consultation fee	Consultation	Consultation	by doctor / bed	—	
BG	Blood Grouping & Rh Typing Hematology · 2 parameters	Lab test	Hematology	৳150	—	
CBC	Complete Blood Count (CBC) Hematology · 16 parameters	Lab test	Hematology	৳400	—	
ESR	ESR Hematology · 1 parameters	Lab test	Hematology	৳150	—	
PLT	Platelet Count Hematology · 1 parameters	Lab test	Hematology	৳200	—	
2HABF	Blood Sugar 2 Hours After Breakfast Biochemistry · 1 parameters	Lab test	Biochemistry	৳150	—	
ALP	Serum Alkaline Phosphatase Biochemistry · 1 parameters	Lab test	Biochemistry	৳350	—	
BIL	Serum Bilirubin (Total) Biochemistry · 1 parameters	Lab test	Biochemistry	৳300	—	
CA	Serum Calcium Biochemistry · 1 parameters	Lab test	Biochemistry	৳400	—	
CREA	Serum Creatinine Biochemistry · 1 parameters	Lab test	Biochemistry	৳300	—	

Services & prices

Search by code or name, and narrow the list with **All types**, **All categories** and **Active**.

A new service

1. Press **New service**.
2. Type a **Code** (for example) — the counter finds the service by typing it — and the **Name**.
3. Choose the **Type** (Consultation, Lab test, Imaging, Package, Procedure, Bed / ward, Medicine or Other) and the **Category**.
4. Enter the **Price (b)**. For a consultation or bed, 0 means the price is taken from the doctor's fee or the bed rate.
5. Leave **Referral commission (%)** blank to use the referring doctor's rate or the clinic default.
6. For a lab test or imaging, type the **Lab department** (for example Biochemistry).
7. Press **Save**.

Parameters, ranges and the report template of lab tests are set up in **Test catalogue** (Laboratory). A test showing "no parameters yet" cannot have results entered.

To stop offering a service, open it with the pencil and untick **Active**. Inactive services can't be billed but stay on old bills.

Categories

Open **Service categories** at the bottom of the page. Categories group services on bills and reports; the **Order** number sets how they are listed. Type a new category name and press **Add**. Only a category with no services can be deleted.

Bulk price edit

To change many prices at once — say, everything up 10% at the start of the year — use **Bulk price edit**.

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Bulk price edit

Change prices and referral commission for many services at once, then save. Changes apply to new bills only.

Code or name

All categories

All types

☐ Inactive too

± %

Apply to 52 shown

No changes yet

Discard Save changes

Code	Service	Type	Current	New price (b)	Commission % (blank = 0% / doctor)
CONSULT	Consultation fee	Consultation	b0	0	—
BG	Blood Grouping & Rh Typing	Lab test	b150	150	—
CBC	Complete Blood Count (CBC)	Lab test	b400	400	—
ESR	ESR	Lab test	b150	150	—
PLT	Platelet Count	Lab test	b200	200	—
2HABF	Blood Sugar 2 Hours After Breakfast	Lab test	b150	150	—
ALP	Serum Alkaline Phosphatase	Lab test	b350	350	—
BIL	Serum Billrubin (Total)	Lab test	b300	300	—
CA	Serum Calcium	Lab test	b400	400	—
CREA	Serum Creatinine	Lab test	b300	300	—
ELEC	Serum Electrolytes	Lab test	b800	800	—
FRS	Fasting Blood Sugar (FRS)	Lab test	b150	150	—

1. Narrow the list by category or type.
2. Type a **New price (b)** and **Commission %** straight into the rows, or type a percent in the $\pm$ % box (for example or) and press **Apply to N shown**.
3. The bar shows how many changes you have made. **Discard** throws them away.
4. Press **Save changes**.

Health packages

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Health packages

Bundles of tests and services sold at one price. The lab gets every included test as its own order.

+ New package

Code	Package	Items	Individually	Package price	Patient saves
PKG-BASIC	Basic Health Check-up (CBC, FBS, Lipid, Creatinine, SGPT, Urine R/E, X-Ray chest, ECG)		৳3,150	৳3,200	—

Health packages

1. On **Services & prices**, press **Packages**, then **New package**.
2. Give it a code and name and save. You see "Package created — now choose what it includes".
3. On the package page, type test codes or names in the search box and add them one by one.
4. Enter the **Package price (৳)**. Next to it you see what the tests cost individually and how much the **Patient saves**.
5. Press **Save package**.

Warning

"The package costs more than the tests bought separately." means the price needs another look.

Audit log

Open **Admin > Audit log**. It records who did what and when: bills, cancellations, refunds, verifications, prices, settings, users and more.

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Audit log

Who did what and when: bills, cancellations, refunds, verifications, prices, settings, users and more.

09/16/2026

10/16/2026

All users

All actions

All records

Q Action starts with... e.g. invoice.cancel

When	Who	Action	Record	Branch	Details
16 Oct 2026, 03:50	Sabina Yasmin	Online booking moved to an existing patient	Appointment cmva2ot80005gj9d36mm8dih4	Dhanmondi (Main)	to: cmva2otlc0 ▶ JSON
16 Oct 2026, 03:50	System	Appointment booked online	Appointment cmva2ot80005gj9d36mm8dih4	Dhanmondi (Main)	date: 2026- Chamber A r ▶ JSON
16 Oct 2026, 03:50	System	Patient registered	Patient cmva2ot62005dj9d357hhbtm2	Dhanmondi (Main)	mrn: P-000 Rahima mva ▶ JSON
16 Oct 2026, 03:50	Sabina Yasmin	Patient registered	Patient cmva2ot12s005aj9d3r0bj2c5e	Dhanmondi (Main)	mrn: P-000 Rahima mva ▶ JSON
16 Oct 2026, 03:50	Sabina Yasmin	Patient registered	Patient cmva2otlc0058j9d3w10pxp2m	Dhanmondi (Main)	mrn: P-000 Rahima mva ▶ JSON
16 Oct 2026, 03:50	Sabina Yasmin	Online booking kept as a new patient	Appointment cmva2os200052j9d315ocghkz	Dhanmondi (Main)	patientId: cmva2oskuC ▶ JSON
16 Oct 2026, 03:50	System	Appointment booked online	Appointment cmva2os200052j9d315ocghkz	Dhanmondi (Main)	date: 2026- Chamber A r ▶ JSON
16 Oct 2026, 03:50	System	Patient registered	Patient	Dhanmondi (Main)	mrn: P-000 Ayesha mva2

Audit log

- Filter by date, **All users**, **All actions** and **All records**.
- Type the start of an action in the search box, for example `invoice.cancel`.
- Click a number in the **Record** column to see all activity on that bill or patient.
- The **Details** column shows the value of each field before and after.

Tip

If the cash doesn't match at the end of the day, look at that day's cancellations and refunds in the audit log. Cash shifts are explained in OPD billing & payments.

Payments, licence & AI

Online bill payment gateways (your own account or JonakiSoft central), licence status and sync, features not in your plan, integrations and AI assistants

This chapter is mainly for the owner: how patients pay their bills online, what your JonakiSoft licence includes and what happens when it ends, and how to connect AI apps such as Claude or ChatGPT to the clinic's data. Only the owner can change the payment and AI settings; every staff member can use **My AI connections**.

Online payments

Patients can open the patient portal with their bill number and report PIN and pay the due with SSLCommerz, bKash or Nagad. When the money arrives, the money receipt is added to the bill automatically. The patient's side is shown step by step in Patient portal.

Press **Online payments** at the top of **Settings**.

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Dhanmondi (Main)

Kamal Hossain

Owner

Online payments

Your own SSLCommerz, bKash and Nagad merchant accounts. Patients pay their bill from the patient portal on the gateway's page, and the money receipt is added to the bill automatically.

Which account takes the money

When you set up your own account for a gateway, payments go straight to you. Without one, JonakiSoft's central account may be used if your licence allows it; JonakiSoft then pays the money to you.

SSLCommerz

Not available

bKash

Not available

Nagad

Not available

Patients see the Pay button in the patient portal (bill number + report PIN) when a bill has a due.

Saved passwords and keys are encrypted and never shown again; leave a box empty to keep the saved one. Refunds are made from the gateway's merchant panel.

SSLCommerz — cards, internet banking, mobile wallets

Off

☐ Offer SSLCommerz in the patient portal

☒ Sandbox (test mode)
Turn off when SSLCommerz gives you live credentials.

Store ID

Store password

bKash online payment (tokenized checkout)

Off

Test connection

☐ Offer bKash payment in the patient portal

☒ Sandbox (test mode)
Turn off when bKash gives you live credentials.

App key

App secret

Username

Password

Online payment settings

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Which account takes the money

The **Which account takes the money** box shows a label next to each gateway:

- **Your account** — you have set up your own merchant account; the money goes straight to you.
- **JonakiSoft central** — you have no account of your own, but your licence allows the central one. The money goes into JonakiSoft's account and JonakiSoft then pays it to you.
- **Not available** — patients cannot pay with this gateway.

Note

"Online payment collection is not part of your plan. Contact JonakiSoft to turn it on." means JonakiSoft has to add the feature to your licence first.

Setting up your own gateway

When SSLCommerz, bKash or Nagad opens a merchant account for you, they give you some details. Enter them here:

1. Tick **Offer ... in the patient portal** for the gateway you want, for example **Offer bKash payment in the patient portal**.
2. Fill in the details:
 - **SSLCommerz: Store ID and Store password.**
 - **bKash: App key, App secret, Username and Password.**
 - **Nagad: Merchant ID, Merchant number, Merchant private key and Nagad public key.**
3. Keep **Sandbox (test mode)** on while you test; turn it off when the gateway gives you live credentials.
4. Press **Save payment settings**.
5. For bKash and Nagad, **Test connection** checks that the gateway answers.

The label next to each gateway tells you its state: **Off**, **Credentials missing** (details incomplete), **On - sandbox** or **Live**.

Warning

Saved passwords and keys are encrypted and never shown again; the box shows "saved (type to replace)". Leave a box empty to keep the saved value. Refunds are not made from ClinicDesk — use the gateway's own merchant panel.

Money collected by JonakiSoft

At the bottom, **Payments collected by JonakiSoft** lists every payment taken with the central account: **Date**, **Gateway**, **Transaction** and **Amount**. When JonakiSoft sends a settlement summary, it shows what was collected, the gateway fees, what has been settled to you and what is still payable. **Pending** in the **Reported** column means the payment has not been reported to JonakiSoft yet; this happens by itself later.

Licence and features

The **Licence & features** box on **Admin > Settings** shows what your JonakiSoft licence includes:

- **Licence status**, **Plan**, **Valid until** (with the grace date, if any) and **Last synced**.
- Each module on its own line: a green tick means it is on; grey lines say "(not in plan)".

The licence is checked once a day and updated at once when JonakiSoft changes it. To see a renewal straight away, press **Sync licence now**; you see "Licence synced". If a sync fails, "Last sync failed: ..." appears and ClinicDesk keeps working with the stored licence.

When the licence ends

1. **Grace days:** for a few days after the licence ends everything still works. A yellow banner at the top of every page says "Your licence has expired. ClinicDesk keeps working until (date); please renew." **Details** opens the licence page.
2. **Locked:** when the grace days are over, or the licence is suspended or revoked, every page goes to the licence page. It says, for example, "Your licence has expired" or "Your licence is suspended", with the support phone, WhatsApp and email.

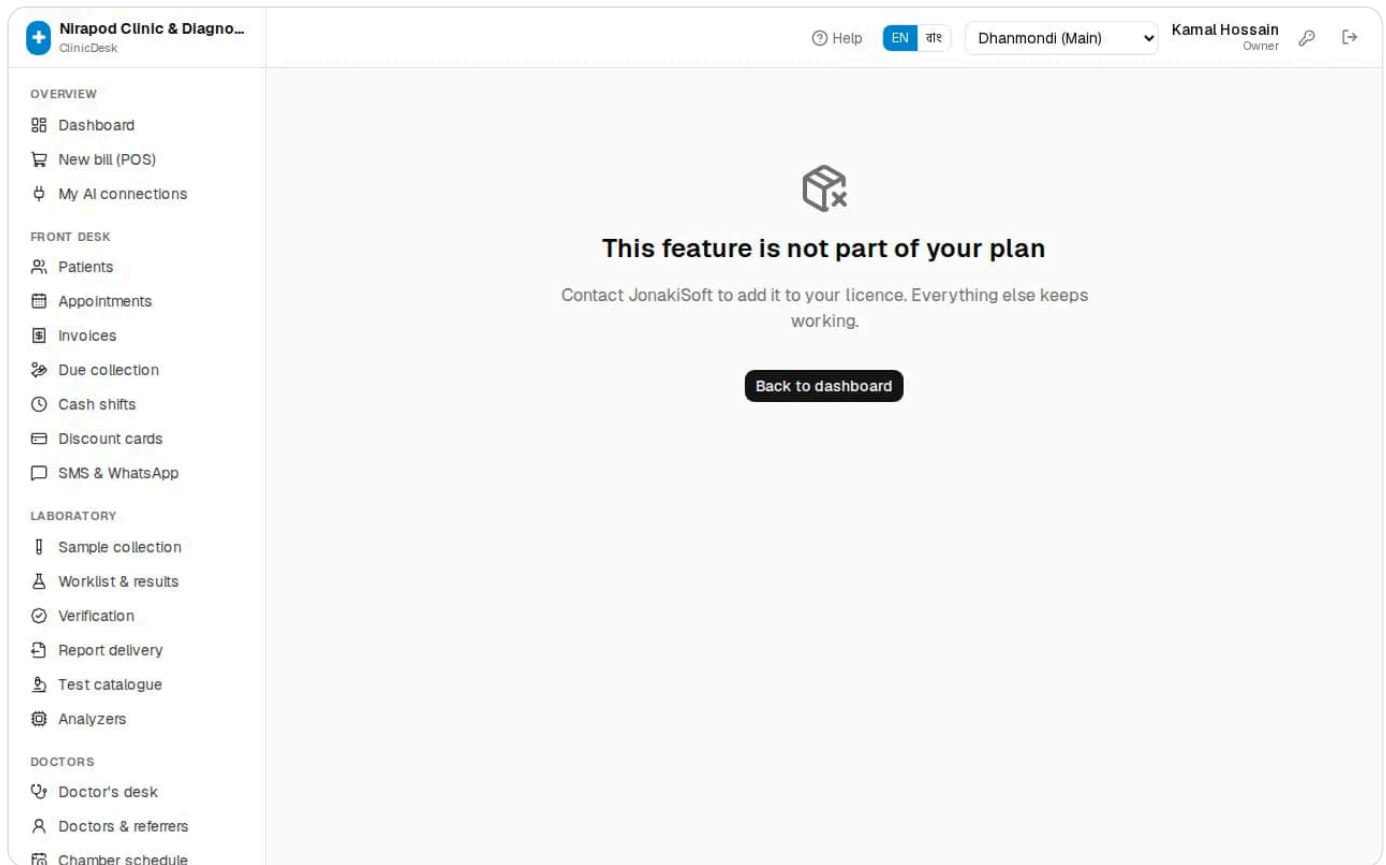
Nothing is lost while locked: "All your patients, bills, lab reports and accounts are saved. They open again as soon as the licence is active. The patient portal and online booking are paused until then." After renewing, press **Sync licence now** and everything opens again.

Tip

The **Subscription** box at the top of **Settings** shows how many days are left. Check it once a month and renew before the date.

Features not in your plan

When a module (for example In-patient, HR or corporate billing) is not in your licence, its menu disappears from the sidebar. Anyone who opens it by a direct link sees this page:



Not in your plan

The owner sees "Contact JonakiSoft to add it to your licence. Everything else keeps working."; other staff see "Ask the clinic owner, or contact JonakiSoft to add it to the licence." **Back to dashboard** takes you back to work.

Integrations

Admin > Integrations connects outside systems to the clinic. Only the owner can open it.

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Kamal Hossain
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Doctors & referrers
Chamber schedule

Integrations

SMS gateway, WhatsApp and connected systems.

SMS gateway

Bangladeshi SMS providers. Without one, messages are still logged and staff can forward them with WhatsApp click-to-chat.

- SSL Wireless:** API key = API token, Sender ID = SID.
- BulkSMSBD:** API key and the approved Sender ID (number or masking name).
- Other:** an HTTP GET URL with these placeholders: {to} {message} {senderId} {apiKey} {userId} (and {to_local} for 01XXXXXXXXX). Any 2xx answer counts as sent.

Provider

None (log only)

Sender ID / SID

API URL

https://aplexample.com/send?user={user}&key={apiKey}&to={to}&text={message}&from={se

API key / token

Not set

API user (if required)

Automatic messages

Which events send a message to the patient, and in which language.

☒ **Report ready**
When every test on a bill is verified — with the online report link and PIN.

☒ **Appointments**
Booking confirmation, cancellation and the day-before reminder.

☐ **Due reminders**
Allows bulk "please pay your due" SMS from the message screen.

Message language

English

WhatsApp

Click-to-chat links (wa.me) always work from the message log, no setup needed. The Meta WhatsApp Cloud API sends automatically, but Meta only delivers free text inside 24 hours of the patient's last message — otherwise it needs an approved template, so failures will be shown in the log.

WhatsApp API

None (click-to-chat links only)

Phone number ID

Permanent access token

Not set

Message log

Integrations

- **SMS gateway, Automatic messages** and WhatsApp — which provider, which events send the patient a message and in which language. The details are in SMS & WhatsApp.
- **Send a test** — after saving, send a test SMS to check the gateway.
- **Pharmacy link (PharmaDesk)** — doctors' prescriptions go straight to your pharmacy, and medicines sold to admitted patients land on their running bill. How to link is in Pharmacy link.

Connecting lab analyzers is covered in Laboratory.

AI assistants (MCP)

ClinicDesk can be connected to Claude, ChatGPT and other AI apps. You can then ask the AI questions in Bangla or English and it answers from the clinic's data — "How many patients did we see today?" or "Which tests were most common this month?".

Open **Admin > AI assistants (MCP)**.

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AI assistants (MCP)
Let Claude, ChatGPT and other AI apps answer questions from your clinic's data.

Included in your plan Staff in the allowed roles can connect their AI app with the URL below.

Connect an AI app
Each person connects their own AI app and signs in with their own account.

CONNECTOR URL
http://localhost:3300/mcp Copy

Claude ChatGPT Claude Code

1. In Claude (web or desktop) open Settings → Connectors → Add custom connector.
2. Give it a name (e.g. ClinicDesk) and paste the connector URL above. Leave the advanced OAuth fields empty.
3. Click Connect. Sign in with your normal ClinicDesk mobile number and password, then press Allow.
4. In a chat, turn the connector on from the tools menu and ask, e.g. "How many patients did we see today?"

The AI app only sees what your role can see, and can only create drafts and notes — never payments, deletions or settings changes.

Rules
Apply to every connected AI app in this clinic.

☒ **Allow safe actions**
AI apps may add patient notes and save appointment-reminder SMS drafts (never sent automatically). Off: read only.

Roles allowed to connect

☒ Owner ☒ Manager ☐ Receptionist

AI assistant settings

The coloured box at the top says whether the connector is **Included in your plan** or **Not in your plan**. It is sold separately; ask JonakiSoft if it is not in your plan.

Setting the rules

1. **Allow safe actions** — when on, AI apps may add patient notes and save appointment-reminder SMS drafts (never sent automatically). When off, they can only read.
2. **Roles allowed to connect** — tick the roles whose staff may connect an AI app. The owner always can.
3. Press **Save**.

Each person still only sees what their role can see in ClinicDesk. Lab result values are never shared with AI apps, and AI apps can never take payments, delete anything or change settings.

Connected apps lists every AI app connected in the clinic; **Revoke** cuts one off. **Recent activity** shows the last 50 requests from AI apps — who, which tool and the result.

Connecting your own AI app

Each person connects their own AI app and signs in with their own account. Open **Overview > My AI connections** in the sidebar.

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Kamal Hossain
Owner

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Doctor's desk

Doctors & referrers

Chamber schedule

My AI connections

AI apps (Claude, ChatGPT ...) you have connected to your account.

AI assistants (MCP)

CONNECTOR URL

http://localhost:3300/mcp

Copy

Claude ChatGPT Claude Code

- In Claude (web or desktop) open Settings → Connectors → Add custom connector.
- Give it a name (e.g. ClinicDesk) and paste the connector URL above. Leave the advanced OAuth fields empty.
- Click Connect. Sign in with your normal ClinicDesk mobile number and password, then press Allow.
- In a chat, turn the connector on from the tools menu and ask, e.g. "How many patients did we see today?"

The AI app only sees what your role can see, and can only create drafts and notes — never payments, deletions or settings changes.

Connected apps

App	Access	Connected	Last used
E2E Claude	Read + safe actions	16 Oct 2026, 01:54	16 Oct 2026, 01:54

Revoke

Recent activity

Time	App	Tool	Result	ms
16 Oct 2026, 01:54	E2E Claude	patient_lookup	OK	4
16 Oct 2026, 01:54	E2E Claude	search	OK	5
16 Oct 2026, 01:54	E2E Claude	add_patient_note	OK	69
16 Oct 2026, 01:54	E2E Claude	draft_appointment_reminder	OK	133

My AI connections

- Press **Copy** next to the **Connector URL**.
- Choose the tab for your app — **Claude**, **ChatGPT** or **Claude Code**. The steps are written right there; in Claude, for example, open Settings → Connectors → Add custom connector and paste the URL.
- Press **Connect**. ClinicDesk's sign-in page opens: sign in with your normal mobile number and password, then press **Allow**.
- Turn the connector on in a chat and ask your question.

Your connected apps are listed under **Connected apps** on the same page. If you lose your phone or no longer need an app, press **Revoke**; the app will have to sign in again.

Note

"The owner has not allowed the (role) role to connect AI assistants." means the owner must tick your role under **Roles allowed to connect**. "The AI assistant connector is not part of your clinic's plan." means the feature is not in the licence.

Reception & appointments

Finding and registering patients, the patient profile, booking doctor serials, online bookings, check-in, tokens and the queue board.

Reception work starts with the patient. Every patient has one permanent number, the **MRN** (for example **P-000012**). All their bills, tests, consultations and admissions hang off that number. This chapter shows how to find or register a patient, book a doctor's serial, and check the patient in when they arrive so they join the doctor's queue.

In the sidebar these screens are under **Front desk: Patients** and **Appointments**.

Find a patient

Always search before you register someone new. Two MRNs for the same person split their history in two.

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Dhanmondi (Main)

Rina Akter

Receptionist

Patients

Search by MRN, mobile or name.

Register patient

Q MRN, mobile or name

MRN	Name	Age / sex	Mobile	Registered	Due
P-000107	Online Patient mva2oqia	40 Y · Male	01901040232	16 Oct 2026	— New bill
P-000106	Chamber P3 mva2oqia	32 Y · Female	01710379943	16 Oct 2026	— New bill
P-000105	Chamber P5 mva2oqia	35 Y · Female	01710379945	16 Oct 2026	— New bill
P-000104	Chamber P2 mva2oqia	32 Y · Female	01710379942	16 Oct 2026	b400 New bill
P-000103	Chamber P4 mva2oqia	34 Y · Female	01710379944	16 Oct 2026	— New bill
P-000102	Chamber P1 mva2oqia	31 Y · Female	01710379921	16 Oct 2026	b400 New bill
P-000101	Referred mva2kfm9	50 Y · Male	—	16 Oct 2026	— New bill
P-000100	Pharma Link mva2ked5	60 Y · Female	01711835330	16 Oct 2026	— New bill
P-000099	IPD Patient mva2kcby	55 Y · Male	—	16 Oct 2026	b4,300 New bill
P-000098	OPD Three mva2kcby	22 Y · Female	—	16 Oct 2026	— New bill
P-000097	OPD Two mva2kcby	30 Y · Female	—	16 Oct 2026	b400 New bill
P-000096	OPD One mva2kcby	40 Y · Male	—	16 Oct 2026	b300 New bill
P-000095	Messaging Test Patient	32 Y · Female	01712000111	16 Oct 2026	b500 New bill
P-000094	Lab Flow Test Patient	40 Y · Male	01712345678	16 Oct 2026	— New bill
P-000093	Cancel Test mva2k551	40 Y · Female	—	16 Oct 2026	b1,200 New bill

Patient list

1. Open **Front desk > Patients** in the sidebar.

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2. Type in the search box (**MRN, mobile or name**). Any one of these works:

- the full MRN (P-000012) or just the number (12);
- at least 4 digits of the mobile number;
- any part of the name.

3. The list shows **MRN, Name, Age / sex, Mobile**, the **Registered** date and **Due**. A red due amount means one of the patient's bills still has money to collect.

4. Click the name to open the patient profile. The **New bill** link on the right starts a bill for that patient straight away.

If nobody matches you see **No patient found — Try the MRN or the mobile number**.

Register a new patient

The screenshot shows the 'Nirapod Clinic & Diagnostic Center ClinicDesk' interface. The left sidebar contains navigation menus for OVERVIEW, FRONT DESK, LABORATORY, DOCTORS, IN-PATIENT (IPD), and STAFF (HR). The 'Patients' option is highlighted under FRONT DESK. The main area is titled 'Register patient' with a sub-note 'An MRN is assigned automatically.' The form includes fields for Full name *, Mobile (01XXXXXXXX), Sex * (Choose), Age (years) or date of birth (mm/dd/yyyy), Blood group, Father / husband, Address, NID / birth reg. no, Allergies (e.g. Penicillin), and Notes. A checkbox 'Start a bill for this patient after saving' is at the bottom. Buttons for 'Cancel' and 'Register patient' are in the bottom right.

Register patient form

1. On the **Patients** page press **Register patient** (top right).

2. Type the **Full name** (at least 2 letters) and choose **Sex** — these two are required (*).

3. Enter the **Mobile** number (01XXXXXXXX). Report-ready SMS and online reports go to this number, so type it carefully.

4. Give the age: **Age (years)** or **or date of birth**. If the date of birth is unknown, the age alone is enough; it moves forward with time automatically.
5. If useful, fill **Blood group**, **Father / husband**, **Address**, **NID / birth reg. no**, **Allergies** (e.g. Penicillin) and **Notes**. Allergies are shown in red on the bill page.
6. If the patient's employer or insurer pays their bills, pick it under **Bills to (corporate / insurance)** and enter the **Employee ID / policy no.** (These two fields only appear once companies have been added.)
7. To bill right away, tick **Start a bill for this patient after saving**.
8. Press **Register patient**. You see "Registered P-0000xx" — the MRN is assigned automatically.

Tip

You can also register at the billing counter. Next to the patient search box press **New**: a short **Register patient** form opens (name, mobile, sex, age, father / husband, blood group, address). It is the fastest way when the queue is long.

To correct details, open the profile, press **Edit**, change what is wrong and press **Save changes**.

