



User guide

For doctors, clinic owners and admins

Everything DoctorLync does, screen by screen: setting up the clinic, the team, patients, appointments, the consultation, bills, reports and the app.

Edition 3 · October 2026

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1

Welcome to DoctorLync

What it does, and who sees what

DoctorLync runs a clinic from one place: patients and their records, appointments and the waiting room, the consultation and its prescription, bills and payments, and the reports that tell you how the clinic is doing. It works in any web browser at app.doctorlync.com, and on Android phones in the DoctorLync app.

This guide is written for doctors, and for the owners and admins who run a clinic. Front-desk staff will find their part in chapter 7. You do not need to read it in order: each chapter stands on its own, and the contents page links to every section.

Who sees what

Everyone at the clinic has one or more **roles**. A role decides which pages someone sees and what they can change. The server checks every action against the role, so a page that is not in your menu is also closed to you.

Role	What they do in DoctorLync
Owner	Everything: the team (including other owners), clinic settings, billing and the subscription.
Admin	The team, patients and clinic settings.
Doctor	Consultations, prescriptions and clinical records; their own fees, hours and leave.
Reception	Registering patients, booking, check-in, walk-ins and the queue.
Biller	Bills and payments, the cash drawer, and patient details needed for billing.
Helper	The queue, vitals and the tasks the doctor gives them.

One person, several roles

A doctor who also runs the clinic is usually Owner, Admin and Doctor at once. Chapter 2 explains how DoctorLync decides which of these you start in.

What you need

- A computer or tablet with a current version of Chrome, Edge, Firefox or Safari.
- Your mobile number. It is how you sign in: DoctorLync has no usernames.
- For the app: an Android phone.

2

Signing in

Your account, your hat, and keeping it safe

Sign in on the web

- 1 Open app.doctorlync.com.
- 2 Type the mobile number you were invited with, and your password. The clinic short code is optional: leave it blank and DoctorLync finds your clinic.
- 3 Choose **Sign in**. If you work at more than one clinic with the same number, pick the clinic.

DoctorLync

Sign in to your clinic

Clinic short code Optional

Leave blank and we will find your clinics

Phone

+91XXXXXXXXXX

Password

Sign in

[Sign in with a one-time code](#)

New clinic? [Create your account ->](#)

The sign-in page. The clinic short code can be left blank.

Sign in with a one-time code sends a code to your phone by SMS instead of asking for your password. If the code does not arrive, sign in with your password.

Your first sign-in

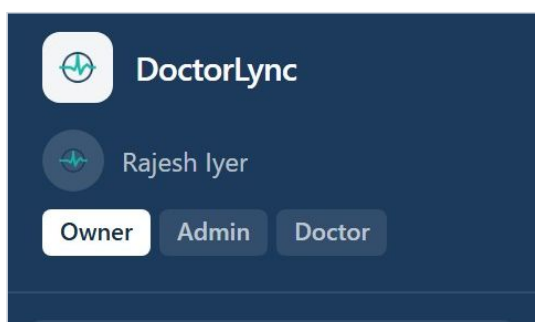
When the clinic adds you, you get a link to set your own password: by email if the clinic gave your email address, or straight from the owner, by message or as a code to scan with your phone's camera. Open the link, choose a password of at least 8 characters, and you are signed in. The link works once and lasts 7 days; if it has expired, ask the owner for a new one.

The menu

The menu on the left lists the pages you use every day, in the order of a working day. For a doctor that is Analytics, Queue, Appointments, Consultation, Patients and Tele-Consult. Everything else you can open is under **More**, one click away. More stays open once you open it.

Your hat

Someone with several roles works in one of them at a time. We call it the **hat**. Your hats are shown under your name at the top left; the one in white is the one you are wearing, and the menu shows that role's pages.



Dr Rajesh Iyer is Owner, Admin and Doctor. Here he is wearing the Owner hat.

- **Doctors start as the doctor.** If you are a doctor and also the owner or admin, every new visit opens in the Doctor hat, on Consultation, because that is where you spend the day.
- **Switch** by clicking another hat. The page reloads with that role's menu.
- **The other hats' pages are still a click away.** Under **More**, below **As Owner**, are the owner's pages, such as Billing and Expenses. Clicking one switches hat and opens it.
- The hat you choose lasts until you close the tab. Opening DoctorLync again starts you as the doctor.

Two-factor authentication

A password can be guessed or stolen. Two-factor authentication adds a 6-digit code from an authenticator app on your phone, such as Google Authenticator or Microsoft Authenticator, so a password alone is not enough. Owners and admins should turn it on.

- 1 Go to **Settings → My account**. **Two-factor authentication** is under **Security**, near the end.
- 2 Choose **Enable authenticator app** and scan the QR code with the authenticator app.
- 3 Type the 6-digit code the app shows. From now on, sign-in asks for a code after your password.

Changing your number or email

Go to **Settings → My account**, and under **Security** change **Your sign-in details**. Confirm with your current password. You are emailed at your old address as well, and from then on you sign in with the new number. If you sign in with a one-time code and have no password, ask your clinic owner to change it for you under **Settings → Team**.

Staying signed in

For patient privacy, DoctorLync signs you out after 30 minutes without activity, and always 12 hours after you signed in. Anything you were typing in a consultation is saved as you go, so nothing is lost; sign in again and carry on.

3

Setting up your clinic

For owners and admins: Settings → Clinic setup

Clinic setup holds what prints on every prescription and bill, and the rules for how patients book. Open **Settings** and choose the **Clinic setup** tab.

Letterhead and logo

Clinic profile & letterhead is the header of every prescription and bill: the clinic's name, address, phone, GSTIN, a tagline, and your consulting days and times. A split shift, such as mornings and evenings, is fine. Choose **Save letterhead** when you are done.

Clinic name	
Sunrise Clinic	
Address	
#24, 2nd Cross, Indiranagar, Bengaluru 560038	
Phone	GSTIN
+918040001234	29ABCDE1234F1Z5
Tagline	
Family medicine · Paediatrics · Dermatology	
Consulting days	
☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri ☒ Sat ☒ Sun	
Consulting times (a split shift is fine)	
9am-1pm, 5pm-8pm (Sunday 10am-12pm)	
Clinic registration no.	
KA/CLINIC/9911	
☒ Print the clinic registration number on prescriptions and bills	
Anything else for the letterhead (optional)	
Sunrise Clinic · Indiranagar, Bengaluru · +91 80 4000 1234	

Clinic setup. What you type here prints on prescriptions and bills.

Under **Clinic logo**, choose **Import** and pick your logo. It appears on prescriptions, bills and emails.

Each doctor's fees and hours

Further down, Clinic setup lists every doctor with their consultation fees and weekly working hours. A checklist at the top shows what is still missing. Online booking only offers times inside a doctor's working hours, so a doctor with none cannot be booked online. Doctors can also set their own fees and hours; see chapter 5.

Branches

Branches, below it, lists your clinic's locations. Your first one was made when the clinic signed up. Choose **Add a branch** when you open another, with its name, address and phone. **Edit** renames one; **Close** stops it being offered for new bookings and keeps its past visits, and **Reopen** brings it back.

With one branch, nothing else changes. With two or more, booking and the queue ask which branch, each branch numbers its own tokens and has its own waiting-room display, and each computer remembers the branch it was last used at. Starter includes one location; more branches come with Growth.

Patient self-service

Patients who book with your clinic get a link to manage their appointment. Here you decide what they can do with it.

The screenshot shows the 'Patient self-service' settings page. At the top, it says 'Patient self-service' and 'What patients can do with their own appointments from the patient app.' Below this is a toggle switch labeled 'Let patients cancel and move their own appointments', which is currently turned on. A subtext explains: 'Patients who can move a slot usually do, instead of just not turning up. Your front desk is notified of every change so the freed slot can be reused.' Underneath is a section 'ALLOW CHANGES UNTIL' with a dropdown menu set to '4 hours before'. A note states: 'Inside this window the app asks the patient to call the clinic instead — that is the time you need to refill the slot from your recall list.' Below that is 'MAXIMUM SELF-RESCHEDULES PER APPOINTMENT' with a text input field containing the number '2'. A final note says: 'After this many moves the patient has to call. Stops one appointment being shuffled around your doctor's day indefinitely. Staff reschedules are never capped.' At the bottom left is a 'Save' button.

