GOMOCLINIC USER MANUAL

Laboratory

Diagnostic laboratories and collection points: walk-in and referred clients, samples, results, quality control and billing.

Screenshots come from **Mengo Diagnostic Laboratory**, a demo facility with made-up patients and staff. Your own screens show your facility's data, and only the modules in your plan. Edition: 5 October 2026.

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1 Getting started

GomoClinic runs in a web browser (Chrome, Edge, Firefox or Safari) on a computer, tablet or phone. Nothing needs installing. Your facility has its own private space: nobody outside your facility can see your records.

Signing in

1. Open **https://gomoclinic.com/login** (or the address your administrator gave you).
2. Enter the email your administrator registered for you, and your password.
3. Click `Sign In`. You land on your dashboard.

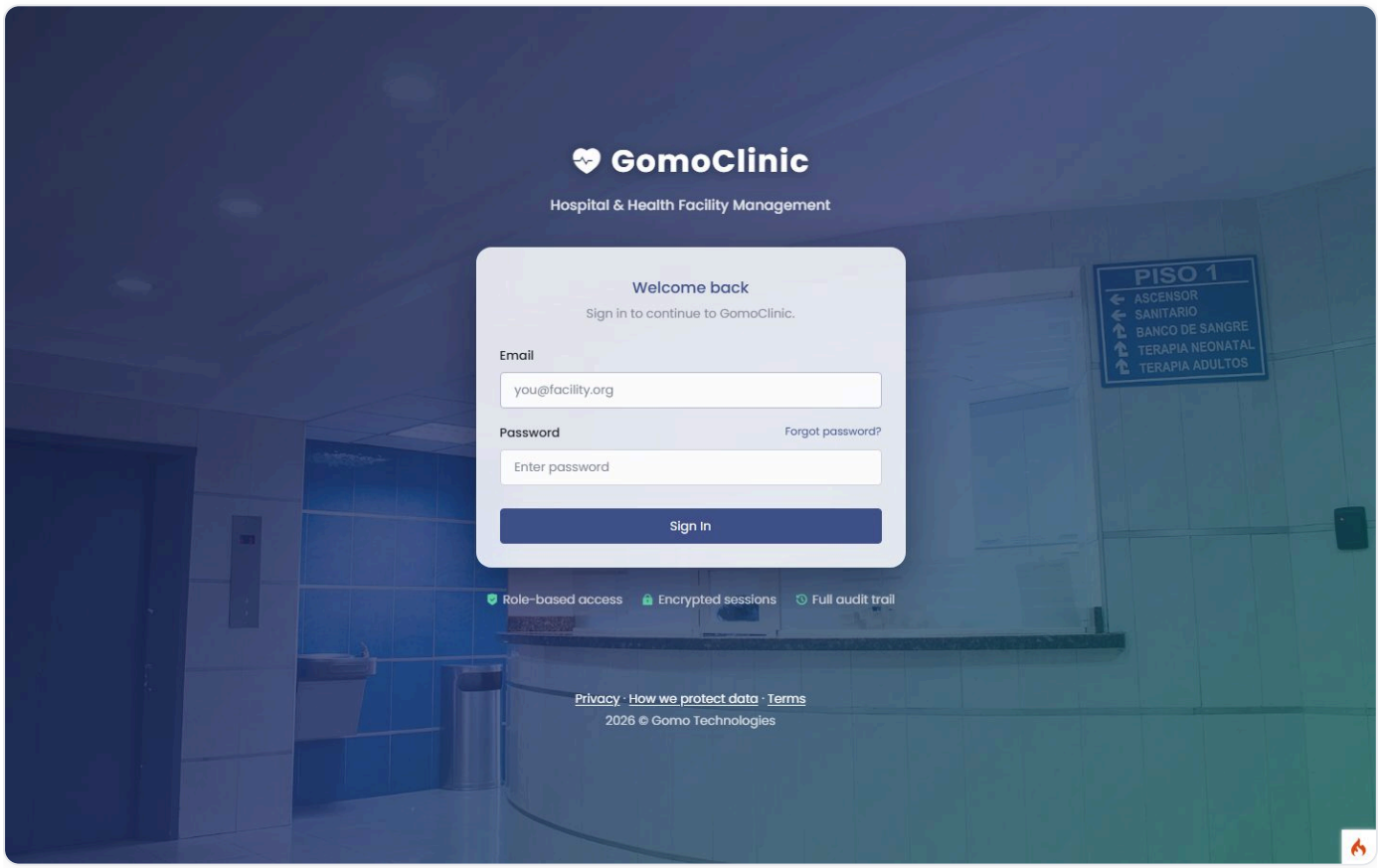


Figure 1. The sign-in page. Everyone at your facility signs in here.

The first time you sign in, GomoClinic asks you to choose your own password (at least 10 characters). If you received a welcome email, use its `Set my password` button instead: the link works once and expires after 72 hours.

Forgot your password?

1. On the sign-in page click `Forgot password?`.
2. Enter your email and click `Email me a reset link`.
3. Open the email and click `Reset my password` within 60 minutes, then choose a new password.

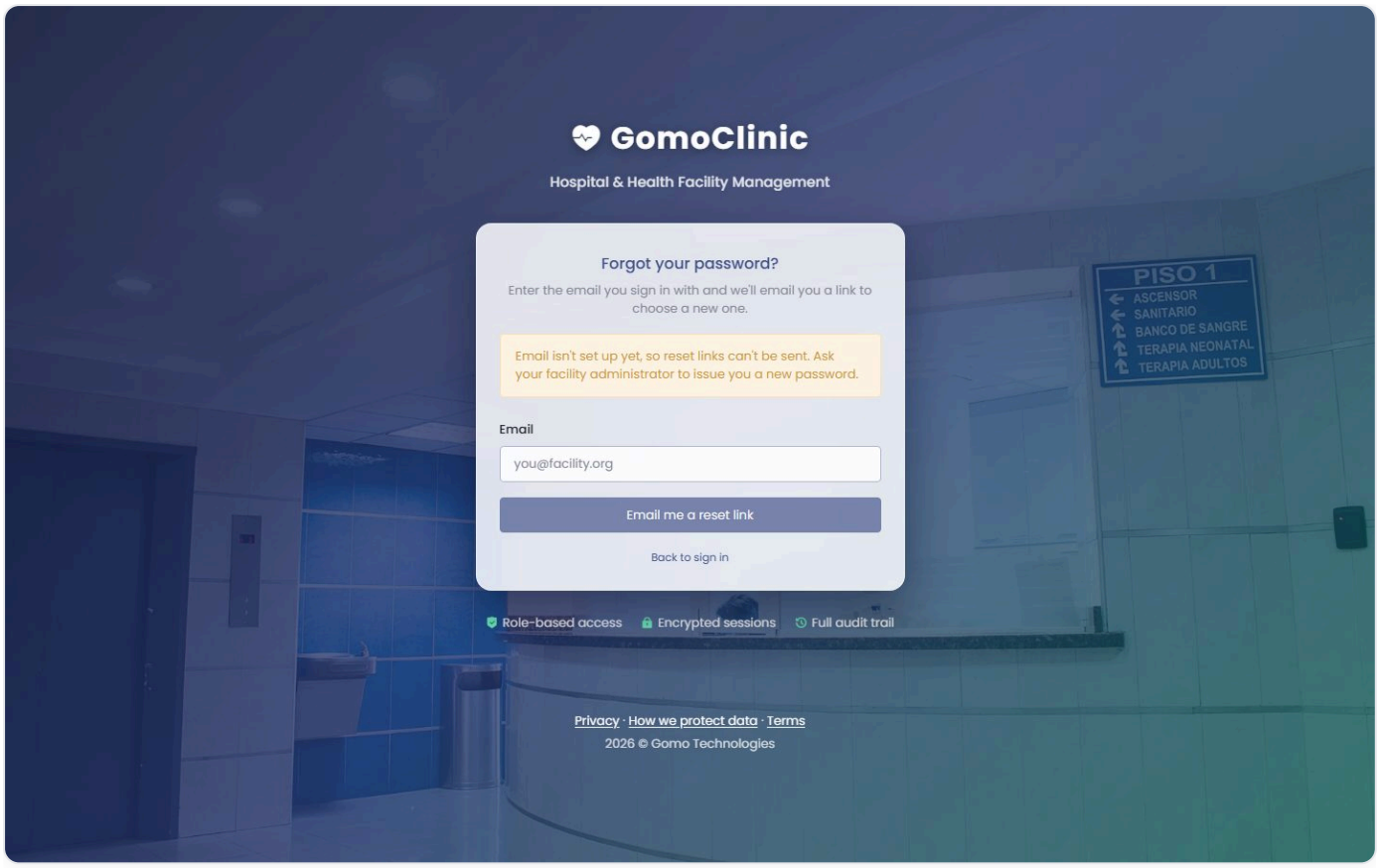


Figure 2. Requesting a password reset link.

No email arrived?
Check your spam folder. Your facility administrator can also issue you a new password from `Users & Access → Staff Accounts`.