The patient profile and history

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Habibur Rahman

P-000005 · registered 11 Oct 2026

New bill

Book appointment

Sell discount card

Edit

MRN

P-000005

Age / sex

68 Y · Male

Mobile

01711000005

Blood group

AB+

Address

Dhaka

Billed / due

৳20,300 · due ৳8,900

Invoices (3)

Lab tests (6)

Visits (0)

Admissions (1)

Invoice	Date	Referred by	Total	Paid	Due
INV-000085 DHN	16 Oct 2026, 03:08	Dr. Mahbub Alam	৳1,400	৳700	৳700
INV-000010 DHN	11 Oct 2026, 15:48	—	৳17,500	৳10,000	৳7,500
INV-000002 DHN	11 Oct 2026, 15:48	Dr. Mahbub Alam	৳1,400	৳700	৳700

Patient profile

The top of the profile shows the name, MRN and registration date. The buttons next to it:

- **New bill** — opens the billing counter for this patient.
- **Book appointment** — opens the booking form with this patient already chosen.
- **Sell discount card** — shown when the patient has no valid card. See Memberships & corporate billing.
- **Edit** — change the details.

Below, the full history in sections:

- **Invoices** — every bill with **Billed / due**. Click a bill number to open it.
- **Lab tests** — the status of every test. When a report is ready, the **Report** link prints it.
- **Visits** — consultations with the **Diagnosis** and a **Prescription** print link. If the doctor advised tests, **Bill tests (n)** puts those tests on a new bill for you.
- **Admissions** — in-patient stays.

If the patient belongs to a company, **Bills to** is shown; if they hold a discount card, **Discount card** with its validity.

Book a doctor's serial

Nirapod Clinic & Diagnostic Center

Help EN বাংলা Dhanmondi (Main) Rina Akter Receptionist

Appointments
Serials for Dhanmondi (Main)

Queue board Chamber schedule Book appointment

< 10/16/2026 > All consultants All sittings

Booked 26 Waiting 14 In consult 0 Done 6

Dr. Farhana Haque Room 201 0 booked

#1 Messaging Test Patient P-000025-0171200011-32 Y F
New ~6:40 pm Cancelled Restore

Dr. Tanvir Ahmed Room 203-10:00 am-1:00 pm 5 / 18 booked

#1 Abdul Karim P-000001-01711000001-54 Y M
New ~10:00 am INV-000091-paid Token Waiting ...

#2 Fatema Begum P-000002-01711000002-47 Y F
New ~10:10 am INV-000092-paid Token Waiting ...

#3 Sumaiya Islam P-000004-01711000004-26 Y F
New ~10:20 am INV-000093-paid Token Waiting ...

#4 Nazma Akter P-000007-01711000007-39 Y F
New ~10:30 am Token Booked Check in ...

#5 Tariqul Islam P-000008-01711000008-45 Y M
New ~10:40 am Token Booked Check in ...

Appointments page

Front desk > Appointments lists the day's serials grouped by doctor and sitting. The four boxes at the top count **Booked**, **Waiting**, **In consult** and **Done**. Change the day with **Previous day** / **Next day** or **Today**, and filter by doctor with **All consultants**.

To book a serial:

1. Press **Book appointment**.
2. In **Patient *** type an MRN, phone or name and pick the patient. For someone new, press **New** and register them right there.
3. Choose the **Consultant \ and the *Date* ** (today or a later day).
4. Under **Sitting *** pick the sitting for that day. Each shows how many are booked, e.g. "12/20 booked"; a full sitting says "full". If the doctor is on leave or does not sit that day, a yellow message appears instead, such as **No sitting that day**.
5. Choose the **Type: New, Follow-up** or **Report show**. If the patient saw this doctor before, the form says how many days ago; within the follow-up window it picks **Follow-up** for you. The **Fee** is shown below.
6. Add a **Note** if needed. For a phone booking tick **Booked by phone**.
7. With **Print token** ticked, the token print page opens as soon as the serial is booked.
8. Press **Book serial**. You see, for example, "Serial #7 booked for Rahima · around 10:30 AM".

When a sitting is full the system asks **Book anyway (overbook)?** — say yes only if the doctor agrees.

Note

The doctor's chamber days, times and maximum patients are set under **Doctors > Chamber schedule**. See Doctors.

Online bookings

When the clinic has online booking switched on, patients can take a serial themselves on the clinic's booking page (`/book/<clinic-name>`). How that looks for the patient is in Patient portal.

What reception needs to know:

- Online serials appear in the **Appointments** list like any other, with a purple **Online** tag. Phone bookings carry a **Phone** tag.
- The patient books with a mobile number, name, sex and age. ClinicDesk looks up the mobile number first (written any way — 01..., +880..., with spaces) and links the booking to the patient on that number whose name and age fit, even if the name is spelled a little differently ("Md. Karim" and "Karim"). A new MRN is created only when nobody has that number.

- When the number belongs to patients but none clearly fits (for example a child booked on the father's number), ClinicDesk never merges them. The booking goes to a new record and shows an amber **Check patient** tag. Click it, ask the patient, then press **Use this patient** next to their existing record, or **Keep new patient** if it really is someone else.
- When the patient arrives, **Check in** as usual (see below). The fee is normally taken at the counter.

Common mistake

Checking in a booking that still shows **Check patient**. Settle it first — after check-in the booking can't be moved to another record.

Online booking is switched on or off by the owner in **Admin > Settings** with **Allow online booking**, and per sitting with the **Online booking** tick in the chamber schedule.

Check in when the patient arrives

Check the patient in when they reach the clinic. Check-in puts them in the doctor's queue as **Waiting**.

1. On **Appointments**, press **Check in** on the patient's row.
2. The small form offers two ways:
 - **Bill fee now** — shows the **Consultation fee**. Check the amount in **Received (t)** and pick the **Method** (Cash, bKash, Nagad, Rocket, Card, Bank). For anything but cash, enter the **Transaction ref**.
 - **Already paid** — the fee was taken earlier at the counter. Optionally type the **Bill no. (optional)** (e.g. `INV-000123`); this links the consultation to that bill.
3. Press **Check in**. You see "#7 Rahima is waiting · INV-000123".

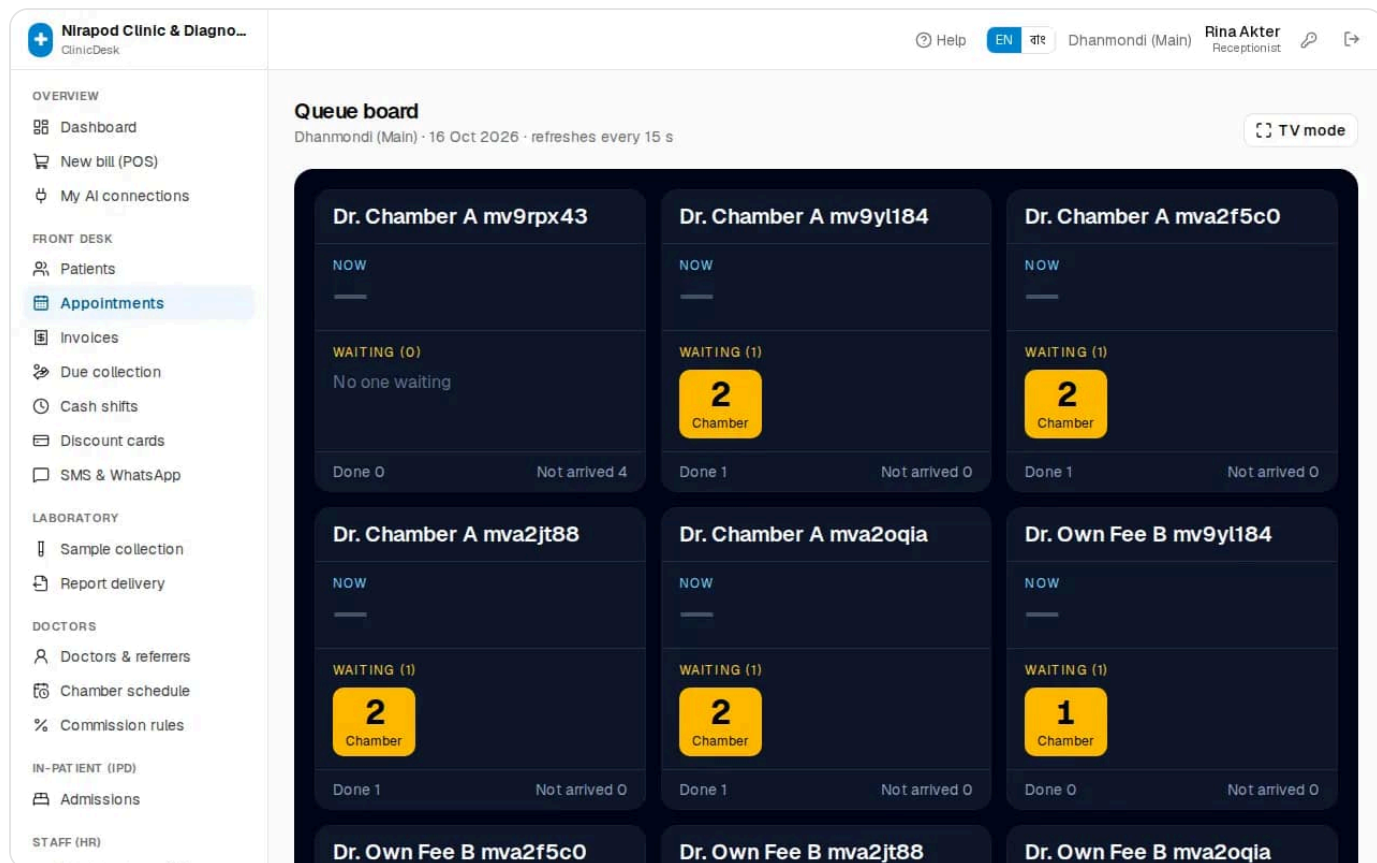
Doctors who collect their own fee are marked **Doctor collects fee**. Checking in their patient makes no clinic bill; the form says so and the patient simply joins the queue.

After check-in the row shows the bill number and **due** or **paid**. Once the doctor has seen the patient and advised tests, a **Bill advised tests (n)** link appears — press it to open a bill with the patient, the tests and the referring doctor already filled in.

Tokens and the queue board

Token: print it from the **Token** link on the row, or **Print token** in the **More** (...) menu. The token shows the serial number, doctor, sitting time and expected time.

Queue board: for the TV in the waiting area.



Queue board

1. On **Appointments** press **Queue board**.
2. Each doctor has a column: **Now** (the patient with the doctor), **Waiting (n)** (the next one highlighted in yellow), and at the bottom the **Done** and **Not arrived** counts.
3. Press **TV mode** for full screen. The board refreshes itself every 15 seconds; nobody needs to touch it.

The board shows only the patient's first name — never the full name or phone number.

Note

The doctor calls the next patient from the **Doctor's desk**. As soon as they do, the serial moves to **Now** on the board. See Doctors.

Cancel, no-show and restore

In the **More** (...) menu at the right of a row:

- **Mark no-show** — the patient did not come.
- **Cancel appointment** — asks to confirm: "Cancel serial #7 (Rahima)?".

Cancelled and no-show serials are greyed out and get a **Restore** button — use it if you cancelled by mistake.

With SMS switched on, booking, cancellation and the day-before reminder go to the patient's mobile automatically. See SMS & WhatsApp.

Common mistakes

Common mistake

Registering without searching first. Search by mobile number — many patients spell their name differently each time.

Common mistake

A wrong mobile number. Report SMS and the PIN then go to someone else.

Common mistake

Not checking in a patient who has arrived. Without check-in the patient is not **Waiting** on the doctor's desk and the doctor cannot call them.

Tip

For patients who need a bill, go straight to OPD billing & payments.

OPD billing & payments

Opening a cash shift, billing tests, consultations and services at the counter, referrers, discounts, payment methods, receipts and sample labels, due collection, cancellations and refunds, and closing the shift.

All of a patient's money goes through the **billing counter** — tests, doctor's fees, procedures and packages on one bill. Receptionists land on this screen as soon as they sign in. This chapter walks through a whole day: open the shift, make bills, collect dues, cancel or refund when something goes wrong, and close the shift at the end of the day.

In the sidebar: **Overview › New bill (POS)**, and under **Front desk: Invoices, Due collection** and **Cash shifts**.

Open a cash shift at the start of the day

A shift is the account of your cash drawer. Money you take is counted in your drawer only while a shift is open.

1. Open **Front desk › Cash shifts**, or use the button next to the yellow message on the billing counter.
2. Press **Open shift**.
3. Count the cash in the drawer and type it in **Opening cash (b)**.
4. Press **Open shift**. You see "Shift opened".

Without a shift the billing counter shows a yellow message: **You have no open cash shift — payments won't be counted in a drawer**. You can still bill, but the drawer cannot be reconciled at the end of the day.

A new bill, step by step

Billing counter

The screen has three parts: patient and referrer on the left, the services in the middle, totals and payment on the right.

1. In **Patient** type an MRN, phone or name and pick the patient. For a new patient press **New** and register them right there. (See Reception & appointments.)
2. In the middle box **Add service — code or name (F4)** type a test code (e.g. **CBC**) or name and press **Enter** . When a list appears, use the arrow keys and **Enter** . Add every service the same way.
3. When you add a **Consultation**, a **Choose consultant...** box appears under it — pick the doctor and their fee fills in. If the patient saw the same doctor recently, **Follow-up** is ticked for you and the lower fee applies.
4. Bed, procedure, medicine and similar lines have a **Qty** box (**Days** for a bed). The same test cannot be added twice — you see "... is already on the bill".
5. To drop a line, press the bin icon next to it.
6. Check the **Total** on the right. The payment amount follows the total automatically.
7. Press **Save bill & receive b...** (or **Ctrl + Enter**).

Keyboard shortcuts: **F4** service search, **F9** payment box, **Ctrl + Enter** save, **F2** new bill

On a small screen (phone or tablet) the three parts stack one below the other:

The screenshot shows a mobile interface for creating a new bill. At the top, there's a header with a menu icon, a clock, a language selector (EN), and the location 'Dhanmondi (Main)'. Below this, the title 'New bill' is followed by 'Dhanmondi (Main) - billing counter'. There are two tabs: 'Invoices' (selected) and 'Cash shift'. A yellow warning box with a triangle icon states: 'You have no open cash shift — payments won't be counted in a drawer.' with an 'Open shift' button. The form then has several sections: 'Patient' with a search bar 'Search patient: MRN, phone or nam' and a person icon; 'Referred by' with a text field 'Doctor, RMP, agent ... (optional)'; 'Priority' with three buttons: 'Routine', 'Urgent', and 'STAT'; 'Note' with a text field 'Optional'; and a list of services with a search bar 'Add service — code or name (F4)' and a text area 'Type a test code (e.g. CBC) or name and press Enter.' At the bottom, there are fields for 'Subtotal (0 item(s))' and 'Discount'.

Billing counter on a phone

Tip

Don't retype tests the doctor advised. **Bill advised tests** on the **Appointments** page, or **Bill tests** on the patient profile, opens a bill with those tests and the referring doctor already filled in.

Referrer, priority and note

- **Referred by** — the doctor, RMP or agent who sent the patient. Referral commission is worked out from this. Leave it empty if nobody referred.
- **Priority** — **Routine**, **Urgent** or **STAT**. Urgent tests come to the top of the lab worklist with a badge.
- **Note** — any remark on the bill (optional).

If the patient belongs to a company or holds a discount card, a **Payer** box appears under the patient. Details: Memberships & corporate billing.

Giving a discount

There are two kinds of discount:

- **Line discount:** in **Disc %** under each service, in Taka.
- **Bill discount:** in **Discount** on the right. The **% / %** switch next to it chooses Taka or percent.

A bill discount opens a box for the reason — **Discount reason (e.g. poor patient, staff)**. The bill will not save without one (**Give a reason for the discount**).

Who may give how much: the owner sets the **Receptionist discount cap (%)** in **Admin > Settings**. If a receptionist goes above it, a red line says "Total discount ...% is above your limit of ...% — a manager must bill this." and the save button stays off. Managers and the owner can go above the cap.

Card and company contract discounts are applied automatically (**incl. card discount / incl. contract discount**) and do not count against this cap.

Taking payment

In the **Payment** part on the right:

1. Pick the method: **Cash, bKash, Nagad, Rocket, Card** or **Bank**.
2. Check the amount. For anything but cash, type the **TrxID / reference** (for cards, **Card last 4 / approval code**).
3. For a split payment (some cash, some bKash), press **Split** — a second row appears.
4. Patient will pay later? Press **Keep as due** — the amount goes to zero and **Due** shows in red below.
5. For cash, type what the patient handed over in **Cash given** — the **Change** to give back is shown.

If you type more than the bill, a red line says **Payment is more than the total.** — correct it.

After saving: receipts and labels

When the bill is saved you see a green tick, **Bill saved** and the bill number in large type (e.g.

INV-000123), with **Total, Paid** and **Due** below.

If the bill has lab tests, two more things are shown:

- **Report PIN** — a 6-digit PIN. With the bill number and this PIN the patient can download reports online. The PIN is also printed on the invoice.
- **Reports expected** — when the reports will be ready.

The buttons:

- **Print invoice** — the bill/receipt for the patient.
- **Sample labels** — barcode labels for the tubes (for a 50 × 25 mm label printer). Only shown when the bill has tests that need a sample.
- **View bill** — opens the bill page.
- **New bill** (**F2**) — the next patient.

Tick **Print invoice after saving** and the print page opens by itself after every bill. The choice is remembered on this computer.

When there is a referrer and you are allowed, a **Referral commission** box appears here with **Pay commission now** — to pay the referrer in cash at the counter. That cash is taken out of your shift. Commission rules: Accounting, commission & HR.

The invoice list and the bill page

Nirapod Clinic & Diagno...

ClinicDesk

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STAFF (HR)

Help

EN

বাংলা

Dhanmondi (Main)

Rina Akter

Receptionist

Invoices

Dhanmondi (Main)

+ New bill

Q Invoice no, patient, MRN, phone

10/16/2026

–

10/16/2026

Any status

☐ Due only

Invoice	Date	Patient	Referred by	Total	Paid	Due
INV-000136	16 Oct 2026, 03:50	Chamber P1 mva2oqla P-000102 · 0170379921	Dr. Chamber A mva2oqla	৳400	৳0	৳400
INV-000135	16 Oct 2026, 03:50	Chamber P2 mva2oqla P-000104 · 0170379942	—	৳400	৳0	৳400
INV-000134	16 Oct 2026, 03:50	Chamber P1 mva2oqla P-000102 · 0170379921	—	৳1,000	৳1,000	—
INV-000129 CANCELLED	16 Oct 2026, 03:47	Pharma Link mva2ked5 P-000100 · 01711835330	—	৳800	৳0	—
INV-000128	16 Oct 2026, 03:47	IPD Patient mva2kcby P-000099	—	৳9,300	৳5,000	৳4,300
INV-000127	16 Oct 2026, 03:47	OPD One mva2kcby P-000096	—	৳300	৳0	৳300
INV-000126	16 Oct 2026, 03:47	OPD Two mva2kcby P-000097	—	৳600	৳200	৳400
INV-000125	16 Oct 2026, 03:47	OPD One mva2kcby P-000096	—	৳600	৳600	—
INV-000124	16 Oct 2026, 03:47	Messaging Test Patient P-000095 · 01712000111	—	৳500	৳0	৳500
INV-000123	16 Oct 2026, 03:47	Lab Flow Test Patient P-000094 · 01712345678	—	৳1,800	৳1,800	—
INV-000122	16 Oct 2026, 03:47	Cancel Test mva2k551 P-000093	—	৳1,200	৳0	৳1,200

Invoice list

Front desk > Invoices lists the bills. Search by **Invoice no, patient, MRN, phone** (a search looks across all dates), change the date range, filter **Active** or **Cancelled**, or tick **Due only**. Totals are at the bottom.

Collecting dues

Due collection
Dhanmondi (Main) · bills with money still to collect

Total due: **৳37,460** (34 bills)

0-7 days: **৳37,460** (34 bills)

8-30 days: **৳0** (0 bills)

Over 30 days: **৳0** (0 bills)

Search: Invoice no, patient, MRN, phone | Any age

Invoice	Patient	Bill age	Total	Paid	Due	
INV-000002 11 Oct 2026	Habibur Rahman P-000005 · 0171000005	0-7 days	৳1,400	৳700	৳700	Remind Collect
INV-000006 11 Oct 2026	Nazma Akter P-000007 · 0171000007	0-7 days	৳1,950	৳1,170	৳780	Remind Collect
INV-000010 11 Oct 2026	Habibur Rahman P-000005 · 0171000005	0-7 days	৳17,500	৳10,000	৳7,500	Remind Collect
INV-000014 15 Oct 2026	Analyzer Test Patient P-000010 · 01712345679	0-7 days	৳1,300	৳500	৳800	Remind Collect
INV-000018 15 Oct 2026	Chamber P2 mv9rpx43 P-000012 · 01716187502	0-7 days	৳400	৳0	৳400	Remind Collect
INV-000019 15 Oct 2026	Chamber P1 mv9rpx43 P-000011 · 01716187481	0-7 days	৳400	৳0	৳400	Remind Collect
INV-000034 15 Oct 2026	Cancel Test mv9rqj3q P-000023	0-7 days	৳1,200	৳0	৳1,200	Remind Collect
INV-000036 15 Oct 2026	Messaging Test Patient P-000025 · 01712000111	0-7 days	৳500	৳0	৳500	Remind Collect
INV-000038	OPD Two mv9ratvz					

Due collection

Front desk > Due collection lists every bill with money still to collect. At the top: **Total due** and the split by age — **0-7 days**, **8-30 days**, **Over 30 days**; click a box to see just those bills.

1. Search by patient or bill number.
2. Press **Collect** on the row (on the bill page the button is **Collect due**).
3. Check the **Amount (৳)** — type less for a part payment. Choose the **Method**; for anything but cash add the **Reference / TrxID**.
4. With **Print money receipt** ticked, the receipt opens.
5. Press **Receive**. You see "Received ... · RCV-...".

The **Remind** button on a row texts the patient a due reminder (if a mobile number is on file). To remind many patients at once see SMS & WhatsApp.

Cancellations and refunds

Only the **manager** and the **owner** can cancel bills and refund money. On the bill page the buttons are above the **Services** table:

- **Cancel tests** — cancel some tests/services on the bill. Tick the ones to cancel. Lab work for the chosen items is cancelled and the bill is recalculated.
- **Cancel bill** — the whole bill. All lab work on this bill is cancelled.

Both need a **Reason** (e.g. patient not fasting, wrong test). If the patient had paid, tick **Refund the excess paid now via** and pick the method. Then press **Cancel selected** or **Cancel bill**.

Warning

Once a test's report has been verified, that test — and the whole bill — can no longer be cancelled.

If the patient paid more than the bill, **Refundable** shows and a **Refund** button appears next to **Payments & refunds**. Enter the amount, method and a **Reason**, then press **Refund** — a refund voucher prints (RFD-...). Every cancellation and refund is kept in the audit log.

Close the shift at the end of the day

Nirapod Clinic & Diagno...

ClinicDesk

Help

EN

৳

Dhanmondi (Main)

Rina Akter

Receptionist

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STAFF (HR)

Cash shifts

Open a shift with the drawer cash; close it with a count. Expected = opening + cash received – cash refunded – referral commission paid in cash.

You have no open shift in Dhanmondi (Main). Payments you take are only counted in a drawer while a shift is open.

Open shift

10/09/2026

–

10/16/2026

Cashier	Opened	Closed	Receipts	Cash in (net)	Commission paid	Card / mobile / bank	Expected	Counter
Rina Akter	16 Oct 2026, 03:47	16 Oct 2026, 03:47	0	৳0		৳0	৳500	–
Rina Akter	16 Oct 2026, 03:47	16 Oct 2026, 03:47	0	৳0		৳0	৳1,000	–
Rina Akter	16 Oct 2026, 03:46	16 Oct 2026, 03:46	3	৳1,000		৳200	৳1,500	৳1,499
Rina Akter	16 Oct 2026, 03:08	16 Oct 2026, 03:46	10	৳9,570		৳0	৳11,570	৳11,569
Rina Akter	16 Oct 2026, 01:57	16 Oct 2026, 01:57	0	৳0		৳0	৳500	–
Rina Akter	16 Oct 2026, 01:56	16 Oct 2026, 01:56	0	৳0		৳0	৳500	–
Rina Akter	16 Oct 2026, 01:56	16 Oct 2026, 01:56	0	৳0		৳0	৳1,000	–
Rina Akter	16 Oct 2026, 01:55	16 Oct 2026, 01:55	3	৳1,000		৳200	৳1,500	৳1,499
Rina Akter	15 Oct 2026, 22:44	15 Oct 2026, 22:44	0	৳0		৳0	৳500	–
Rina Akter	15 Oct 2026, 22:44	15 Oct 2026, 22:44	0	৳0		৳0	৳1,000	–
Rina Akter	15 Oct 2026, 22:43	15 Oct 2026, 22:43	3	৳1,000		৳200	৳1,500	৳1,499
Rina Akter	11 Oct 2026, 15:48	15 Oct 2026, 22:43	10	৳19,070		৳0	৳21,070	৳21,069

Cash shifts

On **Cash shifts**, your open shift shows **Opening cash**, **Cash (net)**, **Other methods** (bKash, card and so on) and **Expected in drawer**: opening cash + cash received – cash refunded – referral commission paid in cash. **View payments** lists every payment in the shift.

1. Count all the cash in the drawer.
2. Press **Close shift**.
3. Type the **Counted cash (₹)**. It shows at once **Matches exactly**, or by how much it is **Over / Short**.
4. If there is a difference, write why in **Note**.
5. Press **Close shift**.

The table below lists past shifts with **Expected**, **Counted** and **Difference** (**OK** when it matches). Managers and accountants (anyone who can see reports) see everyone's shifts here; others see only their own.

Common mistakes

Common mistake

Taking money without an open shift. That money is in no drawer, and the day does not reconcile.

Common mistake

Leaving out the referrer. The referral commission is then wrong.

Common mistake

Taking bKash/Nagad but leaving the method on "Cash". The drawer will then be short.

Tip

When you hand over the invoice, point out the **Report PIN** — the patient needs it to get reports online (Patient portal).