- **Let patients cancel and move their own appointments.** Switched on, patients can do it themselves; your front desk is told of every change, so the freed slot can be given to someone else.
- **Allow changes until** a set time before the visit. Inside that window the patient is asked to phone the clinic instead.
- **Maximum self-reschedules per appointment.** After this many moves, the patient has to call. Staff can always reschedule.

Video consultations

Every video consultation can be joined with video or with audio only. **Chat on from the start** decides whether the call screen's chat is open from the beginning. Chat is never saved, so a dose or an instruction belongs in the consultation note, not the chat.

Booking a video consultation texts the patient their join link; starting the call texts it again, "Your doctor is ready". The doctor writes the note beside the video. Starting the call from the phone app opens it in the phone's browser, already signed in, so the note works there too. When the doctor finishes, the bill is issued and sent to the patient straight away, because there is no desk visit at which to collect it.

Public directory

Patients using the DoctorLync app can find clinics by city and specialty and book directly. New clinics are listed. Patients search by city, so add your clinic's city here: a listed clinic with no city is not found. To stay out of the directory, switch off **List this clinic in the patient app directory** and save. Your own patients reach you the same way either way.

Patient reviews

Whether patients are asked to rate their visit in the app. It is off until an owner or admin switches on **Ask patients to rate their visit** here. Then, after a visit is done, the patient can give it 1 to 5 stars and a comment in the app, once, within 30 days of the visit.

Ratings go to your clinic only. They are never shown to other patients. **Reviews** in the menu lists them, newest first, with the average: owners and admins see every review, a doctor sees the ones about their own visits, and reception sees none. DoctorLync may sometimes switch reviews off, or on, for every clinic at once; this section then says so, and the switch does not apply.

Patient reviews

Whether patients are asked to rate their visit in the app. Off unless you turn it on.

☐ **Ask patients to rate their visit**
 After a completed visit, the patient app offers 1 to 5 stars and an optional comment, once, for 30 days. Ratings come to this clinic and the doctor; other patients do not see them. [See reviews](#)

Save

Bringing records in, and taking them out

Settings → Data and backups is where records come in from another system and go out to your accountant.

Download your records

Patients, appointments, stock, bills and expenses as spreadsheets — for your accountant, for the desk, or to keep.

Files open in Excel. A patient list is private medical information: keep the downloaded file somewhere only the clinic can see it. Every download is recorded in the clinic's audit log.

Patients Everyone registered: contact details, date of birth, blood group, allergies.		Download
Appointments The diary for a period, with each patient, doctor and status.	10/11/2026 to 11/10/2026	Download
Stock Every item with what is in stock, its cost and its value.		Download
Bills Every bill raised in a period: totals, discounts, GST, paid and due.	10/01/2026 to 10/11/2026	Download
Expenses What the clinic spent in a period, and how it was paid.	10/01/2026 to 10/11/2026	Download

- **Bring records in:** patients, upcoming appointments or your stock list, from an Excel or CSV file. Download the **Template** to see the columns. Before anything is saved, DoctorLync shows which rows will go in and why any will not. A patient already on file with the same name and phone is left as it is.
- **Download your records:** patients, appointments, stock, bills and expenses as spreadsheets. A patient list is private medical information, so keep the file somewhere only the clinic can see it. Every download is recorded in the audit log.
- **Backups and restore:** your records are backed up automatically. If something was changed or deleted by mistake, you can ask AtriVex to restore the clinic's records to an earlier date.

Access control

Settings → **Access control** shows exactly which role can do each action, and lets an owner add rules of their own that allow or deny an action for a role. The rules shown in grey are DoctorLync's own and cannot be removed. Most clinics never need to change anything here.

Your subscription

Subscription, in the owner's menu, shows your plan and the date it is paid until. Payment is by invoice for now: write to support@atrivextech.com and we send one with bank and UPI details. Nothing is ever deleted because of payment. If access is paused, every record stays exactly where it is and comes back the moment payment is recorded.

4

Your team

For owners and admins: Settings → Team

Add everyone who works at the clinic, so each person signs in as themselves and every action is recorded against the right name.

Invite someone

- 1 Go to **Settings** → **Team** and choose **Invite staff**.
- 2 Add their title, full name and mobile number. The mobile number is how they will sign in.
- 3 Add their email if they have one. It is optional.
- 4 Tick their roles. For a doctor, also add the medical registration number and specialty.
- 5 Choose **Send invite**.

Invite a staff member ×

Title: — Full name: Asha Verma Phone: +91 Login identifier:

Email (optional) Invite link goes here. No email? You get a link to send them yourself.
 asha@clinic.com

Roles

☐ **Owner**
Full control, billing, can manage other owners

☐ **Admin**
Manage staff, patients, and clinic settings

☐ **Doctor**
Consultations, prescriptions, clinical records

☒ **Reception**
Patients, appointments, walk-in queue, vitals

☐ **Biller**
Billing and read access to patients & prescriptions

☐ **Helper**
Limited assist: queue and vitals

✉ Send invite Cancel

Name	Roles	Status	Last login	Actions
Dr Rajesh Iyer				

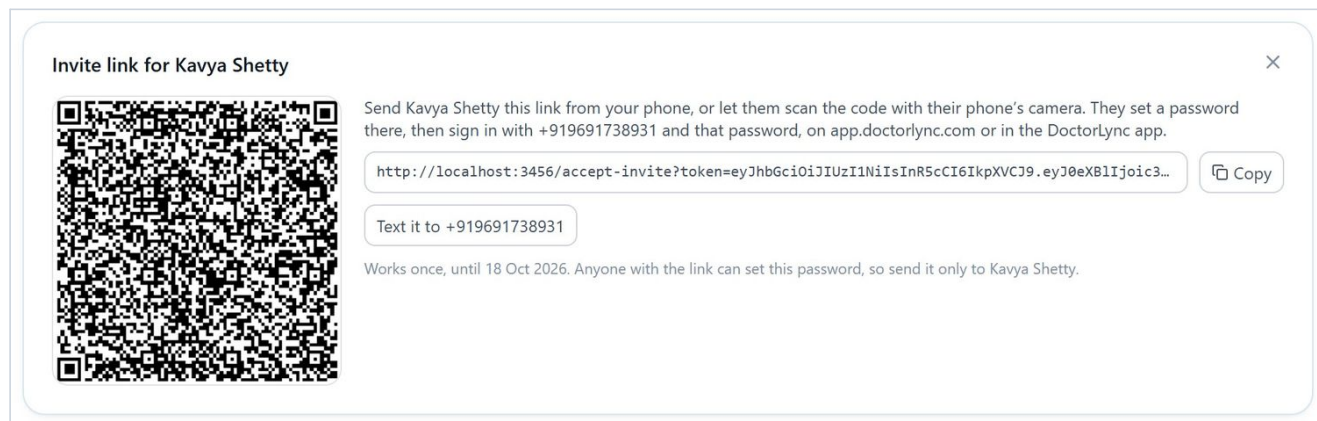
Inviting a receptionist. Email is optional.

They get a text on their mobile with a link to set their password, and an email too if they have one. Until they use it, they show as **invited**.

Doctors and your plan. Starter includes up to 2 doctors and Growth up to 5; reception, billing and helpers never count. Team shows how many you have, for example **2 of 2 doctors**. When the plan is full, inviting another doctor is refused with what to do: move to the next plan under Subscription, or deactivate a doctor who has left, which frees their place. Doctors you already have are never affected.

Staff with no email

Many receptionists, billers and helpers have no email address. For them, DoctorLync shows the owner a set-your-password link and a QR code as soon as you invite them. Send the link from your own phone, by WhatsApp or SMS, or let them scan the code with their phone's camera at the desk. They set a password and then sign in with their mobile number and that password.



The invite link and QR code. For anyone still invited, the Link button on their row shows it again.

Keep the link private

The link sets this person's password, so send it only to them. It works once and expires after 7 days, and it is only offered until they join. After that, a new link would reset their password, which only they should do.

Two more ways in, with no link to pass on. **Text it to them**, beside the link, sends a fresh link to their phone from DoctorLync; the one texted before stops working. And anyone invited can sign in straight away with **Sign in with a one-time code**: your clinic code, their mobile number, and the code texted to it.

Change someone's details

Choose **Edit** on their row to change their mobile number and email, roles, title, registration number and specialty, and whether the registration number prints.

