GOMOCLINIC USER MANUAL

Pharmacy

Retail and community pharmacies, including pharmacies with more than one outlet.

Screenshots come from **Nakasero Community Pharmacy**, 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.

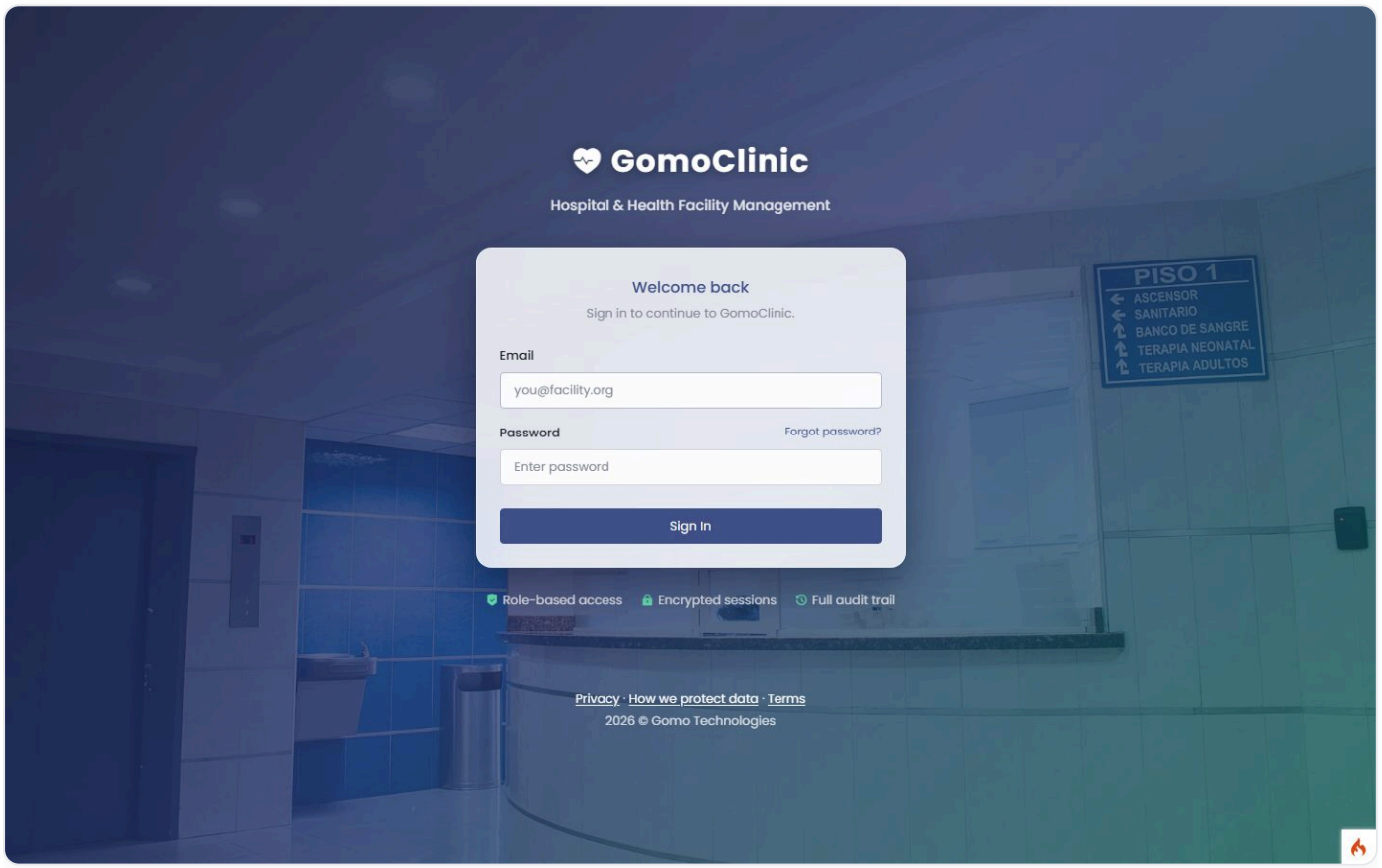


Figure 1. The sign-in page. Everyone at your facility signs in here.

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.

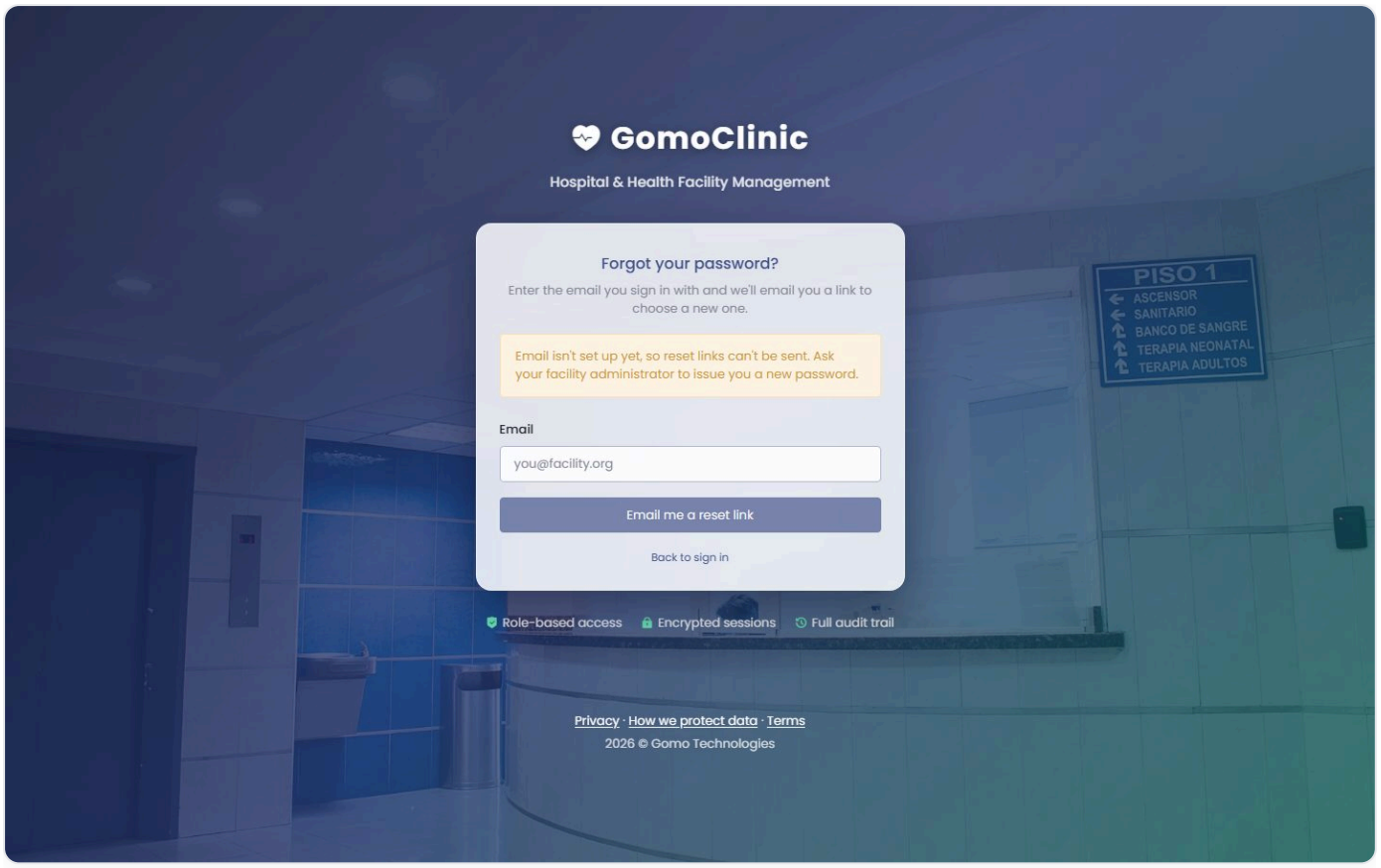


Figure 2. Requesting a password reset link.