Finding your way around

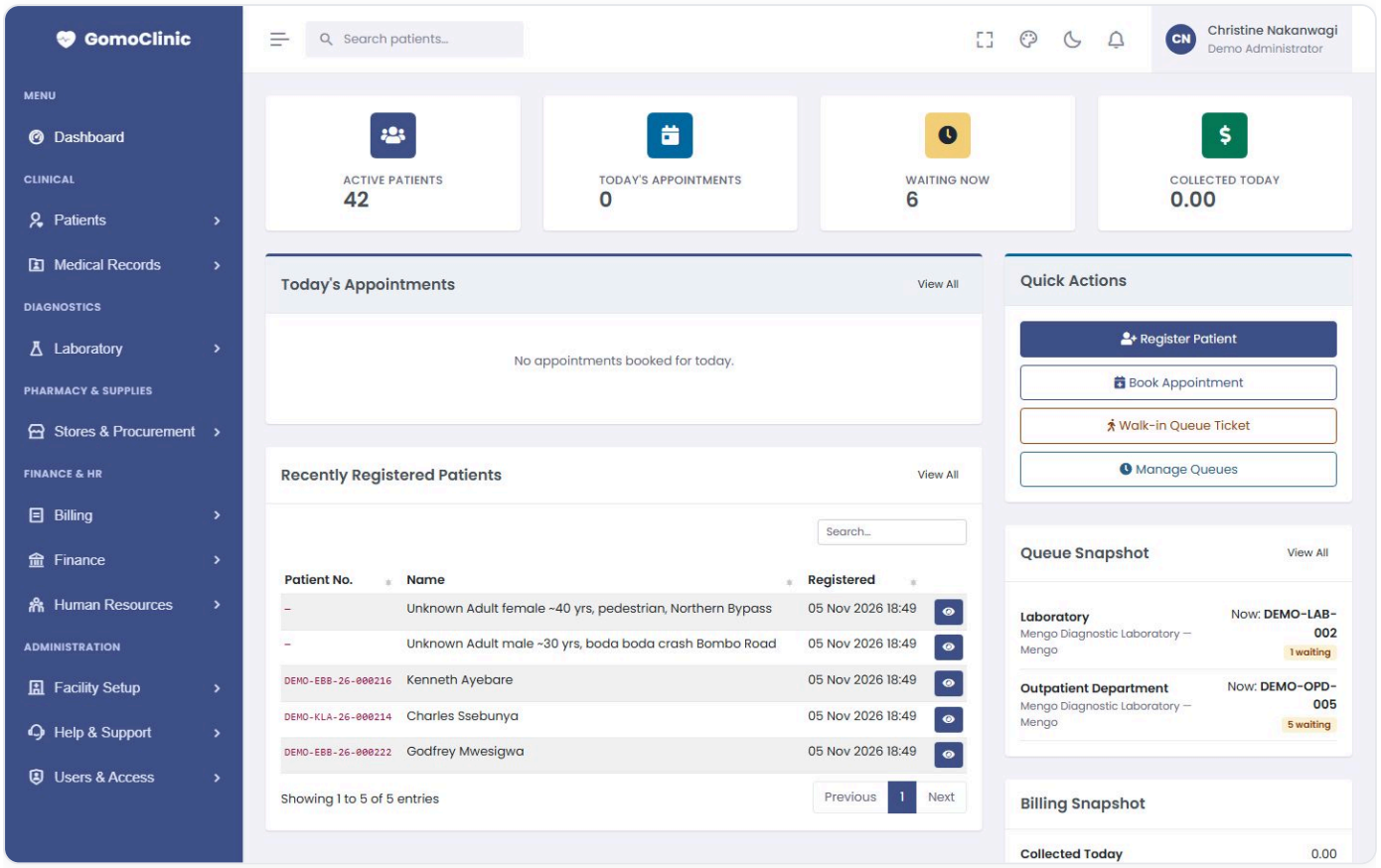


Figure 3. The dashboard: today's figures, quick actions and recent activity.

- **Left menu**: every module you are allowed to use, grouped by area. You only see what your role permits and what your facility's plan includes, so two colleagues may see different menus.
- **Search patients** (top left): type a name, phone number or patient number from any page.
- **Bell** (top right): your notifications. A red number shows how many are unread.
- **Your name** (top right): change password, Help & support, notifications, your facility's subscription and sign out.
- The palette and moon icons change the colours and switch between light and dark mode.

Sign out on shared computers.
Click your name, then `Sign out`. GomoClinic also signs you out after a period without activity.

2 Patients, appointments and the queue

Every client tested at the laboratory has a record, whether they walk in or are referred by a doctor. The same record keeps all their past results together.

Registering a client

1. Go to `Patients → Patients` and click `Register Patient` (also on the dashboard under Quick Actions).
2. First search by name or phone to make sure they are not already registered. Duplicate records split a person's history.
3. Fill in the details. Fields with a red star are required. Add allergies here: they show as a red alert on every screen for that patient.
4. Click `Save`. GomoClinic gives the patient a number such as `DEMO-KLA-26-000158`, made from the branch code, year and a running number.

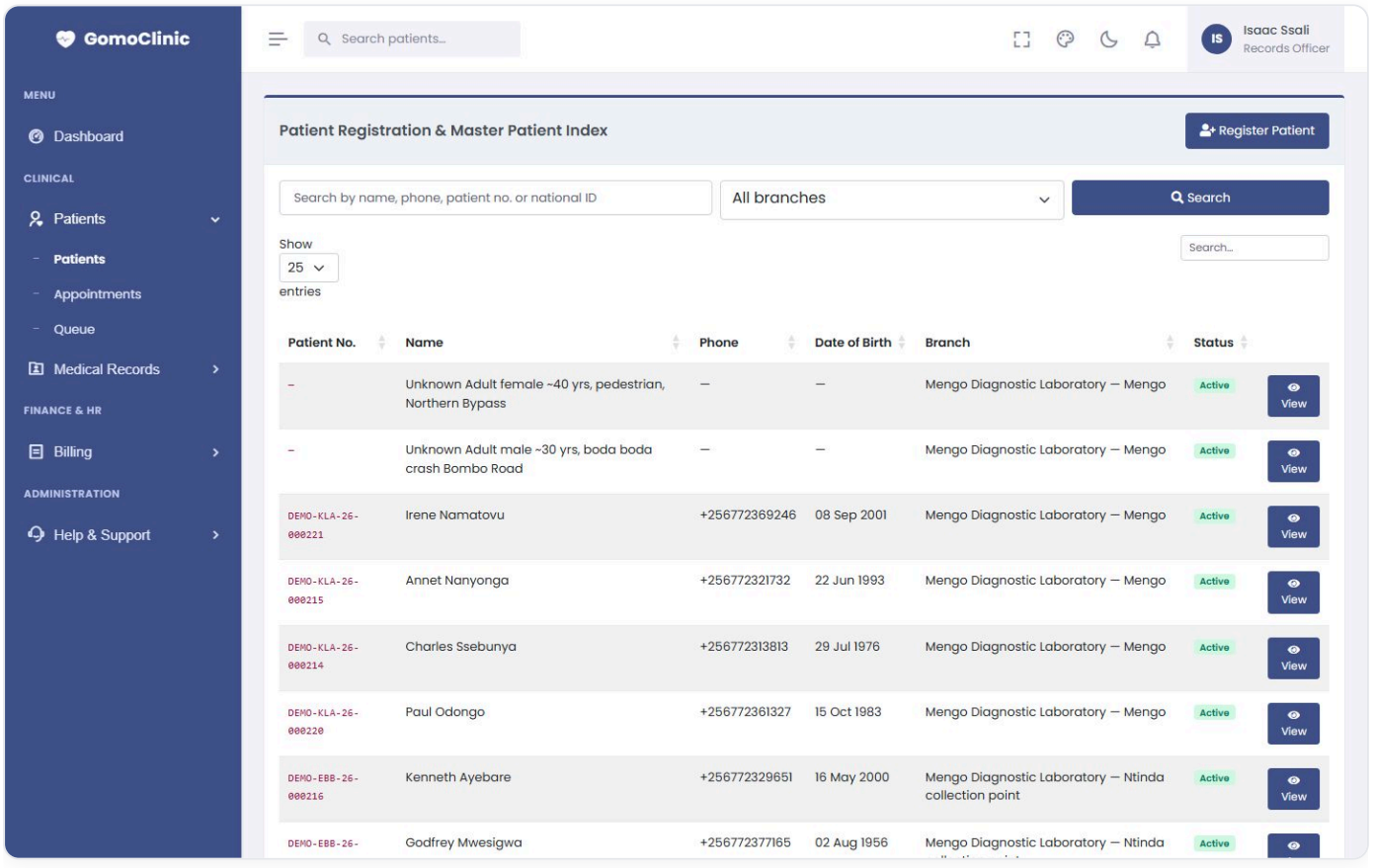


Figure 4. The patient list. Search, filter, and open a record.

Walk-in and referred clients

Organisations that send samples (clinics, companies, insurers) are set up as clients at `Laboratory → Lab Reports → Clients`, so their tests are billed to them and reports go back to them.

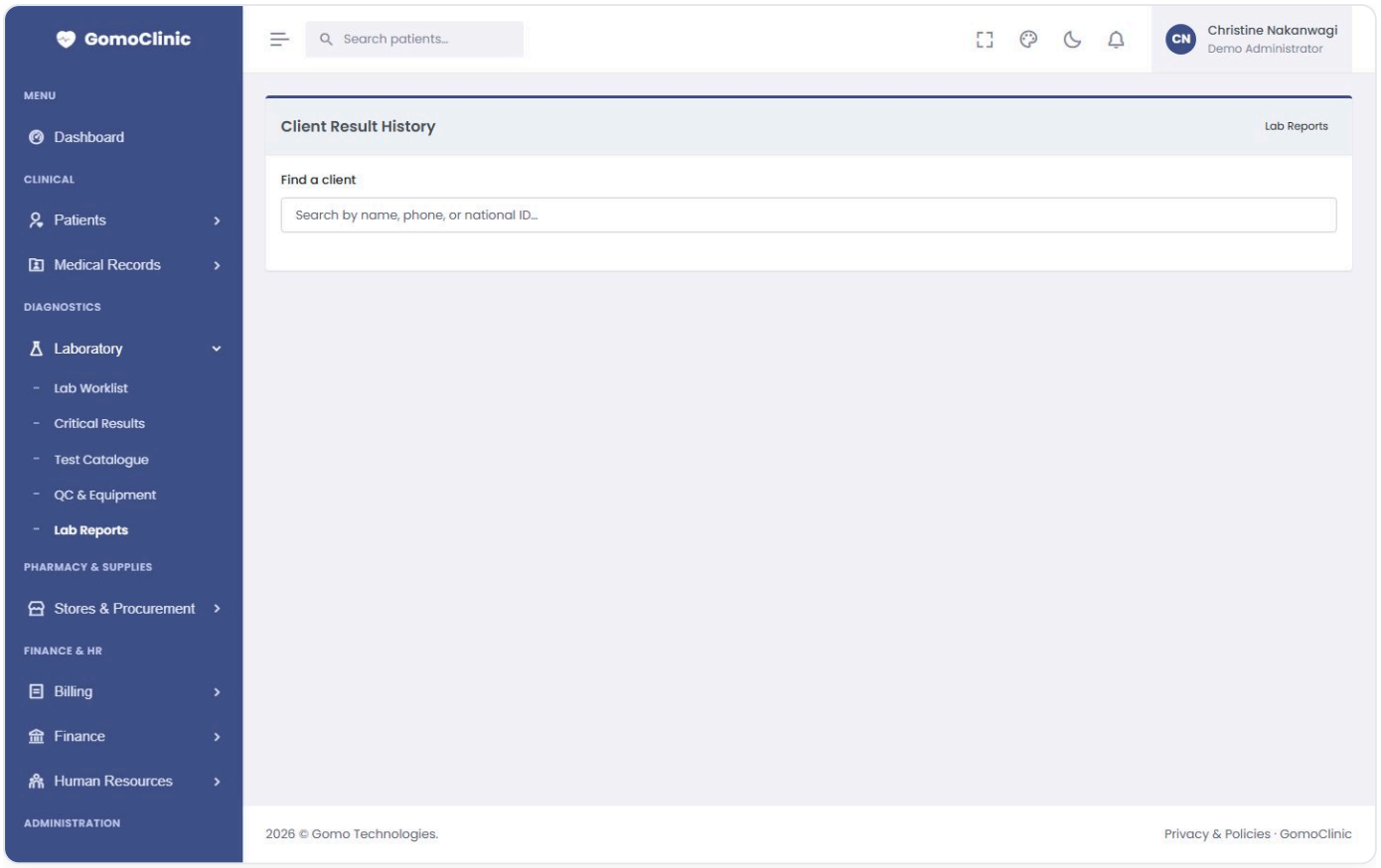


Figure 5. Referring clients: facilities and organisations that send samples.