- **A mistyped number or email:** correct it here. A link already sent to the wrong number or address stops working, so whoever got it by mistake cannot use it. Saving a new email for someone who has not joined sends the invite there.
- **A member's new number:** change it here, or they change it themselves in My account. They sign in with the new number from then on, and are emailed at their old address so a change nobody asked for does not go unnoticed.

Name	Roles	Status	Last login	Actions
Dr Rajesh Iyer +919000000101 owner@example.com	Owner Admin Doctor	Active	11/10/2026	Reset Edit
Dr Nikhil Menon +919000000102 doctor@example.com	Doctor	Active	—	Reset Edit
Dr Aisha Khan +915000001002 peds@sunriseclinic.example	Doctor	Active	—	Reset Edit
Ms Priya Nair +915000001003 recep@sunriseclinic.example	Reception	Active	—	Reset Edit
Ms Anjali Rao +915000001004 biller@sunriseclinic.example	Biller	Active	—	Reset Edit
Mr Ganesh Kamath +915000001005 helper@sunriseclinic.example	Helper	Active	—	Reset Edit

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The team, with each person's roles, status and last sign-in.

On a person's row	What it does
Link	Shows the set-your-password link and QR code again, for someone still invited.
Resend / Reset	Emails the invite again, or a password-reset link to someone who has joined. Needs an email address.
Edit	Phone, email, roles, title, registration number and specialty.
Deactivate	Stops them signing in. Their records stay. Reactivate brings them back.

The clinic always keeps at least one active owner: DoctorLync will not let you deactivate the last one.

5

Your practice

For doctors: Settings → My account

Every doctor sets up their own practice: what prints after their name, when they see patients, what they charge, and when they are away. Go to **Settings → My account**. It is in groups, Your practice, Notifications, Security, and Help and account, with links to each at the top.

Specialty and registration number

Your specialty prints after your name on prescriptions. It also decides the one-tap symptoms, findings, diagnoses and medicines you see in a consultation. Not in the list? Choose **Other** and type it; it prints exactly as you write it. Add sub-specialties below, by typing or tapping a suggestion.

Below them, set your **medical registration number**, for example KMC 63559, and whether it prints on prescriptions and receipts. MCI regulation 1.4.1 asks for it on prescriptions, certificates and receipts, so leave printing on unless you have a reason. Every change is recorded in the audit log. You can set it on the phone too, under Settings → Your practice.

The screenshot shows the 'Your specialties and registration' settings screen. At the top, it says 'Your specialties and registration' and 'What prints after your name on prescriptions, with your council number.' Below this is a 'Specialty' dropdown menu currently set to 'General Physician'. A note below the dropdown states: 'Decides the one-tap symptoms, findings, diagnoses and medicines in your consultations. Not in the list? Choose Other and type it — it prints as you write it.' Underneath is a section for 'Sub-specialties and other specialties' with a text input field containing 'Type one, or tap a suggestion' and an '+ Add' button. Below the input field are several specialty tags: '+ Diabetology', '+ Endocrinology', '+ Rheumatology', '+ Geriatrics', '+ Infectious Diseases', and '+ Critical Care'. The next section is 'Medical registration number' with a text input field containing 'KMC-2011-48210' and a checked checkbox labeled 'Print it on prescriptions and receipts'. At the bottom left is a 'Save' button.

Working hours

Patients book you online and in the app only inside your working hours. The quickest way to set them is **Set the whole week**: tap the days you work (or **Mon–Sat**), choose the sessions (**Morning and evening** is 10 to 1 and 5 to 8; change either time to suit), the slot length, and **Set hours**. Only the days you chose change, so set a different Saturday afterwards the same way. To add one block on one day, use the row below it. Remove a block with its bin icon. Your front desk can still book you at any time, inside your hours or not.

Your working hours
When patients can be booked with you. Add a block for each day you see patients; a split shift is two blocks.

Mon 09:00–13:00 · 15m

Mon 17:00–20:00 · 15m

Tue 09:00–13:00 · 15m

Tue 17:00–20:00 · 15m

Wed 09:00–13:00 · 15m

Wed 17:00–20:00 · 15m

Thu 09:00–13:00 · 15m

Thu 17:00–20:00 · 15m

Fri 09:00–13:00 · 15m

Fri 17:00–20:00 · 15m

Sat 09:00–13:00 · 15m

Sat 17:00–20:00 · 15m

Sun 10:00–12:00 · 15m

Set the whole week

Or add a single block

Mon

09:00 A

01:00 P

15 min slots

+ Add

Fees

Set your **general consultation** fee, in clinic and by video. If you charge differently for some visits, such as an endocrinology consultation, add a **kind of consultation** with its own fees. Reception picks the kind when booking, and you can change it in the consultation's Payment tab. A video fee left empty charges the in-clinic fee.

Your fees
What a consultation with you costs, and any kind you charge differently for.

KIND OF CONSULTATION	₹ IN CLINIC	VIDEO
General consultation	500	400
+ Add a kind of consultation For visits you charge differently for, such as an endocrinology consultation. Reception picks one when booking, and you can change it in the consultation's Payment tab. Set both fees for each kind; a video box left empty charges the in-clinic fee.		

Save fees

A general consultation at ₹500 in clinic and ₹400 by video.

Leave

Before you are away, add your leave so nobody books you. Go to **Leave**, pick the dates and the type, add a note if you like, and choose **Add leave**. Online booking, the front desk and the patient app stop offering your slots for those days, and DoctorLync tells you which appointments already fall inside them.

Leave

Block out days you're away — booking (portal, phone, and the patient app) stops offering slots inside a leave window.

+ Add leave

Doctor

Rajesh Iyer

Type

Vacation

From

mm/dd/yyyy

To

mm/dd/yyyy

Note (optional)

e.g. Annual conference, back Monday

Add leave

Upcoming & recent leave

No leave registered.

Your signature, photo and notifications

- **Your signature** prints on certificates. Upload a clear image of it on a white background.
- **Your profile** photo appears beside your name across DoctorLync.
- **Notification channels:** choose whether DoctorLync reaches you by app notification, SMS and email. Clinically important alerts may still reach you on a channel you have kept on. **Quiet hours** hold non-urgent messages overnight.

6

Patients

Registering, finding and reading a patient's record

Register a patient

Go to **Patients**. Under **New patient**, the full name, phone, gender and either a date of birth or an age are needed. Everything else is optional: email, a second phone, address, who referred them, blood group, allergies and their ABHA number. Choose **Add**.

Patients
Registry, quick search, and fast registration. ABHA check-ins

 **New patient**

Full name * Phone * Gender * Date of birth / Age *

Also useful — all optional

Email Second phone Address Referred by

Blood group Allergies ABHA ID

Vikram Shetty P-00014 No phone · male · 17/5/1959	View →
Kavya Hegde P-00008 +919000000104 · female · 15/8/2014	View →
Neha Agarwal P-00023	View →

Patients: registration at the top, the list and its search below.

To find someone, search by name, phone or **patient number** on this page, or use **Search** at the top of the menu (Ctrl+K) from anywhere.

Every patient has your clinic's number, such as **P-00042**, given in the order they were registered. It shows beside their name and on their prescriptions, and tells apart two people with the same name. The number is your clinic's: the same person at another clinic has that clinic's number, and their ABHA number is what links records across clinics nationally.

One person, one record

Before adding someone, DoctorLync shows who the clinic already has on that phone number, or with that name and date of birth, on the web and in the app. If it is the same person, open their record instead. A family often shares one phone: a child or a parent on the same number is someone new, so register them as their own patient.

A patient who books from the DoctorLync app, or your clinic's page, is matched to the record you already have for them, by number and name, so a booking never makes a second one. If one slips through, **merge** it from the patient's page: the visits, bills and prescriptions move to one record.

The patient's record

A patient's page brings together everything the clinic knows about them. The latest blood pressure, pulse and weight are at the top right, with their trend.

Kiran Hegde P-00006
41y · Male · +919000000104 · familyb@example.com · A+

BP 124 PULSE 96 WEIGHT 76kg

Edit contact details Book appointment

Message patient

Merge a duplicate into this record

ABHA: none on record type in
Creating and verifying ABHA opens once Doctorlync's ABDM connection is approved by NHA.