Memberships & corporate billing

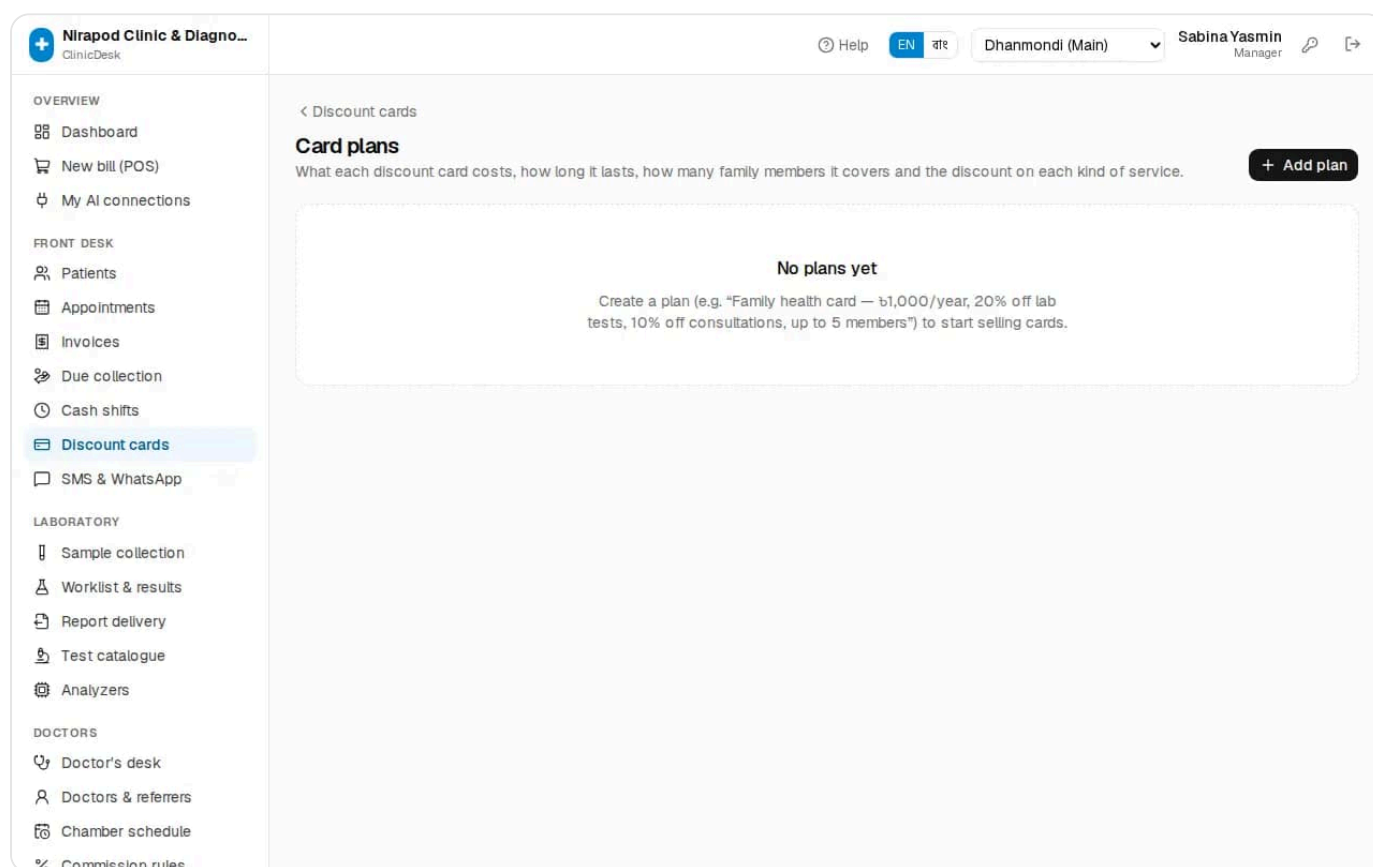
Discount card plans, selling, renewing and printing cards, card discounts on bills; corporate and insurance clients, contract prices, billing to a company, statements and settlements.

Many patients do not pay the full price themselves. Some buy the clinic's **discount card** (health card / family card) and get a discount on every bill. Others have their employer or insurer pay, settled in one go at the end of the month. The first half of this chapter covers cards, the second half companies.

- Selling cards: receptionist, manager and owner. Setting up card plans: manager and owner.
- Adding companies, contract prices and settlements: manager, accountant and owner. Receptionists bill to a company at the counter.

Set up card plans

You need at least one plan before you can sell cards. A plan says what the card costs, how long it lasts, how many people it covers and the discount on each kind of service.



Card plans

1. Open **Front desk > Discount cards** and press **Plans**.
2. Press **Add plan**.

3. Fill in:

- **Plan name** * — e.g. "Family health card".
- **Card fee (b)** and **Valid for (days)** — usually 365.
- **Lab / imaging discount %** — lab tests, imaging, packages.
- **Consultation discount %**.
- **Other discount %** — procedures, bed, other (not medicine).
- **Members per card** — more than 1 for family cards.

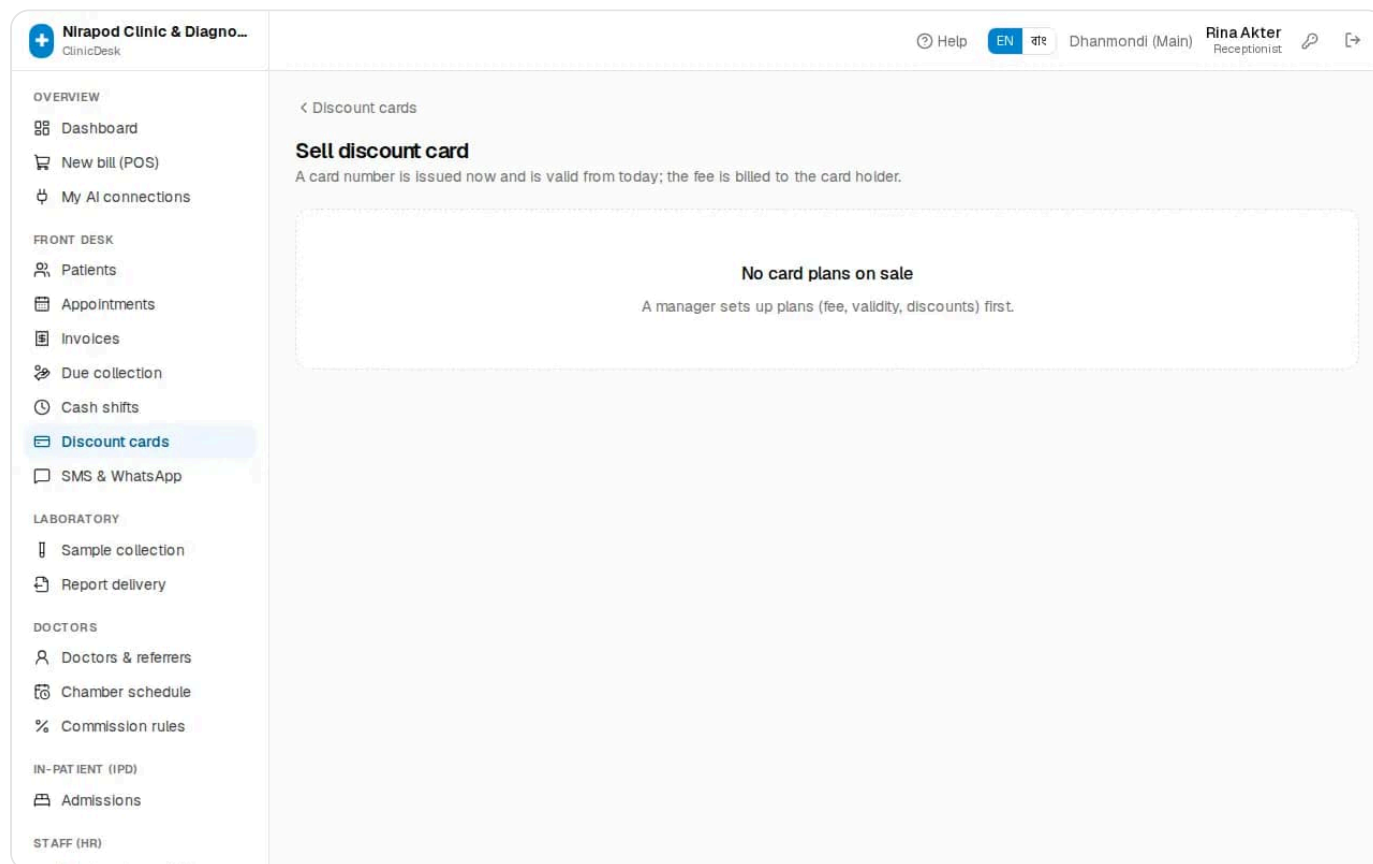
4. Save. You see "Plan added".

To stop selling a plan, edit it with the pencil icon and untick **On sale**.

Warning

Switching **On sale** off stops new sales and renewals, and existing cards on that plan stop giving discounts too.

Sell a card



Sell a discount card

1. On **Discount cards** press **Sell card**. (The **Sell discount card** button on a patient profile leads here too.)
2. Pick a **Plan** — each shows its validity and the maximum members.
3. **Card holder** — search and pick the patient (press **New** to register someone new).
4. With **Collect the fee (...) now** ticked, pick the payment method (for anything but cash add the **TrxID / reference**). Untick it and the fee bill is saved as due; collect it later from the bill.
5. Press **Sell card**. You see "Card MEM-000012 sold · bill INV-...".

The card is valid from today, and the fee becomes an ordinary bill in the card holder's name — it shows in invoices and in your cash shift.

The card page: members, renewal, printing

On the **Discount cards** list search by **Card no, member name, MRN, phone....** The top shows the number of **Valid cards** and those **Expiring in 30 days**.

Discount card list

Click a card number to open the card page with its **Status**, **Valid from**, **Valid to** and **Members**. The buttons:

- **Print card** — the card to hand to the patient.

- **Add member** — another family member on a family card. Same card number and validity; no extra fee.
- **Renew** — sets a new validity and makes a new fee bill for the first member. Press **Renew card**.
- **Cancel card** — needs a **Reason**. All members lose the discount.

Note

Cancelling a card does not refund the fee automatically. If needed, cancel or refund the fee bill itself (OPD billing & payments).

The icon on a member's row removes that person from the card. **Fee bills** at the bottom lists all the card's fee bills.

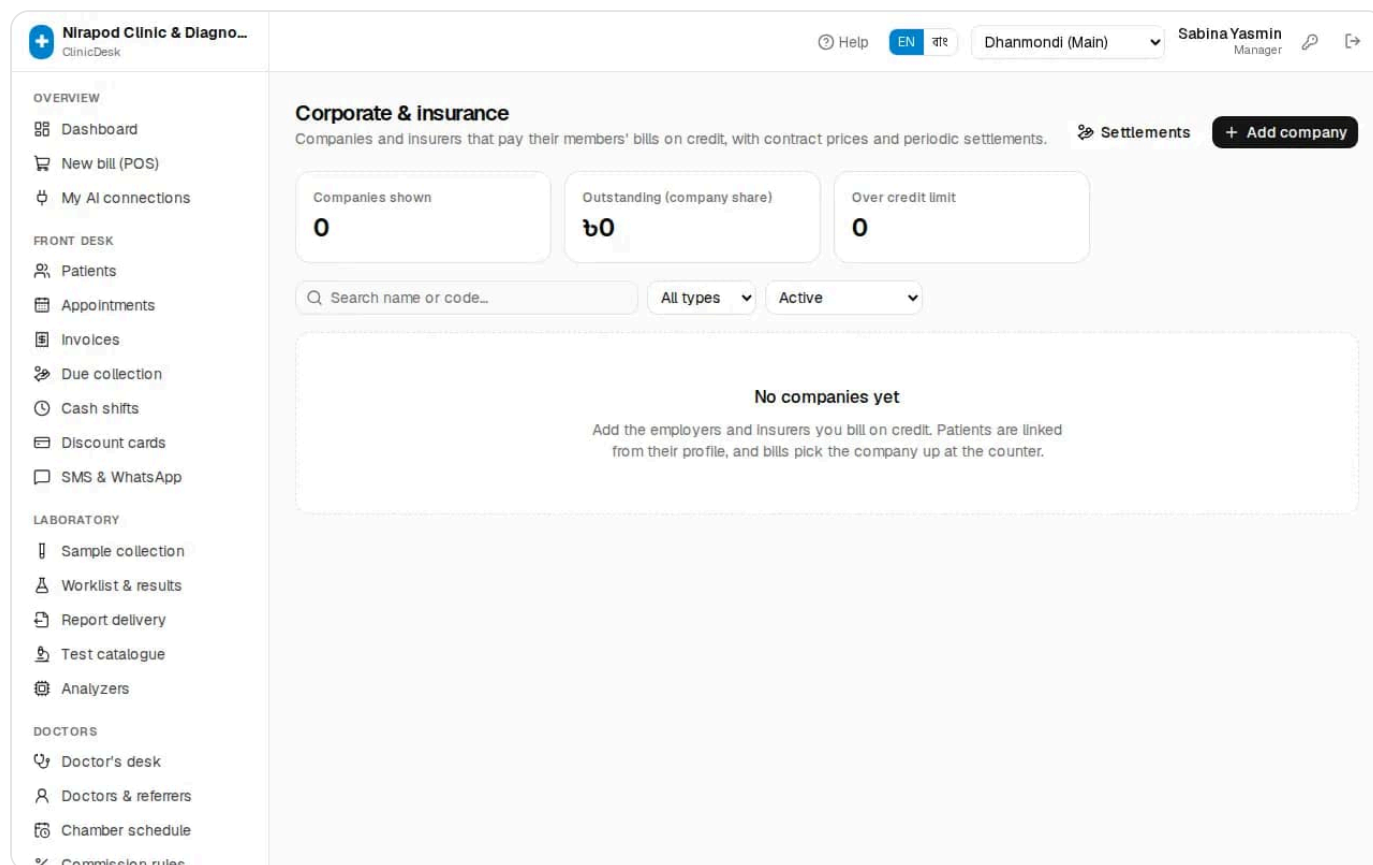
Card discount on a bill

The card discount applies by itself — nothing to type.

1. At the billing counter pick a card member as the patient.
2. A green box under the patient says "Card MEM-... applied:" and the discount on each kind of service.
3. Each line shows "card -b..." and the right side shows **incl. card discount**.
4. Don't want the card on this bill? Untick the green box — it then says "Card ... not applied".

The card discount only works on **Patient (private)** bills, not on bills to a company. Expired or cancelled cards give no discount.

Corporate and insurance clients



Corporate & insurance

Add the employers and insurers that pay their members' bills on credit.

1. Open **Finance > Corporate & insurance** in the sidebar.
2. Press **Add company**.
3. Fill in:
 - **Name *, Type (Corporate (employer) or Insurance), Short code.**
 - **Contact person, Phone, Email, Address.**
 - **Discount %** — on catalogue prices where no contract price is set.
 - **Company pays %** — e.g. 80 means the patient pays the other 20% (co-pay). 100 if the company pays everything.
 - **Credit limit (৳)** — how much may stay unsettled; empty means no limit. A manager may exceed it.
 - **Needs authorisation / claim no. on every bill** — usually ticked for insurers.
4. Save.

The list shows each company's **Terms, Members, Open bills, Outstanding** and **Credit limit use**. At the top: the total **Outstanding (company share)** and how many are **Over credit limit**.

Linking a patient to a company: on the patient profile press **Edit**, choose the company under **Bills to (corporate / insurance)** and enter the **Employee ID / policy no.** The **Members** tab on the company page lists linked patients.

Contract prices

When a company has agreed special prices for some tests:

1. On the company page press **Contract prices (n)**.
2. Type the price in **Contract price (b)** on the service's row and press the save icon next to it. **Difference** shows the gap to the catalogue price.
3. To enter many at once press **Import CSV**: one service per line, `CODE,price` (price in Taka). A blank price or `-` removes the contract price.

A contract price replaces the catalogue price, with no further discount. Zero-priced services such as consultation or bed keep their own fee (**priced at billing**).

Billing to a company

1. At the billing counter pick the patient. If they are linked to a company, the **Payer** box already shows "... (patient's company)". You can also choose another company or **Patient (private)**.
2. A blue box shows **Company pays ...%** and any contract discount.
3. If the company needs an authorisation number, type it in **Authorisation / claim no.** *. The bill will not save without it.
4. Add the services. Under **Total** you see **Company pays (...)** and **Patient pays**.
5. Take payment only for the patient's share — more than that gives **Payment is more than the patient's share**.
6. Save. The saved screen shows "Company pays ... · patient ...".

The company's share is not part of the patient's due; it stays as the company's **Outstanding** until a settlement comes in.

Settlements: money from a company

The screenshot shows the 'Company settlements' page in the Nirapod Clinic & Diagnostic ClinicDesk. The page header includes the clinic name, a help icon, language options (EN, বাংলা), location (Dhanmondi (Main)), and the user's name (Sabina Yasmin, Manager). The sidebar on the left lists various navigation options under categories like OVERVIEW, FRONT DESK, LABORATORY, and DOCTORS. The main content area is titled 'Company settlements' and includes a subtitle: 'Money received from corporate clients and insurers, allocated to their bills.' There is a '+ Record settlement' button in the top right. Below the title, there are filters for dates (07/18/2026 to 10/16/2026) and a dropdown menu for 'All companies'. A summary box shows 'Received in period' with a large '৳0' and '0 settlements'. A large box below this states 'No settlements in this period'.

Company settlements

When the company pays by cheque or bank transfer:

1. On the company page press **Record settlement** (or **Corporate & insurance > Settlements > Record settlement** and pick the company).
2. Enter the **Date received**, **Amount (৳) ***, **Method**, **Cheque / transfer ref.** and a **Note**.
3. The company's open bills are listed below. Choose how to allocate:
 - **Oldest first** — the money fills the oldest bills automatically.
 - **Bill by bill** — type the amount in **Settle now** for each bill (**full** fills the whole outstanding).
4. Check **Allocated** and **Unallocated** at the bottom. Unallocated money stays on account — you are asked to confirm.
5. Press **Save settlement ৳....** The number is CST-....

From the settlement page you can print a **Receipt**. If money is unallocated, **Allocate remaining** puts it on the oldest open bills. If something was wrong (e.g. a bounced cheque), press **Reverse**, give a **Reason *** and press **Reverse settlement** — the bills become outstanding again, and it is recorded in the audit log.

Company statement

On the company page press **Statement**. Choose a date range — it shows the bills from all branches, the company share, money received in the period and what is outstanding. **Print statement** prints a copy to send to the company, or use the export buttons to download a file.

The **Open bills** tab on the company page shows how many **Days** old each unsettled bill is. For an ageing report see Reports.

Common mistake

Billing without linking the patient to their company. The whole amount then lands on the patient's due. Check the **Payer** before you save the bill.

SMS & WhatsApp

Which messages go to patients automatically, the SMS gateway, the message log, retrying, writing your own message, bulk due reminders and WhatsApp links.

ClinicDesk sends patients the news they need by SMS or WhatsApp — report ready, serial booked, money due. Every message is kept in a log, so you can always see what went to whom and when.

In the sidebar: **Front desk > SMS & WhatsApp**. Receptionists and managers can see the log and send messages; the owner sets up the gateway.

What is sent automatically

Event	When it goes
Report ready	When every test on a bill is verified — with the online report link and PIN
Appointment booked	When a serial is booked — doctor, date, serial and expected time
Appointment reminder	The evening before the appointment
Appointment cancelled	When a serial is cancelled
Due reminder	Only when you send it (to one patient or many at once)

Nothing is sent to a patient without a mobile number. Which events send a message, and in which language (English or Bangla), is set by the owner in the **Automatic messages** part of **Admin > Integrations: Report ready, Appointments, Due reminders** and **Message language**.

Note

One SMS holds 70 characters in Bangla and 160 in English. Bangla messages therefore split into more parts and cost a little more.

The SMS gateway

The gateway is your account with an SMS company (for example SSL Wireless or BulkSMSBD). The owner fills in **Provider, Sender ID / SID** and **API key / token** in the **SMS gateway** part of **Admin >**

Integrations and presses **Save messaging settings**. Then **Send a test** to your own number to check it. Details: Payments, licence & AI.

Without a gateway nothing stops: messages are still written to the log (**Not sent (no gateway)**), and you can send them by hand through the WhatsApp link. The messages page then shows a yellow note: **No SMS gateway is set up, so messages are logged but not sent.**

The message log

Nirapod Clinic & Diagno...
ClinicDesk

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Doctor's desk

Doctors & referrers

Chamber schedule

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Help

EN

৳

Dhanmondi (Main)

Sabina Yasmin
Manager

SMS & WhatsApp

Every message the clinic sends — report-ready, appointments, dues and manual messages.

Due reminders

New message

No SMS gateway is set up, so messages are logged but not sent. You can still send any of them through WhatsApp with the link.

This month

171

4 via WhatsApp

Sent

68

0 waiting

Failed

4

99 not sent (no gateway)

SMS parts used

121

Billed per part by most gateways

Q Phone or text

Any status

Any purpose

SMS + WhatsApp

09/16/2026

–

10/16/2026

When	Sent to	Message	Status
16 Oct 2026, 03:50 Appointment booked	01793-888254 SMS - 2 part(s)	Dear ZZTEST Rahima mva2oqla, your appointment with Dr. Chamber A mva2oqla on 19 Oct 2026 is confirmed. Serial 4, expected time 10:45 am. - Nirapod Clinic & Diagnostic Centre	Not sent (no gateway) No SMS gateway configured (Settings → Integrations)
16 Oct 2026, 03:50 Appointment booked	01715-548470 SMS - 2 part(s)	Dear ZZTEST Ayesha mva2oqla, your appointment with Dr. Chamber A mva2oqla on 19 Oct 2026 is confirmed. Serial 3, expected time 10:30 am. - Nirapod Clinic & Diagnostic Centre	Not sent (no gateway) No SMS gateway configured (Settings → Integrations)
16 Oct 2026, 03:50 Appointment booked	01715-548470 SMS - 2 part(s)	Dear ZZTEST Md. Karim Hossain mva2oqla, your appointment with Dr. Chamber A mva2oqla on 19 Oct 2026 is confirmed. Serial 2, expected time 10:15 am. - Nirapod Clinic & Diagnostic Centre	Not sent (no gateway) No SMS gateway configured (Settings → Integrations)
16 Oct 2026, 03:50	01901-040232	Dear Online Patient mva2oqla, your appointment with Dr. Chamber A mva2oqla on 21 Oct 2026 is	Not sent (no gateway) No SMS gateway configured

SMS & WhatsApp log

The top shows this month: **This month** (total), **Sent**, **Failed** and **SMS parts used** (billed per part by most gateways).

To search and filter:

- **Phone or text** — a number or any word in the message.
- **Any status** — Queued, Sending, Sent, Failed, Not sent (no gateway), Draft (not sent), Discarded.
- **Any purpose** — Report ready, Appointment booked, Due reminder, Manual and so on.
- SMS or WhatsApp, and the date range (the last 30 days by default).

Each row shows **When**, **Sent to** (number of parts, and a **bill** or **patient** link), the full **Message** and the **Status**. Failed messages show the reason in red.

Retrying a failed message

When the gateway has a problem, the system retries failed messages by itself after a while. To retry straight away:

1. Choose **Failed** in the status filter.
2. Press the **Retry now** icon at the right of the row. You see "Sent" when it works.

Messages written with an AI assistant arrive as **Draft (not sent)** — they never go out until a person sends them. Use the icons next to them: **Send this draft now** or **Discard this draft**.

Sending your own message

1. Press **New message**.
2. Choose **Patient** (search and pick) or **Any number**. A wrong number shows **Not a valid Bangladeshi mobile number**.
3. Write the **Message** — in English or Bangla. Below it you see the number of characters and SMS parts.
4. Choose SMS or **WhatsApp (API)** (when the WhatsApp API is set up).
5. Press **Send**. Or press **Open in WhatsApp** to open WhatsApp on this computer or phone with the text filled in — no API needed.

Due reminders in bulk

1. Press **Due reminders**.
2. Enter the **Minimum due (b)** and **Bill older than (days)**.
3. The dialog shows how many patients and how much due, how many have no mobile number, and how many were already reminded today.
4. Press **Send ... reminder(s)**.

Each patient gets one SMS with their total due on this branch's open bills. Patients reminded in the last 24 hours are skipped. To remind one patient, use the **Remind** button on the **Due collection** page (OPD billing & payments).

Warning

If **Due reminders** is switched off in **Integrations**, the dialog says so; send anyway only when you are sure. Don't text patients about dues again and again.

WhatsApp links

The green WhatsApp icon on every log row (**Open in WhatsApp with this text**) opens a chat to the patient's number with the same text filled in. When there is no gateway, or an SMS failed, send it this way by hand — no setup needed.

Tip

When a patient says "I didn't get the report SMS", search the log by their number. If the message failed or was not sent, forward it with the WhatsApp link, or show them the PIN on their invoice.

Doctors & prescriptions

Calling today's patients from the Doctor's desk, vitals, writing and printing prescriptions, sending them to the pharmacy; adding doctors and referrers, the chamber schedule and doctor leave.

This chapter has two parts. The first is for doctors: calling, seeing and prescribing from the **Doctor's desk** in the chamber. The second is for reception and managers: the list of doctors and referrers, their fees, chamber days and hours, and leave.

The Doctor's desk

Open **Doctors > Doctor's desk** in the sidebar. A doctor's login lands here straight after sign-in, and the title reads **My patients today**. When a nurse or manager opens the page, they first pick the doctor in **Choose consultant** at the top.

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Dhanmondi (Main)

Dr. Farhana Haque

Doctor

My patients today

Dr. Farhana Haque · Dhanmondi (Main) · 16 Oct 2026

This month - October 2026

Patients seen	Tests advised / billed here	Test commission	Consultation share	Rent & charges	Balance payable
0	0 / 0	৳0	৳1,280	৳0	৳1,280
		0 bills	2 consultations		all time, after payouts

In consultation

Nobody in the chamber

Waiting (0)

No one waiting

Done (0)

None yet

Booked, not arrived (0)

—

Doctor's desk

The page has four columns. It refreshes itself every 20 seconds, so a patient checked in at reception shows up here within moments.

ClinicDesk

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Column	What it holds
In consultation	The patient in the chamber now. Open opens their prescription page.
Waiting (n)	Checked in at reception and waiting, in serial order.
Done (n)	Seen today. The Rx button reprints the prescription.
Booked, not arrived (n)	Has an appointment but has not checked in yet.

Each row shows the serial number, the patient's name, ID (MRN), age and sex, new or follow-up, and the expected time.

Note

If a doctor's login is not linked to a doctor profile, the page says "Your login isn't linked to a doctor profile". Ask the owner to link your user to your doctor profile in **Admin > Users & roles**.

This month at a glance

When doctors sign in themselves, a small **This month** panel shows at the top: **Patients seen**, **Tests advised / billed here**, **Test commission**, **Consultation share**, **Rent & charges** and **Balance payable**. It is read-only; payments to doctors are made by accounts (see Accounting & commission).

Calling the next patient

1. When someone is waiting, a blue **Call next (#serial)** button appears at the top. Press it.
2. The next patient by serial moves to **In consultation** and their prescription page opens at once.
3. To call someone out of turn, press **Call** on their row in **Waiting**.

Tip

A nurse can take blood pressure and weight before the patient goes in. In the **Waiting** list, press the **Vitals** link, type the values and press **Save vitals**. Once recorded, the link reads **Vitals ✓**.