3 Laboratory

The laboratory module takes a test from the request to a verified, printed result: samples are labelled and tracked, results are checked against reference ranges, and critical values must be phoned through before release.

The worklist

`Laboratory → Lab Worklist` shows every order with its priority (STAT orders first), status and source (walk-in client, referring facility or doctor).

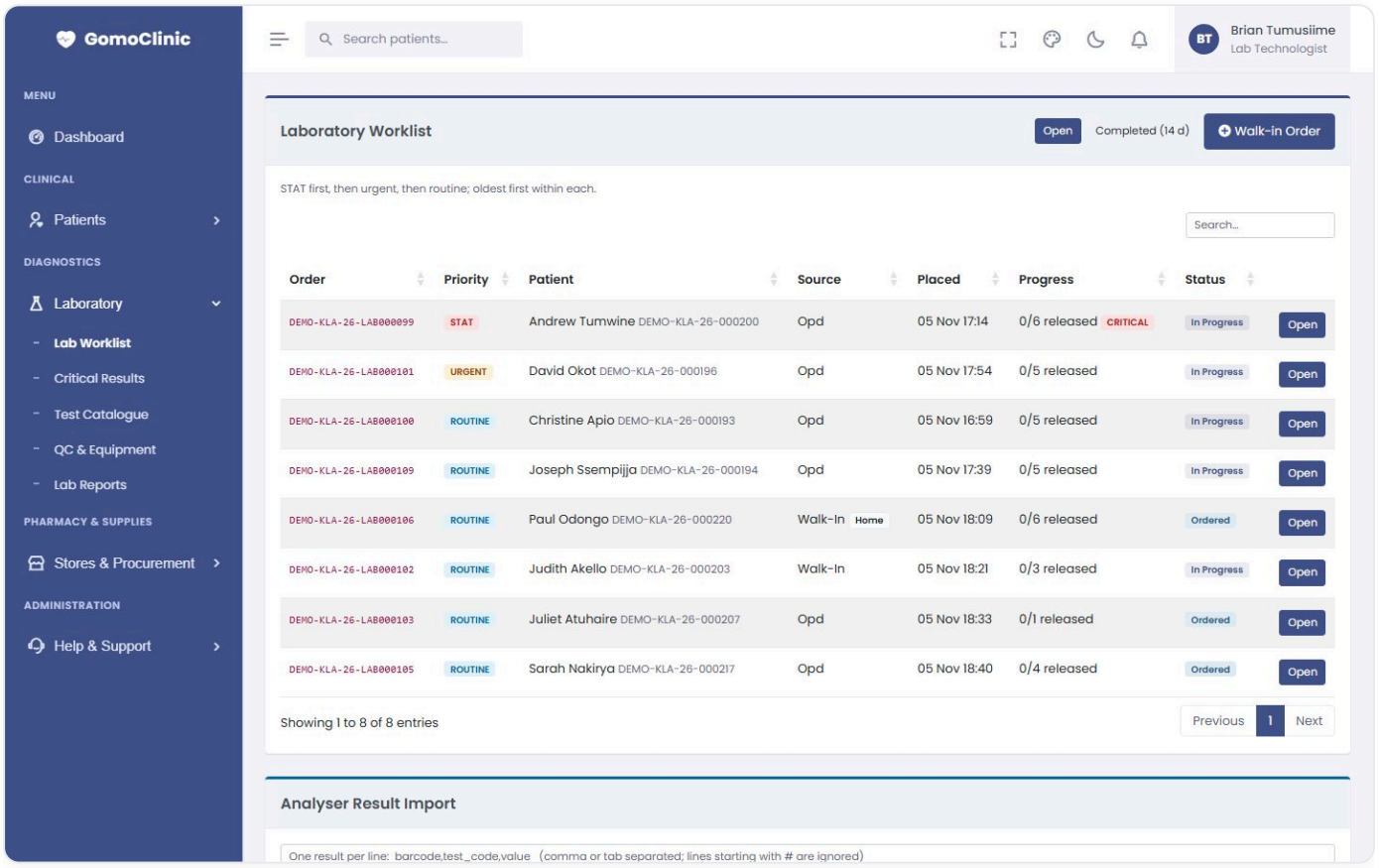


Figure 6. The lab worklist.

Processing an order

1. **Collect and label.** Open the order and print the barcode `Label` for each sample. Mark the sample received in the lab. Every step is kept in the sample's chain of custody.
2. **Reject if unsuitable** (haemolysed, clotted, wrong tube…): choose the reason and click `Reject`. The requester is told and a new sample can be taken.
3. **Enter results.** Each value is checked against the reference range for the patient's age and sex: high and low values are marked, and critical values are flagged in red.
4. **Verify.** A second person verifies the results.
5. **Release.** Click `Release`. The result appears to the requester at once and is ready to print or send.

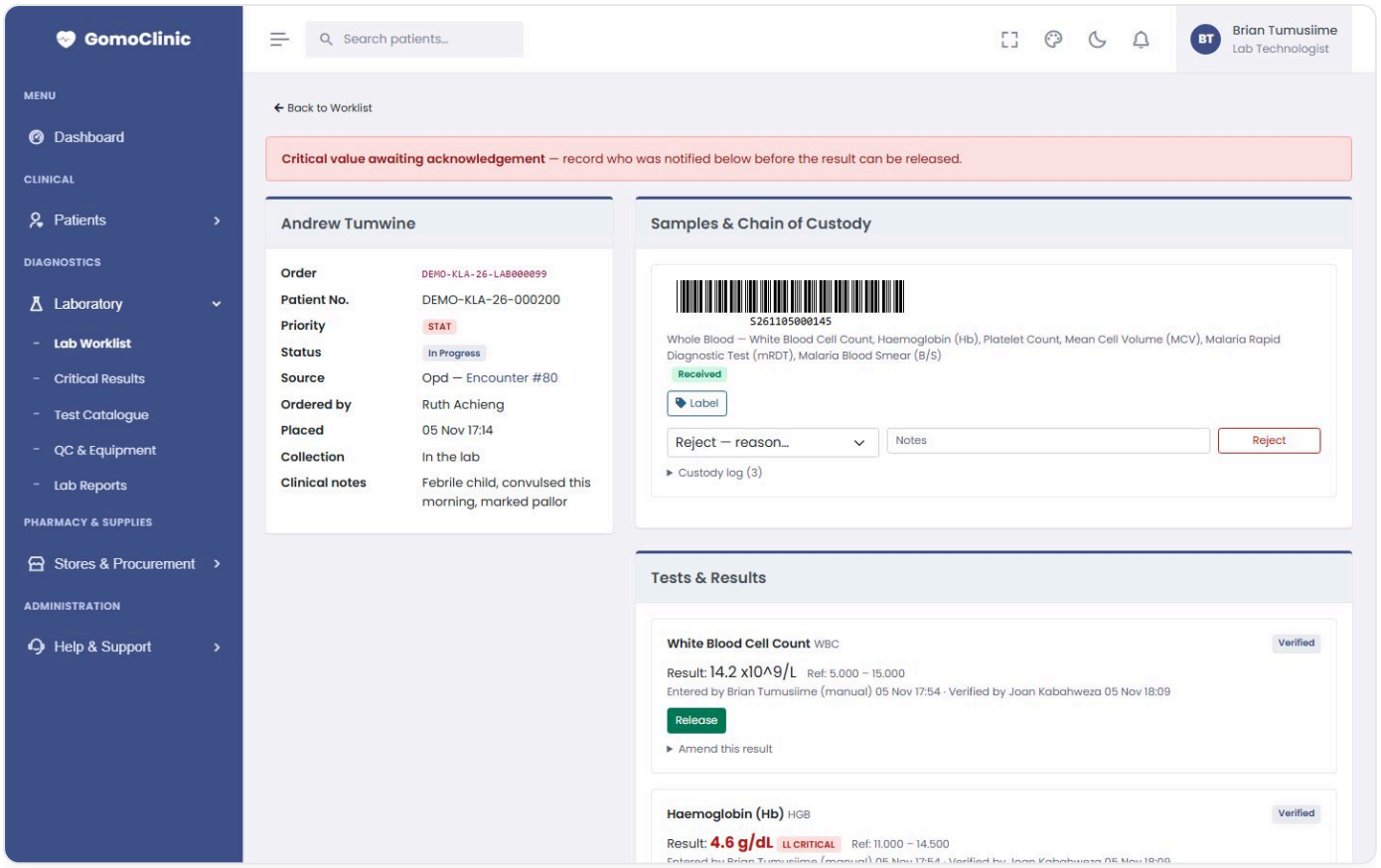


Figure 7. An order: sample barcode and chain of custody, results with reference ranges, and a critical value waiting to be acknowledged.

Critical values

A result in the critical range cannot be released until you record who you notified and when. Open ones are listed under `Critical Results`.