Timeline Vitals Labs Prescriptions Bills Certificates Documents Vaccines ABDM

11 Oct 2026, 10:14 pm Continue the note Draft
Rajesh Iyer
Fever with body ache and headache for 2 days
Viral fever

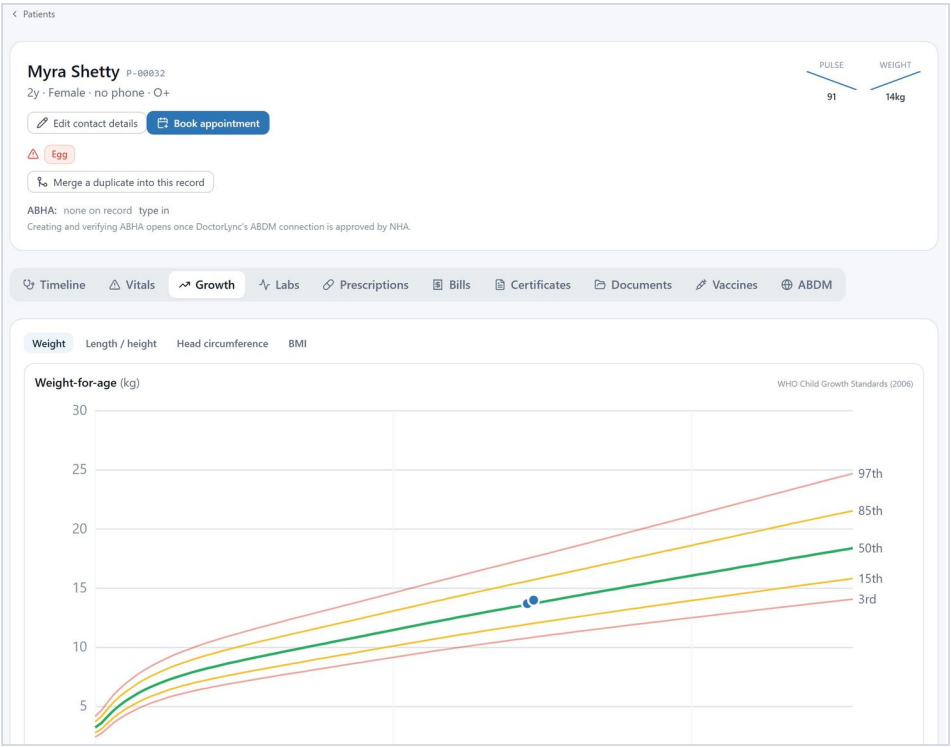
1 Oct 2026, 10:00 am Finalised
Rajesh Iyer
Viral fever
Viral fever

6 Sept 2026, 10:00 am Finalised
Rajesh Iyer

Kiran Hegde's record. Today's note is a draft, with Continue the note beside it.

Tab	What it holds
Timeline	Every visit, newest first, with the complaint and diagnosis. A draft note you started shows Continue the note , so you can finish it later.
Vitals	Record a reading at the desk, and see every reading over time with BMI and body surface area worked out.
Growth	For children: weight, length or height, head circumference and BMI on WHO growth charts.
Labs	Test results, with anything outside the reference range marked.
Prescriptions	Every signed prescription. View or print any of them again.
Bills	Every bill, what was paid and what is due.
Certificates	Fitness, leave and other certificates issued to the patient.
Documents	Reports and photos the patient uploaded, or the clinic added.
Vaccines	The immunisation card: doses given, due and overdue, on the IAP schedule.

The buttons under the patient's name let you **edit contact details**, **book an appointment**, **message the patient**, and **merge a duplicate** into this record when the same person was registered twice.



A child's weight on the WHO weight-for-age chart.

Myra Shetty P-00032
2y · Female · no phone · O+

PULSE 91 WEIGHT 14kg

Edit contact details Book appointment

Egg

Merge a duplicate into this record

ABHA: none on record type in
Creating and verifying ABHA opens once DoctorLync's ABDM connection is approved by NHA.

Timeline Vitals Growth Labs Prescriptions Bills Certificates Documents Vaccines ABDM

A dose is shown as overdue once it is more than 14 days past its due date. Change that in Settings → Clinic.

Birth	6 Weeks	10 Weeks	14 Weeks	6 months
2023-11-04 BCG GIVEN ELSEWHERE	2023-12-14 DPT 1 GIVEN	2024-01-13 DPT 2 GIVEN	2024-02-11 DPT 3 GIVEN	2024-04-30 Influenza 1 OPTIONAL
2023-11-06 HB 1 GIVEN ELSEWHERE	2023-12-14 HB 2 GIVEN	2024-01-11 HB 3 GIVEN	2024-02-10 HB 4 GIVEN	2024-05-03 Hep B 4 GIVEN
2023-11-02 OPV 0 GIVEN ELSEWHERE	2023-12-16 Hib 1 GIVEN	2024-01-12 Hib 2 GIVEN	2024-02-12 Hib 3 GIVEN	2024-05-02 OPV 4 GIVEN
	2023-12-18 IPV 1 GIVEN	2024-01-14 IPV 2 GIVEN	2024-02-08 IPV 3 GIVEN	
	2023-12-17 OPV 1 GIVEN	2024-01-15 OPV 2 GIVEN	2024-02-12 OPV 3 GIVEN	

The immunisation card. A dose shows as overdue 14 days after it was due.

7

Appointments and the queue

For the front desk, and doctors who book their own

Book an appointment

- 1 Go to **Appointments**. Under **Book appointment**, choose the doctor, the date and the time. The doctor's free times that day are shown: tap one, or type any other time. A time outside the doctor's hours can still be booked; only a time another patient already has is refused, and the message says when the doctor is next free.
- 2 Choose **In clinic** or **Video**, and the branch if you have more than one.
- 3 If the doctor charges differently for some visits, choose the kind of consultation.
- 4 Type the patient's name or phone, or tap one of the recent patients, and choose **Book**.

Appointments

Book visits, check patients in, and move the live queue.

Book appointment

Rajesh Iyer

10/11/2026

10:00 AM

In clinic

Patient name or phone

Book

Vikram Shetty

Kavya Hegde

Neha Agarwal

Rohan Kulkarni

Kabir Malhotra

Maria D'Souza

Meera Joshi

Aarav Sharma

Myra Shetty

Fatima Sheikh

Every slot that day is taken or past. Any other time can still be booked.

Add as walk-in

No time slot — drops the selected patient straight into today's queue.

Pick a patient.

Day queue

07:24 pm	Lakshmi Nair Done · In clinic · Indiranagar (Main) · Token 1	Check in Start Done Reschedule No-show Cancel
07:54 pm	Myra Shetty Done · In clinic · Indiranagar (Main) · Token 2	Check in Start Done Reschedule No-show Cancel
08:14 pm	Suma Hegde Done · Video · Indiranagar (Main)	Check in Start Done Reschedule No-show Cancel
08:44 pm	Neha Agarwal Done · In clinic · Indiranagar (Main) · Token 3	Check in Start Done Reschedule No-show Cancel
09:04 pm	Vikram Shetty Did not come · In clinic · Indiranagar (Main)	Check in Start Done Reschedule No-show Cancel
09:24 pm	Ishaan Kulkarni Done · Video · Indiranagar (Main)	Check in Start Done Reschedule No-show Cancel
09:44 pm	Pooja Reddy Cancelled · In clinic · Indiranagar (Main)	Check in Start Done Reschedule No-show Cancel
10:14 pm	Kiran Hegde With the doctor · In clinic · Indiranagar (Main) · Token 5	Check in Start Done Reschedule No-show Cancel

Booking, with today's list below it.

Someone who walks in without a booking: pick them and choose **Add as walk-in**. They go straight into today's queue.

One booking a day per doctor

A patient can have one appointment with a doctor on a given day. Booking them again, or adding them as a walk-in while they are booked or already waiting, is refused, and the message says when the first one is: reschedule that one, or check them in. A visit that is done, cancelled or a no-show does not count, and another doctor the same day is fine.

Through the day

Each appointment in the day's list says where the patient is: **Booked**, **Waiting** once checked in, **With the doctor**, **Done**, **Did not come** or **Cancelled**.

Button	When to use it
Check in	The patient has arrived. They get a token number and the doctor sees them waiting.
Start	The patient goes in to the doctor.
Done	The visit is over.
Reschedule	Move the appointment to another time.
No-show	The patient did not come.
Cancel	The appointment is not happening. The patient is told.