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

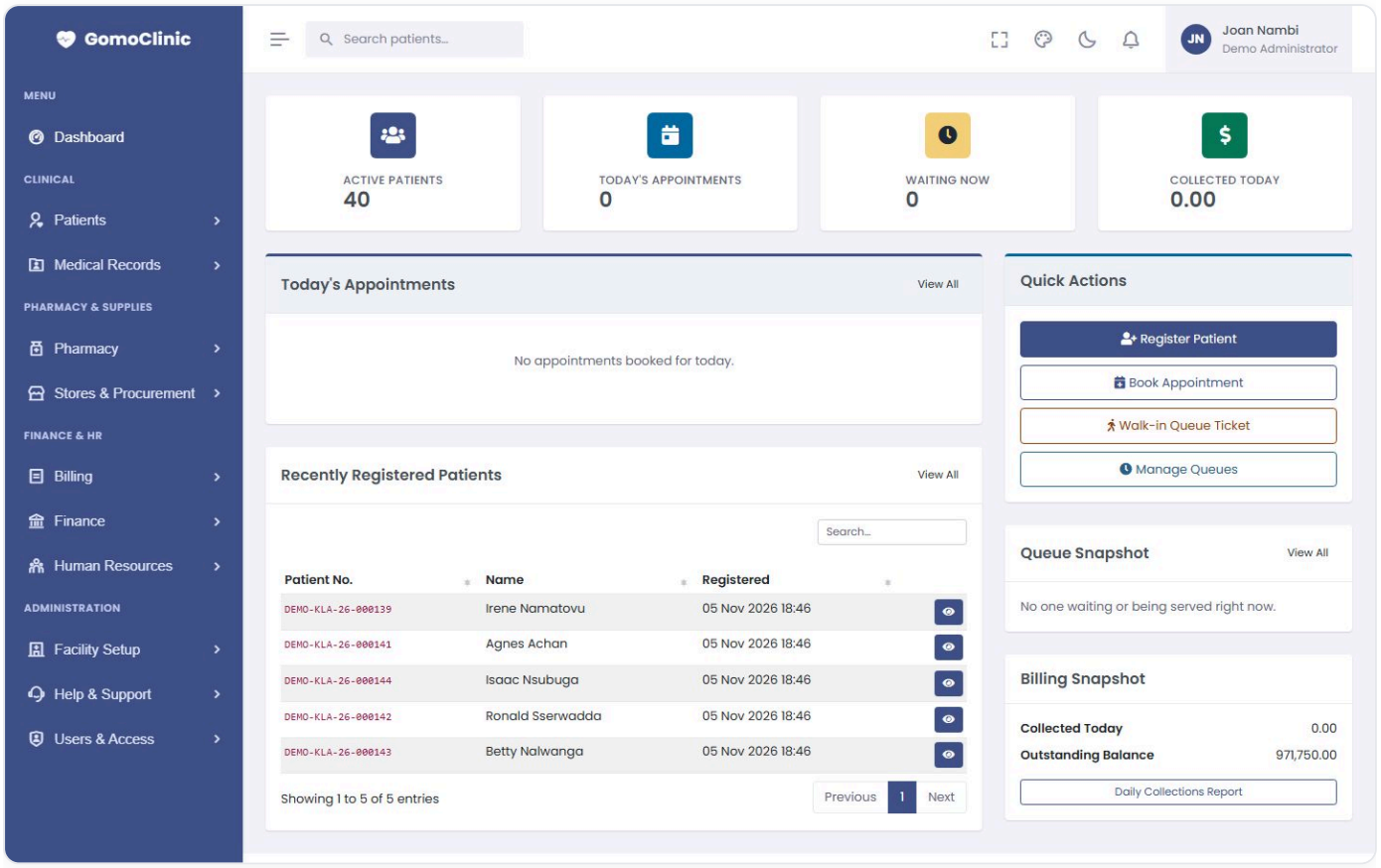


Figure 3. The dashboard: today's figures, quick actions and recent activity.

- **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 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 Pharmacy: stock, dispensing and sales

The pharmacy module keeps the formulary, stock by batch and expiry, dispensing of prescriptions, counter sales, the controlled-drug register, purchasing and, for more than one outlet, transfers between them.

Selling at the counter (point of sale)

1. Open `Pharmacy → Point of Sale`. At the start of the day, open your till with the cash float.
2. Scan the barcode or type the drug code and press Enter. Change the quantity if needed. The price comes from the drug list.
3. Apply a discount if one applies (with a reason), enter the cash tendered, and click `Complete sale`. The receipt is numbered and stock is taken from the batch that expires first.
4. At the end of the day, count the cash, enter `Cash counted` and click `Close & reconcile`. If it doesn't match the expected cash, an explanation is required.