Writing a prescription

The top of the patient's page shows name, serial, age, sex, blood group and phone. If the patient has allergies recorded, a red **Allergies:** box appears — always read it before prescribing. If the patient is currently admitted, a purple admission-number link shows too.

Two lists on the right help you decide:

- **Recent lab results** — the patient's verified reports. Values outside the normal range show in red (high ↑) or blue (low ↓). Click a test name to open the full report.
- **Past visits** — earlier prescriptions, blood pressure, weight and diagnosis. Notes written while admitted show as **Ward note**.

Step by step:

1. Under **Vitals**, enter **BP** (systolic/diastolic), **Pulse**, **Temp**, **SpO₂**, **Weight** and **Height**. BMI is worked out from weight and height.
2. Fill **Chief complaints**, **History**, **On examination** and **Diagnosis**.
3. In **Investigations advised**, type a test name (for example CBC, RBS, X-ray) and pick it from the list. Each test is added as a blue chip; press the chip's × to remove a wrong one.
4. Write advice in **Advice**, such as plenty of water or rest.
5. For a return visit, pick a **Follow-up date**, or press **7 days**, **14 days** or **1 month**. **Clear** removes the date.
6. Under Rx **Medicines**, type the medicine in the first row (for example *Tab. Napa 500 mg*). Medicines you have prescribed before are suggested as you type.
7. In the next boxes enter the dose (such as $1+0+1$), duration (such as *7 days*) and instruction (such as *after meal*). Under the row you are working on, small buttons offer the common doses, durations and instructions — one press fills the box.
8. Press **Add medicine** for more lines. The bin icon removes a line.
9. Press **Save** to keep your work part-way. When you have finished with the patient, press **Save & finish** — "Consultation finished" shows, you return to the desk, and the patient moves to **Done**.

Whenever something has changed, the bottom bar shows **Unsaved changes** in orange. Do not leave the page without saving.

Note

Only the doctor can write the prescription and press **Save & finish**, and only for their own patients. Nurses and managers can record vitals on this page, nothing more.

Printing the prescription

1. After the first save, the bottom bar shows **Print Rx**. It opens the printable prescription in a new tab.
2. The prescription carries the clinic name, the doctor's name, degrees and BMDC number, the patient's details, vitals, investigations, diagnosis, medicines, advice and follow-up date.

3. Choose the printer in the browser's print window and print.

To reprint later, press **Rx** in the **Done** column of the desk.

Common mistake

Changing something and pressing **Print Rx** without saving asks "You have unsaved changes. Print the last saved prescription?" — **OK** prints the older version. Press **Save** first, then print.

Billing the advised tests

When the doctor advises tests, the bottom bar shows **Bill advised tests (n)**. It opens a new bill (POS) with the patient, the tests and the referring doctor already filled in, so the referral commission goes to the right doctor. The rest — discount, taking the money — works as in Billing & payments.

Sending to the pharmacy

If your clinic is linked to a PharmaDesk pharmacy (set-up: Pharmacy link), a **Send to pharmacy** button appears in the bottom bar once the prescription is saved.

1. **Save** the prescription.
2. Press **Send to pharmacy**. The medicine list goes to the pharmacy counter, ready to sell.
3. When it has been sent, the button reads **Sent to pharmacy ✓**. Pressing it again asks "Already sent. Send again?"

Without a pharmacy link the button does not appear.

Doctors & referrers

Open **Doctors > Doctors & referrers**. Two kinds of people live here:

- **Consultants** — doctors who sit at this clinic, take appointments and earn consultation fees.
- **Referrers** — people who send patients and earn commission on tests: outside doctors, village doctors (RMP), agents, hospitals / clinics, ambulance drivers, and the clinic's own marketing officers.

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Dhanmondi (Main)

Sabina Yasmin

Manager

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Doctors & referrers

Consultants who sit here, outside doctors, village doctors (RMP), agents, hospitals, ambulance drivers and the clinic's marketing officers

% Commission rules

+ New doctor / referrer

All 7 Consultants 3 Doctors 7

Q Name, area, phone, BMDC

Active

Name	Type	Marketing officer	Chamber / schedule	Fee / follow-up	Commission	Referred this month
Dr. Farhana Haque MBBS, FCPS (Medicine) · Medicine · 01811000001	Consultant		Room 201 Sat–Thu 5pm–9pm	৳800 / ৳500	0% (default)	
Dr. Nasrin Sultana MBBS, FCPS (Gynae & Obs) · Gynaecology	Consultant		Room 204 Sun, Tue, Thu 4pm–8pm	৳1,000 / ৳600	0% (default)	
Dr. Tanvir Ahmed MBBS, DCH, MD (Paediatrics) · Child specialist	Consultant		Room 203 Sat–Wed 6pm–9pm	৳700 / ৳400	0% (default)	
Dr. Imran Kabir MBBS · Resident medical officer (duty doctor) · 01811000020	Doctor				0% (default)	
Dr. Mahbub Alam MBBS, MD (Cardiology) · Cardiology · 01811000013	Doctor				20%	
Dr. Rafiqul Islam MBBS · General practitioner · 01811000011	Doctor				25%	
Dr. Shirin Akter MBBS, CCD · Diabetology · 01811000012	Doctor				30%	

Doctors and referrers

The tabs at the top (**All**, **Consultants**, **Village doctors**, **Agents** ...) filter by type. Search by name, area, phone or BMDC number. Switch the **Active** box to **Inactive** to see people who have been switched off.

The table shows each person's **Type**, **Marketing officer**, **Chamber / schedule**, **Fee / follow-up**, **Commission** and **Referred this month** (bills, amount and commission). Click a name for the full page: earnings this month, referrals, chamber sittings, commission rules and upcoming appointments.

Adding a doctor or referrer

1. Press **New doctor / referrer**.
2. Choose the **Type** *: **Doctor** for MBBS doctors; village doctor, agent and so on for others.
3. Enter the **Name** *. For a doctor add **Degrees**, **Specialty** and **BMDC reg. no**; for other referrers the area or organisation.
4. Enter the **Mobile** number.
5. **Referral commission %** — used when no commission rule matches a test. Leave it blank for the clinic default.
6. To place a referrer under a marketing officer, pick the **Marketing officer**.

7. If the doctor sits at this clinic, tick **Consultant — sits at this clinic and takes appointments**.

More boxes open:

- **Consultation fee (₹)** and **Follow-up fee (₹)** (the follow-up fee is also used for report show).
- **Doctor's share of fee %** — the rest stays with the clinic.
- **Chamber rent / month (₹)** — deducted every month from what the clinic owes the doctor.
- **Chamber / room** and **Schedule note** (free text only; the bookable days and hours come from the chamber schedule).
- **Doctor collects his/her own fee** — check-in then records the visit without a clinic bill.

8. Press **Add doctor** (or **Add referrer**).

The screenshot shows the 'New doctor / referrer' form in the Nirapod Clinic & Diagnostic ClinicDesk software. The form is titled 'New doctor / referrer' and includes a subtitle: 'A consultant who sits here, an outside doctor, or any other referrer: village doctor, agent, hospital, ambulance, marketing officer'. The form has several sections: 'Type' (a dropdown menu set to 'Doctor'), 'Name' (a text field with 'Dr. ...'), 'Degrees' (a text field with 'MBBS, FCPS (Medicine)'), 'Specialty' (a text field with 'Medicine'), 'BMDC reg. no.' (a text field), 'Mobile' (a text field with '01XXXXXXXX'), 'Referral commission %' (a text field), and 'Marketing officer' (a dropdown menu set to '— none —'). There are also checkboxes for 'Consultant — sits at this clinic and takes appointments' and 'Active'. At the bottom of the form are 'Add doctor' and 'Cancel' buttons. The left sidebar shows the 'Doctors & referrers' section is selected. The top right of the interface shows the user 'Sabina Yasmin' as the Manager.

New doctor form

To change something later, press **Edit** in the list and then **Save changes**. When someone stops working with you, do not delete them — untick **Active**. Inactive doctors and referrers disappear from the pickers, while old bills and accounts stay correct.

Tip

To set exactly how much commission a referrer earns on which test, use the **Commission rules** button. Details are in Accounting & commission.

Chamber schedule

Open **Doctors > Chamber schedule**. Here you record which days, from what time to what time and in which room each consultant sits. Appointments can only be booked into these sittings; a doctor without sittings cannot be booked.

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Dhanmondi (Main)

Sabina Yasmin

Manager

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Chamber schedule

Weekly consultant sittings at Dhanmondi (Main): room, hours, serials and fees. Appointments are booked into these sittings.

Add leave

Add sitting

All consultants

Week

Saturday

Dr. Farhana Haque

5:00 pm–9:00 pm

Room 201

Dr. Tanvir Ahmed

6:00 pm–9:00 pm

Room 203

Sunday

Dr. Nasrin Sultana

4:00 pm–8:00 pm

Room 204

Dr. Farhana Haque

5:00 pm–9:00 pm

Room 201

Dr. Tanvir Ahmed

6:00 pm–9:00 pm

Room 203

Dr. Tanvir Ahmed

6:00 pm–9:00 pm

Room 203

Monday

Dr. Farhana Haque

5:00 pm–9:00 pm

Room 201

Dr. Tanvir Ahmed

6:00 pm–9:00 pm

Room 203

Tuesday

Dr. Nasrin Sultana

4:00 pm–8:00 pm

Room 204

Dr. Farhana Haque

6:00 pm–9:00 pm

Room 201

Dr. Tanvir Ahmed

6:00 pm–9:00 pm

Room 203

Wednesday

Dr. Farhana Haque

5:00 pm–9:00 pm

Room 201

Dr. Tanvir Ahmed

6:00 pm–9:00 pm

Room 203

Thursday

Dr. Nasrin Sultana

4:00 pm–8:00 pm

Room 204

Dr. Farhana Haque

5:00 pm–9:00 pm

Room 201

Friday today

Dr. Tanvir Ahmed

10:00 am–1:00 pm

Room 203

Sittings

Consultant	Days & hours	Room	Serials	Fee / follow-up	
Dr. Tanvir Ahmed Child specialist	Fri 10:00 am–1:00 pm · 10 min each	Room 203	18	৳700 / ৳400 doctor's fee	
Dr. Nasrin Sultana Gynaecology	Sun, Tue, Thu 4:00 pm–8:00 pm · 12 min each	Room 204	20	৳1,000 / ৳600 doctor's fee	Online
Dr. Farhana Haque Medicine	Sat–Thu 5:00 pm–9:00 pm · 8 min each	Room 201	30	৳800 / ৳500 doctor's fee	Online

Chamber schedule

The **Week** section shows a card for each day, today ringed in blue. The **Sittings** table below has the details of each sitting.

Adding a sitting

1. Press **Add sitting**.
2. Choose the **Consultant ***
3. **Days *** — tick the days the doctor sits (for example Saturday to Thursday).
4. Set **Starts ** and **Ends **.
5. Enter the **Room** (for example Room 201).
6. **Minutes per patient** — used for the expected time on the token.
7. **Max patients** — leave blank to use hours ÷ minutes per patient.

8. If this sitting has its own fee, fill **Fee for this sitting (b)** and **Follow-up fee (b)**. Blank means the doctor's own fee.
9. With **Online booking** ticked, patients can take a serial for this sitting from the clinic's public booking page (see Patient portal).
10. Save. "Sitting added" confirms it.

The pencil icon in the table edits a sitting and the bin icon deletes it. To pause one, untick **Active** — inactive sittings cannot be booked.

Warning

When two doctors share a room at the same time, or one doctor's sittings overlap, the cards turn red and a message such as "2 sittings clash — see red cards" appears. Fix the time or the room.

Doctor leave

Record leave in advance so nobody is booked on days the doctor is away.

1. On **Chamber schedule**, press **Add leave**.
2. Fill **Doctor **, **From |** and **To ***. Optionally add a **Reason** (for example a conference).
3. Press **Save leave**.
4. If patients are already booked on those days, a warning appears: **Patients are booked on those days**, with how many are booked and how many have already checked in and paid.
 - **Notify & cancel** (followed by the number of patients) sends an SMS to everyone with a mobile number and cancels all those appointments.
 - **Only record leave** keeps the appointments; you phone the patients yourself.

The **Leave (today onwards)** list shows all upcoming leave. The bin icon removes leave — but appointments that were cancelled are not restored. On a leave day the week card shows **On leave today**.

Note

Patients who already paid at check-in must be refunded at the counter — see [Billing & payments](#).

Who can do what

Task	Who
See the Doctor's desk, record vitals	Doctor, nurse, manager, owner
Write prescriptions and finish the consultation	Doctor only (own patients)
Add and edit doctors / referrers	Receptionist, manager, owner
Chamber sittings and leave	Receptionist, manager, owner

Booking appointments and checking patients in is covered in Reception & appointments.

Laboratory

Sample collection and barcode labels, receiving at the lab, the worklist, result entry, pathologist verification, printing and delivering reports, the test catalogue and analyzer connections.

From the moment a lab test is billed until the report is in the patient's hand, it passes five steps. ClinicDesk has a page for each step, under **Laboratory** in the sidebar:

Step	Page	Usually done by
1. Take the blood / urine	Sample collection	Reception, nurse, lab technologist
2. Accept the sample at the lab	Sample collection › Receive at lab	Lab technologist
3. Run it and enter the results	Worklist & results	Lab technologist
4. Review and approve	Verification	Pathologist
5. Hand the report over	Report delivery	Reception, lab technologist

Each test shows its stage as a coloured badge: **Awaiting sample** → **Sample collected** → **Processing** → **Awaiting verification** → **Ready** → **Delivered**.

A lab technologist lands on **Worklist & results** after signing in; a pathologist lands on **Verification**.

Collecting samples and labels

When a bill contains lab tests, ClinicDesk creates the samples by itself — one **accession number** per tube (for example `S-000123`). Tests that go in the same tube share one sample. Right after billing, the **Bill saved** window has a **Sample labels** button to print the labels.

Open **Laboratory › Sample collection**. The **To collect** tab shows a card for every patient whose sample has not been taken — STAT and urgent first, then by billing time.

Nirapod Clinic & Diagnostic ClinicDesk

Help EN বাংলা Dhanmondi (Main) Jahid Hasan Lab technologist

Sample collection
Dhanmondi (Main) · scan a sample label or bill barcode to select it

To collect 18 Receive at lab 0

Scan / type accession (S-000123) or bill no. and press Enter

Select all Mark collected

☐ Abdul Karim 54 Y M P-000001 · INV-000001 · 11 Oct 2026, 15:48 ☐ S-000001 Blood (EDTA) Purple top Complete Blood Count (CBC) ☐ S-000002 Plasma (Fluoride) Grey top Random Blood Sugar (RBS)	☐ Habibur Rahman 68 Y M P-000005 · INV-000002 · 11 Oct 2026, 15:48 ☐ S-000003 Blood (EDTA) Purple top HbA1c ☐ S-000004 Serum Red top Serum Creatinine ☐ S-000005 Urine Sterile container Urine Routine Examination (R/E)
☐ Chamber P1 mv9rpx43 31 Y F P-000011 · INV-000019 · 15 Oct 2026, 22:43 ☐ S-000028 Blood (EDTA) Purple top Complete Blood Count (CBC)	☐ IPD Patient mv9qrtvz 55 Y M P-000029 · INV-000040 · 15 Oct 2026, 22:44 ☐ S-000046 Blood (EDTA) Purple top Complete Blood Count (CBC)
☐ Chamber P1 mv9yt184 31 Y F P-000034 · INV-000054 · 16 Oct 2026, 01:55 ☐ S-000061 Blood (EDTA) Purple top Complete Blood Count (CBC)	☐ IPD Patient mv9ym53a 55 Y M P-000052 · INV-000075 · 16 Oct 2026, 01:56 ☐ S-000079 Blood (EDTA) Purple top Complete Blood Count (CBC)
☐ Abdul Karim 54 Y M P-000001 · INV-000084 · 16 Oct 2026, 03:08	☐ Habibur Rahman 68 Y M P-000005 · INV-000085 · 16 Oct 2026, 03:08

Sample collection

Each card shows the patient's name, age and sex, ID, bill number, and every sample below: a dot in the tube colour, the accession number, the sample type (for example Blood), the tube name and the tests on it.

1. Call the patient. Press the printer icon (**Print labels**) at the card's top right. The label page opens and starts printing by itself (label printer paper: 50 × 25 mm).
2. Stick each label on its own tube — match the tube colour.
3. Take the blood or other sample.
4. Scan the label's barcode in the box at the top (or type the accession number and press Enter). The sample is selected and turns blue. Scanning the bill's barcode selects all samples of that bill at once.
5. Without a scanner, tick the checkboxes instead; **Select all** selects the whole list.
6. Press **Mark collected**. The samples leave this list and move to the **Receive at lab** tab.

Tip

Typing `s123` or `123` in the scan box works too — ClinicDesk turns it into `S-000123`. The search box finds cards by bill number, accession or patient name.

Receiving samples at the lab

When collection and the lab are in different places (for example, samples arrive from a collection point), accepting them at the lab matters.

1. On **Sample collection**, open the **Receive at lab** tab.
2. Scan the tubes as they arrive.
3. Press the **Receive at lab** button. A message like "2 sample(s) received — now on the worklist" confirms it; the tests are now on **Worklist & results**.

Rejecting a sample

If a sample is unusable (haemolysed, clotted, insufficient quantity, wrong container ...), do not receive it:

1. In the **Receive at lab** tab, press the red **Reject** on that sample's row.
2. Pick a reason or type one in **Reason**.
3. Press **Reject & recollect**.

A new sample with a new accession number is created and its tests go back to the **To collect** queue. Call the patient back, take a fresh sample and use the new label.

The worklist

Laboratory > Worklist & results is the lab's to-do list for the day: STAT and urgent tests first, then whichever is due soonest.

Nirapod Clinic & Diagno...
ClinicDesk

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Dhanmondi (Main)

Jahid Hasan
Lab technologist

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Worklist & results

Dhanmondi (Main) · STAT and urgent first, then by due time

To do (processing + awaiting verification)

All departments

Any priority

Overdue 6

Bill, accession, patient, test...

Patient	Test	Sample / bill	Status	Due time
Md. Rashed Khan P-000003 · 32 Y M	Fasting Blood Sugar (FBS) ABN Biochemistry	S-000009 INV-000004	Awaiting verification	11 Oct 2026, 18:48 · late
Md. Rashed Khan P-000003 · 32 Y M	Complete Blood Count (CBC) ABN Hematology	S-000007 INV-000004	Awaiting verification	11 Oct 2026, 19:46 · late
Md. Rashed Khan P-000003 · 32 Y M	Lipid Profile (Fasting) ABN Biochemistry	S-000008 INV-000004	Awaiting verification	11 Oct 2026, 21:48 · late
Fatema Begum P-000002 · 47 Y F	TSH Hormone	S-000006 INV-000003	Processing	12 Oct 2026, 15:48 · late
Fatema Begum P-000002 · 47 Y F	Free T4 (FT4) Hormone	S-000006 INV-000003	Processing	12 Oct 2026, 15:48 · late
Analyzer Test Patient P-000010 · 44 Y M	Complete Blood Count (CBC) ABN Hematology	S-000021 INV-000014	Processing	16 Oct 2026, 02:43 · late
Analyzer Test Patient P-000010 · 44 Y M	Lipid Profile (Fasting) ABN Biochemistry	S-000022 INV-000014	Awaiting verification	16 Oct 2026, 04:43
Analyzer Test Patient P-000033 · 44 Y M	Complete Blood Count (CBC) ABN Hematology	S-000054 INV-000049	Processing	16 Oct 2026, 05:55
Md. Rashed Khan P-000003 · 32 Y M	Fasting Blood Sugar (FBS) ABN Biochemistry	S-000090 INV-000087	Awaiting verification	16 Oct 2026, 06:08
Md. Rashed Khan P-000003 · 32 Y M	Complete Blood Count (CBC) ABN Hematology	S-000089 INV-000087	Awaiting verification	16 Oct 2026, 07:08
Analyzer Test Patient P-000075 · 44 Y M	Complete Blood Count (CBC) ABN Hematology	S-000105 INV-000102	Processing	16 Oct 2026, 07:46

Worklist

Filters at the top:

- **Status** — starts at **To do (processing + awaiting verification)**. Other choices: **Processing**, **Collected, not received**, **Awaiting verification**, **Rejected — awaiting recollection**, **Verified (today)**.
- **All departments** — show only haematology, biochemistry and so on.
- **Any priority** — only STAT, urgent or routine.
- **Overdue** — the red button; tests past their due time, with a count.

The table shows the patient, the test (with a **CRITICAL** or **ABN** mark), the sample and bill numbers, the status and the **Due time**. Late tests show the time in red with "late". Click any row to open result entry.

Note

Tests that need no specimen, such as imaging or ECG, appear on the worklist as soon as they are billed.

Entering results

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EN

বাংলা

Dhanmondi (Main)

Jahid Hasan

Lab technologist

← Worklist

1 TSH2. Free T4 (FT4)

Fatema Begum

P-000002 · 47 Y · Female · 01711000002

Test

Free T4 (FT4)

Sample

S-000006 · Serum

Bill

INV-000003

Collected

11 Oct 2026, 15:48

Referred by

Self

Received

11 Oct 2026, 15:48

Due time

12 Oct 2026, 15:48

Entered / verified

—

Processing

Results

Free T4

ng/dL

0.93 – 170

Comment (printed on the report)

< Prev test

Save draft

Save & submit

Result entry

The top of the page shows the patient, test, bill, referring doctor, due time, the sample, and when it was collected and received. When the bill has several tests, small buttons at the top list them all; finished ones have a ✓.

1. Under **Results**, type the value next to each parameter. Enter moves to the next box.
2. For parameters with set answers (such as Positive/Negative), pick from the drop-down.
3. Calculated values (from a formula) are grey and fill themselves — "Calculated: ..." shows under the name.
4. Each value shows its unit and the reference range for the patient's age and sex. As soon as a value is out of range a flag appears: **Low**, **High**, **Abnormal** (yellow) or **Critical low**, **Critical high** (red). The header counts the critical and abnormal values.
5. If the patient has an earlier result, the previous value shows alongside ("prev ..."), so big changes stand out.
6. Add an **Impression** and a **Comment (printed on the report)** if needed. Narrative tests (for example an ultrasound) have the **Report** box pre-filled with the template; just edit it.

ClinicDesk

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7. The buttons at the bottom:

- **Save draft** — keep part-done work; the report does not go for verification yet.
- **Save & submit** — the report goes to the pathologist as **Awaiting verification**.
- **Save & verify** — pathologists only; enter and approve in one go.
- **Prev test / Next test** — move to the next item on the list.

When verification is not required (see Settings below), **Save & finalise** replaces **Save & submit** and the report becomes **Ready** straight away.

Warning

When a value is critical, saving shows "Critical value saved — inform the doctor / patient". Do not leave it on the report alone — phone the doctor now.

Common mistake

Trying to enter results before the sample is collected and received shows "The sample hasn't been collected yet. Collect and receive it from Sample collection first." Finish both steps on Sample collection first.

Pathologist verification

On **Laboratory > Verification** the pathologist reviews submitted reports and approves them. Only verified reports can be printed and delivered.

Verification

In the **Awaiting verification** tab each test card shows all values with their flags, the impression and comment, and who entered them when — no need to open another page.

1. Read each card. Pay special attention to **CRITICAL** or **Abnormal** marks.
2. If it is right, press the card's **Verify** button. To approve several at once, tick them and press **Verify selected**.
3. To correct a value, press **Open** to go to result entry, fix it, then press **Save & verify**.

When every test on a bill is verified and the patient has a mobile number (and the "report ready" SMS is switched on), the patient gets an SMS automatically with the online portal link and PIN (see SMS & WhatsApp).

Amending a verified report

After verification the values are locked. If a mistake is found:

1. On **Verification**, open the **Verified (amend)** tab and search by bill number or patient (or go to the result entry page).
2. Press **Amend** and give a reason.
3. The report opens again — correct the values and verify again.

The old values stay in the audit log and the report shows how many times it was amended. Only pathologists can amend.

Printing and delivering reports

Laboratory > Report delivery starts with reports verified today and not yet delivered. If older ready reports are still waiting, a link appears at the top: "... older ready report(s) not delivered — show all".

The screenshot shows the 'Report delivery' section of the Nirapod Clinic & Diagnostic Center ClinicDesk. The interface includes a sidebar with navigation options like Overview, Front Desk, Laboratory, Doctors, and In-Patient. The main area displays a list of reports with details such as patient name, age, sex, invoice number, and status. Reports are categorized as 'Ready' or 'Delivered'. A search bar at the top right allows filtering by bill number, patient name, phone, or MRN. The 'Report delivery' section shows a list of reports with a 'Show all' link for older ready reports. Each report card includes a 'Deliver' button and a 'Print selected report' option.

Report delivery

When the patient comes with the receipt:

1. Type the bill number, patient name, phone or MRN in the search box.
2. Check each test's status on the bill's card. Ready ones can be selected.
3. If the bill has a due, it shows in red with a **Collect payment** → link. Take the money first (Billing & payments).
4. Press **Print ready reports** (or **Print selected reports** after selecting). On the report page press **Print report**.
5. Choose who is taking it: **Patient (self)**, **Attendant...** (type the name) or **Online / WhatsApp**.
6. Press **Deliver**. The tests become **Delivered** and leave the list.

Note

With "Full payment before delivery" switched on, reports cannot be handed over while there is a due — the card says "Reports can't be handed over until the due is cleared."

Reports online (PIN)

Every bill has a 6-digit **Report PIN**, printed on the money receipt as "Online report PIN". With the online report portal on, patients download their verified reports at home with the bill number and PIN. How patients do this is in Patient portal.

The test catalogue

Laboratory > Test catalogue (managers, pathologists and the owner) lists every test by department with its code, sample and tube, number of parameters, turnaround (hours) and price.

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Help EN বাংলা Dhanmondi (Main) Sabina Yasmin Manager

Search test or code... All departments

+ New test

Test catalogue
37 tests · parameters, reference ranges, report templates and prices

BIOCHEMISTRY

FBS	Fasting Blood Sugar (FBS)	Plasma (Fluoride)	1 parameter	3 h	৳150
RBS	Random Blood Sugar (RBS)	Plasma (Fluoride)	1 parameter	3 h	৳150
2HABF	Blood Sugar 2 Hours After Breakfast	Plasma (Fluoride)	1 parameter	3 h	৳150
HbA1c	HbA1c	Blood (EDTA)	1 parameter	6 h	৳900
LIPID	Lipid Profile (Fasting)	Serum	4 parameters	6 h	৳900
CREA	Serum Creatinine	Serum	1 parameter	4 h	৳300
UREA	Blood Urea	Serum	1 parameter	4 h	৳300
UA	Serum Uric Acid	Serum	1 parameter	4 h	৳350
SGPT	SGPT (ALT)	Serum	1 parameter	4 h	৳300
SGOT	SGOT (AST)	Serum	1 parameter	4 h	৳300
BIL	Serum Bilirubin (Total)	Serum	1 parameter	4 h	৳300
ALP	Serum Alkaline Phosphatase	Serum	1 parameter	4 h	৳350
ELEC	Serum Electrolytes	Serum	4 parameters	4 h	৳800
CA	Serum Calcium	Serum	1 parameter	4 h	৳400

Test catalogue

A new test

1. Press **New test**.
2. Enter the **Test name **, **Code ** and **Department **.

3. **Kind** — **Lab test** or **Imaging / ECG (no specimen)**.
4. **Report type** — **Parameters (values & ranges)** for numbers with ranges, **Text report (narrative)** for written reports.
5. Fill **Sample type**, **Container / tube** (for example Purple top — the colour identifies the tube), **Turnaround (hours)** and **Price (b) ***.
6. Press **Create test**. Then add parameters on the test's page.