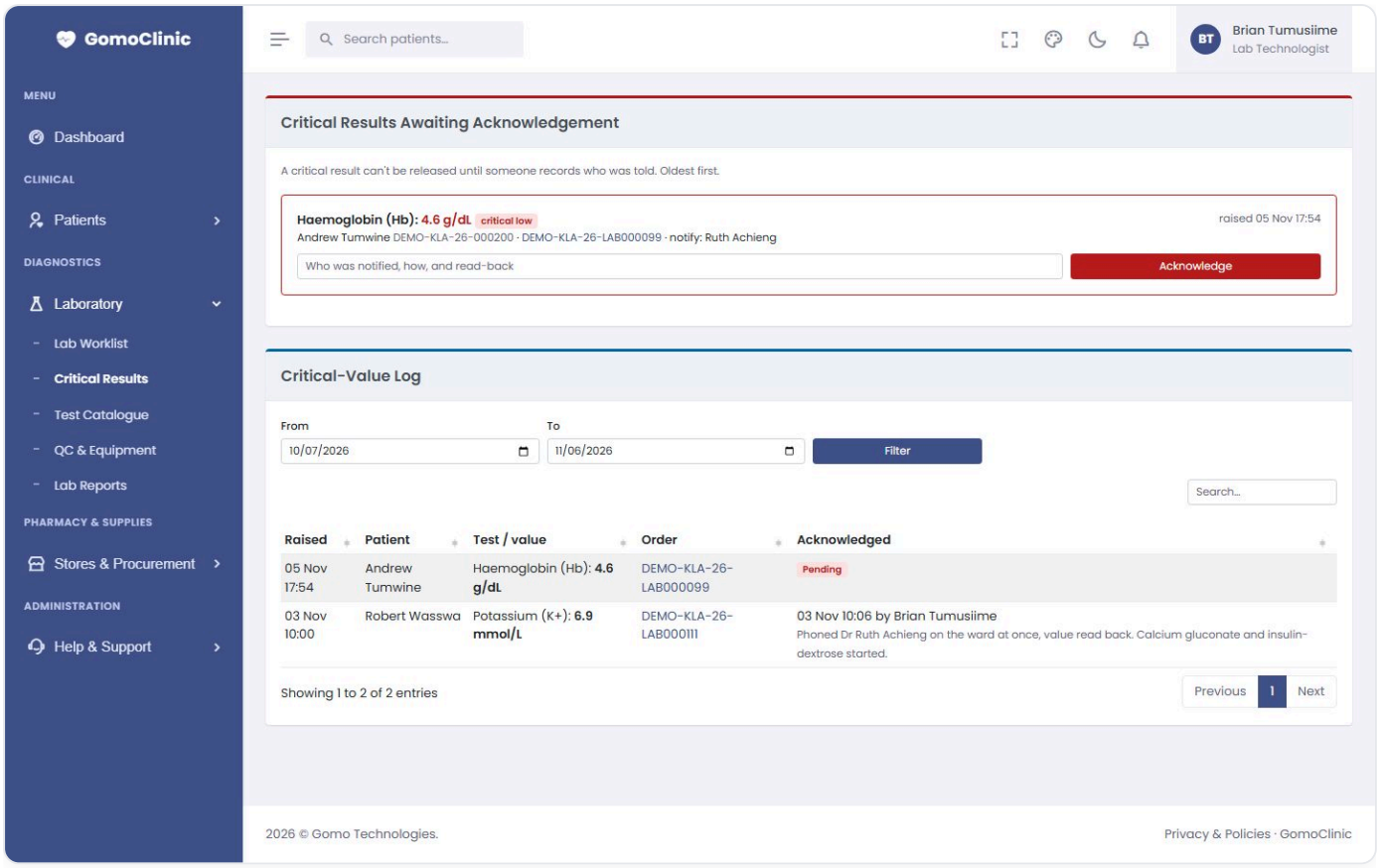


Figure 8. Critical results waiting for acknowledgement.

Test catalogue, quality control and equipment

- Test Catalogue: tests and panels, sample types, reference ranges by age and sex, turnaround times and prices.
- QC & Equipment: daily control results (out-of-range runs are flagged) and analyser maintenance and calibration.

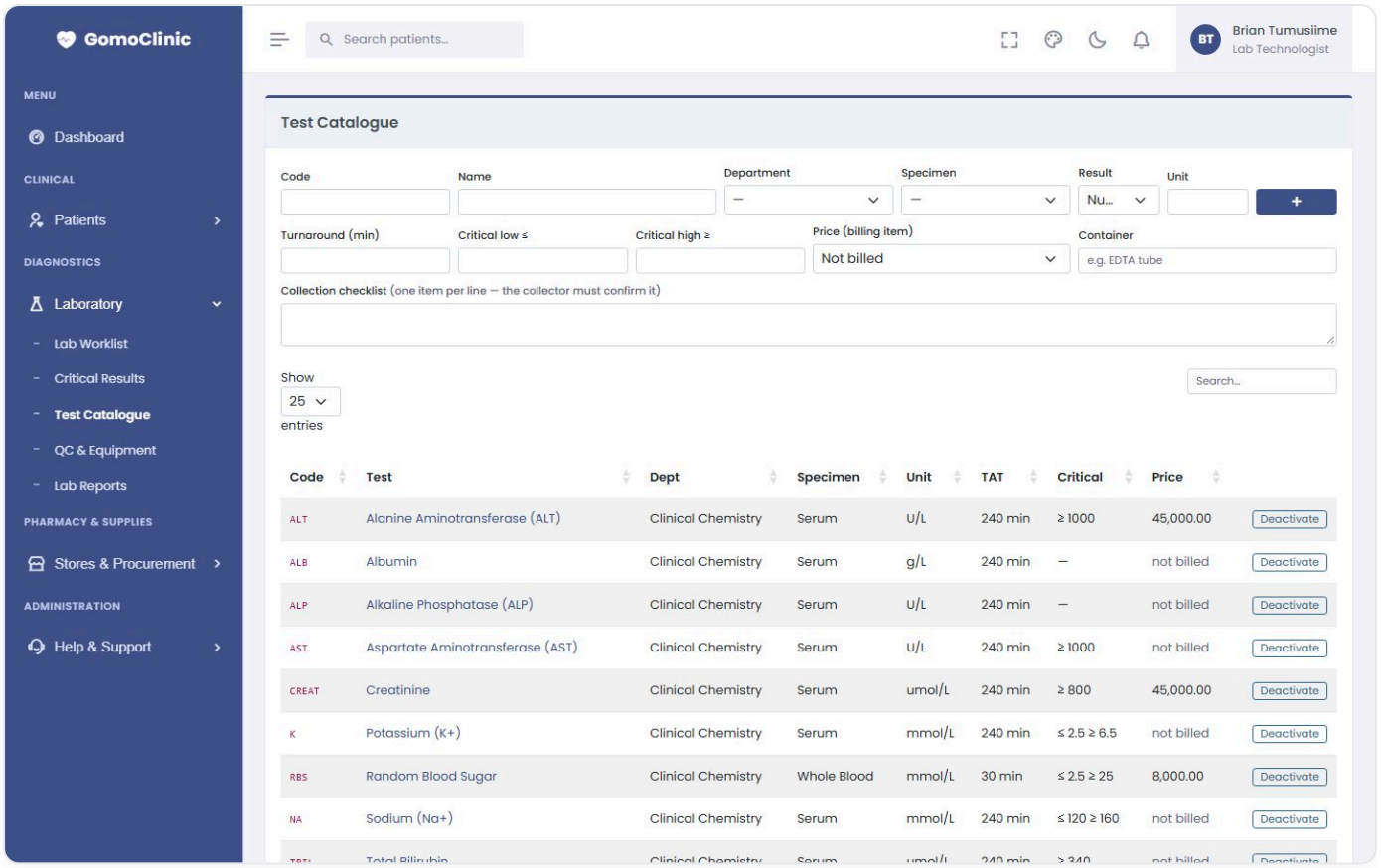


Figure 9. The test catalogue with reference ranges and prices.