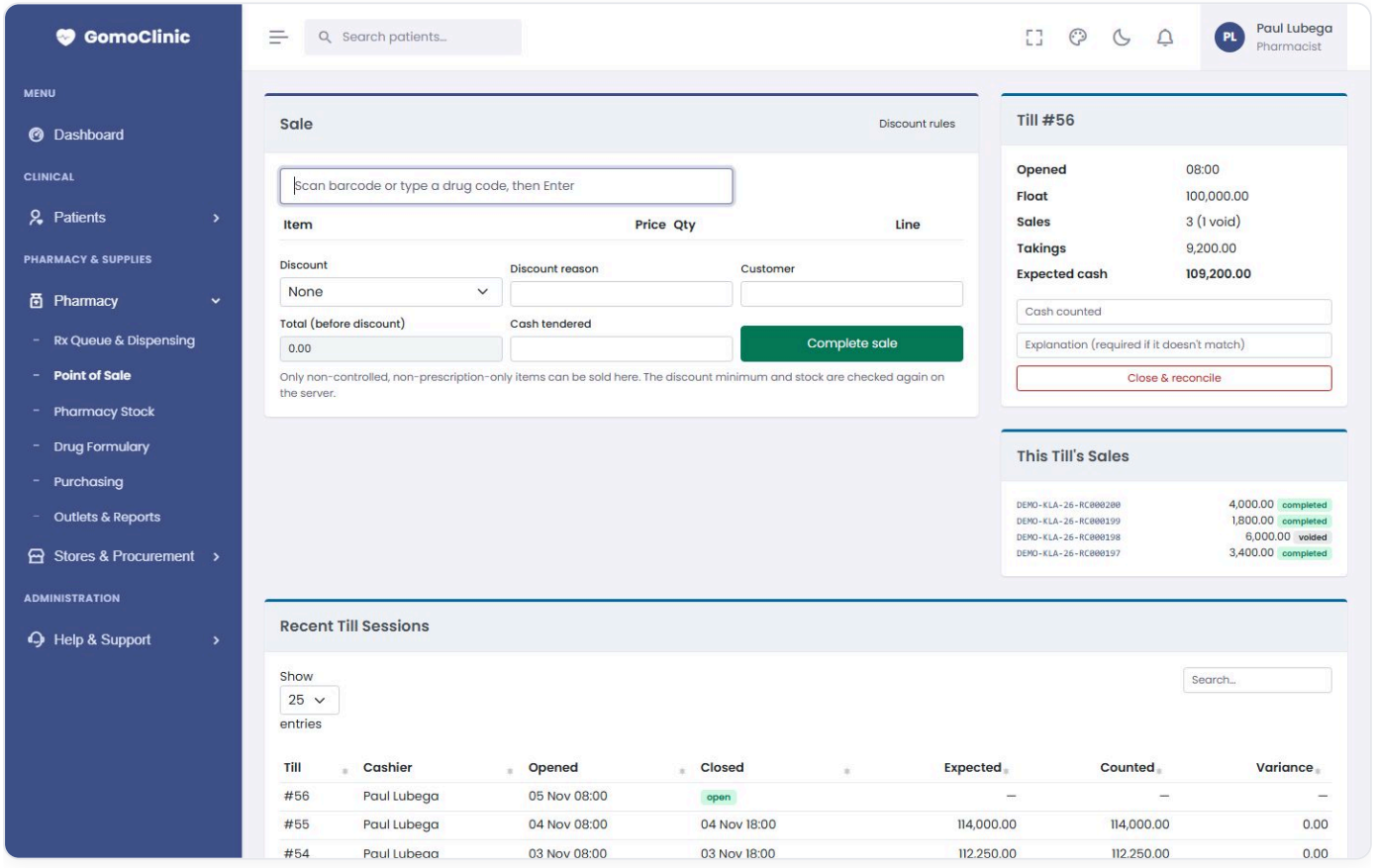


Figure 4. The point of sale: the sale on the left, the open till and its sales on the right, past till sessions below.

> **Prescription-only and controlled medicines**
> These can't be sold at the counter. They are dispensed against a prescription from the Rx queue, and controlled drugs are entered in the controlled-drug register.

Dispensing prescriptions

Walk-in prescriptions are entered and dispensed in `Pharmacy → Rx Queue & Dispensing`. Open one, check it (allergies and drug interactions are flagged), pick the batches, and dispense in full or in part. Partly dispensed items stay in the queue until completed.

The drug list (formulary)

`Pharmacy → Drug Formulary` holds every product: generic and brand name, form and strength, code and barcode, price, reorder level, and whether it is prescription-only or controlled. To add a new product, fill in the form at the top of the page and click `+`. Add it before you receive it for the first time.

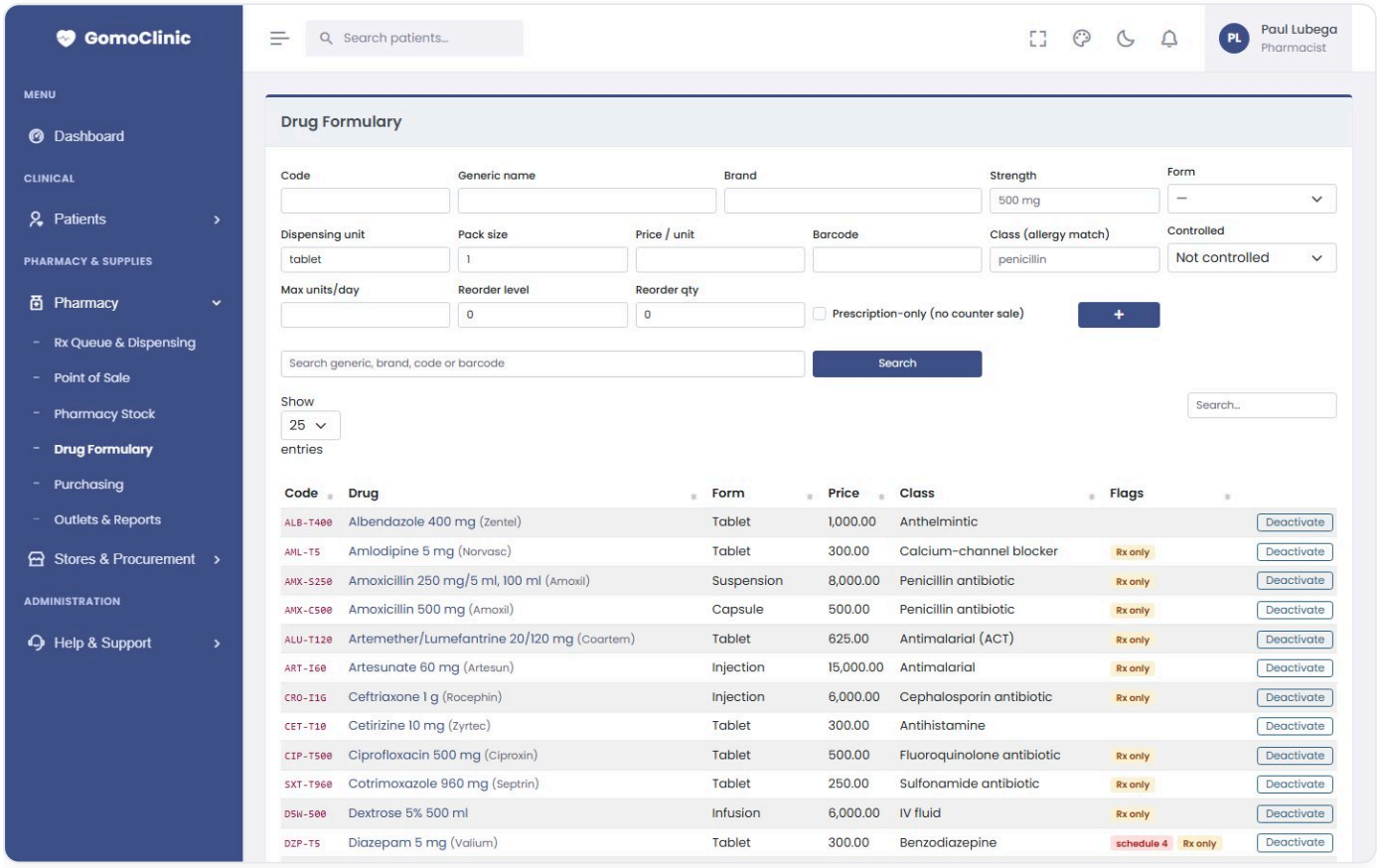


Figure 5. The drug formulary.