Parameters and reference ranges

Click a test to open its page: **Test & price** at the top (change and press **Save test**), **Parameters** below.

1. Press **Add parameter**. Enter the **Name ***, a **Code** (used in formulas, for example HB), the **Unit** and a **Group heading** (for example Differential count).
2. **Result type: Number, Choice (options) or Free text**. For a choice, list the **Options (one per line)** and set the **Normal answer** — any other answer is flagged abnormal.
3. For numbers, set **Decimals**. For a value calculated from other parameters, write a **Formula (calculated)**.
4. After saving, use the **Range** button next to the parameter to add reference ranges: **Sex, Age from, Age up to (below)**, low and high limits, critical low and high limits. To print something other than low-high on the report, use **Printed text (optional)**.
5. For different ranges for men, women and children, add separate ranges. Result entry picks the right one for the patient's age and sex automatically.

The up and down arrows change the order of parameters. Deleting a parameter that already has results only deactivates it — old reports stay intact.

Connecting analyzers

Connect your haematology or chemistry machine to ClinicDesk and results no longer need typing. A small program (the **bridge**) runs on the lab PC next to the machine; the machine sends results in ASTM or HL7, and the bridge forwards them to the clinic. If the internet drops, the bridge keeps the results and sends them later.

Help

EN

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Dhanmondi (Main)

Sabina Yasmin Manager

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Analyzers

Machines that send results straight into the LIS (ASTM / HL7 via the lab-PC bridge)

+ Add analyzer

Analyzer	Protocol	Last seen	Today	Needs attention (7 d)	Mappings
Test Mindray BS-240 (script) BS-240 · key_ThR8 · auto-submit · inactive	HL7	16 min ago	2	0	20
Test Mindray BS-240 (script) BS-240 · key_cfmP · auto-submit · inactive	HL7	5 h ago	0	0	20
Test Mindray BS-240 (script) BS-240 · key_BGo8 · auto-submit · inactive	HL7	2 h ago	2	0	20
Test Sysmex XN-350 (script) XN-350 · key_Utm4 · inactive	ASTM	16 min ago	10	5	15
Test Sysmex XN-350 (script) XN-350 · key_buPn · inactive	ASTM	5 h ago	0	5	15
Test Sysmex XN-350 (script) XN-350 · key_IsoN · inactive	ASTM	2 h ago	10	5	15

Analyzers

Set-up (manager or pathologist):

1. Open **Laboratory > Analyzers** and press **Add analyzer**.
2. Enter the **Name**, **Model** (for example XN-350 — helps auto-mapping) and **Protocol**. Tick **Submit results automatically** to send machine results straight to verification; otherwise they stay a draft for the technologist to submit.
3. Press **Create & show key**. An API key and the command to run on the lab PC appear. Copy the key now — it is shown only once.
4. Press **I've copied it — set up mappings**.
5. On the **Code mapping** tab, choose which parameter each machine code (for example HGB) goes to. **Auto-map** matches the usual codes — then check every row. Use **Factor** to convert units (for example 1000 for $10^3/\mu\text{L} \rightarrow /\mu\text{L}$).
6. Get the bridge installed on the lab PC: contact JonakiSoft support and give them the key and the command shown on the page — they install it and confirm the first result arrives. In the machine's LIS/host settings, point it at this PC's port 5600. For a machine that exports result files, the second (folder) command is used instead.
7. On the **Test message** tab, process a sample message with a test patient's accession to check everything works.

Day to day: the analyzer list shows **Last seen**, messages **Today** and **Needs attention (7 d)**. In the **Message log**, map any unmapped codes of a problem message, then press **Re-process**. Values that came from a machine show a small blue "from ..." (the machine's name) in result entry.

Warning

A **Test message** updates real samples — always use a test patient. If the key is lost, press **Regenerate key**; a bridge using the old key stops working until you give it the new one.

Lab settings

The owner sets these in **Admin > Settings**, section **Lab reports**:

- **Pathologist verification required** — reports cannot be printed or delivered until verified.
- **Full payment before delivery** — delivery is blocked while the bill has a due.
- **Online report portal** — patients download reports with bill no. + PIN.
- The report header and footer, and whether the letterhead is printed.

Details: Owner set-up.

In-patients (IPD)

Admitting a patient, the bed board, setting up wards and beds, bed transfer, daily charges, advance and payments, ward notes, discharge and the final bill.

Everything from admitting a patient to discharging them happens in the **In-patient (IPD)** part of the sidebar. The moment you admit someone, ClinicDesk opens a **running bill** in their name. Bed rent, medicines, tests and doctor visits all go on that bill, and at discharge it becomes the patient's final bill.

Who can do what:

Task	Who
See the bed board and admission pages	Manager, receptionist, nurse, doctor, accountant, owner
Admit, add charges, transfer bed, discharge	Manager, receptionist, nurse, owner
Write ward notes	All of the above, and doctors
Set up wards and beds	Manager, owner
Cancel an admission	Manager, owner

The bed board

In the sidebar open **In-patient (IPD) › Admissions**. The page is called **In-patients** and opens on the **Bed board** tab.

Bed board

- The four boxes at the top show **Admitted** (how many patients are in now), **Beds occupied** (for example 7 / 20), **Free beds** and **Running bills due** (the total due of all admitted patients).
- Each ward has its own box, with how many beds are occupied and the daily rate.
- A **green** bed is free and says **Free · b...**. Click it to open the admission form with that bed already chosen.
- A **red** bed is occupied. It shows the bed label, the day of the stay (for example **Day 3**), the patient's name and **Due b...** or **No due**. Click it to open that admission.
- Below, **Current admissions** lists admission no., patient, bed, consultant, admission date, bill and due in one table.

The page refreshes itself every minute, so you can leave it open on the nurses' station screen.

To find past stays use the **Discharged** or **Cancelled** tabs. You can search by admission no., patient name, MRN or phone, and change the date range.

Setting up wards and beds

A manager or the owner does this once at the start. On the **In-patients** page press **Wards & beds** (or use **Wards & beds** in the sidebar).

Nirapod Clinic & Diagnosis
ClinicDesk

Help EN বাংলা Dhanmondi (Main) Sabina Yasmin Manager

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Wards & beds
Bed charges per day for Dhanmondi (Main). A bed's own rate overrides its ward's.

+ New ward

Cabin
Cabin · ₳2,500/day · 3 beds Edit

Cabin 301 Cabin 302 Cabin 303 + Bed + Range

General ward (female)
General ward · ₳800/day · 6 beds Edit Delete

F-1 F-2 F-3 F-4 F-5 F-6 + Bed
+ Range

General ward (male)
General ward · ₳800/day · 6 beds Edit Delete

M-1 M-2 M-3 M-4 M-5 M-6 + Bed
+ Range

ICU
ICU · ₳12,000/day · 2 beds Edit Delete

ICU-1 ICU-2 + Bed + Range

Wards & beds

A new ward

1. Press **New ward**.
2. Type the **Name**, for example "Male ward" or "Cabin block 3rd floor".
3. Choose the **Kind**: **General ward**, **Cabin**, **ICU**, **NICU** or **HDU**.
4. Enter the **Daily rate (₳)**. Every bed in the ward uses this rate unless it has its own.
5. Save.

Adding beds

- One bed: press **+ Bed** in the ward's box. Type the **Label** (for example **M-7** or **Cabin 304**). For a different price fill in **Own daily rate (₳)**; leave it blank to use the ward rate.
- Many beds at once: press **+ Range**. Give a **Label prefix** (for example **M-**), **From** and **To**. 1 to 10 creates ten beds, M-1 to M-10. Up to 100 at a time.

Click a bed's button to change its label, rate or **Active** setting. A bed with a patient in it has a small red dot.

Note

A bed or ward that has ever had a patient can't be deleted — the history must stay. To stop using it, open **Edit** and untick **Active**. You can't deactivate a bed while a patient is in it; transfer or discharge them first.

Admitting a patient

1. On the **In-patients** page press **Admit patient**, or click a green free bed on the bed board.
2. In **Patient** type a name, phone or MRN and pick the patient. A new patient must be registered first (see Reception & appointments).
3. Choose the **Admitting consultant**.
4. Pick a free bed in **Bed**. Each bed shows its daily rate.
5. Optionally fill in **Reason for admission**, **Provisional diagnosis**, **Attendant name** and **Attendant mobile**. The attendant's number is very useful in an emergency.
6. If you take an advance, enter it in **Advance received (b)**, choose the **Method** (Cash, bKash, Nagad, Rocket, Card, Bank) and, if needed, put the bKash TrxID in **Ref.**.
7. Press **Admit patient**.

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ClinicDesk

Help EN বাংলা Dhanmondi (Main) Rina Akter Receptionist

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IN-PATIENT (IPD)

- Admissions**

STAFF (HR)

Admit patient
16 free beds in Dhanmondi (Main)

Patient *
Search patient: MRN, phone or name New

Admitting consultant * Choose... **Bed *** Choose a free bed...

Reason for admission Chest pain, fever with vomiting... **Provisional diagnosis**

Attendant name **Attendant mobile** 01XXXXXXXX

The running bill opens with today's bed charge. Further days are posted from the admission page.

Advance received (b) 0 **Method** Cash **Ref.** bKash TrxID

Admit patient

Admission form

You will see "Admitted · ADM-000012" and the admission page opens. As the form says, the running bill opens with today's bed charge; each following day's bed rent is added automatically overnight.

Common mistake

The same patient can't be admitted twice. If you see "... is already admitted", find the patient on the bed board and use the existing admission.

The admission page

Click a red bed on the bed board, or an admission no. in **Current admissions**.

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My attendance & leave

HelpENবাংলাDhanmondi (Main)Nusrat JahanNurse

← In-patients

Habibur RahmanAdmitted · day 6

ADM-000001 · P-000005 · 68 Y · Male · AB+ · 01711000005

Consultant

Dr. Farhana Haque

Reason

Uncontrolled diabetes, fever

Admitted

11 Oct 2026, 15:48

Diagnosis

—

Bed charged until

17 Oct 2026

Cabin 301

Cabin · ₳2,500/day

Attendant

Son · 01711000099

Add charges

Bed charges up to date

Transfer bed

Ward note

Discharge

Running bill

Total ₳17,500 · Paid ₳10,000 · Due ₳7,500

Date	Item	Qty	Rate	Amount
11 Oct 2026	Bed charge — Cabin 301, 11 Oct	1	₳2,500	₳2,500
16 Oct 2026	Bed charge — Cabin 301 × 5 days (12 Oct–16 Oct)	5	₳2,500	₳12,500
16 Oct 2026	Bed charge — Cabin 301, 17 Oct	1	₳2,500	₳2,500
Total				₳17,500

Payments

11 Oct 2026, 15:48 · RCV-000010 · Cash

₳10,000

Ward round notes

No notes yet.

Admission page with the running bill

- At the top: the patient's name, an **Admitted · day N** label, admission no., MRN, age and phone. On the right, the bed label in large type with its rate.
- If the patient has allergies on record, a red line shows **Allergies:** — always check it before giving medicines.
- **Consultant, Admitted, Bed charged until, Attendant, Reason, Diagnosis.**
- Bottom left: the **Running bill**, every charge with its date, and above it **Total · Paid · Due**. Below that, the **Payments** list.

- Bottom right: **Ward round notes**.
- The bill-number button (INV-...) opens the normal invoice page, where you can print the bill.

Daily charges

Bed rent

Bed rent is added to the running bill automatically: every night, just after midnight, ClinicDesk posts the new day's bed charge for every admitted patient at the bed's daily rate. If a night was missed, the next run adds all the missing days in one line — no day is charged twice.

You can still post it yourself, for example before printing a bill in the evening:

1. On the admission page look at the **Post bed charges (N days)** button. N is the number of days not yet on the bill.
2. Press it. You will see "N bed-day(s) posted".
3. When everything is posted the button reads **Bed charges up to date** and can't be pressed.

If the bed board shows a yellow box **Bed charges not yet posted for N admission(s)**, the nightly posting hasn't run for those patients. Open each admission listed and press **Post bed charges**, and tell JonakiSoft support if the box keeps coming back.

Tip

Discharge and bed transfer also post any days still due first, so the final bill is always complete.

Medicines, tests, procedures, doctor visits

1. Press **Add charges**. The **Add to running bill** window opens.
2. In the search box type a procedure, test, medicine, oxygen and so on, and pick it. You can add several items at once.
3. Set the quantity on each line. If a service has a zero price in the catalogue, type the price.
4. For a doctor's visit (a consultation) choose the doctor under the line and type the **Doctor's fee**.
5. Press **Add to bill**.

Lab tests added here are sent to the lab automatically — there is no separate lab order. Sample collection to report is in the Laboratory chapter.

If your pharmacy is linked through PharmaDesk, medicines the pharmacy sells to an admitted patient land on the running bill by themselves as "Medicines — pharmacy ...". Details: Pharmacy link.

Note

To remove a wrong charge, press the bill-number button to open the invoice page, where a manager can use **Cancel tests** to cancel that line. A cancelled line shows struck through on the running bill. The rules for correcting bills are in OPD billing & payments.

Moving to another bed

1. On the admission page press **Transfer bed**.
2. In **Transfer to another bed** choose a free bed.
3. Press **Transfer**. You will see a message like "Moved to M-3".

Unbilled days up to today are charged at the old bed's rate first; the new bed is charged from tomorrow. So if a patient moves from the general ward to a cabin, today stays at the ward price.

Ward round notes

Nurses and doctors can both write notes.

1. Press **Ward note**.
2. Enter the vitals you measured: **BP sys**, BP dia, Pulse, **Temp °F**, SpO₂ %, weight.
3. Write the patient's condition in **Note / findings**.
4. Write the next instructions in **Orders / plan** (for example "Continue IV fluid, repeat CBC tomorrow").
5. Press **Save note**.

The note appears at the top of the list on the right with the time. Notes written by a nurse show "(nurse)" after the name. You can't save a note that has neither text nor vitals.

Advance and payments

You can take an advance while admitting (see above). To take money later:

1. On the admission page press **Collect payment**. It is greyed out when nothing is due.
2. **Amount (b)** is filled in with the full due. Change it for a part payment.
3. Choose the **Method**. For anything other than cash, type the **Transaction ref.**.
4. Press **Receive**. A message shows the money-receipt number and the payment is added to the list.

Only staff allowed to collect money see this button (usually the front desk and managers). Cash you receive is counted in your cash shift.

Discharge and the final bill

1. Collect the remaining due first (**Collect payment**).
2. Press the red **Discharge** button. The **Discharge patient** window opens.
3. Fill in the **Final diagnosis** (the admission diagnosis is already there).
4. Optionally fill in **Treatment given / hospital course**, **Condition at discharge**, **Follow-up**, **Medicines on discharge** and **Advice**.
5. Check the bottom of the window: how many unbilled bed-days will be posted first, and the **Current due**.
6. Press **Discharge & print**.

Unbilled bed rent is posted automatically, the bed is freed, and the **Discharge summary** opens in a new tab for printing. It has the patient's details, what you wrote, and the whole bill (items, discount, total, paid, due) — this is the patient's final bill.

To print it again later, open the stay from the **Discharged** tab and press **Discharge summary**.

Warning

If the bill still has a due, ClinicDesk says "The bill still has b... due" and asks **Discharge with due?**. Pressing OK discharges with the due outstanding, and it must be collected later with **Due collection** (see OPD billing & payments). Only do this with a manager's approval.

Cancelling a wrong admission

If the wrong patient was admitted, or the patient left before treatment started, a manager or the owner can cancel the admission.

1. On the admission page press **Cancel admission**.
2. Type the **Reason** (for example "wrong patient").
3. If money was taken, **Refund b... via** is ticked — choose the refund method.
4. Press **Cancel admission**.

The running bill and its lab orders are cancelled and the bed is freed. The stay remains on the **Cancelled** tab with its reason.

Note

An admission can't be cancelled once a lab report on its bill has been verified, or after discharge.

Common problems

- **No free beds:** if the admission form says "No free beds", discharge someone first or ask a manager to add beds.
- **I can't see the buttons: Add charges, Discharge** and the others only show for an admitted patient and for staff with permission. Doctors and accountants can only view the page (doctors can write notes).
- **The due looks too high:** check that the advance was entered with the right method and appears in the payments list.
- Figures for management: the **IPD admissions & bed occupancy** report in Reports.

Patient portal & online booking

For patients — view and print your lab reports on your phone, pay a bill's due online, and book or cancel a doctor's serial from home.

This chapter is for patients and their families. Without coming to the clinic you can do three things from a phone or computer:

- See, download and print your lab reports.
- Pay a bill's remaining due with bKash, Nagad or a card (if the clinic offers it).
- Book a doctor's serial online, check it, and cancel it.

You don't need an account or a password. For reports you only need your money receipt; for a serial, your mobile number.

Note

These services work only if your clinic has turned them on. If one is missing, ask at the counter or call the clinic's hotline.

What to look for on your receipt

After you pay for tests, the money receipt you get at the counter has a box near the bottom with:

- **Report delivery** — when your reports should be ready.
- **Online report PIN** — a 6-digit number, for example `482913`.
- The web address for viewing reports.

Near the top of the receipt is the **Bill number**, for example `INV-000123`. You need both the bill number and the PIN to see your reports. Keep the receipt safe and don't share the PIN.

When all the tests on a bill are ready and checked, the clinic may send you an SMS with the report link and your PIN. Tap the link to open your clinic's report page, then enter the bill number and PIN.

Viewing your report online

1. Open the address from your receipt or SMS in a browser. The page is called **Your lab reports**.
2. You can switch language with **EN / বাংলা** at the top right.

3. In **Bill number** type the number from your receipt, for example `INV-000123` . Just the last digits (`123`) also work.
4. In **Report PIN** type the 6-digit PIN.
5. Press **Show my reports**.

[Help](#)
EN
বাংলা



Your lab reports

Enter the bill number and the 6-digit report PIN printed on your money receipt.

Bill number

Report PIN

Show my reports

ClinicDesk - reports are shown only after they are verified by the pathologist.

Report look-up page

You will see your name, the bill number and the status of each test:

It says	Meaning
Awaiting sample	The blood, urine etc. has not been taken yet
Sample collected	The sample has been taken
Processing	The test is running in the lab
Awaiting verification	The result is entered but the doctor (pathologist) hasn't checked it yet
Ready	The report is ready to view and print

As soon as at least one test is **Ready**, a **View / print ready reports** button appears. Press it to open the full report.

Looking up a report on a phone

Printing or saving as PDF

1. On the report page press **Print / save PDF** at the top.
2. If you have a printer, choose it and print.
3. To keep a file, choose **Save as PDF** instead of a printer. On a phone it usually says "Download" or "Save".
4. Press **Back** to return.

The report looks exactly like the paper report, A4 size. On a phone, scroll sideways to see all of it, or save the PDF and open that. You can show this PDF or printout to your doctor.

If your report doesn't show

- **"No report found for that bill number and PIN"**: check the bill number and PIN again. The PIN must be exactly 6 digits.
- **"Your reports are not ready yet. Please check again later."**: reports come online only after the pathologist has checked them. Try again after the **Report delivery** time on your receipt.

- **A due on the bill:** some clinics release reports only after full payment. You will then see "Please clear the due of b... at the counter to receive your reports." Pay online as described below, or at the counter.
- **"Too many attempts. Please wait 15 minutes and try again.":** after many wrong tries the page locks for a while, for your safety.
- **"Online services paused":** the clinic's online services are paused for now. Your reports and bills are safe; collect them from the counter.

Tip

You can type the bill number in small letters (`inv-000123`) or as just the number (`123`).

Paying a due online

If the clinic offers online payment and the bill has a due, a blue box appears under the test list: **Due on this bill: b....**

1. Press the way you want to pay: **Pay with bKash**, **Pay with Nagad** or **Card / mobile banking**. Only the ones your clinic offers are shown.
2. The secure page of bKash, Nagad or the payment gateway opens. Finish the payment there with your number, OTP and PIN.
3. You are brought back to the report page.

Back on the page you will see in green: "Thank you, your payment was received. The money receipt has been added to your bill." Press **Show my reports** again to see your reports.

If you cancel or the payment fails, a yellow message says "The payment did not go through. Nothing was charged to your bill. You can try again."

Warning

Type your bKash/Nagad PIN only on bKash's or Nagad's own page. Clinic staff will never ask for your PIN or OTP on the phone.

Booking a doctor's serial online

If the clinic has online booking turned on, it has a booking page (the clinic will give you the address; it ends in something like `/book/clinic-name`). The top shows the clinic's name, address and **Hotline:** number.

Help
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Nirapod Clinic & Diagnostic Centre

House 12, Road 7, Dhanmondi, Dhaka 1205
Hotline: 01800000000

Book a doctor's serial online

1. Choose a doctor

Dr. Farhana Haque
MBBS, FCPS (Medicine)
Medicine

Fri 10:00 am–1:00 pm Chamber 2, Mirpur collection point
Sat–Thu 5:00 pm–9:00 pm Room 201, Dhanmondi (Main)

Fee
৳600

Dr. Nasrin Sultana
MBBS, FCPS (Gynae & Obs)
Gynaecology

Sun, Tue, Thu 4:00 pm–8:00 pm Room 204, Dhanmondi (Main)

Fee
৳1,000

Dr. Tanvir Ahmed
MBBS, DCH, MD (Paediatrics)
Child specialist

Sat–Wed 6:00 pm–9:00 pm Room 203, Dhanmondi (Main)

Fee
৳700

[Check or cancel my booking](#)

Online booking page

- 1. Choose a doctor** — tap the doctor's name. Each doctor shows degrees, speciality, which days and times they sit, and the **Fee**.
- 2. Choose a day** — the chamber days for the coming days are shown, each with the time, room and **N serial(s) left**. Days marked **Full** can't be chosen.
- 3. Patient details** — fill in **Patient's name**, **Mobile number**, **Sex (Male / Female)** and **Age (years)**.
- Choose the **Visit: New patient, Follow-up** or **Show reports**.
- Press **Book serial · (day)**.

Nirapod Clinic & Diagnostic Centre
House 12, Road 7, Dhanmondi, Dhaka 1205
Hotline: 01800000000

Book a doctor's serial online

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Dr. Farhana Haque Fee ৳600
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MBBS, DCH, MD (Paediatrics)
Child specialist
Sat–Wed 6:00 pm–9:00 pm
Room 203, Dhanmondi (Main)

[Check or cancel my booking](#)

Booking on a phone

The **Your serial is booked** page shows your serial number in large type, with the doctor, date, **Expected time**, room and an 8-character **Reference**. Take a screenshot of this page. You will also get an SMS confirmation.

Note

Online you only book the serial; the fee is paid at the counter when you arrive. Please come 15 minutes early.

To book for someone else press **Book another**.

Checking or cancelling your booking

1. At the bottom of the booking page press **Check or cancel my booking** (right after booking there is also a **Check or cancel** button).
2. Type the **Mobile number** you booked with and the **Booking reference**.
3. Press **Find my booking**.

You will see your serial number, the date and the status — **Booked, Checked in, With the doctor, Done, Cancelled** or **Missed**.

To cancel, press **Cancel booking** and confirm. The serial is released for another patient. Once you have checked in at the counter you can no longer cancel online — tell the counter instead.

If booking doesn't work

- **"Today's chamber is already over. Please pick another day."** — choose another day.
- **"Enter a valid Bangladeshi mobile number (01XXXXXXXXXX)"** — use your 11-digit number.
- Too many bookings for the same number with the same doctor, or many tries in a short time, are blocked. Call the clinic instead.
- If it says **"No doctors are taking online bookings right now"** or **"Online booking unavailable"**, call the hotline to book.

For reception: what to tell patients

- When you hand over a test bill, point to the **Online report PIN** and the address on the receipt: "You'll get an SMS when the report is ready; see it on your phone with this number and PIN."
- If a patient lost the receipt, open their bill and reprint it — the PIN is on it (OPD billing & payments).
- If a patient says "my report isn't showing", check in the lab whether the tests are verified (Laboratory). If there is a due, collect it or ask them to pay online.
- A patient who booked online is already on the appointment list; just check them in and take the fee (Reception & appointments).
- The portal, online booking and **Full payment before delivery** are switched on or off by the owner or manager in **Settings** (Owner setup). Payment gateways: Online payments, licence & AI.

Pharmacy link (PharmaDesk)

Linking a PharmaDesk pharmacy — sending prescriptions straight to the pharmacy, admitted patients' medicines landing on their running bill, and paying the pharmacy what it is owed.

If the hospital's own pharmacy, or the one next door, uses **PharmaDesk**, you can link it to ClinicDesk. Once linked, three things happen by themselves:

- 1. Prescriptions go to the pharmacy.** With one press at the doctor's desk, the prescription's medicine list reaches the pharmacy counter. Nobody has to read handwriting and hunt for medicines.
- 2. Admitted patients' medicines go on the running bill.** When the pharmacy sells medicines to an admitted patient as "Charge to clinic admission", the amount lands on the patient's hospital running bill. The patient pays everything together at discharge.
- 3. The clinic pays the pharmacy.** The clinic collects the medicine money from the patient, then pays the pharmacy from the **Pharmacy payable** page, and the accounts are written automatically.

Note

The pharmacy link must be part of your plan. If it isn't, you will see a message like "The PharmaDesk link is not part of your plan" — contact JonakiSoft to turn it on (Online payments, licence & AI).

Connecting

The **owner** connects the pharmacy. Each side needs a "key" (a secret code) — the clinic gives one to the pharmacy and the pharmacy gives one to the clinic.

In the sidebar open **Admin > Integrations**. The **Pharmacy link (PharmaDesk)** section is at the very bottom.

Nirapod Clinic & Diagno...

ClinicDesk

Help

EN

বাংলা

Dhanmondi (Main)

Kamal Hossain

Owner

OVERVIEW

Dashboard

New bill (POS)

My AI connections

FRONT DESK

Patients

Appointments

Invoices

Due collection

Cash shifts

Discount cards

SMS & WhatsApp

LABORATORY

Sample collection

Worklist & results

Verification

Report delivery

Test catalogue

Analyzers

DOCTORS

Doctor's desk

Doctors & referrals

Chamber schedule

Integrations

SMS gateway, WhatsApp and connected systems.