Token numbers

Everyone who checks in at a branch gets the next token for the day, whether they booked or walked in, so no two patients hold the same number. The count starts again at midnight, and a screen left open overnight moves to the new day by itself.

The queue

Queue shows today's patients for every doctor, side by side, and updates by itself. The colour of each card says where the patient is: scheduled, checked in, called in to the room, or with the doctor now.

Queue
Today's patients across all doctors. Updates live. Open display live

WHAT THE COLOURS MEAN Scheduled booked, not arrived Checked in arrived, waiting Called called in to the room In room with the doctor now

Dr Rajesh Iyer	Dr Nikhil Menon	Dr Aisha Khan
#4 Harish Gowda Waiting 🕒 10:04 pm - walk-in - urgent Severe pain in the right big toe since last night 📞 Call 🩺 Vitals 🗑️ Remove	Aditya Hegde In room 🕒 10:39 pm Acne review - video ✅ Done 🩺 Vitals	#7 Kabir Das Waiting 🕒 10:20 pm - walk-in Ear pain after swimming 📞 Call 🩺 Vitals 🗑️ Remove
#5 Kiran Hegde In room 🕒 10:14 pm Fever and cough, 3 days ✅ Done 🩺 Vitals	Deepa Kulkarni Scheduled 🕒 11:24 pm Hair fall review ➡️ Check in 📞 Call 🩺 Vitals 🗑️ No-show	#9 Reyansh Gowda Checked in 🕒 10:54 pm MMR catch-up - overdue 📞 Call 🩺 Vitals 🗑️ No-show
#6 Maria D'Souza Waiting 🕒 10:12 pm - walk-in Headache since morning 📞 Call 🩺 Vitals 🗑️ Remove	Imran Khan Scheduled 🕒 11:59 pm Urticaria review ➡️ Check in 📞 Call 🩺 Vitals 🗑️ No-show	Kavya Hegde Scheduled 🕒 11:29 pm HPV vaccine - dose 1 ➡️ Check in 📞 Call 🩺 Vitals 🗑️ No-show
#8 Divya Krishnan Called 🕒 10:28 pm - walk-in Burning while passing urine again ➡️ In room 🩺 Vitals 🗑️ Remove		
#10 Farhan Qureshi Checked in 🕒 11:04 pm Acidity - on heart medicines 📞 Call 🩺 Vitals 🗑️ No-show		
Rohan Kulkarni Scheduled 🕒 11:34 pm BP review - home readings ➡️ Check in 📞 Call 🩺 Vitals 🗑️ No-show		

The queue for three doctors. Urgent walk-ins are marked.

- **Call** calls the patient in. The waiting-room display shows their token.
- **Vitals** records blood pressure, pulse, temperature, weight and height before they go in. BMI is worked out as you type.
- **Open display** opens a full-screen board for a TV in the waiting room.

A clinic with more than one branch picks the branch at the top of the queue, or **All branches** to oversee them. The display opens for the branch chosen.

Calendar and recalls

Calendar shows every doctor's day side by side, hour by hour. Choose **Month** to see the whole month instead, with each day's bookings per doctor; click a day to open it. **Recalls** lists patients whose follow-up is due, overdue or coming up. Remind them, or book their next visit from the list. A reminder also goes out automatically the day before each follow-up.

Calendar			
All doctors, one day at a glance.			
	Aisha Khan	Nikhil Menon	Rajesh Iyer
8am			
9am			
10am			
11am			
12pm			
1pm			
2pm			
3pm			

Patients who book themselves

Patients can book online from your clinic's page or the DoctorLync app, inside the doctor's working hours. They are reminded before the visit, and can cancel or move it within the rules you set in Patient self-service (chapter 3); when a change is not allowed, the app offers your clinic's phone number instead.

In the app, a patient signs in with their mobile number and a code, adds their name and details once, and books for themselves or for someone in their family, such as a child, on the same number. They see their appointments, prescriptions and bills from every clinic that knows them, each marked with the clinic and whose it is. Under **Records** they open any prescription as a PDF to download or print, read lab reports a doctor has reviewed, and see each child's vaccination card: doses given and what is due.

When a patient moves or cancels, the owner, reception and the patient's doctor each get an app alert and an email.

Patients get the app at doctorlync.com/app, which opens Google Play on an Android phone. Every printed prescription names it in its bottom strip, and a bill carries a small QR code to it. If your clinic asks for reviews (chapter 3), the app offers to rate each finished visit.

8

The consultation

For doctors: from complaint to prescription and bill

The consultation screen is where you write the note. It is split into tabs that follow a visit: **Visit**, **Assessment**, **Investigations**, **Treatment**, **Vaccination**, **Plan**, **Certificate** and **Payment**. A dot on a tab means it has something in it.

Open a consultation

- From **Consultation** in the menu: type the patient's name, phone or patient number, and choose **Open consult**. Nobody is listed until you type.
- From the **Queue** or **Appointments**, when the patient goes in.
- From the patient's record: **Continue the note** on a draft you started earlier.

Saved as you type

The note is saved continuously; the top right corner shows whether everything is saved. Close the tab, lose the connection or get called away: nothing is lost, and the draft is waiting on the patient's timeline.

Visit

Write the chief complaint, and record or read the vitals. A reading taken at the desk is already here. **Vitals over time** shows this visit beside the previous ones. Reports and photos the patient sends through their upload link appear under **From the patient** as they arrive.

The screenshot shows the DoctorLync consultation interface. At the top, there are tabs: Visit (active), Assessment, Investigations, Treatment, Vaccination, Plan, Certificate, and Payment. Below the tabs is a 'Chief complaint' text area containing 'Fever with body ache and headache for 2 days'. Underneath is the 'Vitals' section, which includes input fields for BP (sys), BP (dia), Pulse, Temp (with a temperature unit selector set to °C), SpO2, Weight, Height, and Resp. rate. A 'Save vitals' button is located at the bottom right of the vitals section. Below the vitals section is a summary line: '10:14:02 pm — BP 124/80 · Pulse 96 · Temp 38.4°C · SpO2 95%'. At the bottom is the 'Vitals over time' section, which contains a table showing measurements over time.

Measurement	11 Oct 26	01 Oct 26	06 Sept 26
Weight kg	76	80	81

Assessment

Add symptoms, examination findings and the diagnosis. Tap a common one, or type and pick from the list. Diagnoses carry their ICD-10 code. Anything you type that is not in the list is added to your own list, so next time it is one tap.

Visit •
Assessment •
Investigations
Treatment •
Vaccination
Plan •
Certificate
Payment

Symptoms

Type or pick from the catalogue. Severity / duration are optional.

e.g. fever, dry cough, headache...

+ Add

COMMON — TAP TO ADD

Cough Giddiness Burning micturition Heartburn Cold and running nose Sore throat Fatigue Nausea Vomiting Loose stools Constipation Abdominal pain Acidity

Loss of appetite Breathlessness Chest pain

Fever × Body ache × Headache ×

Examination

What you found, not what the patient reported. Common findings are one tap; anything you type is added to your own list.

e.g. chest clear, throat congested, abdomen soft...

+ Add

COMMON — TAP TO ADD

General condition fair Systemic examination normal Afebrile No pallor Pallor present Abdomen soft, non-tender No organomegaly No lymphadenopathy Pulse regular

Hydration adequate No pedal oedema Conscious and oriented Vitals stable BP within normal limits Tachycardia present Temperature 100F

Febrile × Throat congested × Chest clear ×

Diagnosis

ICD-10 codes auto-complete by code or name. Free-text is fine — it lands in your personal vocabulary on save.

Type 'fev', 'B34', 'down syndrome'...

+ Add

COMMON — TAP TO ADD

Hypertension Type 2 diabetes mellitus Upper respiratory tract infection Gastro-oesophageal reflux disease Urinary tract infection Acute gastroenteritis Acute gastritis Dyslipidaemia

Investigations

Order tests one by one, or a whole panel at once, such as a fever workup or a diabetes follow-up. Ordered tests go to the **Lab desk** (chapter 10), and the patient is told when a result is ready.