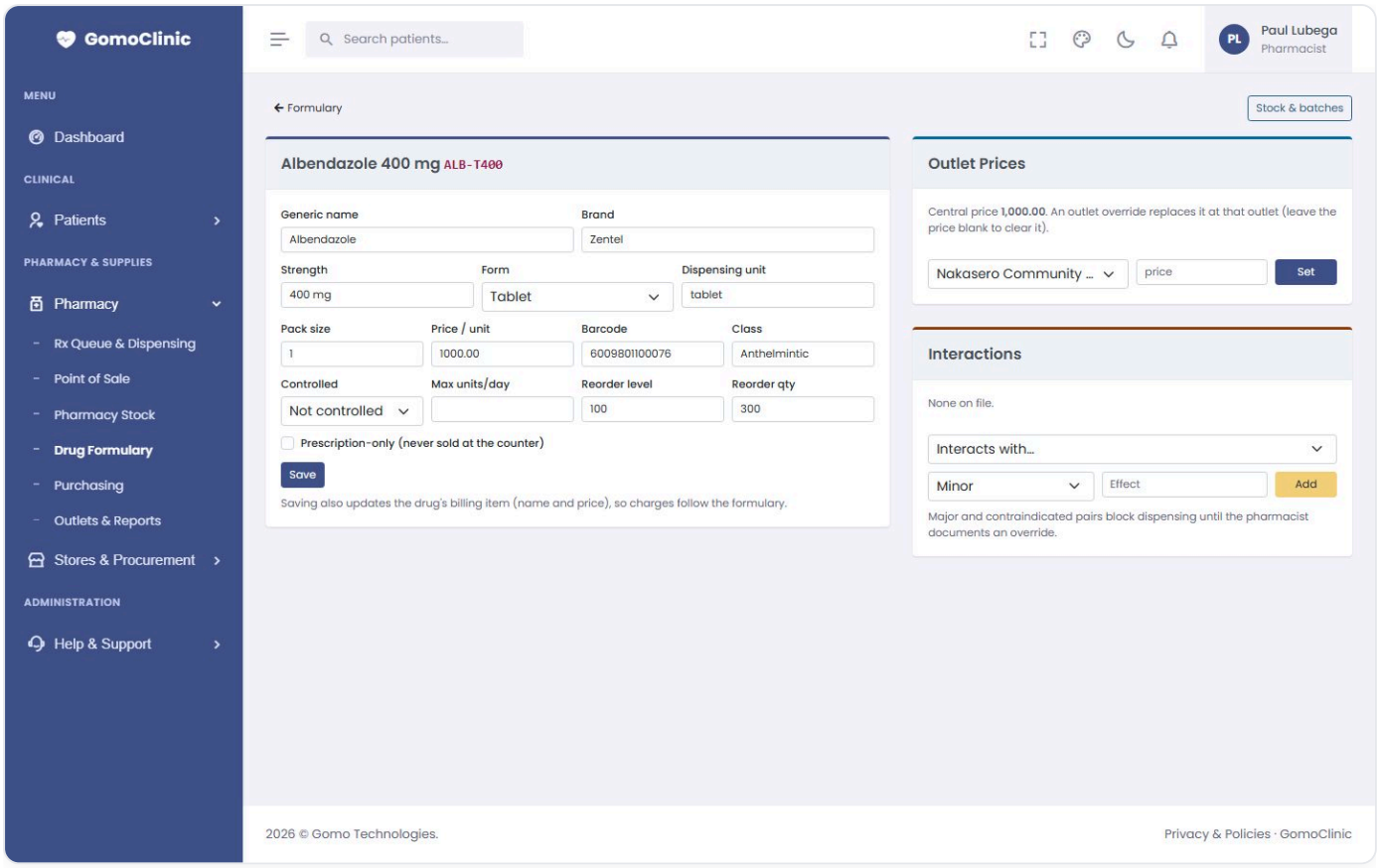


Figure 6. One drug: prices, reorder level, batches and interactions.

Stock, batches and expiry

`Pharmacy → Pharmacy Stock` shows each drug's quantity on hand, how much is sellable (in date), expired stock, reorder level and value. Click `Batches` to see each batch with its expiry. Drugs expiring within 90 days are listed at the top, so you can sell or return them in time. Quantities below the reorder level are shown in red.

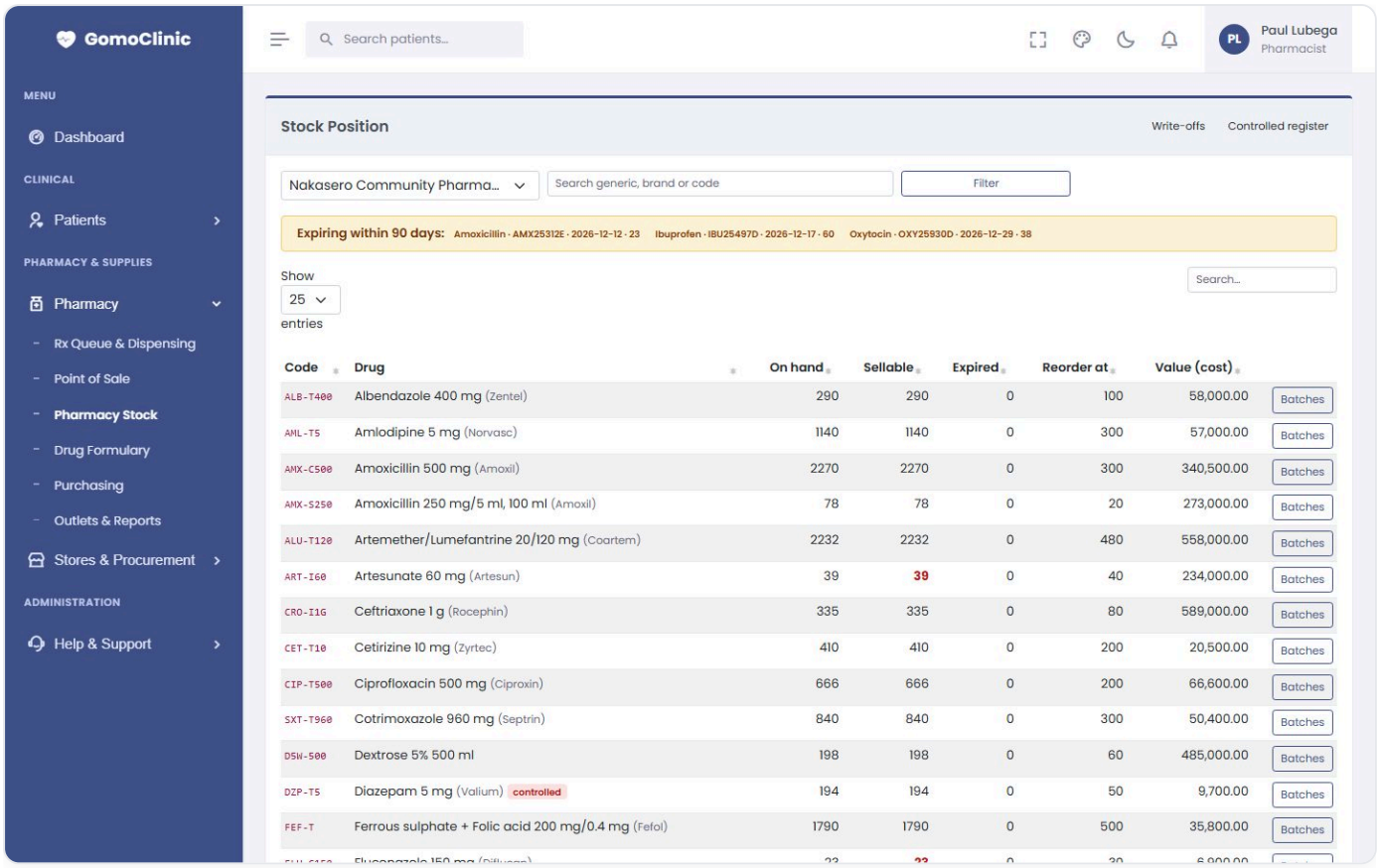


Figure 7. The stock position, with the expiring-soon warning.

Write-offs

Expired, damaged or lost stock is removed with a write-off (`Write-offs`): choose the batch, quantity and reason. A second person approves it, and a controlled drug also needs a witness.