Message log

SMS gateway

Bangladeshi SMS providers. Without one, messages are still logged and staff can forward them with WhatsApp click-to-chat.

- SSL Wireless: API key = API token, Sender ID = SID.
- BulkSMSBD: API key and the approved Sender ID (number or masking name).
- Other: an HTTP GET URL with these placeholders: {to} {message} {senderId} {apiKey} {userId} (and {to_local} for 01XXXXXXXXX). Any 2xx answer counts as sent.

Provider

None (log only)

Sender ID / SID

API URL

https://aplexample.com/send?user={user}&key={apiKey}&to={to}&text={message}&from={se

API key / token

Not set

API user (if required)

Automatic messages

Which events send a message to the patient, and in which language.

☒ Report ready

When every test on a bill is verified — with the online report link and PIN.

☒ Appointments

Booking confirmation, cancellation and the day-before reminder.

☐ Due reminders

Allows bulk "please pay your due" SMS from the message screen.

Message language

English

WhatsApp

Click-to-chat links (wa.me) always work from the message log, no setup needed. The Meta WhatsApp Cloud API sends automatically, but Meta only delivers free text inside 24 hours of the patient's last message — otherwise it needs an approved template, so failures will be shown in the log.

WhatsApp API

None (click-to-chat links only)

Phone number ID

Permanent access token

Not set

Integrations page

Step 1: the clinic's key for the pharmacy

1. On the right, under **Clinic key for the pharmacy**:, press **Create key**.
2. A long key appears in a yellow box. Press **Copy**.
3. Give it to the pharmacy owner, who pastes it into **PharmaDesk → Settings → Clinic link**.

Warning

The key is shown only once. Copy it before leaving the page. If it is lost, press **Create a new key** — the old key then stops working and the pharmacy needs the new one.

Step 2: the pharmacy's key for the clinic

1. The pharmacy owner copies "Key for the clinic" from PharmaDesk's **Clinic link** page and gives it to you, with the pharmacy's web address.
2. On the left, type the address in **Pharmacy web address**, for example

https://pharmacy.example.com
3. Paste the key into **Pharmacy's key for this clinic**.
4. Press **Save**.

With both steps done the link is live. The text at the top of the section, "(charges received so far: N)", shows how many medicine charges have come from the pharmacy.

To disconnect press **Unlink**. Both keys stop working.

Sending a prescription to the pharmacy

Doctors do this themselves at **Doctors > Doctor's desk** (the full steps are in Doctors).

1. Write the prescription and press **Save** or **Save & finish** first.
2. Then press **Send to pharmacy** (the button only shows when a pharmacy is linked).
3. You will see "Sent to pharmacy" and the button changes to **Sent to pharmacy ✓**.

The prescription reaches the pharmacy's POS — patient name, age, doctor, and each medicine with dose and duration. The patient just gives their name at the counter and the pharmacy loads the medicines from the list.

- If you changed something without saving, it asks "You have unsaved changes. Send the last saved prescription?" — better to save first.
- To send it again it asks "Already sent. Send again?".
- A prescription with no medicines can't be sent.

Admitted patients' medicines on the running bill

For an admitted patient, the attendant usually goes to the pharmacy for medicines. Instead of taking cash, the pharmacy records the sale in PharmaDesk as "Charge to clinic admission", picking the patient from the list of admitted patients by name or admission no.

What you see in ClinicDesk:

- A line appears on the **Running bill** of the patient's admission page: "Medicines — pharmacy (pharmacy sale number)" with the full amount. Nothing else to do.
- If the pharmacy later voids the sale or takes medicines back, the line is cancelled automatically (shown struck through). For a partial return the old line is cancelled and a new line with the new amount appears, ending in "(after return)".
- Once the patient is discharged or the admission is cancelled, the pharmacy can no longer charge to that bill — the patient then pays the pharmacy directly.

The money is collected from the patient at the clinic counter (advance, **Collect payment** or at discharge). Admission and discharge: In-patients (IPD).

Tip

Medicines from the clinic's own stock (for example ward injections) can still be added by a nurse with **Add charges**. The pharmacy link is only for medicines that come from the pharmacy.

Paying the pharmacy

The clinic collects the pharmacy's medicine money from patients, so it pays that money to the pharmacy. A manager, accountant or the owner does this.

In the sidebar open **Finance > Pharmacy payable**.

The screenshot shows the 'Pharmacy payable' page in the ClinicDesk interface. The left sidebar contains a navigation menu with categories: OVERVIEW (Dashboard, My AI connections), FRONT DESK (Patients, Invoices, Due collection, Cash shifts), IN-PATIENT (IPD) (Admissions), FINANCE (Doctor payouts, Corporate & Insurance, Pharmacy payable, Expenses, Reports), STAFF (HR) (My attendance & leave, Employees, Salary & payroll, Salary advances), and ACCOUNTING. The main content area is titled 'Pharmacy payable' and includes a description: 'Medicines the linked pharmacy charged to admitted patients' bills — the clinic collects them and pays the pharmacy.' A yellow banner states: 'No pharmacy is linked. Set it up in [Settings → Integrations](#).' Below this are three summary boxes: 'Owed to the pharmacy' showing '৳0' (0 sales), 'Paid (last 50 payments)' showing '৳0', and 'Not delivered yet' showing '0'. A large box below these states 'Nothing owed to the pharmacy' with a note: 'Charges appear here when the pharmacy sells medicines to admitted patients.' At the bottom, the 'Payments to the pharmacy' section shows 'No payments yet.'

Pharmacy payable

The three boxes at the top:

- **Owed to the pharmacy** — the total not yet paid to the pharmacy, and how many sales.
- **Paid (last 50 payments)** — what was paid to the pharmacy recently.
- **Not delivered yet** — payments whose news hasn't reached the pharmacy's software.

Steps to pay

1. The list shows each sale: date, **Pharmacy sale** number, **Admission** no., patient and amount. A discharged patient shows "(discharged)".
2. Tick the ones you are paying now. Tick the box in the header to pick them all (**Select all**).
3. Check **Selected** and **Total** at the bottom.
4. Choose the method (Cash, Bank, bKash, Nagad, Rocket, Card) and optionally write a **Note (optional)**, such as a cheque number.
5. Press **Pay pharmacy** and confirm.

A voucher (PPAY-...) is created, the accounting entry is made automatically, and the payment is sent to the pharmacy's PharmaDesk so the clinic's due goes down there.

Tip

Many clinics pay once a week or once a month — pick the lines of discharged patients, since the clinic has already collected that money.

Payments to the pharmacy

The **Payments to the pharmacy** list below shows each voucher's status:

Status	Meaning	What to do
Received by pharmacy	The pharmacy's software has it	Nothing
Not delivered	Internet or pharmacy server problem	Press Retry ; if it keeps failing, Cancel and pay again
Needs attention	The pharmacy received it but couldn't match it in its accounts	Talk to the pharmacy

"b... not applied there" means that amount didn't match any sale on the pharmacy's side — tell the pharmacy.

Cancel asks "Cancel this payment? Its charges become payable again." — the sales return to the payable list. A payment the pharmacy has already received can't be cancelled here.

Troubleshooting

- **"Link a pharmacy first (Settings → Integrations)"**: the address or the pharmacy's key isn't saved — see Connecting.
- **"Pharmacy not reachable" / "Pharmacy refused"**: the pharmacy's address is wrong, its server is down, or the key doesn't match. Ask the pharmacy owner for a fresh key.
- **Pharmacy charges don't reach the patient's bill**: check that the patient is still admitted, and that the pharmacy has the clinic's latest key. Creating a new key stops the old one.
- **I can't see Pharmacy payable**: the page is only for managers, accountants and the owner.
- **Ledgers and reports: Accounting & commission**.

Expenses, doctor commission & accounting

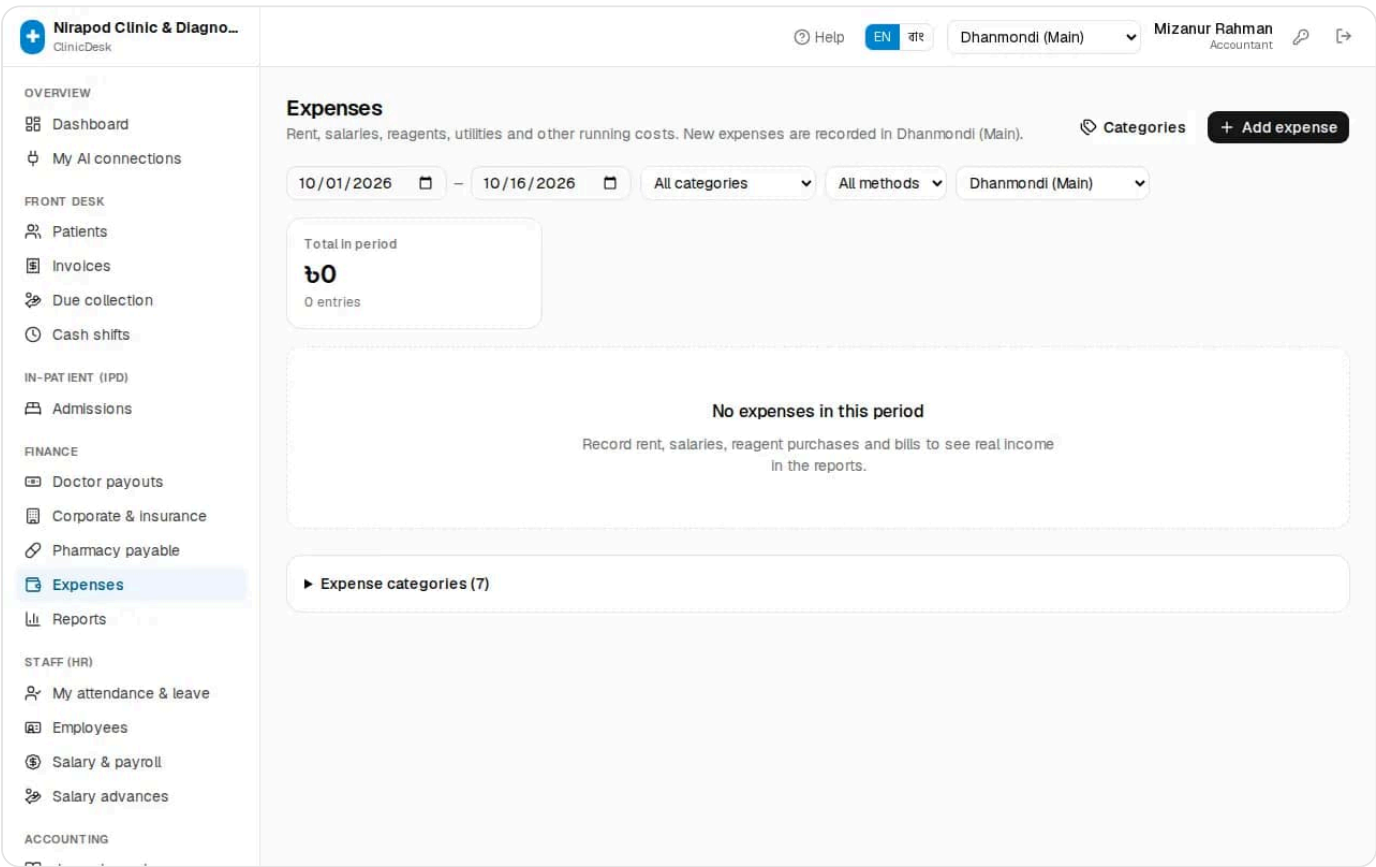
Recording expenses, referral commission rules, paying doctors and referrers, automatic journals, manual vouchers, ledgers, trial balance, income statement and balance sheet

The clinic's money work has three parts: day-to-day **expenses, commission and payouts** for doctors and referrers, and the full **accounting** books (journals, ledgers, statements). Bills, receipts, refunds, expenses, doctor payouts and salaries all post to the books automatically. The accountant only enters what nothing else records — the owner's capital or a cash deposit to the bank, for example — as manual vouchers.

Who can do what: the **Accountant** and **Manager** record expenses, pay doctors and see every accounting screen. Only the **Accountant** (and the owner) can post manual vouchers and change the chart of accounts. Only the **Owner** sees the **Rebuild books** button.

Recording expenses

Go to **Finance > Expenses** in the sidebar. The page header says which branch new expenses go to — switch branch from the header if needed.



Expenses page

1. Press **Add expense**.
2. Choose the **Category** (rent, electricity, reagents ...).
3. Enter the **Amount** (b).
4. Pick **Paid by** — cash, bKash, bank and so on.
5. Check the **Date** (today is filled in).
6. In **Paid to** write who was paid, e.g. *DESCO* or *landlord*. Add a short **Note**, e.g. *October electricity bill*.
7. Save. "Expense recorded" appears and the expense gets a number.

Use the filters at the top for the date range, **All categories** and **All methods**. The **Total in period** card shows the total for the selection. Click the pencil on a row to correct it, the bin to delete it.

Note

Cash expenses recorded here are not part of the cash shift — a shift only counts bill receipts, refunds and on-the-spot commission. If you pay an expense from the counter drawer, keep that in mind when counting at shift close. Shifts are explained in Billing & payments.

Expense categories

The **Categories** button at the top jumps to the **Expense categories** section at the bottom of the page.

- New category: type a name in the last row (e.g. *Generator fuel*) and press **Add**.
- Rename: type the new name and press **Rename**.
- Only a category with no expenses can be deleted.

Every category gets its own expense ledger in the chart of accounts automatically.

Referral commission rules

What each doctor or referrer earns on each test is set on **Doctors > Commission rules**. Owners, managers and receptionists can open it.

Commission rules

What each referrer (or every referrer of a type) earns per test, category or by default — a percentage of the bill line or fixed taka per test.

+ Add rule

Which rule wins: the most specific active rule — referrer + test > referrer + category > referrer's own default > type + test > type + category > type's default (a referrer's own rule always beats a type rule). With no rule: the test's own commission %, else the referrer's %, else the clinic default (0%). Fixed taka is per unit and never more than the line; percentages are of the line after discounts. Changing a rule affects new bills only.

All referrer types Active rules

No rules yet.

Preview calculator

Referrer: Choose referrer... Add test: Code or name

Add tests to see what this referrer would earn on them (catalogue price, qty 1, no discount). Clinic default: 0%.

Commission rules

Adding a rule

1. Press **Add rule**. The **New commission rule** window opens.
2. Under **Who**, choose:
 - **One referrer** — then pick the doctor or referrer from the list.
 - **Every referrer of a type** — e.g. every **Village doctor (RMP)** or every **Agent**.
3. Under **For**, choose **All tests**, **A category** or **One test** (search by test code or name).
4. Under **Commission**, choose **Percent of the bill line** or **Fixed taka per test**, then fill in **Percent (%)** or **Taka per test (b)**.
5. Save. "Rule added" appears.

Which rule applies

The blue box on the page explains **Which rule wins**: the most specific active rule. The order is: referrer + test > referrer + category > the referrer's own default > type + test > type + category > the type's default. With no rule at all, the test's own commission % is used, else the referrer's %, else the clinic default.

- Percentages are of the line after discounts.
- Fixed taka is per unit and never more than the line.

- Consultation, bed and medicine lines never earn through an "All tests" or category rule — only through a rule for that exact service.

Warning

Changing a rule affects new bills only. Commission on earlier bills stays as it was.

To stop a rule, press **Deactivate** on its row; **Activate** turns it back on. The filters at the top show **All referrer types**, **Active rules**, **Inactive rules** or **All rules**.

Preview calculator

At the bottom is the **Preview calculator**. Pick a **Referrer** and add a few tests in **Add test** — it shows what that referrer would earn on each test and which rule it came from. Use it to check a new rule before the next bill.

Paying doctors and referrers

Go to **Finance > Doctor payouts** in the sidebar. One table shows what each doctor earned and is owed:

Nirapod Clinic & Diagno...

ClinicDesk

Help

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Dhanmondi (Main)

Mizanur Rahman

Accountant

OVERVIEW

Dashboard

My AI connections

FRONT DESK

Patients

Invoices

Due collection

Cash shifts

IN-PATIENT (IPD)

Admissions

FINANCE

Doctor payouts

Corporate & Insurance

Pharmacy payable

Expenses

Reports

STAFF (HR)

My attendance & leave

Employees

Salary & payroll

Salary advances

ACCOUNTING

Doctor payouts

Referral commission (doctors, village doctors, agents ...), consultant share and marketing officers' commission earned, minus chamber rent & other charges and what has been paid (including commission paid on the spot at billing): the balance payable to each.

Post chamber rent

10/01/2026 – 10/16/2026

All branches

With balance or activity

Referral commission (period)

৳2,520

Consultant share (period)

৳10,060

rent & charges – ৳6,500

Paid (period)

৳0

Balance payable now

৳6,080

as of the end of the period

Doctor	Opening	Referral	Consult share	Rent & charges	Paid	Balance payable
Dr. Mahbub Alam Cardiology · 6 referred bills	৳0	৳1,920	৳0	৳0	৳0	৳1,920
Dr. Tanvir Ahmed Child specialist · 3 consultations	৳0	৳0	৳1,680	৳0	৳0	৳1,680
Dr. Farhana Haque Medicine · 2 consultations	৳0	৳0	৳1,280	৳0	৳0	৳1,280
Dr. Script mv9rqtzv 3 consultations	৳0	৳0	৳1,200	৳0	৳0	৳1,200
Dr. Script mv9ym53a 3 consultations	৳0	৳0	৳1,200	৳0	৳0	৳1,200
Dr. Script mva2kcbv 3 consultations	৳0	৳0	৳1,200	৳0	৳0	৳1,200
Dr. Chamber A mv9rpx43 1 referred bill · 2 consultations	৳0	৳40	৳700	– ৳300	৳0	৳440

Doctor payouts

- **Opening** — what was owed before the period.

- **Referral** — commission for patients they sent.
- **Consult share** — the doctor's part of consultation fees.
- **Rent & charges** — chamber rent, advances and other deductions.
- The cards on top: **Referral commission (period)**, **Consultant share (period)**, **Paid (period)** and **Balance payable now**.

Change the dates at the top. The drop-down switches between **With balance or activity** and **All doctors**.

Paying one doctor

1. Click the doctor's name in the table. The **Doctor / referrer statement** opens, with every bill behind the numbers.
2. Check the **Closing balance payable**.
3. Press **Record payout** (it is disabled when nothing is owed).
4. **Amount (b)** is filled with the full balance — lower it for a part payment.
5. Choose **Paid by**, set **For period from** and **to**, and put the bKash TrxID or cheque number in **Note**.
6. Press **Pay & print voucher**. The payout voucher opens in a new tab — print it and get the doctor's signature.

To reprint an old voucher, click its number under **Payout history** on the statement. **Print** at the top prints the whole statement.

Note

Commission paid in cash at the counter while billing ("**On the spot**") already counts as paid. The balance payable is only what is still owed.

Chamber rent and other charges

- **Monthly rent for everyone:** on the payouts page press **Post chamber rent**, pick the **Month** and press **Post rent**. Every consultant with a chamber rent on their profile is charged; anyone already charged for that month is skipped.
- **One doctor's charge:** on the statement press **Add charge**. **Kind** is **Chamber rent**, **Advance** or **Other charge**. Chamber rent needs a **Month (rent)** — one rent per month.

Remove a wrong charge with the bin icon in the **Charges (rent, advances ...)** section.

Automatic journals and manual vouchers

Accounting > Journal vouchers lists every accounting entry. Bills, receipts / refunds, doctor payouts, doctor charges, expenses, company settlements, salaries, salary advances and payments to the pharmacy all post on their own.

Nirapod Clinic & Diagno...

ClinicDesk

OVERVIEW

Dashboard

My AI connections

FRONT DESK

Patients

Invoices

Due collection

Cash shifts

IN-PATIENT (IPD)

Admissions

FINANCE

Doctor payouts

Corporate & Insurance

Pharmacy payable

Expenses

Reports

STAFF (HR)

My attendance & leave

Employees

Salary & payroll

Salary advances

ACCOUNTING

Help

EN

বাংলা

Dhanmondi (Main)

Mizanur Rahman

Accountant

Journal vouchers

Every accounting entry. Bills, receipts, refunds, payouts, expenses and company settlements post automatically; add manual vouchers for anything else.

CSV

Print

Manual voucher

10/01/2026

10/16/2026

All entries

All branches

Voucher no. or memo

JV-000311

16 Oct 2026

Doctor charge

Chamber rent 2026-10 · Dr. Chamber A mva2oqla

₹300

2200 · Doctor payable (commission & share)

₹300

4300 · Chamber rent income

₹300

JV-000310

16 Oct 2026

Bill

Bill INV-000136 · Chamber P1 mva2oqla

₹440

4110 · Laboratory income

₹400

1200 · Patient receivable (bill dues)

₹400

5100 · Referral commission — Referral commission

₹40

2200 · Doctor payable (commission & share)

₹40

JV-000309

16 Oct 2026

Bill

Bill INV-000135 · Chamber P2 mva2oqla

₹600

4100 · Consultation income

₹400

1200 · Patient receivable (bill dues)

₹400

2200 · Doctor payable (commission & share)

₹200

5200 · Consultant share — Consultant share

₹200

JV-000307

16 Oct 2026

Receipt / refund

Receipt RCV-000079 on INV-000134

₹1,000

Journal vouchers

Filter by **Automatic**, **Manual vouchers** or one source type, or search by **Voucher no. or memo**. Open an entry and use **Open source document** to jump to the bill or expense behind it.

Common mistake

Automatic entries cannot be edited directly. If one is wrong, correct or cancel the source document (the bill, the expense) and the entry is rebuilt — or post a manual voucher.

Posting a manual voucher

Use manual vouchers for the owner's capital, opening cash and bank balances, cash deposited to the bank and similar.

1. Press **Manual voucher**. The **Manual journal voucher** window opens.

2. Set the date, the branch (or **No branch (head office)**) and a **Memo**, e.g. *Owner's capital introduced*. It will not save without a memo.
3. On each line pick a ledger from **Choose ledger...** and enter a **Debit** or a **Credit**. Press **Line** for more lines.
4. When debits equal credits, a green **Balanced** shows. Otherwise the difference shows in red and the button stays disabled.
5. Press **Post voucher**.

Ledgers and the chart of accounts



Nirapod Clinic & Diagno...

ClinicDesk

 Help

EN

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Dhanmondi (Main)



Mizanur Rahman

Accountant




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ACCOUNTING

General ledger

1010 · Cash in hand (Assets)

1010 · Cash in hand



10/01/2026



10/16/2026



All branches



Opening

~b5,000

Debits

b79,825

Credits

b13,500

Closing

b61,325

Date	Voucher	Particulars	Debit	Credit	Balance
Opening balance					~b5,000
11 Oct 2026	JV-000011	Receipt RCV-000001 on INV-000001	b550		~b4,450
11 Oct 2026	JV-000013	Receipt RCV-000002 on INV-000002	b700		~b3,750
11 Oct 2026	JV-000015	Receipt RCV-000003 on INV-000003	b1,600		~b2,150
11 Oct 2026	JV-000017	Receipt RCV-000004 on INV-000004	b1,450		~b700
11 Oct 2026	JV-000019	Receipt RCV-000005 on INV-000005	b1,200		b500
11 Oct 2026	JV-000021	Receipt RCV-000006 on INV-000006	b1,170		b1,670
11 Oct 2026	JV-000023	Receipt RCV-000007 on INV-000007	b800		b2,470
11 Oct 2026	JV-000024	Receipt RCV-000008 on INV-000008	b800		b3,270
11 Oct 2026	JV-000026	Receipt RCV-000009 on INV-000009	b800		b4,070
11 Oct 2026	JV-000028	Receipt RCV-000010 on INV-000010	b10,000		b14,070
15 Oct 2026	JV-000035	Receipt RCV-000013 on INV-000012	b945		b15,015

 CSV

 Print

Accounting › Chart of accounts lists every ledger with today's balance. Ledgers with a lock are used by automatic posting; their type cannot be changed.

- Press **Hide** next to a ledger you no longer use — it stays in reports but is not offered on new vouchers.
- **Rebuild books** (owner only): re-posts every automatic entry from bills, receipts, payouts, expenses and settlements. Manual vouchers are kept. This is the fix when the trial balance does not balance.

Trial balance, income statement and balance sheet

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Trial balance

All ledger balances as of a day. Total debits must equal total credits.

↓ CSV

Print

As of

10/16/2026

Show

All branches

Code	Ledger	Type	Debit	Credit
1010	Cash in hand	Assets	৳51,325	
1030	bKash	Assets		৳1,24,800
1060	Bank	Assets		৳93,000
1200	Patient receivable (bill dues)	Assets	৳37,460	
1300	Staff salary advances	Assets	৳4,000	
2100	Patient advances (paid above bill)	Liabilities		৳2,835
2200	Doctor payable (commission & share)	Liabilities		৳6,080
4100	Consultation income	Income		৳15,200
4110	Laboratory income	Income		৳28,300
4120	Imaging income	Income		৳5,300
4140	Procedure income	Income		৳1,800
4150	Bed & cabin income	Income		৳44,800
4300	Chamber rent income	Income		৳6,500
5100	Referral commission	Expenses	৳2,520	
5200	Consultant share	Expenses	৳10,060	

Trial balance

- **Trial balance:** every ledger balance as of a day. When total debits equal total credits the total row shows ✓ **balanced**. If not, a warning appears — ask the owner to use **Rebuild books** on the chart of accounts.
- **Income statement:** profit and loss for the period — **Net service revenue, Gross profit, Net profit** — next to the previous period of the same length. It is on an accrual basis: revenue on the day a bill is issued, commission on the day it is earned.

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Income statement

Profit & loss from the books (accrual: bills when issued, doctor commission and share when earned), compared with the previous period of the same length.

CSV

Print

10/01/2026

–

10/16/2026

All branches

Nirapod Clinic & Diagnostic Centre

Income statement · 01 Oct 2026 – 16 Oct 2026 · All branches

	This period	15 Sept 2026 – 30 Sept 2026
SERVICE REVENUE		
4100 Consultation Income	৳15,200	৳0
4110 Laboratory Income	৳28,300	৳0
4120 Imaging Income	৳5,300	৳0
4140 Procedure Income	৳1,800	৳0
4150 Bed & cabin Income	৳44,800	৳0
LESS: DISCOUNTS ALLOWED		
—		
Net service revenue	৳95,400	৳0
DOCTOR COMMISSION & SHARE		
5100 Referral commission	৳2,520	৳0
5200 Consultant share	৳10,060	৳0
Gross profit	৳82,820	৳0

Income statement

- Balance sheet:** on a given day, what the clinic owns (**Assets:** cash, receivables), owes (**Liabilities:** doctor payable, patient advances, VAT) and the owner's stake (**Equity**). When assets equal liabilities + equity the page says it is balanced.