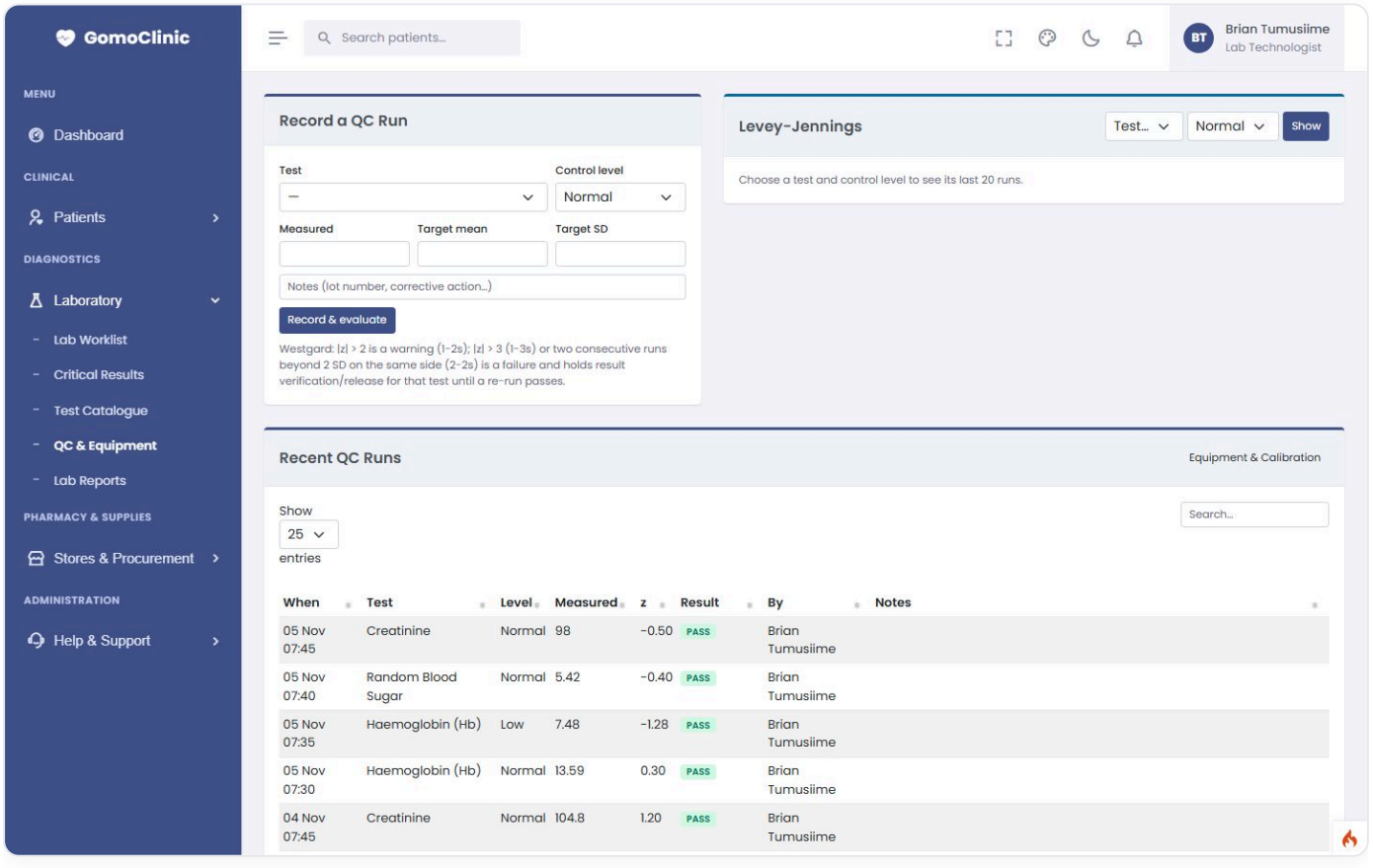


Figure 10. Quality control runs.

Reports

`Lab Reports` : workload, turnaround times, rejected samples and income by test, client or period, with export to Excel (CSV).

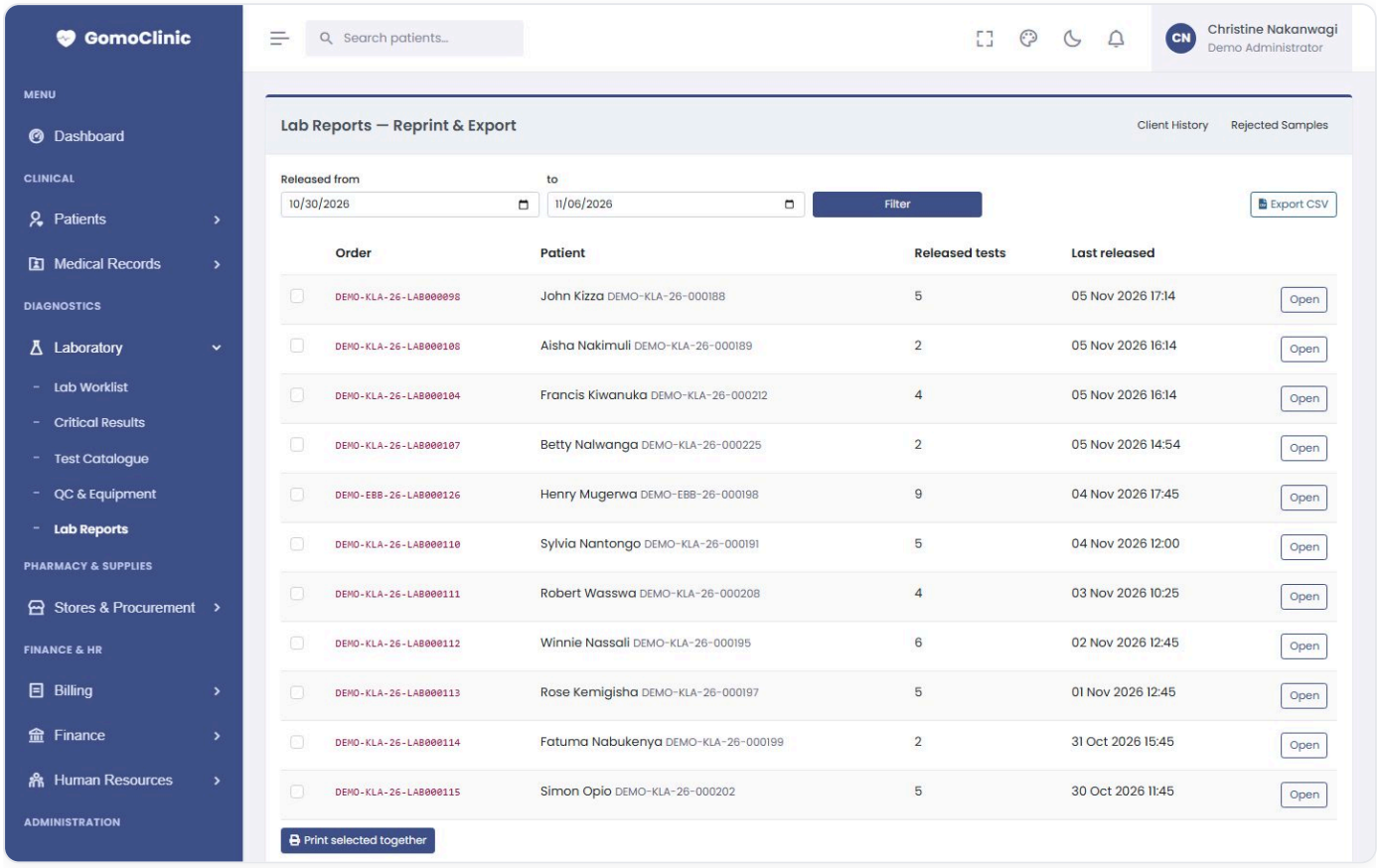


Figure 11. Laboratory reports.

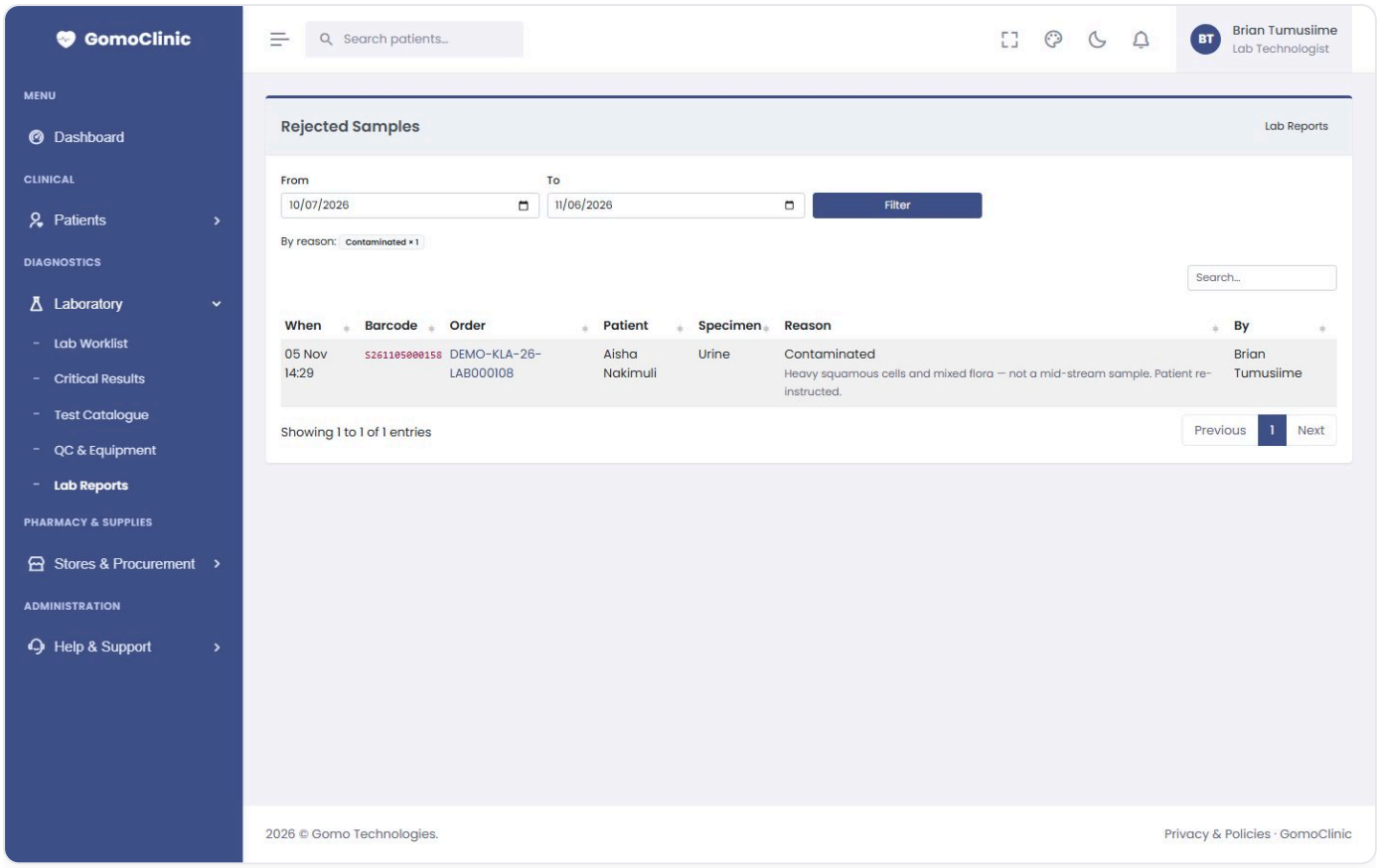


Figure 12. Rejected samples and their reasons.

4 Billing and payments

Services are charged automatically as they are given: consultations, tests, drugs. The cashier receives payment against the patient's bill, by cash, mobile money, card, bank or insurance.

The price list

`Billing → Billing Items` : every chargeable service with its price. Insurance schemes and corporate clients can have their own tariffs (`Schemes & Tariffs`).

Receiving payment

1. Open the patient's bill from their record or the cashier screen.
2. Choose what is being paid, the method (cash, mobile money, card, bank) and the reference for non-cash payments.
3. Save to issue a numbered receipt. Corrections are made by voiding or refunding with a reason, never by deleting.

Daily collections

`Billing → Daily Collections` totals the day's receipts by cashier and payment method, ready for banking and end-of-day sign-off.