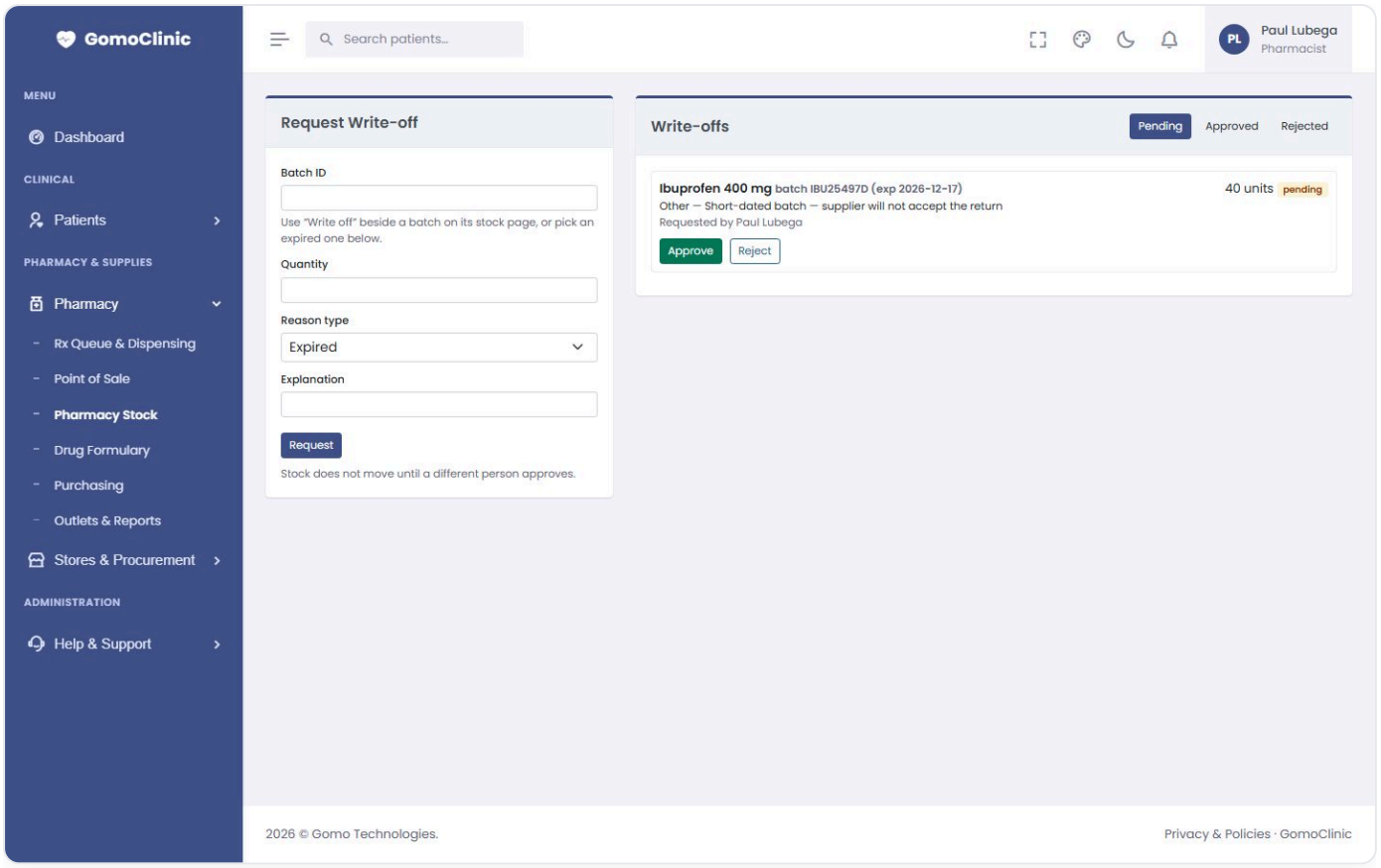


Figure 8. Write-off requests and approvals.

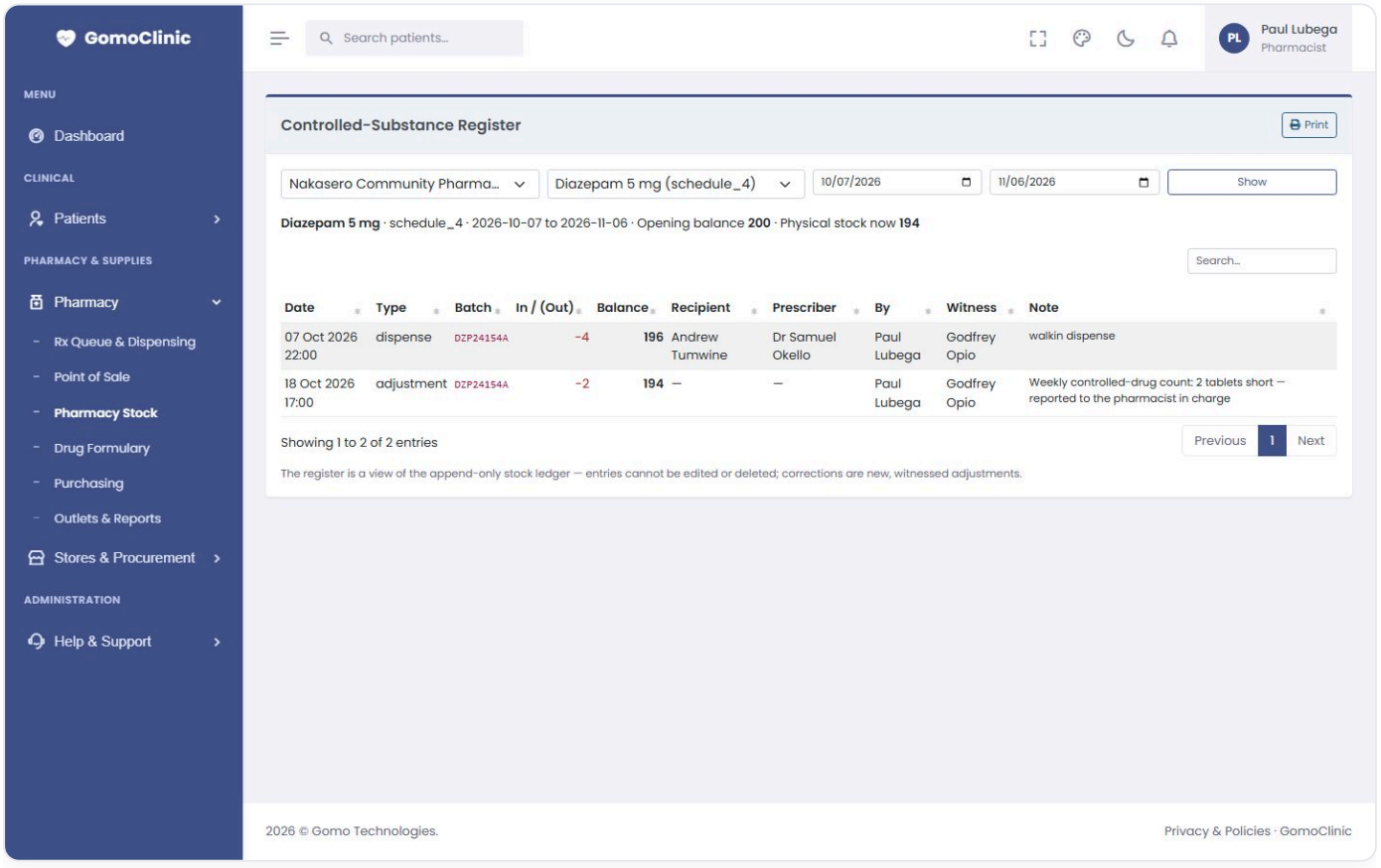


Figure 9. The controlled-drug register: every movement, with the person and witness.

Buying from suppliers

1. `Pharmacy → Purchasing` suggests what to reorder from the reorder levels and recent sales.
2. Create a purchase order to a supplier. Each supplier's latest prices are remembered.
3. When the goods arrive, receive them against the order: enter the batch number, expiry date, quantity and cost for each line. Stock goes up straight away.