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Balance sheet

What the clinic owns (cash, receivables), owes (doctor payable, patient advances, VAT) and the owner's stake.

As of

10/16/2026

Show

All branches

Nirapod Clinic & Diagnostic Centre

Balance sheet as of 16 Oct 2026 - All branches

ASSETS		LIABILITIES	
1010 Cash in hand	৳61,325	2100 Patient advances (paid above bill)	৳2,835
1030 bKash	-৳1,24,800	2200 Doctor payable (commission & share)	৳6,080
1060 Bank	-৳93,000	Total liabilities	৳8,915
1200 Patient receivable (bill dues)	৳37,460	EQUITY	
1300 Staff salary advances	৳4,000	Profit / (loss) to date (not yet closed)	-৳1,23,930
Total assets	-৳1,15,015	Total equity	-৳1,23,930
		Liabilities + equity	-৳1,15,015

✓

Balanced: assets = liabilities + equity. Opening cash, bank balances and owner's capital are entered as manual vouchers (Dr cash/bank, Cr opening balance equity or capital).

CSV

Print

Balance sheet

Every one of these pages has a branch picker (with more than one branch), a **CSV** download and a **Print** button.

Tip

If opening cash, bank balances and the owner's capital are never entered as manual vouchers, the balance sheet can show too little or even negative cash. Enter them in the first month.

For a cash-basis view of daily income and spending use **Reports > Income summary** — see Reports.

Staff, attendance & payroll (HR)

Your own attendance and leave requests, the staff list, duty roster, daily attendance, leave approval, salary sheet, payslips and salary advances

The **Staff (HR)** section of the sidebar covers everyone who works at the clinic — nurses, technologists, front desk, duty doctors, ward boys and cleaners. It runs from daily attendance to the month-end salary sheet and payslips.

Who sees what:

Task	Who
My attendance & leave (own attendance, leave requests, payslips)	every staff member with a login
View the Employees list	Manager, Accountant, Owner
Add employees, Duty roster , Attendance , Leave decisions	Manager, Owner
Salary & payroll , Salary advances	Manager, Accountant, Owner

My attendance & leave (for every staff member)

Open **Staff (HR)** > **My attendance & leave** in the sidebar.

Nirapod Clinic & Diagnostic Center
ClinicDesk

Help
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Dhanmondi (Main)
Nusrat Jahan Nurse

OVERVIEW
Dashboard
My AI connections

FRONT DESK
Patients
Appointments

LABORATORY
Sample collection

DOCTORS
Doctor's desk

IN-PATIENT (IPD)
Admissions

STAFF (HR)
My attendance & leave

My attendance & leave

Nusrat Jahan · EMP-000001 · Senior Staff Nurse

16 Oct 2026 · Friday
No duty rostered today
Not clocked in yet.

Clock in **Clock out**

Leave balance 2026

Casual
10 left

Sick
14 left

Annual (earned)
20 left

Maternity
112 left

Unpaid
0 taken

My attendance — October 2026

Present 8 Off 2 Overtime 2.5 h

Date	Status	In	Out	Overtime	Note
01 Oct 2026 Thu	Present	07:53	14:01		
02 Oct 2026 Fri	Off				
03 Oct 2026 Sat	Present	07:54	14:03		
04 Oct 2026 Sun	Present	07:47	14:00		
05 Oct 2026 Mon	Present	07:55	15:15	75 min	
06 Oct 2026 Tue	Present	07:48	14:02		
07 Oct 2026 Wed	Present	07:56	14:03		
08 Oct 2026 Thu	Present	07:49	14:00		
09 Oct 2026 Fri	Off				

My attendance & leave

When you arrive for duty:

- The top box shows today's duty (e.g. *Morning 08:00–14:00 · Ward 3*). If you are not on the roster it says "No duty rostered today".
- Press the big **Clock in** button. "Clocked in" appears with the time. After the shift start plus the grace minutes you are marked **Late**.
- At the end of duty press **Clock out**. It works for a night shift that ends the next morning too.

Applying for leave:

- Press **Apply for leave**.
- Choose the **Leave type** — **Casual**, **Sick**, **Annual (earned)**, **Maternity** or **Unpaid**.
- Set **From** and **To**. For half a day tick **Half day** (single date only).
- Write the **Reason** and press **Send request**.

Weekly off days and holidays inside the dates are not counted. The **Leave balance** box shows, per type, how many days you have taken, have left and have pending. Until a decision is made you can **Withdraw** a request under **My leave requests**.

Lower down are this month's attendance and **My payslips** — once a salary is paid, use **Print payslip** to get your own payslip.

Note

If the page says "Your login isn't on the staff list", ask the manager to set your login as the **Linked login** on your employee record.

Adding and editing employees

Staff (HR) > Employees lists everyone with department, branch, mobile, joining date and gross monthly salary. The top shows the **Active staff** count and the **Monthly gross salary**.

The screenshot shows the 'Employees' page in ClinicDesk. The left sidebar contains navigation options: OVERVIEW (Dashboard, New bill (POS), My AI connections), FRONT DESK (Patients, Appointments, Invoices, Due collection, Cash shifts, Discount cards, SMS & WhatsApp), LABORATORY (Sample collection, Worklist & results, Verification, Report delivery, Test catalogue, Analyzers), and DOCTORS (Doctor's desk, Doctors & referrers, Chamber schedule). The main content area is titled 'Employees' and includes a subtitle: 'Nurses, technologists, front desk, duty doctors, ward boys and cleaners on the staff list.' A '+ New employee' button is in the top right. Summary statistics are shown in four boxes: Active staff (8), Nursing (3), Laboratory (2), and Monthly gross salary (₹2,13,250). Below these are filters for Name, code, phone, designation, All departments, All branches, and Active. A table lists 10 employees with columns: Code, Name, Department, Branch, Mobile, Joined, and Gross / month.

Code	Name	Department	Branch	Mobile	Joined	Gross / month
EMP-000004	Rina Akter Login Receptionist - Permanent	Front desk	Dhanmondi (Main)	01800000003	01 Feb 2024	₹20,00
EMP-000007	Rokeya Begum Cleaner (aya) - Permanent	Housekeeping	Dhanmondi (Main)	01722000007	01 Sept 2022	₹13,50
EMP-000003	Jahid Hasan Login Medical Technologist (Lab) - Permanent	Laboratory	Dhanmondi (Main)	01800000004	10 Jan 2021	₹36,00
EMP-000008	Sumon Mia Sample collector - Permanent	Laboratory	Mirpur collection point	01722000008	01 Mar 2025	₹16,75
EMP-000005	Dr. Imran Kabir Duty doctor (RMO) - Permanent	Medical (duty doctors)	Dhanmondi (Main)	01811000020	01 Jun 2025	₹57,00
EMP-000006	Abdul Malek Ward boy - Permanent	Nursing	Dhanmondi (Main)	01722000006	01 Jan 2023	₹15,00
EMP-000001	Nusrat Jahan Login Senior Staff Nurse - Permanent	Nursing	Dhanmondi (Main)	01800000007	01 Mar 2022	₹30,00
EMP-000002	Shahana Parvin Staff Nurse - Permanent	Nursing	Dhanmondi (Main)	01722000002	15 Jul 2023	₹25,00

Employee list

1. Press **New employee**.
2. **Personal**: Full name *, mobile, sex, NID, blood group, emergency contact, address.
3. **Job**: Designation (e.g. *Senior Staff Nurse*), Department (e.g. *Nursing*), Employment type, branch, Joining date.
4. **Linked login** — if the person has a ClinicDesk login, pick it so they can clock in and apply for leave themselves. For a salaried duty doctor / RMO pick the **Linked doctor profile**.
5. **Monthly salary (₹)**: Basic, House rent, Medical, Conveyance, Other allowance, Overtime / hour. (Salary fields only show for users allowed to see payroll)

6. For salary by bank or bKash/Nagad fill Bank name & branch, Bank account no., bKash / Nagad no.

7. Press **Add employee**.

When someone leaves, open their record, set **Left on** and untick **Active**. Inactive staff drop off the attendance sheet, roster and payroll, but their history stays. Choose **Inactive / left** in the list filter to see them.

Duty roster

Staff (HR) › Duty roster holds the weekly duties, Saturday to Friday. Rosters are per branch — switch branch from the header.

Nirapod Clinic & Diagno...

ClinicDesk

Help
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Dhanmondi (Main)
Kamal Hossain
Owner

OVERVIEW

- Dashboard
- New bill (POS)
- My AI connections

FRONT DESK

- Patients
- Appointments
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- Due collection
- Cash shifts
- Discount cards
- SMS & WhatsApp

LABORATORY

- Sample collection
- Worklist & results
- Verification
- Report delivery
- Test catalogue
- Analyzers

DOCTORS

- Doctor's desk
- Doctors & referrers
- Chamber schedule

Duty roster

Weekly duties (Saturday → Friday) for Dhanmondi (Main). Switch branch from the header.

Copy last week

<
10/16/2026
>
All departments

Print
Save roster

Employee	Sat 10 Oct	Sun 11 Oct	Mon 12 Oct	Tue 13 Oct	Wed 14 Oct	Thu 15 Oct	Fri 16
Rina Akter Receptionist - Front desk	Morning 08:00-	Morning 08:00-	Morning 08:00-	Morning 08:00-	Morning 08:00-	Morning 08:00-	— off —
	Reception	Reception	Reception	Reception	Reception	Reception	
Rokeya Begum Cleaner (aya) · Housekeeping	Morning 08:00-	Morning 08:00-	Morning 08:00-	Morning 08:00-	Morning 08:00-	Morning 08:00-	— off —
	Cabin block	Cabin block	Cabin block	Cabin block	Cabin block	Cabin block	
Jahid Hasan Medical Technologist (Lab) · Laboratory	Morning 08:00-	Morning 08:00-	Morning 08:00-	Morning 08:00-	Morning 08:00-	Morning 08:00-	— off —
	Laboratory	Laboratory	Laboratory	Laboratory	Laboratory	Laboratory	
Dr. Imran Kabir Duty doctor (RMO) · Medical (duty doctors)	Night 20:00-0	Night 20:00-0	Night 20:00-0	— off —	Night 20:00-0	Night 20:00-0	Night
	Emergency & ward:	Emergency & ward:	Emergency & ward:		Emergency & ward:	Emergency & ward:	Emerg
Abdul Malek Ward boy · Nursing	Evening 14:00-	Evening 14:00-	Evening 14:00-	Evening 14:00-	Evening 14:00-	— off —	Evenin
	General ward (male)	General ward (male)	General ward (male)	General ward (male)	General ward (male)		Gener
Nusrat Jahan Senior Staff Nurse · Nursing	Morning 08:00-	Morning 08:00-	Morning 08:00-	Evening 14:00-	Evening 14:00-	Evening 14:00-	— off —
	General ward (fem)	General ward (fem)	General ward (fem)	General ward (fem)	General ward (fem)	General ward (fem)	
Shahana Parvin Staff Nurse · Nursing	Evening 14:00-	Evening 14:00-	Night 20:00-0	Night 20:00-0	Morning 08:00-	Morning 08:00-	— off —
	General ward (male)	General ward (male)	General ward (male)	General ward (male)	General ward (male)	General ward (male)	
On duty	M 4 · E 2 · N 1	M 4 · E 2 · N 1	M 4 · E 1 · N 2	M 3 · E 2 · N 1	M 4 · E 2 · N 1	M 4 · E 1 · N 1	E 1 · N 1

Tip: double-click a day's shift to copy it across that employee's week, Night shifts end the next morning.

Duty roster

First time: define the shifts. In the **Duty shifts** section press **Add shift** — a name (e.g. *Morning*), **Starts**, **Ends** and **Grace (min)**. An end time earlier than the start (20:00 → 08:00) ends the next morning.

The week's roster:

1. Pick the week in **Week of**. Filter by department if you like.
2. In each employee's cell for each day choose a shift, or **— off —**. Type the ward in **Ward / posting**.

3. Double-click a day's shift to copy it across that employee's whole week.
4. Press **Save roster**. Until you do, the top shows how many changes are unsaved.

If every week is the same, press **Copy last week** — this week's roster is replaced with last week's. Press **Print** for the notice board.

Daily attendance

Staff (HR) > Attendance has two views: **Daily sheet** and **Month grid**.

Nirapod Clinic & Diagnostic Center
ClinicDesk

Help EN বাংলা Dhanmondi (Main) Kamal Hossain Owner

Attendance
Daily sheet and month register for Dhanmondi (Main). Weekly off: Friday.

10/16/2026 All departments 16 Oct 2026 - Friday - Weekly off day

Off 5 Not marked 2 Unmarked → present Save (5)

Rina Akter EMP-000004 Receptionist - Front desk - not rostered Pre-filled — not saved yet	P Present	L Late	A Absent	1/2 Half-day	Lv Leave	O Off	H Holiday	X
Rokeya Begum EMP-000007 Cleaner (aya) - Housekeeping - not rostered Pre-filled — not saved yet	P Present	L Late	A Absent	1/2 Half-day	Lv Leave	O Off	H Holiday	X
Jahid Hasan EMP-000003 Medical Technologist (Lab) - Laboratory - not rostered Pre-filled — not saved yet	P Present	L Late	A Absent	1/2 Half-day	Lv Leave	O Off	H Holiday	X
Dr. Imran Kabir EMP-000005 Duty doctor (RMO) - Medical (duty doctors) - Night 20:00-08:00 (Emergency & wards)	P Present	L Late	A Absent	1/2 Half-day	Lv Leave	O Off	H Holiday	
Abdul Malek EMP-000006 Ward boy - Nursing - Evening 14:00-20:00 (General ward (male))	P Present	L Late	A Absent	1/2 Half-day	Lv Leave	O Off	H Holiday	
Nusrat Jahan EMP-000001 Senior Staff Nurse - Nursing - not rostered Pre-filled — not saved yet	P Present	L Late	A Absent	1/2 Half-day	Lv Leave	O Off	H Holiday	X

Attendance

Daily sheet:

1. Pick the date (today is the default).
2. Each employee has status buttons: P **Present**, L **Late**, A **Absent**, 1/2 **Half-day**, Lv **Leave**, O **Off**, H **Holiday** (narrow screens show only the letters). Enter in and out times and late and overtime are suggested from the rostered shift.
3. Staff who pressed **Clock in** themselves, or came from the fingerprint device, are already filled in.
4. If almost everyone is present press **Unmarked → present**, then fix the few others.
5. Press **Save ({n})** — the number is how many rows changed.

Employees on approved leave show the leave type on their row.

Month grid: every employee's letter code for every day of the month (P, L, A, ½, Lv, O, H). Click a day number to open that day's sheet. Print it as the attendance register.

Note

Unmarked working days count as present on the salary sheet. Always mark absences, or no salary is deducted.

Fingerprint device: press **Import device CSV** and choose the CSV exported from the device (columns: employee code, date, in, out). Codes may be *EMP-000007* or just *7*. At the end it shows how many rows were read, imported and skipped.

Approving leave

At the top of **Staff (HR) > Leave** is **Waiting for a decision**.

Nirapod Clinic & Diagno...
ClinicDesk

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- Chamber schedule

HelpENবাংলাDhanmondi (Main)Kamal HossainOwner

Leave

Casual 10, sick 14, annual 20 days a year (calendar year). Approved leave marks attendance.

+ Leave for staff

Waiting for a decision (1)

Abdul Malek EMP-000006 - Ward boy

Sick leave - 12 Oct 2026 - 13 Oct 2026 - 2 days - Fever, doctor advised rest

14 day(s) of Sick leave left this year

ApproveApprove as unpaidReject

Leave register

2026All statusesAll types

Employee	Type	Dates	Days	Reason	Status	Decided by
Abdul Malek EMP-000006	Sick	12 Oct 2026 - 13 Oct 2026	2	Fever, doctor advised rest	Pending	Cancel
Shahana Parvin EMP-000002	Casual	04 Oct 2026 - 05 Oct 2026	2	Family programme in the village	Approved	Cancel

Leave & payroll policy

Casual / year10

Sick / year14

Annual / year20

Weekly off dayFriday

Festival bonus (% of basic)100

Paid in Eid months from the salary sheet

Save policy

Holidays 2026 (14)

21 Feb 2026	Shaheed Day & International Mother Language Day	
20 Mar 2026	Eid-ul-Fitr	
21 Mar 2026	Eid-ul-Fitr	
22 Mar 2026	Eid-ul-Fitr	
26 Mar 2026	Independence Day	
14 Apr 2026	Pohela Boishakh (Bangla New Year)	

Leave

1. Each request shows the type, dates, reason and how many days of that type are left.

2. Press **Approve**. If the balance is not enough a warning shows; you can then **Approve as unpaid** (salary is deducted).

3. Otherwise press **Reject**.

Approved leave marks attendance as "Leave" by itself. If someone cannot apply themselves, use **Leave for staff** to apply on their behalf.

Further down are the **Leave register** (every request, filter by status), **Leave & payroll policy (Casual / year, Sick / year, Annual / year, Weekly off day, Festival bonus (% of basic))** and the year's holidays. Add the holidays (Eid and so on) at the start of the year and press **Save policy** after changing the policy.

Salary sheet and payslips

On **Staff (HR) > Salary & payroll** pick the month. The top line shows the month's working days (days – weekly offs – holidays).

The screenshot shows the 'Salary & payroll' section of the ClinicDesk application. The interface includes a sidebar with navigation options like Overview, Front Desk, Laboratory, and Doctors. The main content area displays the 'Salary & payroll' section for October 2026, showing 25 working days. It includes a 'Generate salary sheet' button and a summary of payroll data: Payslips (0 draft, 0 paid), Gross (basic + allowances) at ৳0, Deductions (absence ৳0, advance ৳0), and Net payable at ৳0. A message states 'No salary sheet for October 2026 yet' and provides instructions on how to generate it from attendance, leave, and advances. A detailed note explains the absence deduction formula and the process of regenerating drafts.

Salary & payroll

1. First check that the month's attendance and leave are complete.
2. In an Eid month tick **Festival bonus**.
3. Press **Generate salary sheet**. Every active employee gets a **Draft** payslip: working/present/paid-leave/unpaid days, overtime, allowances, bonus, absence deduction, advance recovery and **Net pay**.

4. To change someone's bonus or deductions press the pencil on their row — **Bonus (b), Other deduction (b), Advance recovery (b)** and **Note (printed on the payslip)**.
5. If attendance is corrected later press **Regenerate drafts** — drafts are recalculated and your deductions and notes are kept.
6. To pay: **Select all drafts** (or tick a few), choose the **Payment method** and press **Pay selected**.
To pay one person, press the banknote icon on their row, choose **Paid by** and press **Pay**.

A paid payslip turns **Paid** and the salary voucher posts to the books. Use **Print payslip** on each row; **Print sheet** at the top prints the whole sheet. To send salaries by bank or mobile wallet, download the **Bank list** and **bKash/Nagad list**.

Warning

A paid payslip never changes. If it is wrong, press the undo icon on that row to undo the payment, then correct it — undoing restores the advance recovery and removes the salary voucher.

Absence deduction = (basic + allowances) ÷ working days × unpaid days (absent, unpaid leave, half of half-days, days before joining or after leaving).

Salary advances

Staff (HR) > Salary advances records money advanced against salary and recovers it month by month.

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Salary advances

Money advanced against salary, recovered in monthly instalments on the salary sheet.

Outstanding
৳4,000
1 open advance(s)

Next month's recovery
৳1,000

Given (all time)
৳5,000

Outstanding

Date	No.	Employee	Method	Advance	Recovered	Outstanding	Monthly	Note
10 Sept 2026	ADV-000001	Abdul Malek EMP-000006	Cash	৳5,000	৳1,000	৳4,000	৳1,000	Medical emergency at home by Mizanur Rahman

Salary advances

1. Press **Give advance**.
2. Choose the employee and enter the **Amount (৳)**.
3. **Recover per month (৳)** — how much to deduct from each salary. Leave it empty to recover everything from the next salary.
4. Set **Paid by, Date** and a **Note** (e.g. *Child's admission fee*) and save.

The cards show **Outstanding**, **Next month's recovery** and **Given (all time)**. Generating the salary sheet deducts the instalment automatically. Change an instalment with the pencil on the row; **Full history** shows every advance.

Attendance, leave, payroll cost, overtime and outstanding advance reports are under **Reports > Staff & HR** — see Reports. How the salary vouchers reach the books is in Expenses, doctor commission & accounting.

Reports & dashboard

What the dashboard numbers mean, which report answers which question, date and branch filters, CSV export and printing

ClinicDesk keeps no separate registers — every report is built from the bills, lab work, OPD, admissions, expenses and salaries you already record. This chapter covers reading the dashboard, finding a report, filtering it, and printing or exporting it.

The **Owner**, **Manager** and **Accountant** can see reports. Someone tied to one branch sees only their branch; a few clinic-wide reports (such as patient registrations and commission rules) are not in their list.

Dashboard numbers

Open **Overview › Dashboard**. Under the "Welcome" heading are the branch name and today's date. Owners, managers and accountants can pick their branch or **All branches** in the drop-down on the right — the numbers follow. Money figures are only shown to users who may see bills or reports.

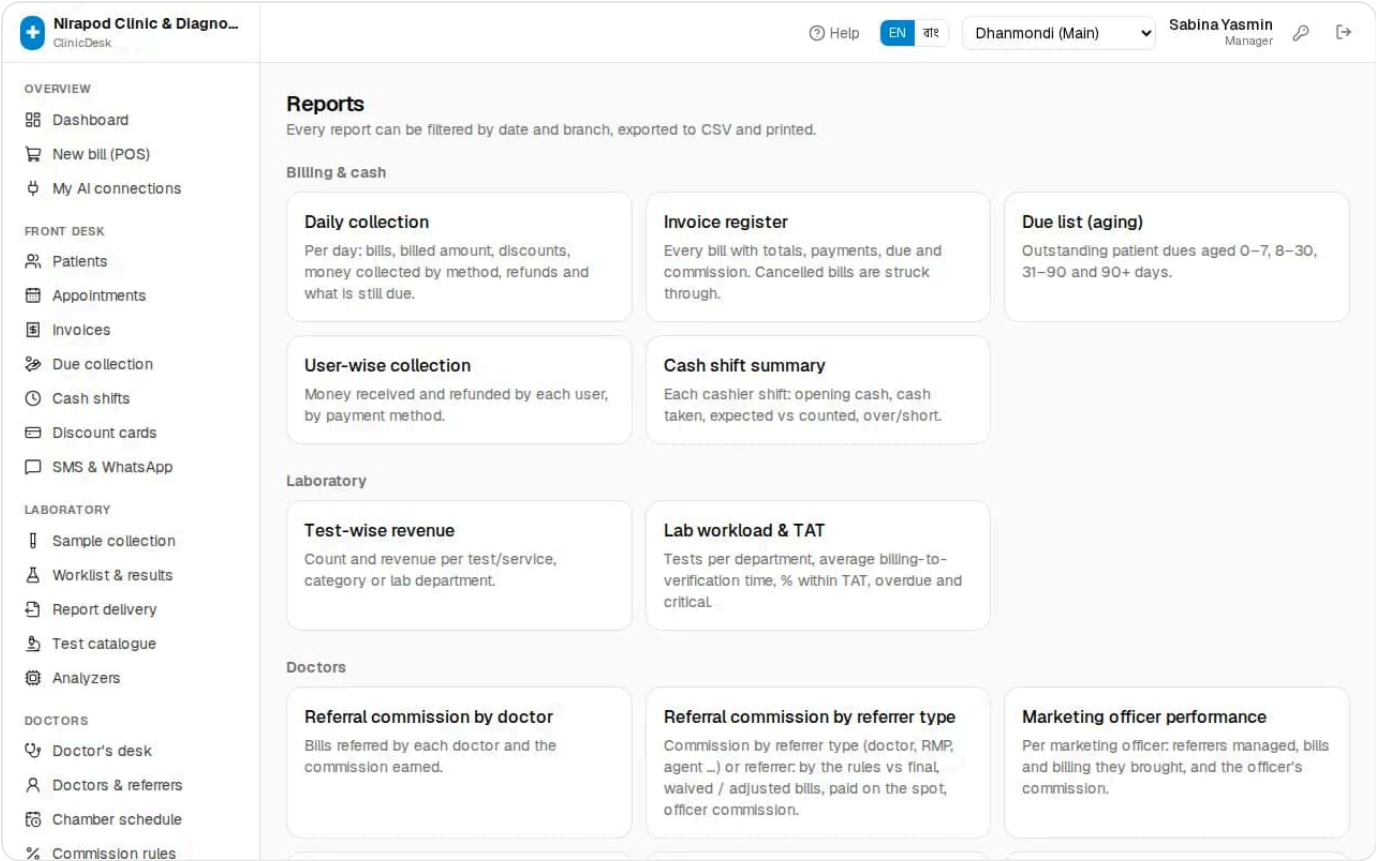
- **Billed today** — the value of today's bills, the number of bills and how many were cancelled.
- **Collected today** — money received today, split by payment method (dues of older bills collected today are included).
- **Due on today's bills** — what is still unpaid on today's bills.
- **Refunds today** — money returned to patients today.
- **All outstanding dues** — the total due on all bills of every day.
- **Laboratory now** — **Waiting for sample**, **In process**, **Awaiting verification**, **Ready, not delivered**, **Overdue (past due time)** and **Critical results today**.
- **New patients today**, **OPD appointments today** (seen and waiting), **Beds occupied** and **Beds free**.
- The **Last 14 days** chart — billed, received and refunds per day.
- **Top tests this month** and **OPD today by consultant**.

Tip

If "Overdue" is above zero, check with the lab — a report has passed its promised time. Lab work is in the Laboratory chapter.

Opening a report

Go to **Finance > Reports** in the sidebar. Reports are grouped: **Billing & cash**, **Laboratory**, **Doctors**, **Patients**, **OPD & IPD**, **Corporate & cards**, **Finance**, **Staff & HR** and **Audit**. Each card shows the report name and a one-line description.



Report list

The **Doctors** group also has a **Doctor payouts** card and the **Audit** group an **Audit log** card (if you have access) — they open those pages directly.

Click a card to open the report. The **Reports** link at the top takes you back to the list.

Filters: date, branch and view

Under the report title is a row of filters:

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Daily collection

Per day: bills, billed amount, discounts, money collected by method, refunds and what is still due.

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–

10/16/2026

Dhanmondi (Main)

Billed

৳95,400

Collected

৳89,275

Refunds

৳28,500

Still due on these bills

৳37,460

Date	Bills	Cancelled	Billed	Discount	Cash	bKash	Collected	Refunds	Net cash-in	Still due
11 Oct 2026	10	0	৳28,050	৳0	৳19,070	৳0	৳19,070	৳0	৳19,070	৳8,980
15 Oct 2026	11	9	৳17,400	৳0	৳16,395	৳3,150	৳19,545	৳9,500	৳10,045	৳8,300
16 Oct 2026	39	18	৳49,950	৳0	৳44,360	৳6,300	৳50,660	৳19,000	৳31,660	৳20,180
Total	60	27	৳95,400	৳0	৳79,825	৳9,450	৳89,275	৳28,500	৳60,775	৳37,460

Collected includes due collected today on older bills. "Still due" is the current balance of the bills raised that day.