Visit • Assessment • **Investigations** • Treatment • Vaccination • Plan • Certificate • Payment

Quick panels: + Diabetes follow-up 6 + Diabetes screening 3 + Fever workup 6 + Dengue / monsoon fever 7 + Fever over 7 days 8 + Hypertension baseline 6 + Thyroid Profile 3 + Lipid Profile 5
 + Anaemia workup 7 + Annual health check 10 + Tiredness / weakness 7 + Liver / jaundice 10 + Kidney (CKD) monitoring 8 + Urinary infection 5 + Diarrhoea / dehydration 4
 + Chest infection / COVID 6 + Tuberculosis 7 + Suspected sepsis 8 + Chest pain (cardiac) 7 + Joint pain / arthritis 8 **More panels (22)** ▾

Investigations HbA1c, FBS, CBC... Multi-select-style: keep adding without leaving the screen.

Search tests / panels... + Add

COMMON — TAP TO ADD

Complete Blood Count HbA1c Fasting Blood Sugar Lipid Profile Serum Creatinine Thyroid Profile Post Prandial Blood Sugar Liver Function Test Kidney Function Test Blood Urea
 Serum Electrolytes Thyroid Stimulating Hormone Urine Routine Examination Urine Culture and Sensitivity Erythrocyte Sedimentation Rate C-Reactive Protein

None added yet — tap a common one above, search, or hit Enter for free text.

Saved automatically as you type. [Go to Payment to finish](#) **Next: Treatment**

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Treatment

Search for a medicine by brand or by molecule; both appear together. Tap one of your common medicines, or apply a **prescription template** with **Use a template**. A medicine that is not in the list can be added with **New medicine — not in the list**.

Visit • Assessment • Investigations • **Treatment** • Vaccination • Plan • Certificate • Payment

Use a template ▾ **Save as template**

Medicines Search by brand or molecule — both surface together. Set the dose below as you add each one.

Calpol, paracetamol, augmentin... + Add

COMMON — TAP TO ADD

Paracetamol 500mg Azithromycin 500mg Amoxicillin-clavulanate 625mg Pantoprazole 40mg Cetirizine 10mg Levocetirizine 5mg ORS sachet Domperidone 10mg Ondansetron 4mg
 Diclofenac 50mg Ibuprofen 400mg Vitamin D3 60000 IU Methylcobalamin 1500mcg Ferrous ascorbate Montelukast 10mg Cefixime 200mg

Dolo 650 · 1 tab · Thrice a day · After food · SOS × **Cetzine 10** · 1 tab · Once a day · Bedtime · 5 d ×

+ New medicine — not in the list

Dosing Carried straight to the prescription

Dolo 650
1 tab · Thrice a day · After food · SOS Change

Cetzine 10
1 tab · Once a day · Bedtime · 5 days Change

Safety check

Each medicine needs a dose. Choose **Change** (or **Set dose**) beside it under **Dosing**:

- **Dose:** tap an amount or type one. The unit suits the medicine: tablets, capsules, ml, drops, units for insulin, puffs, sachets, applications for a cream, and more.

Visit • Assessment • Investigations • Treatment • Vaccination • **Plan** • Certificate • Payment

Plan & advice (visible to patient)

Search your instructions, or type a new one and press Enter...

+ Take rest for 2-3 days
 + Complete the full course of antibiotics
 + Take medicines after food
 + Steam inhalation twice a day
 + Warm salt-water gargles
 + Avoid cold drinks and ice cream
 + Light home-cooked food
 + Return immediately if breathing becomes difficult
 + Review if fever persists beyond 3 days
 + Reports to be brought on the next visit
 + Monitor blood pressure weekly
 + Walk 30 minutes daily
 + Reduce salt in the diet
 + Stop smoking

Plenty of fluids and rest. Come back if the fever lasts beyond three days.

Follow-up

3d 5d 1w 2w 1m 45d 3m 6m 1y mm/dd/yyyy 📅

Why come back — after the reports, sooner if the fever returns...

🔍 Refer to another doctor

Private note (only you can see this; never shared with patient)

Differentials you're not yet ready to commit to, family dynamics, suspicions...

Certificate

Issue a certificate from a ready wording: fitness, leave during or after illness, mother's leave, swimming, a discharge summary, or a blank one worded by you. It prints on the clinic's letterhead with your signature.

Payment, and finishing the visit

The bill starts with your consultation fee for the kind of consultation booked. Add any extra charges with a tap, such as a dressing or an injection, or **Something else**. To see someone free, tick **Waive the consultation fee** and give a reason: the bill shows the fee discounted to zero, so the desk does not ask for it.

Visit • Assessment • Investigations Treatment • Vaccination Plan • Certificate **Payment**

Additional charges
Beyond the consultation fee. Added to the bill when you save the visit.

+ Dressing + Injection (IM) + Injection (IV) + Nebulisation + ECG + Suturing (minor) + Suture removal + Wound wash + Ear syringing + Incision and drainage
+ Plaster application + Catheterisation + Vaccine administration + Blood sugar check + Nail removal + Consumables + Procedure charge

Nothing extra on this visit. The patient will be billed the consultation fee only.

+ Something else

Bill for this visit

Consultation	₹500
Total	₹500

☐ Waive the consultation fee
The bill still shows the fee, discounted to zero with your reason — so the desk does not ask the patient for it.

Prescription: 2 medicines from Treatment, with the advice and follow-up from Plan. Saving raises the bill for the front desk.

Save Save & print Save & send to patient

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Finish with one of the three buttons at the bottom:

Button	What happens
Save	The prescription is signed and the bill is issued, numbered and waiting at the front desk.
Save & print	The same, and the prescription opens for printing.
Save & send to patient	The same, and the prescription is sent to the patient.

A saved visit is locked, so the record cannot change after the patient has it.

Finding a prescription

Prescriptions in the menu lists every prescription written at the clinic, newest first. Type the patient's name, phone or patient number to find theirs, and choose **View** to open or print it. A patient's own prescriptions are also on their record.

Prescription templates

For a course you give often, make it once under **Prescription templates** with **New template**, or choose **Save as template** in a consultation's **Treatment** tab. Apply it in any consultation with **Use a template**, then change what you need.

9

Video consultations

Seeing patients who cannot come in

- 1 Book the appointment as **Video** (chapter 7).
- 2 On the day, go to **Tele-Consult**. It lists today's video appointments.
- 3 Choose **Issue link**. Copy the **Video call** link and send it to the patient. The **Send files** link lets them upload reports before or after the call.
- 4 Choose **Join call as doctor**. The consultation note is beside the video, so you write it as you talk.

Tele-Consult

Issue the patient's call link for today's video appointments.

 Suma Hegde 08:14 pm · completed	Issue link
 Ishaan Kulkarni 09:24 pm · completed	Issue link
 Aditya Hegde 10:39 pm · in_progress	Issue link
 Deepa Kulkarni 11:24 pm · scheduled	Issue link
 Rohan Kulkarni 11:34 pm · scheduled	Issue link

The patient joins from their phone's browser and chooses **Join with video** or **Join with audio only** before their camera is used. Nothing needs installing. Finish the visit as usual on the Payment tab; the bill uses your video fee.

10

Lab desk, tasks and stock

The work around the consultation

Lab desk

Tests ordered in a consultation appear on the **Lab desk** under **To collect**. Choose **Mark collected** when the sample is taken, and **Enter result** when it is back. No lab of your own? **Send to patient** sends them the test so they can have it done anywhere. The patient is told when a result is ready, and it appears on their record.

A result reaches the patient's DoctorLync app only after a doctor has looked at it: choose **Mark reviewed** on the result, on the web or in the app's Lab screen. The patient then sees the value, the normal range and who reviewed it. If the result is corrected later, it leaves their app until it is reviewed again.

Lab desk
 Collect samples and enter results. No lab of your own? Send the test to the patient and they can have it done anywhere. The patient is notified when a result is ready, and sees it in the DoctorLync app once a doctor has marked it reviewed.

To collect Awaiting result Resulted

Complete Blood Count URGENT Myra Shetty	Send to patient Mark collected Enter result Cancel
Lipid Profile Lakshmi Nair	Send to patient Mark collected Enter result Cancel
Oral Glucose Tolerance Test Sneha Pillai	Send to patient Mark collected Enter result Cancel
HbA1c Rajesh Kumar	Send to patient Mark collected Enter result Cancel
Spirometry Kiran Hegde · +919000000104	Send to patient Mark collected Enter result Cancel

Helper tasks

Doctors and the desk give helpers tasks: take an X-ray, collect a sample, take a patient to a room, upload an outside report. Helpers see their list under **Helper Tasks**, upload photos or reports against a task, and mark it **Done**.