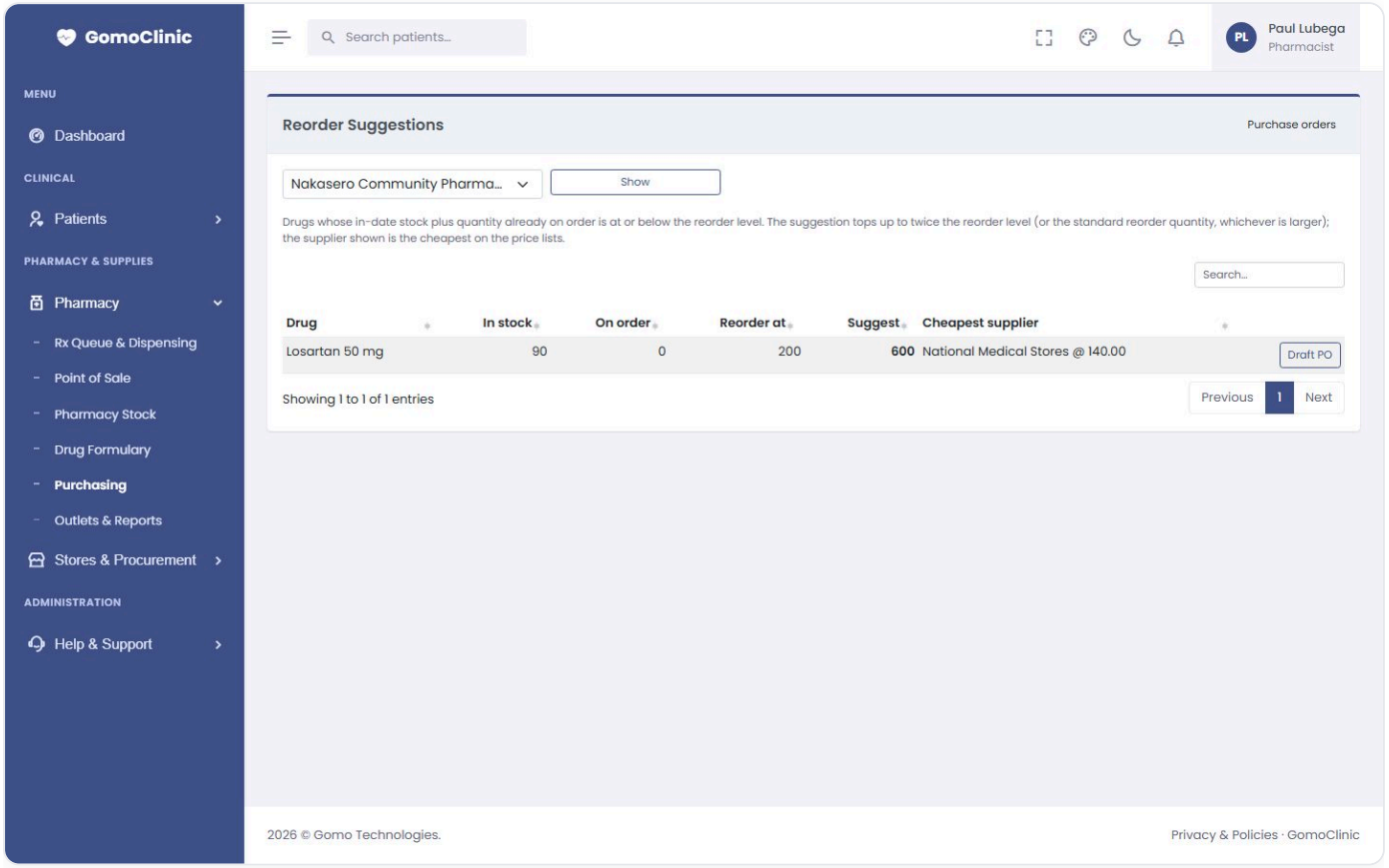


Figure 10. Reorder suggestions.

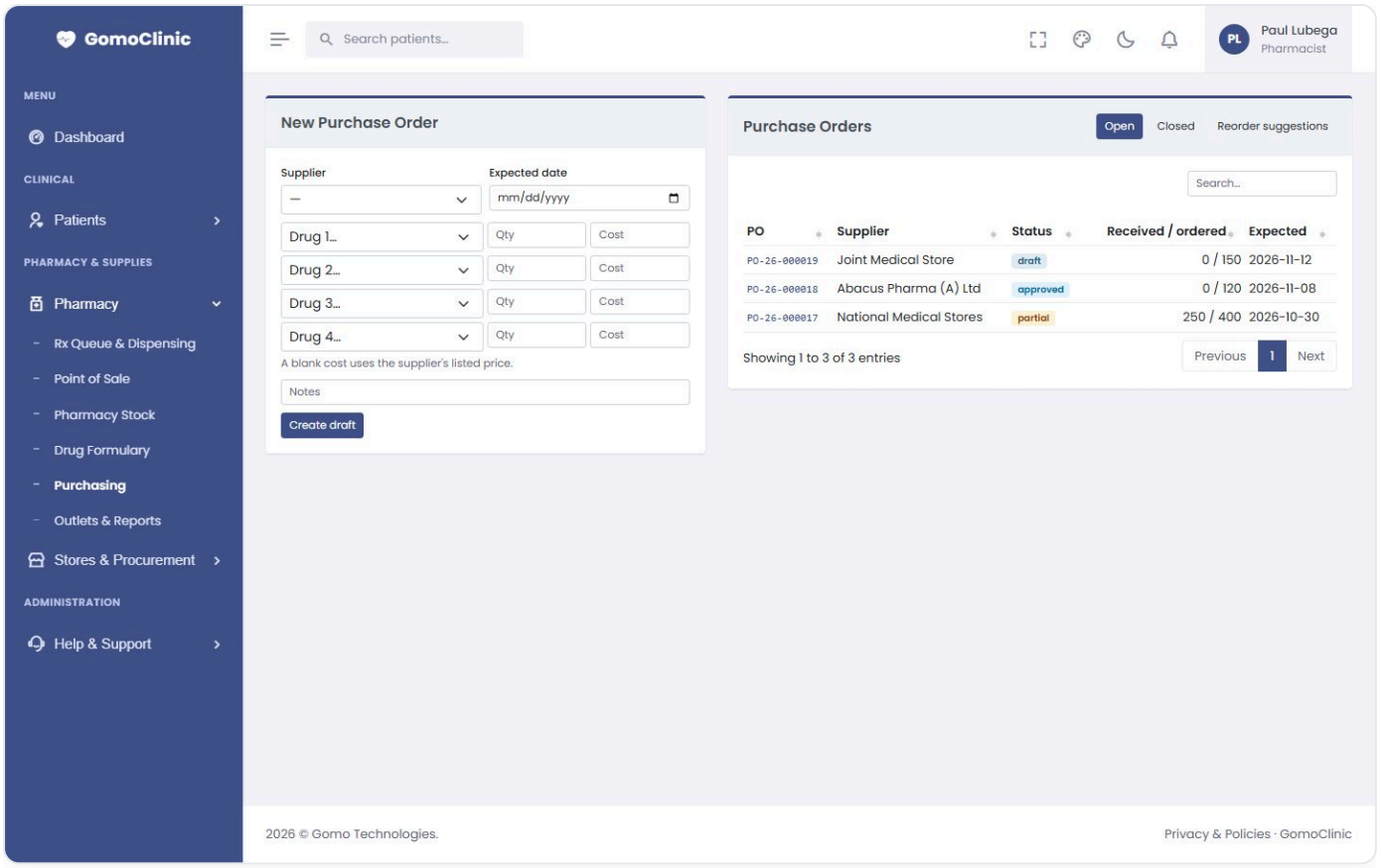


Figure 11. Purchase orders and their delivery status.