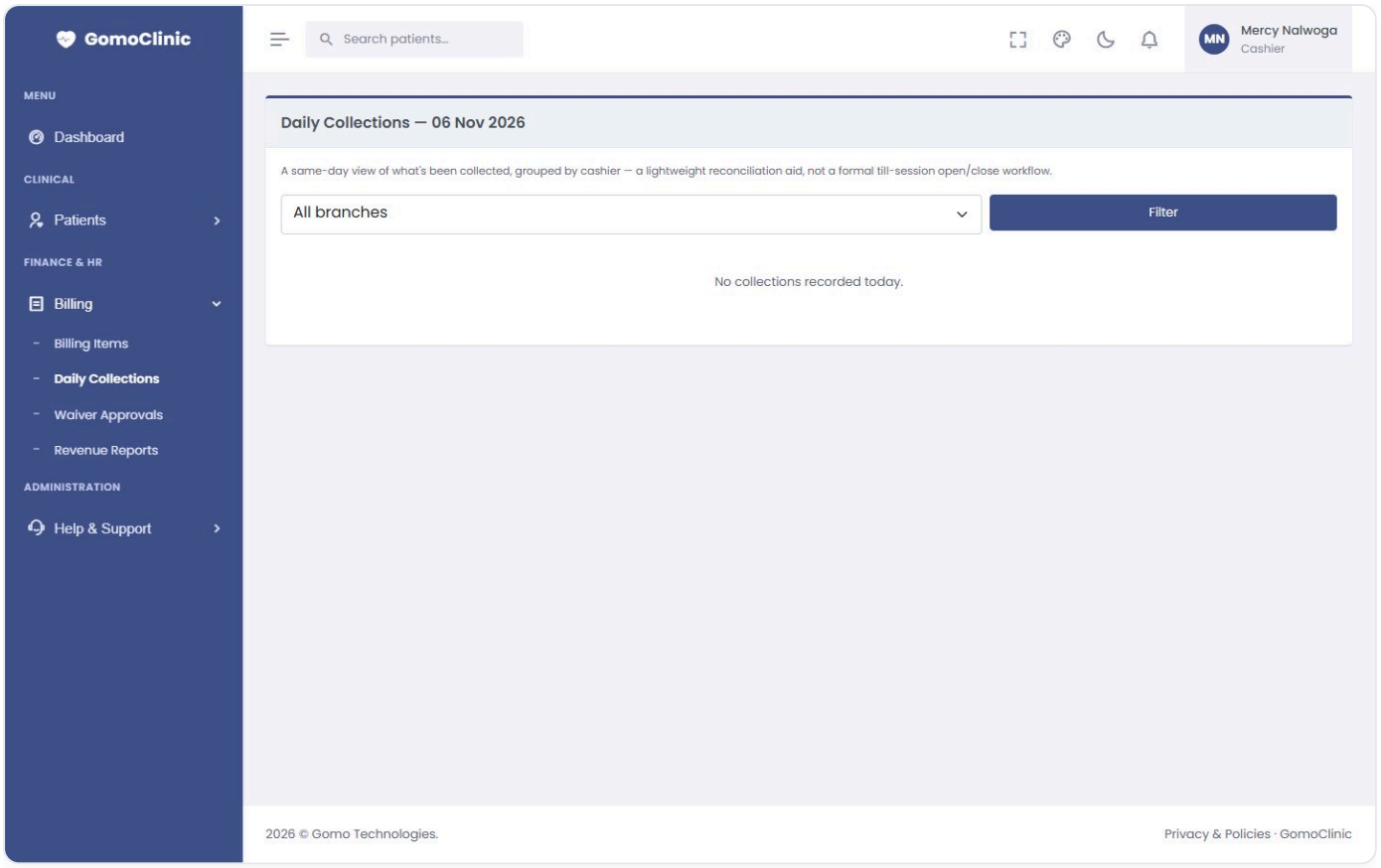


Figure 13. Daily collections by cashier and payment method.

Insurance and waivers

- Claims : charges for scheme members are batched into claims and tracked until paid.
- Waiver Approvals : discounts, waivers and write-offs need a reason and an approver.
- Revenue Reports : income by department, service, scheme and period, and the cashier reconciliation.

5 Stores and purchasing

The stores module manages non-drug supplies: reagents, tubes and consumables. A central store issues to departments against requisitions, and procurement buys from suppliers.

1. **Item catalogue.** `Stores & Procurement → Item Catalogue` : each item with its unit, category and reorder level.
2. **Requisitions.** A department requests items; the store keeper approves and issues them, in full or in part. Stock and its value go down at the store and the cost is recorded against the department.
3. **Procurement.** Request quotations, compare them, raise a purchase order and receive the goods. Supplier delivery performance is tracked.
4. **Stock-takes.** Count the shelves, enter the counts, and approve the variances.
5. **Reports.** Stock valuation, reorder list, consumption by department and slow-moving items.

6 Notifications, help and your subscription

Notifications

The bell at the top of every page shows your alerts: replies to your support tickets, invoices and subscription reminders, and the actions your administrators chose to watch (for example a new staff account). Click an alert to open what it is about. `Help & Support → Notifications` lists them all.

If email is set up, alerts can also be emailed to you. Turn alert emails on or off on the Notifications page; account and password emails are always sent.

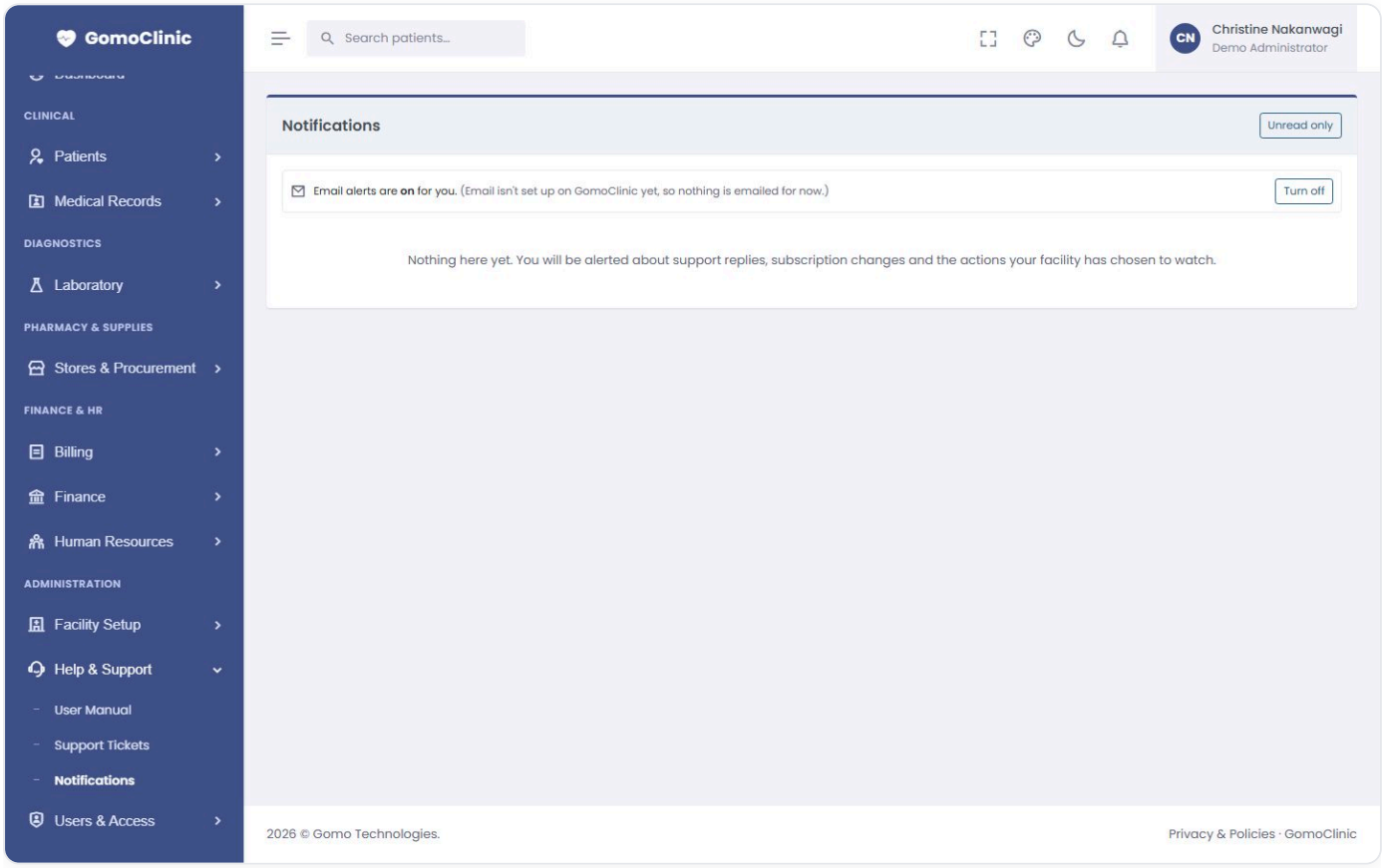


Figure 14. Your notifications, with the email switch.

Getting help from Gomo Technologies

1. Click `Help & Support → Support Tickets`, then `Raise a ticket` (or use the link at the bottom of the bell).
2. Give a short subject, the category (question, problem, feature request, billing, data, sign-in or feedback) and the priority. Choose *Urgent* only when work is blocked.
3. Describe what you did, what you expected and what happened. Please don't include patients' personal details unless asked.
4. You are notified each time Gomo replies. Reply on the ticket to add information, and close it with a rating once it is sorted.