Inventory

Inventory keeps your medicines, vaccines and supplies: what is in stock, what is running low and what is out. Add items one by one with **Add item**, or bring in your stock list from a spreadsheet (chapter 3).

11

Bills and money

For owners, admins, billers and reception

Billing

Every saved consultation issues its bill automatically, with the consultation fee and anything the doctor charged in the room. A vaccine given in the visit has a bill of its own beside it. A fee the doctor waived, with nothing else charged, leaves a record at zero with the reason, and nothing to collect. **Billing** shows today's totals, billed, collected and still due, and the recent bills with their status: issued, paid or partly paid. The patient sees an issued bill in their app.

Billing			
Invoice, collect payment, and track the day's revenue.			
Billed today ₹2,750.00		Collected ₹2,000.00	Pending dues ₹750.00
		Invoices 5	
Recent invoices			
Ishaan Kulkarni INV/2026-27/00055 - 11/10/2026		₹450.00 due ₹450.00	Issued
Neha Agarwal INV/2026-27/00054 - 11/10/2026		₹800.00	Paid
Suma Hegde INV/2026-27/00053 - 11/10/2026		₹400.00	Paid
Myra Shetty INV/2026-27/00052 - 11/10/2026		₹600.00 due ₹300.00	Partially Paid
Lakshmi Nair INV/2026-27/00051 - 11/10/2026		₹500.00	Paid
Arjun Nair INV/2026-27/00050 - 7/10/2026		₹500.00	Paid
Meera Joshi INV/2026-27/00049 - 6/10/2026		₹400.00	Paid
Suma Hegde INV/2026-27/00047 - 5/10/2026		₹500.00	Paid
Kabir Das INV/2026-27/00048 - 5/10/2026		₹600.00	Paid
Rahul Verma INV/2026-27/00046 - 4/10/2026		₹500.00	Paid
Neha Agarwal INV/2026-27/00045 - 3/10/2026		₹800.00	Paid

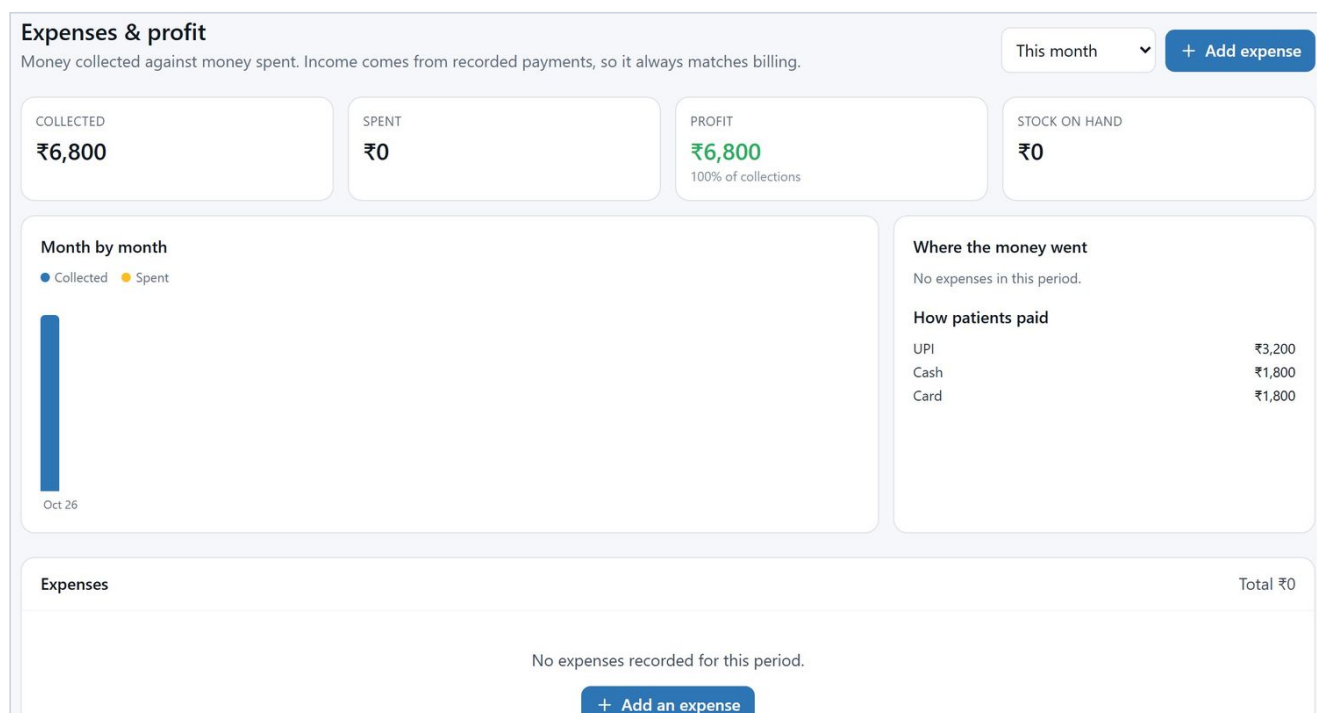
- **Collect a payment:** open the bill's row, tap **Cash**, **UPI** or **Card** (wallet, bank transfer and insurance are under **Other**), check the amount, which starts at what is due, and choose **Collect**. Part payments are fine; the rest shows as due. A click that goes through twice records the payment once.
- **New invoice** bills something that was not a consultation, such as a procedure or a product. Reception, billers, owners and admins can all raise one, issue it and collect it. In the phone app it is **Desk**, then **Take payment**.
- **EOD CSV** downloads the day's payments for your records, with any refunds listed below them and the net collected.

Cash shift

If you keep a cash drawer, open a shift in the morning with the float in the drawer. At closing, **Cash Shift** shows the cash you should have, you count what you do have, and the difference is recorded when the shift is handed over.

Expenses and profit

Record what the clinic spends with **Add expense**. **Expenses** then shows money collected against money spent, month by month, where the money went, and how patients paid.



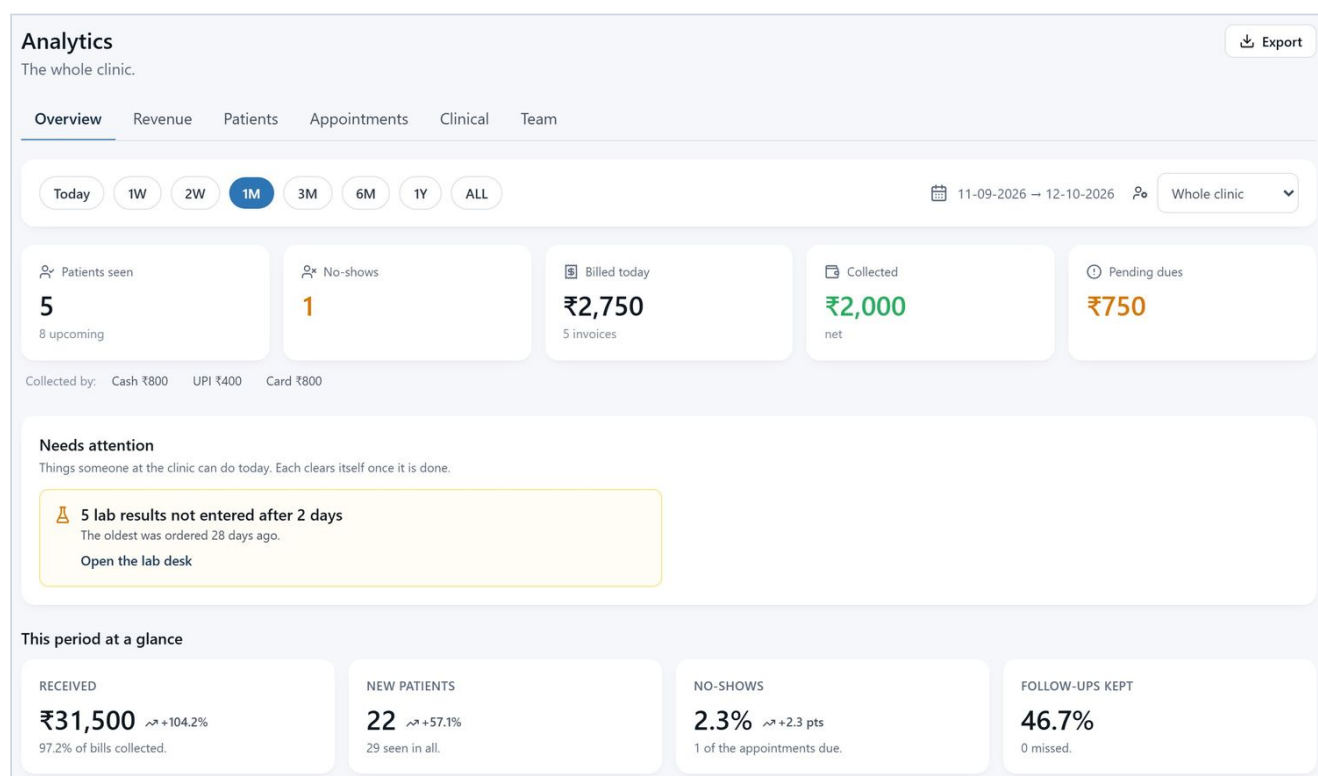
12

Reports and the audit log

How the clinic is doing, and who did what

Analytics

Analytics opens on today and the month so far: patients seen, no-shows, what was billed and collected, and dues. **Needs attention** lists things someone at the clinic can do today, such as lab results not yet entered. Each clears itself once it is done.