Download CSV

Print

Daily collection report

- Dates** — two date boxes (from – to). The report reloads as soon as you change a date; there is no separate button. Reports that are "as of today" (such as **Due list (aging)**) have no date boxes.
- Branch** — with more than one branch, pick one branch or all
- View** — some reports have extra choices, e.g. **Group by** (test / category / department), **Per** (day / month), **Show** (summary or **Every entry**), **Bills** (all / active / with due / cancelled).

Summary tiles come first, then the table with a totals row. If nothing matches, "Nothing to show" appears — change the dates or filters.

Printing and CSV

Every report has two buttons at the top right:

- **CSV** — downloads the table as a CSV file. Open it in Excel or Google Sheets for your own calculations.
- **Print** — opens the browser's print dialog. The printout carries the clinic name, report name, branch, dates and filters, plus who printed it and when. For a PDF choose "Save as PDF" in the print window.

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Note

The CSV button is disabled when the table has no rows.

The accounting pages (trial balance, income statement, balance sheet, ledger) are not in the report list, but they have the same **CSV** and **Print** buttons — see Expenses, doctor commission & accounting.

Which report answers which question

Question	Report
How much was billed and received today / this month, and by which method?	Daily collection
Which bills have dues, which were cancelled?	Invoice register
Who owes money, and for how long?	Due list (aging)
How much did each receptionist take in?	User-wise collection
Which shift was short or over?	Cash shift summary
Which tests earn the most?	Test-wise revenue
Are lab reports on time?	Lab workload & TAT
Which doctor referred how many patients, and what commission?	Referral commission by doctor, Referral commission by referrer type
What business did the marketing officers bring?	Marketing officer performance
What commission rule applies to whom?	Commission rules
How are consultation fees split with doctors?	Consultant share by doctor
What do we still owe each doctor?	Doctor payable balances
How many new patients per day?	Patient registrations

Question	Report
How many patients did each consultant see?	OPD appointments by doctor
How full are the beds?	IPD admissions & bed occupancy
What does each company owe us?	Company outstanding (aging), Company billing by period, Company settlements
How many discount cards were sold, how much discount given?	Discount card sales, Card discount given
Where did the money go?	Expenses by category
What is the month's profit on a cash basis?	Income summary
Who was present or absent, and how often?	Monthly attendance summary
Who was on leave, and when?	Leave register
What do salaries cost per month?	Salary sheet & payroll cost, Overtime
Who still owes a salary advance?	Salary advances outstanding
Who cancelled a bill or gave a refund?	Cancelled bills & refunds
Who gives how much discount?	Discounts given by user

A daily and monthly routine

Every evening (manager):

- 1. Daily collection** for today. Match the cash, bKash and card totals.
- 2. Cash shift summary** — follow up at once on any shift that is short or over.
- 3. Cancelled bills & refunds** — check the reason and the user for every cancellation.

Every week:

- **Lab workload & TAT** — which department is running late.

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Lab workload & TAT

Tests per department, average billing-to-verification time, % within TAT, overdue and critical

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Dhanmondi (Main)

Group by

Department

Department	Tests	Verified	Avg TAT (min)	Avg TAT	Within TAT	Pending	Overdue now	Critical
Hematology	25	10	0	0h 0m	100%	15	5	0
Biochemistry	24	11	0	0h 0m	100%	13	5	0
Radiology	9	9	0	0h 0m	100%	0	0	0
Hormone	4	0			0%	4	2	0
Cardiology	2	2	0	0h 0m	100%	0	0	0
Clinical Pathology	2	0			0%	2	1	0
All	66	32	0		100%	34	13	0

TAT runs from billing to pathologist verification; "within TAT" compares it with each test's turnaround hours. Tests ordered in the period.

Lab workload & TAT

- **Due list (aging)** — phone patients whose dues are older than 30 days.

At month end (owner and accountant):

- **Income summary** (Per: Month) — collections – refunds – expenses – doctor payouts = net cash income.
- **Doctor payable balances** — what is owed to whom; then pay as described in Expenses, doctor commission & accounting.
- **Company outstanding (aging)** — ask corporate clients for payment.
- **Salary sheet & payroll cost** — salary cost per department.
- **Discounts given by user** — is anyone giving too much discount?

Common mistake

Income summary and the **Income statement** are different. The first is cash basis (the day money came in); the second comes from the books (the day the bill was issued). With large dues the two will not match — that is not an error.

To see who did what and when (cancelled bills, price changes, new users), the owner can open **Admin › Audit log** — see Owner setup.

Troubleshooting & FAQ

Answers to common problems: sign-in, no access, features not in your plan, licence locks, cash shifts, cancelling bills, reports missing on the portal, printing, SMS, analyzers and slow internet

If you get stuck, check this page first. For each problem you'll find what the screen says and what to do. If that doesn't solve it, see Contacting support at the end.

Cannot sign in

You sign in with your **Mobile number** and **Password**, then press **Sign in**. Act on what the screen says:

What the screen says	Meaning	What to do
"Wrong phone number or password"	The number or password didn't match	Type the 11-digit number (01XXXXXXXXXX) carefully. Passwords are case-sensitive; check Caps Lock is off.
"Too many attempts. Wait 15 minutes and try again."	More than 10 wrong tries in 15 minutes	Wait 15 minutes. Trying again sooner won't work.
"This account is disabled. Contact your clinic owner."	The owner deactivated your user, or the whole clinic account is off	Tell the owner. Once they press Activate next to your name in Admin › Users & roles , you can sign in again.

Forgot your password

There is no "forgot password" button on the sign-in page. The clinic owner sets a new one:

1. The owner opens **Admin › Users & roles**.
2. They click the key icon on your row. The **New password for {name}** window opens.
3. They type a **New password** (at least 6 characters) and press **Set password**.
4. "Password changed; the user is signed out everywhere" appears. The owner gives you the new password privately.

After signing in, choose your own password: click the key icon in the header to open **Change my password**, fill in **Current password**, **New password** and **Repeat new password**, and press **Change**

password. Your other devices are signed out.

Note

If the owner forgets their own password, contact JonakiSoft support (see below).

The "No access" page

If a page shows "No access" with "Your role doesn't allow this page. Ask the clinic owner if you need it.", that page is not part of your role. For example, a receptionist cannot open the accounting pages and a lab technologist cannot cancel bills. Press **Go to dashboard** to go back.

"You don't have permission to do that" after pressing a button means the same thing. For example:

- Cancelling a whole bill, refunds and discounts above the limit are for a manager (or the owner). A receptionist who gives too much discount sees "Discount above {pct}% needs a manager".
- Verifying and amending reports is for the pathologist only.
- Settings, users and integrations are for the owner only.

If you need something your role doesn't allow, ask the owner. They can change your role in **Admin > Users & roles**, where the **What each role can do** table lists every permission. Details: Owner setup.

The "not part of your plan" page

A page that says "{name} is not part of your plan" means the clinic's licence doesn't include that feature (for example IPD, HR or online payments). It is not an error; everything else keeps working.

- The owner sees: "Contact JonakiSoft to add it to your licence. Everything else keeps working."
- Other staff see: "Ask the clinic owner, or contact JonakiSoft to add it to the licence."

If JonakiSoft has turned the feature on but the page still doesn't open, the owner goes to **Admin > Settings**, finds **Licence & features** and presses **Sync licence now**. The licence is also checked once a day by itself. Details: Payments, licence & AI.

Licence expired or locked

Yellow banner: "Your licence has expired"

A yellow banner at the top of every page saying "Your licence has expired. ClinicDesk keeps working until {date}; please renew." means the licence is in its grace days. Everything works normally until that date.

Click **Details** in the banner for the support phone, WhatsApp and email. The owner should renew before that date.

The licence lock page

When the grace days are over, or the licence is suspended or revoked, a single page appears after sign-in. Its title is one of "Your licence has expired", "Your licence is suspended", "Your licence has been revoked" or "No licence found for this clinic".

- Don't panic: "All your patients, bills, lab reports and accounts are saved. They open again as soon as the licence is active. The patient portal and online booking are paused until then."
- The owner contacts us using the phone / WhatsApp / email on the page to renew. Other staff tell the owner.
- Meanwhile patients who open the report portal see "This clinic's online services are paused. Please contact the clinic." Hand reports over at the counter.

After renewing, the owner can press **Sync licence now** to unlock at once.

Cash shifts

"You have no open cash shift"

If the new bill (POS) page shows the warning "You have no open cash shift — payments won't be counted in a drawer.", you can still bill, but the money you take is not counted in any drawer, and the cash won't reconcile at the end of the day. So before you start:

1. Go to **Front desk > Cash shifts** (or press **Cash shift** on the POS page).
2. Press **Open shift**, count the drawer and enter **Opening cash (b)**, then press **Open shift** again.

Errors when opening or closing a shift

- "You already have an open shift": your earlier shift is still open. Close it first, or keep working in it.
- "This shift is already closed": it was closed already (perhaps in another tab). Refresh the page.
- "Only a manager can close someone else's shift": only a manager can close another person's shift.

When closing, enter **Counted cash (b)** and the **Difference** is shown. Expected in drawer = opening cash + cash received – cash refunded – referral commission paid in cash. For mismatches see Billing & payments.

A bill or test cannot be cancelled

Open the bill and press **Cancel bill** (the whole bill) or **Cancel tests** (some tests / services). If it doesn't work:

- The button is missing: cancelling bills and refunds is for a manager or the owner only.
- "Give a reason": a reason is required.
- A test whose report is already verified can't be cancelled: "... is already reported — it can't be cancelled". The dialog also warns "Not possible once a report is verified." If the report is wrong, the pathologist amends it.
- "The company has already settled part of this bill — reverse that settlement first": a corporate client already paid part of this bill. Reverse that settlement first (Memberships & corporate billing).
- "This bill is cancelled" / "Already cancelled": the bill was cancelled earlier.

A patient can't see the report on the portal

Patients open /r and enter the bill number and the 6-digit report PIN printed on their money receipt. What they may see, and why:

What the patient sees	Cause and fix
"Enter the bill number and the 6-digit PIN printed on your receipt"	The bill number or PIN is incomplete. The PIN is exactly 6 digits.
"No report found for that bill number and PIN"	Wrong number or PIN. Check the receipt and type again.
"Your reports are not ready yet. Please check again later."	Not verified yet. With Pathologist verification required on, a report shows only after verification. Check with the lab.
"Please clear the due of {amount} at {clinic} to receive your reports."	Full payment before delivery is on and the bill has a due. Collect it; with online payments on, the patient can pay from the portal.
"Too many attempts. Please wait 15 minutes and try again."	Too many wrong tries. Ask them to try after 15 minutes.

What the patient sees	Cause and fix
"Please open the report link from your clinic (the bill number exists at more than one clinic)"	Ask the patient to use the link from the SMS or receipt.
"... does not offer online reports. Please collect your report from the counter."	Online report portal is off in Admin > Settings , or the feature is not in your plan.

If the patient lost the PIN, open the bill at the counter and reprint the receipt. Details: Patient portal

Printing: receipts, labels and reports

Everything in ClinicDesk prints through the browser's print dialog, so any printer works.

- **The receipt / invoice doesn't open:** after saving, **Print invoice** opens in a new tab. If nothing opens, the browser blocked the pop-up. Allow pop-ups for this site with the icon at the right of the address bar. Tick **Print invoice after saving** on the POS to open it automatically every time (remembered per computer).
- **Wrong size or cut off:** the owner opens **Admin > Settings**, section **Receipts**, and sets **Paper size** to **80 mm thermal** or **A4 / half A4**. In the print dialog keep scale at 100% and margins "None".
- **Sample barcode labels:** **Sample labels** or **Print labels** opens the label page, which says "(label printer paper: 50 × 25 mm)". Set 50 × 25 mm as the paper size in the label printer's driver. If barcodes don't scan, raise the printer's darkness and keep scale at 100%.
- **Lab report overlaps a pre-printed pad:** in **Settings > Lab reports**, turn off **Print letterhead**. "Off: leave a blank top margin for pre-printed pads."
- A report that won't print or deliver may not be verified yet: "Results can't be printed or delivered until verified."

SMS not sent

Front desk > SMS & WhatsApp shows the **Status** of every message:

- **Not sent (no gateway):** no SMS gateway is set up. The page says "No SMS gateway is set up, so messages are logged but not sent. You can still send any of them through WhatsApp with the link." The owner sets up an **SMS gateway** in **Admin > Integrations**.
- **Queued:** waiting to go; it will be sent shortly.

- **Failed:** the gateway refused it. The reason is shown (for example, no balance). Fix it and press **Retry now**.
- A patient without a number gives "No mobile number on file"; a bad number gives "Not a valid Bangladeshi mobile number". Correct the number in the patient's profile.

To check the gateway, the owner can press **Send test SMS** on the **Integrations** page ("Save the settings first — the test uses what is saved."). Bangla SMS fit 70 characters per part, so they cost more. Details: SMS & WhatsApp.

Analyzer results don't arrive

Open the machine in **Laboratory > Analyzers**.

1. If **Last seen** says "never" or a long time ago, the bridge on the lab PC isn't running. Check the PC is on, online, and the bridge is started. The command to run it is on the page (with the key).
2. If the **Message log** says "No messages yet — start the bridge, or send a test message.", nothing has come from the machine. Check its cable and port settings.
3. A message marked **Unmatched** or **Partial** has a sample ID or test code that didn't match. Map the codes listed after "Unmapped:" under **Code mapping**, then press **Re-process**.
4. "no specimen ID" means the machine ran the sample without reading the barcode. Scan the label and run again, or type the result by hand.

Details: Laboratory.

Slow internet or "Something went wrong"

ClinicDesk works over the internet; bills and results can't be saved without it.

- After pressing save, while the button shows "..." (for example "Saving..."), wait. Don't press again.
- If you see an error ("Something went wrong" or "Request failed"), check **Front desk > Invoices** before billing again: the bill may already have been created. Billing again without checking can give the patient two bills.
- Restart the router; if possible keep a mobile-data hotspot as a backup.
- Very old browsers cause problems. Use an up-to-date Chrome or Edge.

Bangla text and language

- Switch language with the **EN | বাংলা** switch in the header. Your choice is saved on your account.

- The owner sets what new staff see with **Default language** in **Settings**. Each user can also have their own **Language** in **Users & roles**.
- If Bangla letters look broken or show boxes, update the browser. ClinicDesk loads its own Bangla font (Hind Siliguri), so nothing needs installing. On slow internet the font may take a moment the first time.
- A few texts (especially some error messages) still appear in English even in Bangla mode. That is expected for now.
- Amounts and bill numbers stay in English digits on bills and receipts, on purpose.

Work done in the wrong branch

Bills, cash shifts, samples, appointments and admissions belong to one branch. The header shows the branch name or a branch drop-down.

- If you can't find a bill or a patient's sample, first check the right branch is selected.
- A user the owner has tied to one branch sees only that branch. If they need others, the owner sets their **Branch** to "All branches" in **Users & roles**.
- If a bill was made in the wrong branch, a manager cancels it with a reason and you bill again in the right branch. Patients are shared by all branches, so no new registration is needed.

Contacting support

If this page didn't solve it:

- First tell the clinic owner or manager. Many things (passwords, roles, branches, paper size, SMS gateway) they can fix themselves.
- The owner contacts JonakiSoft support. Phone, WhatsApp and email are on the licence page and on the website's Contact page, where you can also use **Send us a message**.
- When you get in touch, give: the clinic name, which page you were on and what you were doing, what the screen said (a screenshot is best), and the bill number if there is one.

Tip

Every page has a **Help** button in the header. It opens the chapter of this guide for that page.

Glossary

Plain meanings of the words used in ClinicDesk and clinic bookkeeping: OPD, IPD, MRN, due, referrer, sample, verification, TAT, admission, discount card, settlement, cash shift, trial balance, licence and more

If a word in the software or in this guide is unfamiliar, look it up here. Terms are grouped by topic. The Bangla word the app shows is given in brackets, because many staff know the Bangla word better. The last column points to the chapter that explains it.

Patients and front desk

Term	Meaning	See
Patient (রোগী)	A person registered with the clinic. Once registered, the same patient is shared by all branches.	Reception
MRN (এমআরএন)	Medical Record Number: each patient's own number. You can search by it; it is printed on receipts and reports.	Reception
OPD (ওপিডি)	Out-Patient Department: patients who see a doctor or do tests and go home the same day.	Reception
Appointment (অ্যাপয়েন্টমেন্ট)	A booking with a doctor for a given day.	Reception
Serial / Token (সিরিয়াল / টোকেন)	The patient's number in a doctor's queue. The token can be printed and handed to the patient.	Reception
Check in (চেক-ইন)	The patient has arrived; they now appear in the doctor's Waiting list.	Reception
No-show (আসেননি)	Booked, but the patient didn't come.	Reception
Online booking (অনলাইন বুকিং)	Patients take a serial themselves from the clinic's web page.	Patient portal

Bills and money

Term	Meaning	See
Bill / Invoice (বিল / ইনভয়েস)	The total of everything a patient was charged, with a number such as INV-000123.	Billing & payments
New bill (POS) (নতুন বিল (পিওএস))	The billing counter screen.	Billing & payments
Money receipt (টাকার রসিদ)	Proof of each payment taken. One bill can have several receipts.	Billing & payments
Due (বাকি)	The part of a bill not paid yet.	Billing & payments
Due collection (বাকি আদায়)	Taking payment of an older bill's due.	Billing & payments
Discount (ছাড়)	Money taken off the bill. Receptionists have a limit; more needs a manager.	Billing & payments
Refund (ফেরত)	Paying money back to the patient, for example when a test is cancelled.	Billing & payments
Cash shift (ক্যাশ শিফট)	The drawer account for one cashier's working period: opened with Opening cash , closed with a count.	Billing & payments
Over / short (বেশি / কম)	The gap between the counted cash and the Expected cash when a shift is closed.	Billing & payments
bKash, Nagad, Card (বিকাশ, নগদ, কার্ড)	Ways of taking payment other than cash.	Billing & payments
Online payments (অনলাইন পেমেন্ট)	Patients pay their bill from the portal with SSLCommerz, bKash or Nagad; the receipt is added to the bill automatically.	Payments, licence & AI
Package (প্যাকেজ)	Several tests / services sold together at one price, such as a health check-up.	Owner setup
VAT (ভ্যাট)	Government value added tax. Keep it 0 if your services are VAT-exempt.	Owner setup

Doctors and commission

Term	Meaning	See
Consultant (কনসালট্যান্ট)	A doctor who sees patients at the clinic.	Doctors
Chamber schedule (চেম্বার সূচি)	Which days and hours each doctor sits, and how many patients they see.	Doctors
Doctor's desk (ডাক্তারের ডেস্ক)	The doctor's page: their queue, vitals and prescriptions.	Doctors
Consultation fee (পরামর্শ ফি)	The fee for seeing a doctor. A return visit within the follow-up window charges the follow-up fee instead.	Doctors
Consultant share (কনসালট্যান্ট শেয়ার)	The part of a consultation fee that belongs to the doctor; the rest is the clinic's.	Accounting & commission
Referrer (রেফারার)	The doctor or person who sent the patient for tests. Shown as Referred by on the bill.	Doctors
Referral commission (রেফারেল কমিশন)	The amount paid to the referrer on a bill, worked out from the Commission rules .	Accounting & commission
Marketing officer (মার্কেটিং অফিসার)	Staff who look after referrers; they can earn a commission on bills from their referrers.	Accounting & commission
Doctor payouts (ডাক্তারদের পেমেন্ট)	Paying doctors and referrers what they have earned.	Accounting & commission

Laboratory

Term	Meaning	See
Sample (স্যাম্পল)	Blood, urine and so on, taken for testing.	Laboratory
Sample ID / barcode (স্যাম্পল আইডি)	Each sample's number, printed as a barcode on a 50 × 25 mm label stuck on the tube.	Laboratory

Term	Meaning	See
Sample collection (স্যাম্পল সংগ্রহ)	Taking the sample from the patient and labelling it.	Laboratory
Worklist (ওয়ার্কলিস্ট)	The list of tests waiting in the lab; STAT and urgent come first.	Laboratory
Reference range (রেফারেন্স রেঞ্জ)	The normal range for healthy people. Results outside it are flagged Abnormal (Low / High).	Laboratory
Critical (ক্রিটিক্যাল)	A dangerous value (critical low / high); the doctor or patient must be told at once.	Laboratory
Verification (যাচাই)	The pathologist checks and approves the results. Only verified reports can be printed, delivered or seen on the portal.	Laboratory
Amend (সংশোধন)	Re-opening a verified report to correct it; pathologist only. The old values stay in the audit log and the report must be verified again.	Laboratory
Report delivery (রিপোর্ট ডেলিভারি)	Handing the report to the patient or sending it online.	Laboratory
TAT	Turnaround time: how long from billing until the report is ready. Each test has its target time.	Reports
Analyzer (অ্যানালাইজার)	A lab machine that sends results straight into ClinicDesk through the bridge program on the lab PC.	Laboratory
Code mapping (কোড ম্যাপিং)	Telling ClinicDesk which of its tests each machine code belongs to.	Laboratory
Report PIN (রিপোর্ট পিন)	The 6-digit number on the money receipt; with the bill number it lets the patient see reports online.	Patient portal

In-patients (IPD)

Term	Meaning	See
IPD (আইপিডি)	In-Patient Department: patients who stay admitted at the clinic.	IPD

Term	Meaning	See
Admission (ভর্তি)	Admitting a patient to a bed; it opens an admission number and a running bill.	IPD
Wards & beds (ওয়ার্ড ও বেড)	The clinic's rooms and their beds, each with a daily charge.	IPD
Bed board (বেড বোর্ড)	Which beds are free and who is in the others, at a glance.	IPD
Running bill (চলতি বিল)	The bill that keeps growing during the stay with bed charges, medicines and tests.	IPD
Advance (অগ্রিম)	Money taken in advance at admission or during the stay, deducted on the final bill.	IPD
Transfer (স্থানান্তর)	Moving a patient from one bed to another.	IPD
Discharge (ছাড়পত্র)	Releasing the patient; the final bill is settled and the Discharge summary printed.	IPD

Corporate, cards and pharmacy

Term	Meaning	See
Corporate & insurance (কর্পোরেট ও ইনস্যুরেন্স)	A company or insurer that pays all or part of its people's bills later.	Memberships & corporate
Company share / patient share	On a corporate bill, how much the company pays and how much the patient pays.	Memberships & corporate
Credit limit (ক্রেডিট সীমা)	The most a company may owe at one time.	Memberships & corporate
Authorisation no. (অনুমোদন নং)	The insurer's or company's approval / claim number; required on bills for some companies.	Memberships & corporate
Settlement (সেটলমেন্ট)	Money received from a company and which bills it was allocated to.	Memberships & corporate

Term	Meaning	See
Discount card (ডিসকাউন্ট কার্ড)	A card sold to a patient or family (for example MEM-000001) that gives a set discount on bills until it expires.	Memberships & corporate
Plan (প্ল্যান)	A kind of card: its price, discount rate and validity.	Memberships & corporate
Renewal (নবায়ন)	Extending a card after it expires.	Memberships & corporate
Pharmacy payable (ফার্মেসির পাওনা)	Medicines the linked PharmaDesk pharmacy charged to admitted patients' bills; the clinic collects them and pays the pharmacy.	Pharmacy link

Accounting and expenses

Term	Meaning	See
Expenses (খরচ)	Entries for spending such as rent, electricity or reagents.	Accounting & commission
Journal voucher (জার্নাল ভাউচার)	One accounting entry: which account is debited and which credited. Bills, payments and expenses create them automatically.	Accounting & commission
Debit / Credit (ডেবিট / ক্রেডিট)	The two sides of double-entry bookkeeping. In every voucher both sides add up to the same amount.	Accounting & commission
Chart of accounts (হিসাবের তালিকা)	The list of all accounts: cash, bank, income, expenses, receivables and so on.	Accounting & commission
General ledger (সাধারণ খতিয়ান)	Every transaction of one account and its balance.	Accounting & commission
Trial balance (রেওয়ামিল)	The balances of all accounts; when total debits equal total credits, the books are in balance.	Accounting & commission
Income statement (আয় বিবরণী)	Income, expenses and profit / loss for a period.	Accounting & commission

Term	Meaning	See
Balance sheet (স্থিতিপত্র)	The clinic's assets, liabilities and equity on a date.	Accounting & commission

Staff and salary

Term	Meaning	See
Employees (কর্মচারী)	Paid staff; not all of them need to sign in to the software.	HR & payroll
Duty roster (ডিউটি রোস্টার)	Who works which shift on which day.	HR & payroll
Attendance (হাজিরা)	Each day: present, late, half-day, absent or on leave.	HR & payroll
Leave (ছুটি)	Staff leave requests and approvals.	HR & payroll
Overtime (ওভারটাইম)	Work beyond the set hours, paid at a set rate.	HR & payroll
Salary sheet (বেতনশিট)	One month's salaries for all employees.	HR & payroll
Payslip (পে-স্লিপ)	One employee's month in detail: basic, allowances, deductions and net pay.	HR & payroll
Salary advance (বেতন অগ্রিম)	Salary paid early, recovered from salary in monthly instalments.	HR & payroll

Software and licence

Term	Meaning	See
Branch (শাখা)	A separate site or collection point of the clinic. Bills, shifts and samples belong to one branch.	Owner setup

Term	Meaning	See
Role (রোল)	The kind of work a user does (receptionist, doctor, lab technologist...); it decides which pages they see.	Owner setup
Audit log (অডিট লগ)	A record of who changed what and when, such as cancelling a bill.	Owner setup
Licence (লাইসেন্স)	Your permission from JonakiSoft to use ClinicDesk, with an end date.	Payments, licence & AI
Grace (অতিরিক্ত সময়)	A few days after the licence ends when everything still works, so you can renew.	Payments, licence & AI
Feature (ফিচার)	A module switched on in your licence (for example IPD, HR). If it's not in your plan, the "not part of your plan" page appears.	Payments, licence & AI
Licence sync (সিঙ্ক)	ClinicDesk fetching the licence's latest state from JonakiSoft's server: once a day by itself, or when you press Sync licence now .	Payments, licence & AI
AI assistants (MCP) (এআই অ্যাসিস্ট্যান্ট)	A way to let an AI assistant such as Claude or ChatGPT read the clinic's data with your permission.	Payments, licence & AI
SMS gateway (এসএমএস গেটওয়ে)	The company that delivers your SMS; without one, messages are only logged.	SMS & WhatsApp
Patient portal	The web page for patients: download reports and pay bills online.	Patient portal