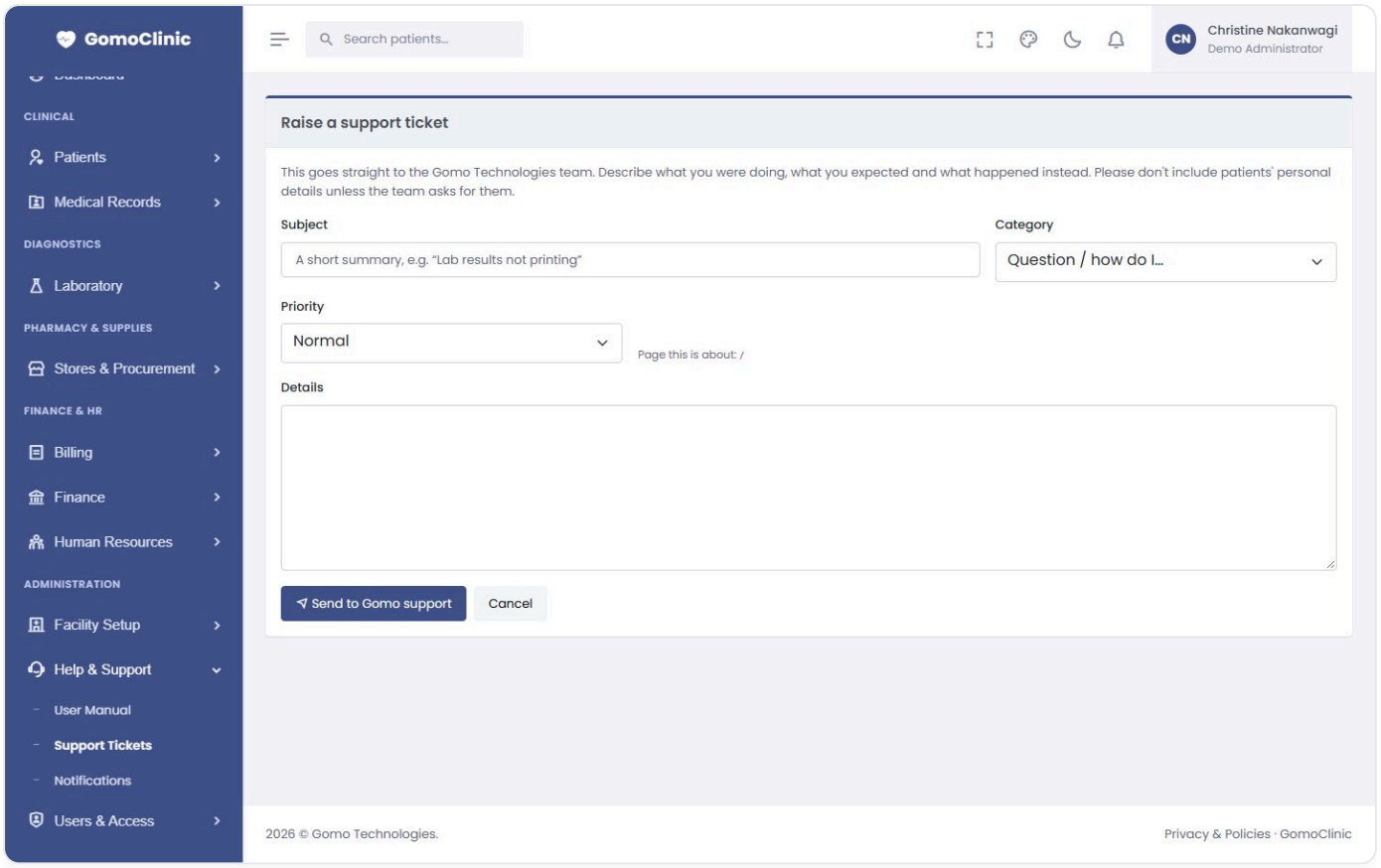


Figure 15. Raising a support ticket.

Super Admins see every ticket their facility has raised; other staff see their own.

Your subscription

`Facility Setup → My Subscription` (administrators) shows your plan, billing cycle and paid-up date, the modules you have (including any added for a period), branch and user usage against your plan, and your invoices from Gomo Technologies. You are reminded before the subscription ends; after a short grace period, sign-in is paused until it is renewed. Your records are always kept.

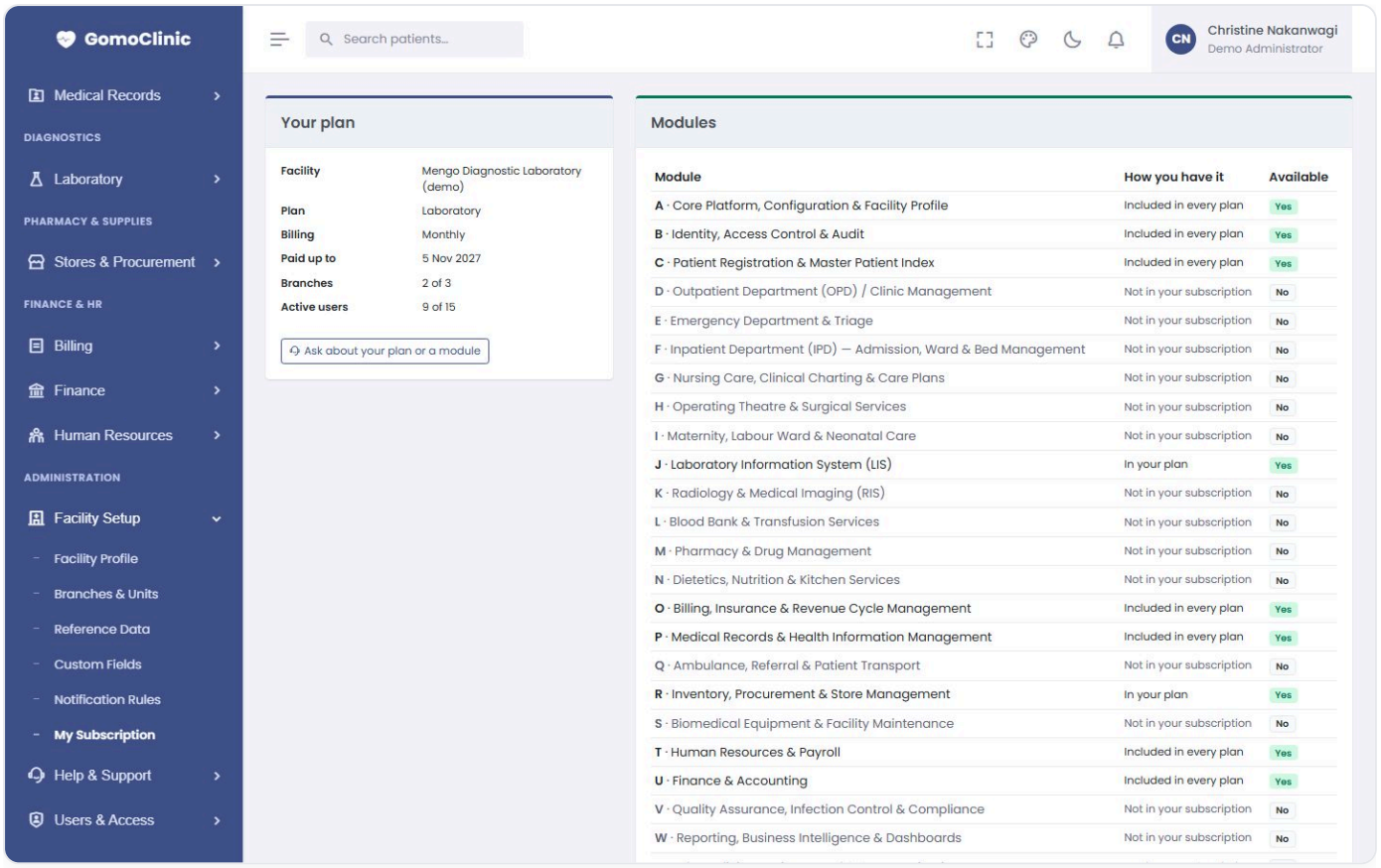


Figure 16. My subscription: plan, modules and invoices.

7 Administration: staff accounts, roles and settings

This chapter is for your facility's administrators.

Staff accounts

1. Users & Access → Staff Accounts → New Staff Account.
2. Enter the name and email (each email can only be used once across GomoClinic), the branch and department, and one or more roles.
3. Set a starting password. If email is set up, the person also receives a welcome email with a link to choose their own password. They must change the starting password at first sign-in.
4. When someone leaves, edit their account and untick *Active*. Their history stays; they can no longer sign in, and they no longer count towards your plan's user limit.

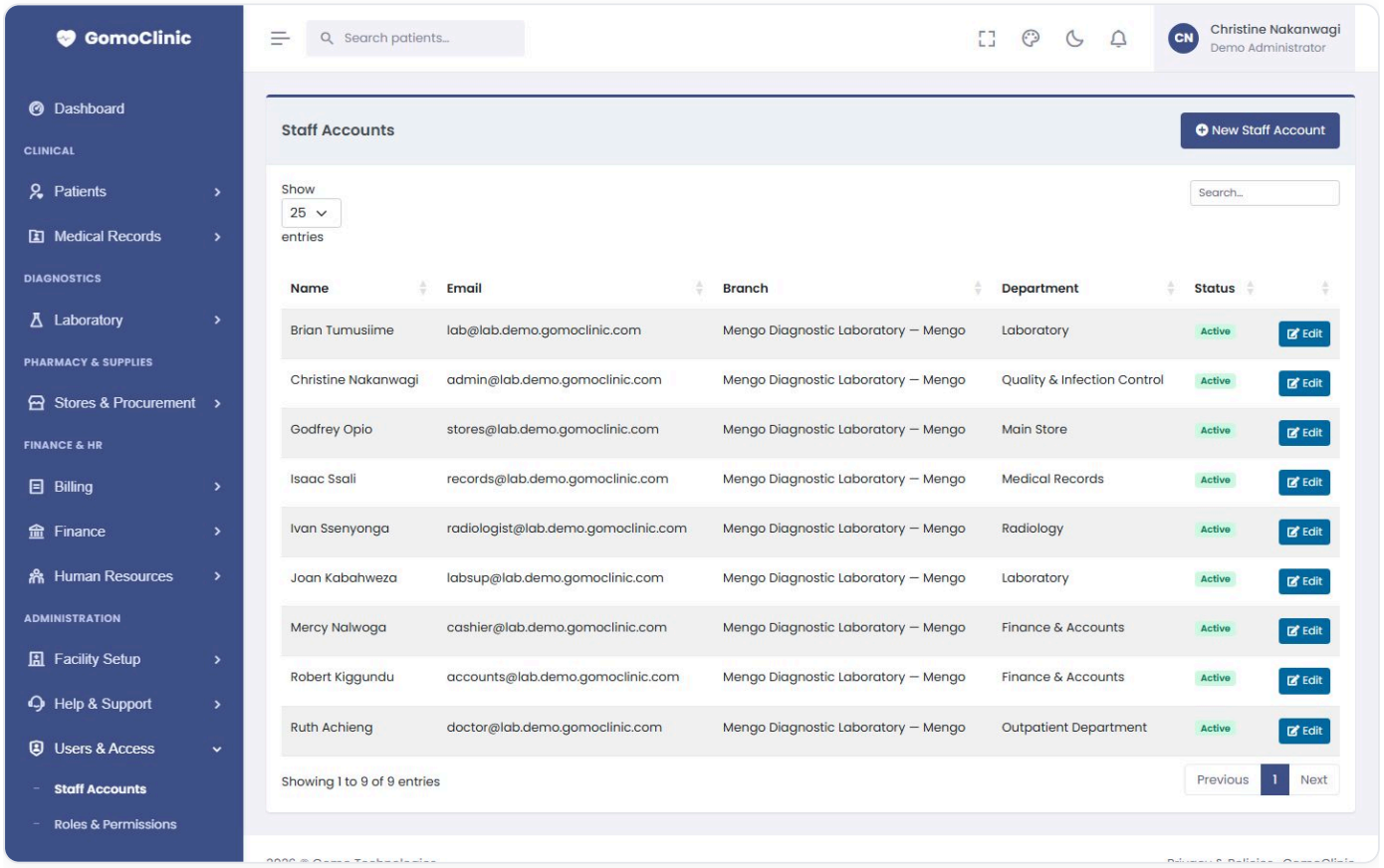


Figure 17. Staff accounts.