Exporting to Excel

Export, at the top of Analytics, downloads the rows behind the figures for the period and doctor on screen: **visits** (with the kind of consultation, mode, bill and what was paid), **appointments** or **bills**. Choose the order: date, patient, doctor or amount. A doctor gets their own; complaint and diagnosis are included only for someone with a doctor profile. Every download is recorded in the audit log.

Each table on Analytics, such as Doctors, Still owed and Missed follow-ups, also sorts by any column when you click its heading, and has its own **Export** that downloads it in that order.

On the **Clinical** tab, **Export** beside each list downloads the whole list, up to the top 100, not only the ones on screen: diagnoses, symptoms, investigations, medicines or vaccinations, with each one's count, the previous period's and the change. It holds names and counts, no patients.

Choose a period (today, 1 week up to 1 year, or all) and a doctor or the whole clinic. The tabs go deeper: **Revenue**, **Patients**, **Appointments**, **Clinical** and **Team**. A doctor sees their own figures; owners and admins

see the whole clinic.

Audit log

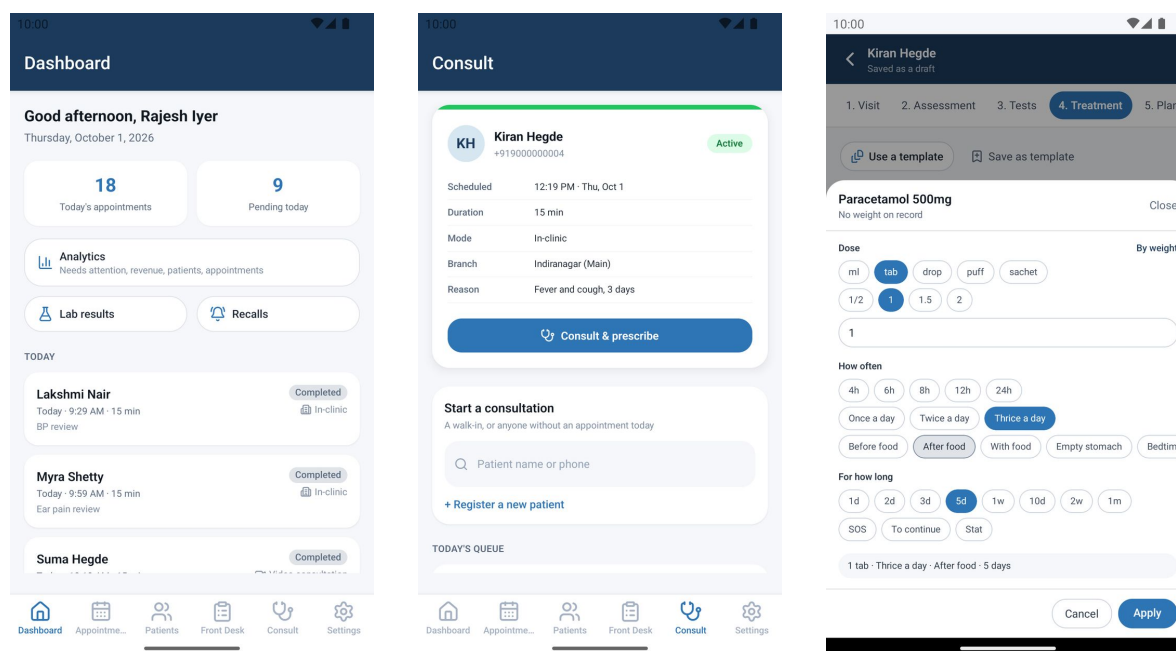
Audit records every sensitive action, newest first: clinical notes, prescriptions, schedule changes, bills, downloads and staff access, with who did it and when. Filter by action or by patient.

13

On your phone

The DoctorLync app for Android

The DoctorLync app does the clinic's daily work from a phone: today's patients, the queue, the consultation with the dose builder, patient records and booking.



The app's dashboard, a consultation, and the dose builder.

Install and sign in

- 1 Install **DoctorLync** from Google Play: play.google.com/store/apps/details?id=com.atrivex.doctorlync.
- 2 It opens on the patient sign-in. Tap **Staff sign in** at the bottom, and sign in with the same mobile number and password you use on the web. The phone remembers it next time.
- 3 Allow notifications when asked, so new patients in your queue and results reach you.

Staying up to date

New screens and fixes reach the app by themselves. When you open the app and an update is waiting, it downloads and restarts into it, which takes a few seconds. An update found while you are using the app waits for the next time you open it, so you are never interrupted in a consultation. Larger changes, such as new permissions, come as a normal app update.

Where things are

Tab	What it is for
Dashboard	Today at a glance: appointments, and for owners the day's figures.
Appointments	Today and the coming days. Book from here.
Consult	Doctors: today's patients and the consultation.
Patients	Search and register patients, and open a record. A draft note shows Continue the note.
Front Desk	Check-in, walk-ins and the queue, for reception and billing.
Settings	Your practice (specialty, fees, working hours), notifications, security, this guide, and signing out.

Doctors open on the **Consult** tab after signing in.

14

Your data, and getting help

Privacy, backups, and answers to common questions

How your patients' records are kept

- Records are stored in India, encrypted, and sent only over encrypted connections.
- Each clinic's records are kept apart from every other clinic's by the database itself, not only by the app. Nobody at another clinic can see your patients.
- Everything is backed up automatically, and every release of DoctorLync checks before and after that no clinic has lost a record.
- Every sensitive action is recorded in the audit log.
- You can download all your records at any time (chapter 3).

Getting help

Write to support@atrivextech.com or call +91 88842 44422. The setup video, the getting-started guide and this guide are at doctorlync.com/downloads, and answers to common questions are at doctorlync.com/support.

Questions clinics ask

I forgot my password.

If you have an email on your account, ask your clinic owner to send a reset from Settings → Team. Otherwise, sign in with a one-time code, or ask support@atrivextech.com.

The one-time code did not arrive.

Sign in with your password instead. If you never set one, ask your clinic owner for an invite link (chapter 4).

A new staff member cannot sign in.

Check their mobile number under Settings → Team: before they join, Edit lets you correct it. Then send them the invite link, or let them scan its QR code.

A doctor cannot be booked online.

They need working hours (chapter 5), and must not be on leave that day.

I opened Analytics instead of my patients.

You were wearing your Owner hat. Click Doctor under your name (chapter 2). New visits start as the doctor.

I left a note unfinished.

Open the patient's record. The draft is on the timeline with Continue the note.

The patient wants their prescription again.

Open their record, choose Prescriptions, and print or view it.

A staff member changed their phone number.

They change it in Settings → My account → Your sign-in details, or the owner does under Settings → Team → Edit. They sign in with the new number from then on.

Can two people share one account?

No. Each person signs in as themselves, so the record shows who wrote, billed or changed what. Invite everyone separately.

Can other people see our patients' ratings?

No. Reviews are off unless you turn them on, and the ratings go only to your clinic (chapter 3).

A patient asks DoctorLync about a bill or a refund.

Appointments, fees, bills, payments, refunds and treatment are for your clinic to answer; the Terms of Service say so, and the app and support page point patients to you. DoctorLync answers for the app and website themselves.