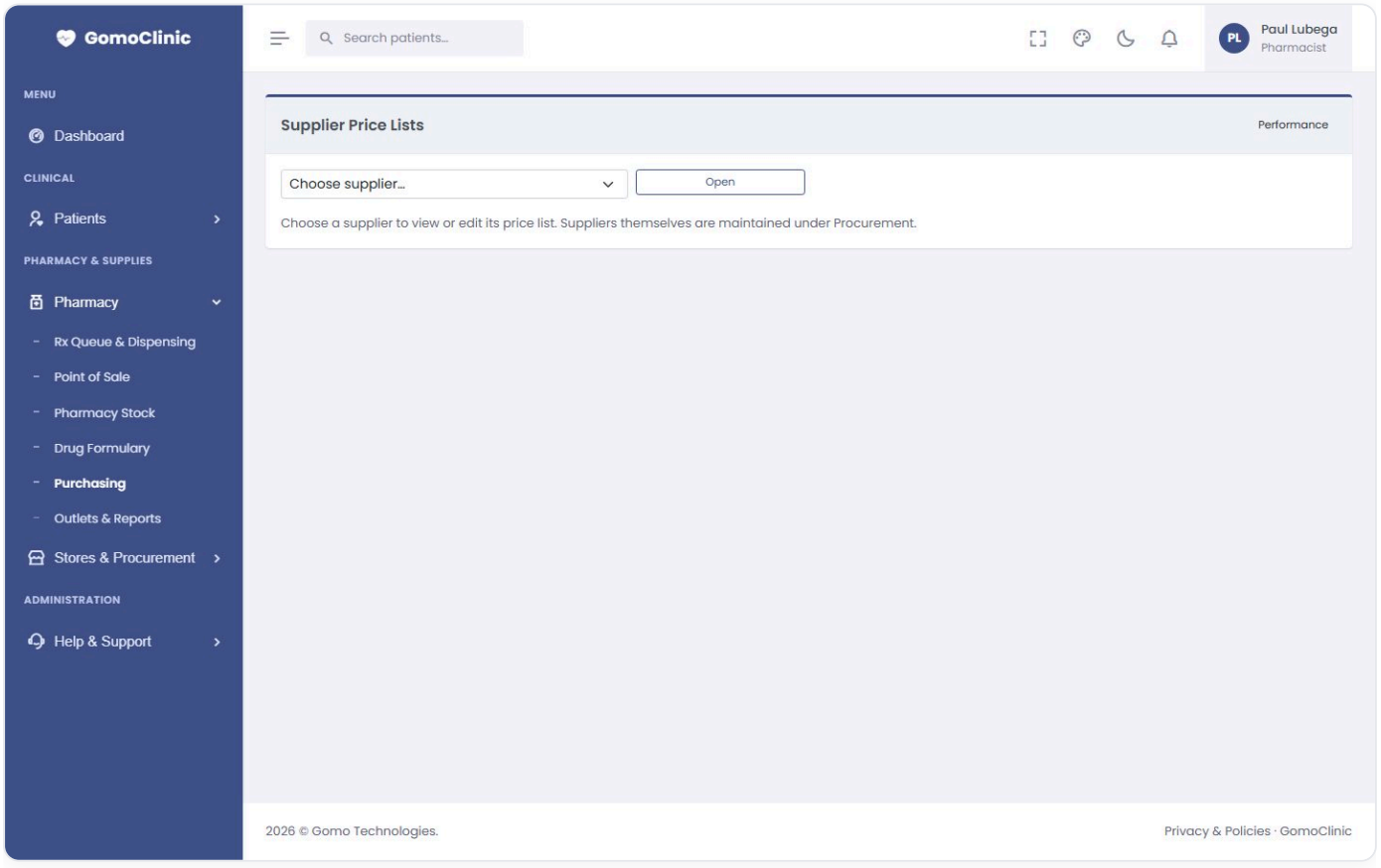


Figure 12. Suppliers with their price lists and performance.

Outlets, transfers and reports

If you have more than one outlet, each has its own stock and till. Move stock between them with a transfer under `Outlets & Reports` and compare outlets side by side. Stock reports show stock value, slow movers, expiry and consumption for any period.

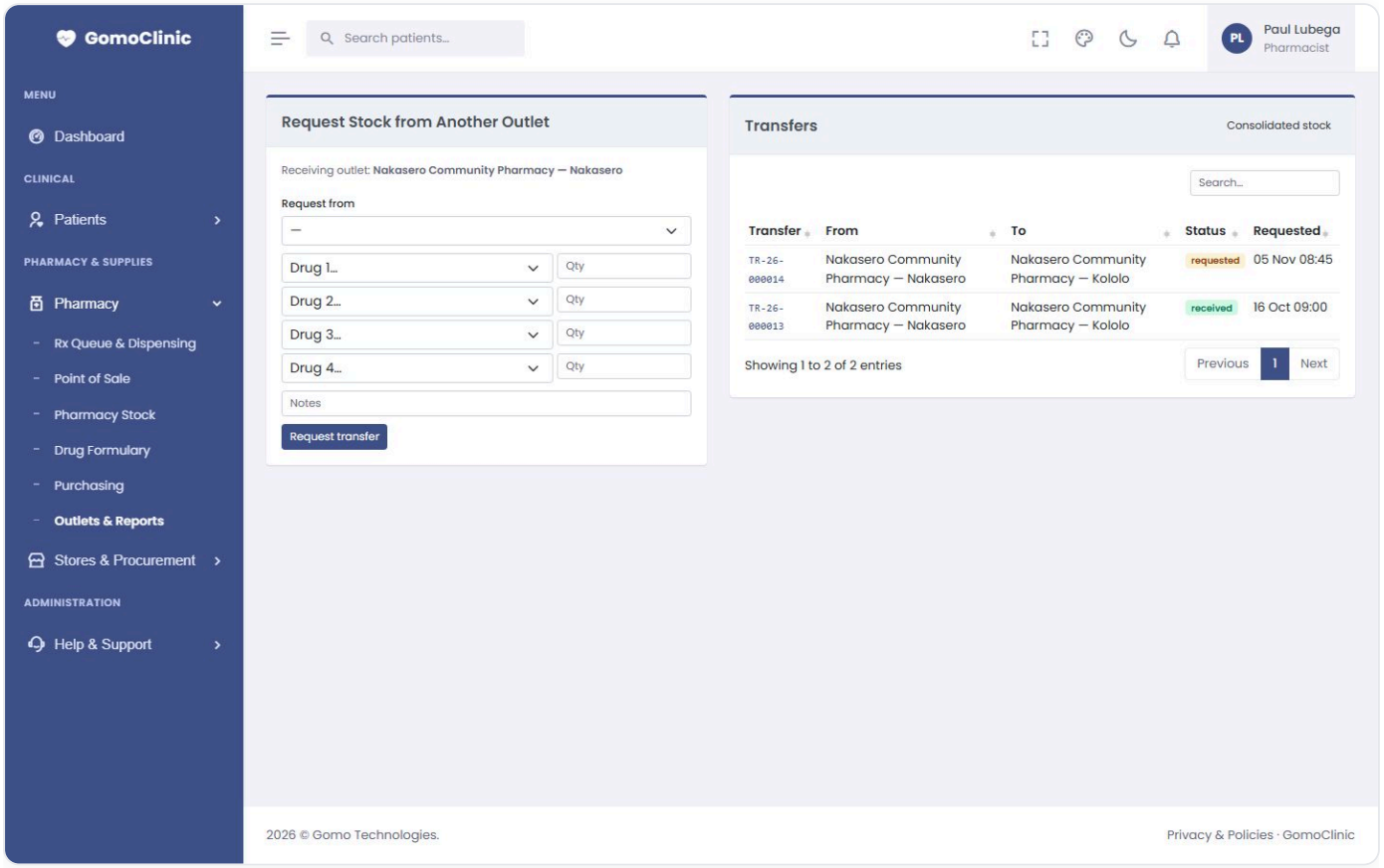


Figure 13. Transfers between outlets.