Roles and permissions

You create the roles your facility needs, with any names you like (for example *Pharmacist*, *Cashier*, *Lab Technologist*). For each role, tick what it may do in each module: view, create, edit, delete. A person can hold several roles, and a role can be limited to one branch. The *Super Admin* role is fixed and can do everything.

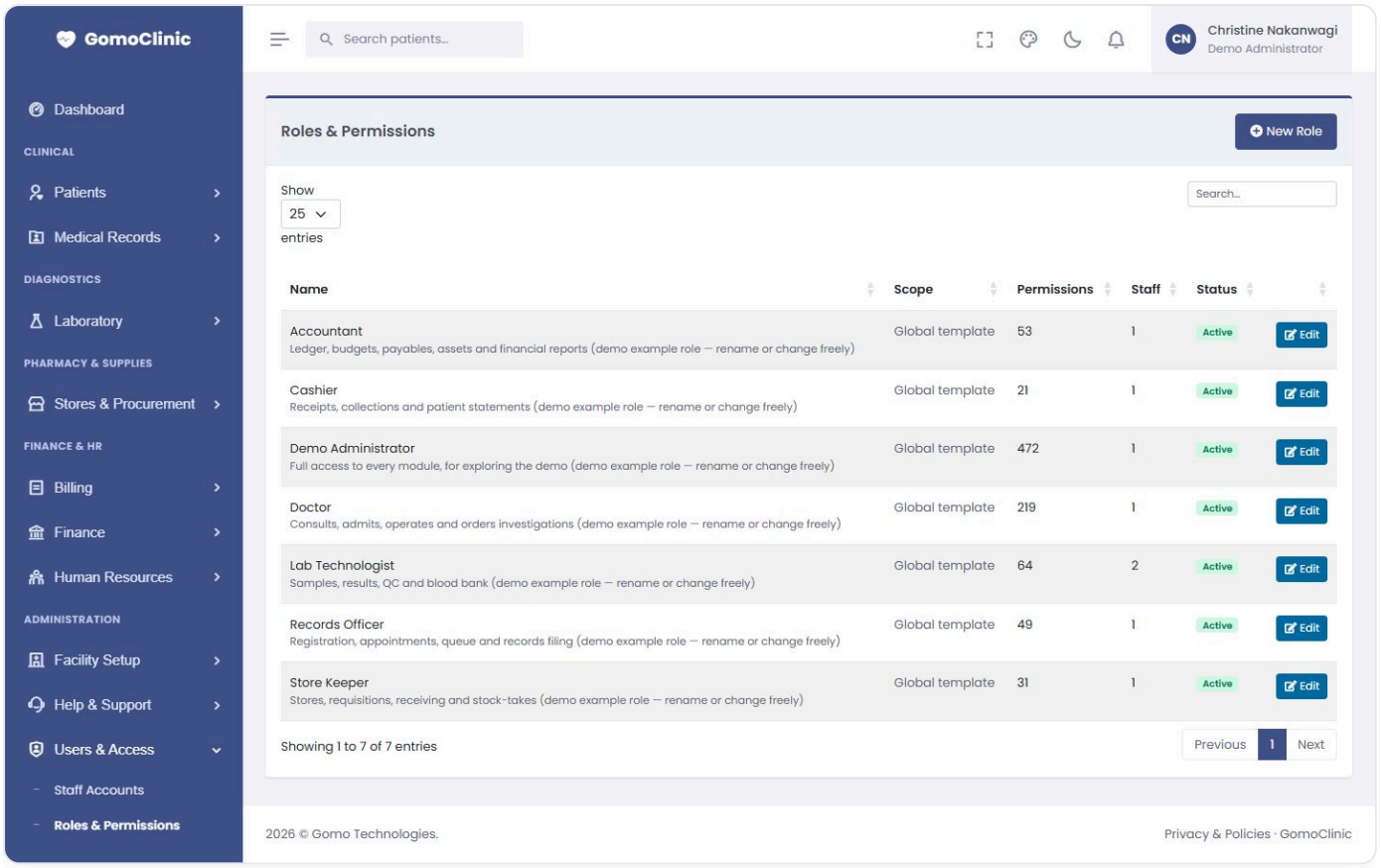


Figure 18. Roles at the facility.

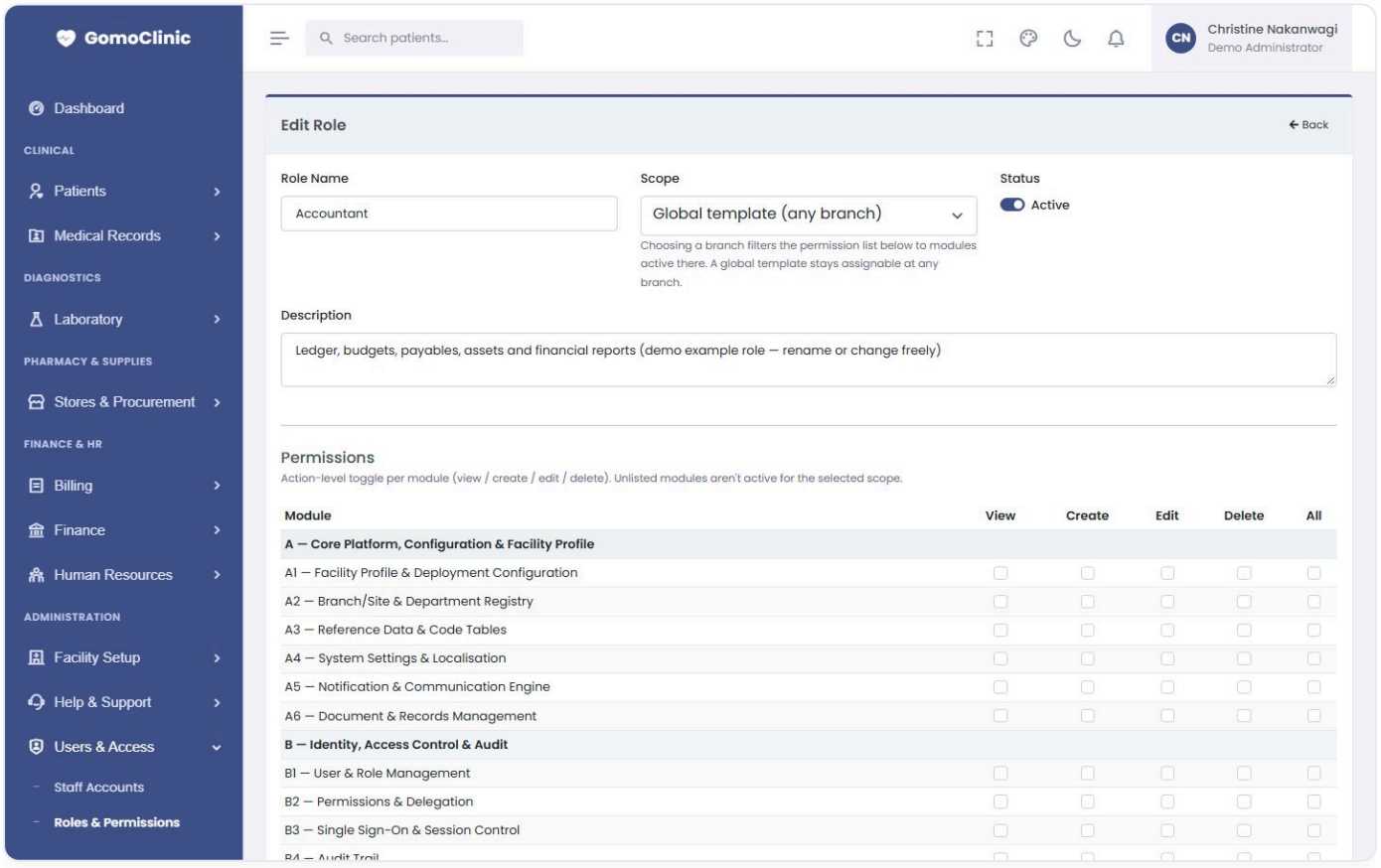


Figure 19. Setting a role's permissions, module by module.

> **Give people only what they need.**
> A cashier does not need to edit patient records; a clinician does not need payroll. Narrow roles protect patient privacy and make mistakes less likely.

Facility settings

- `Facility Setup → Facility Profile`: your branches, their facility type, and which modules each branch uses (within your plan).
- `Branches & Units`: departments, wards, stores and service points.
- `Reference Data`: every drop-down list in the system (for example payment methods, sample types, incident types). Add, rename or retire values without calling Gomo.
- `Custom Fields`: extra fields on records your facility needs.
- `Notification Rules`: choose which recorded actions alert whom, for example *alert all Super Admins when a staff account is changed*.

> **Need a module you don't have?**
> Raise a support ticket with the category *Billing & subscription*. Gomo Technologies can add a module to your plan, or give it to you for a set period.