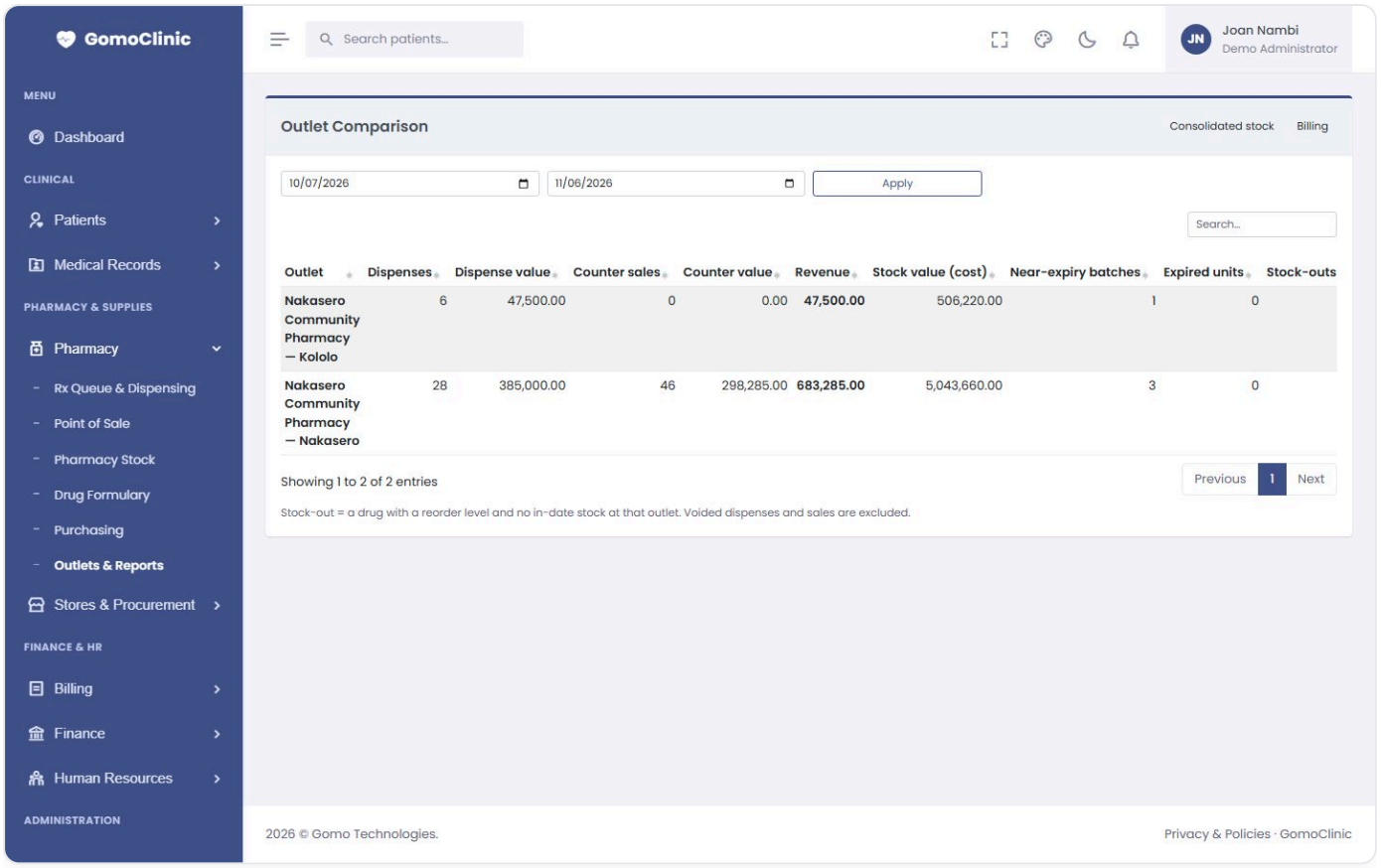


Figure 14. Outlet comparison: sales and stock per outlet.

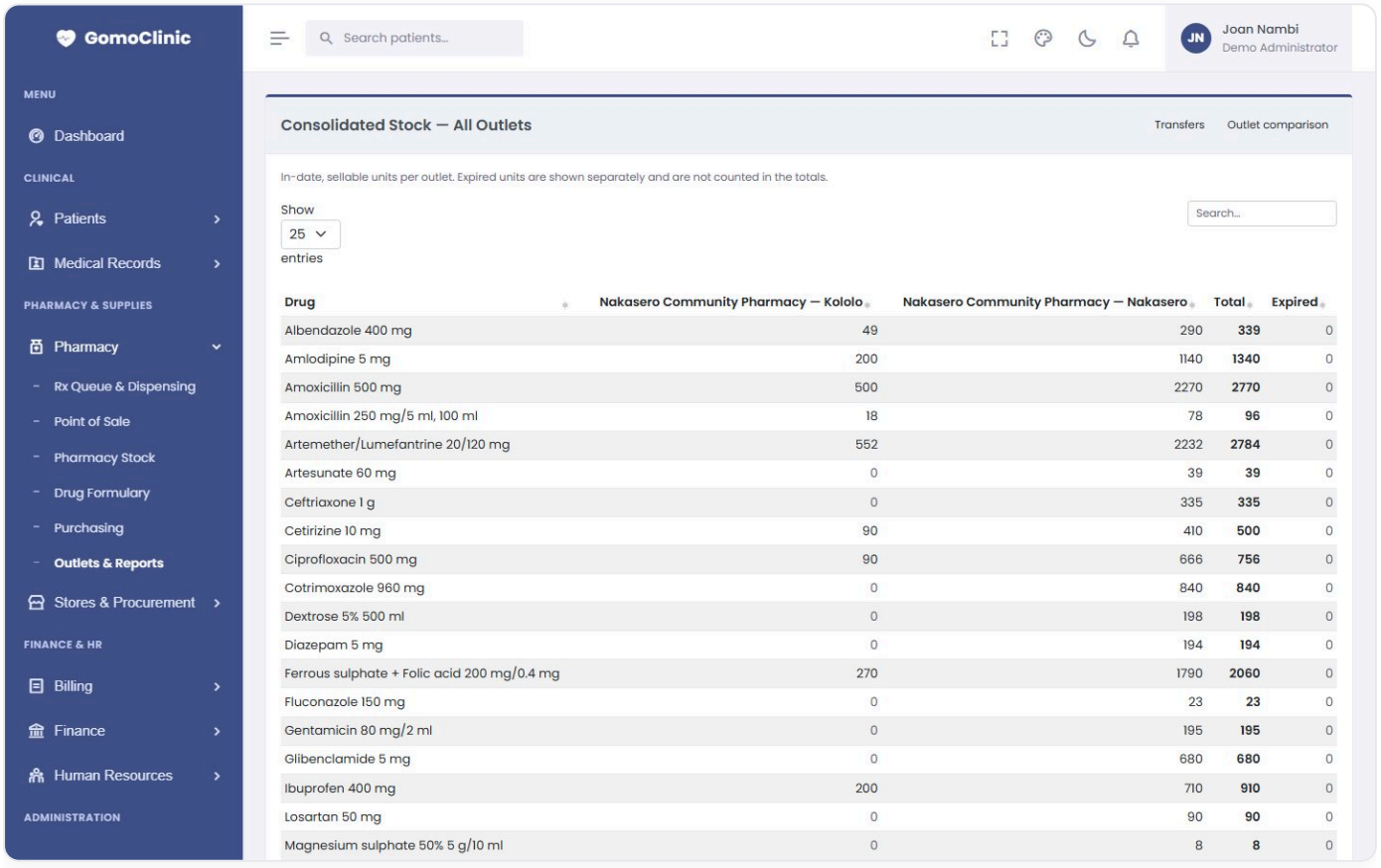


Figure 15. Stock report.

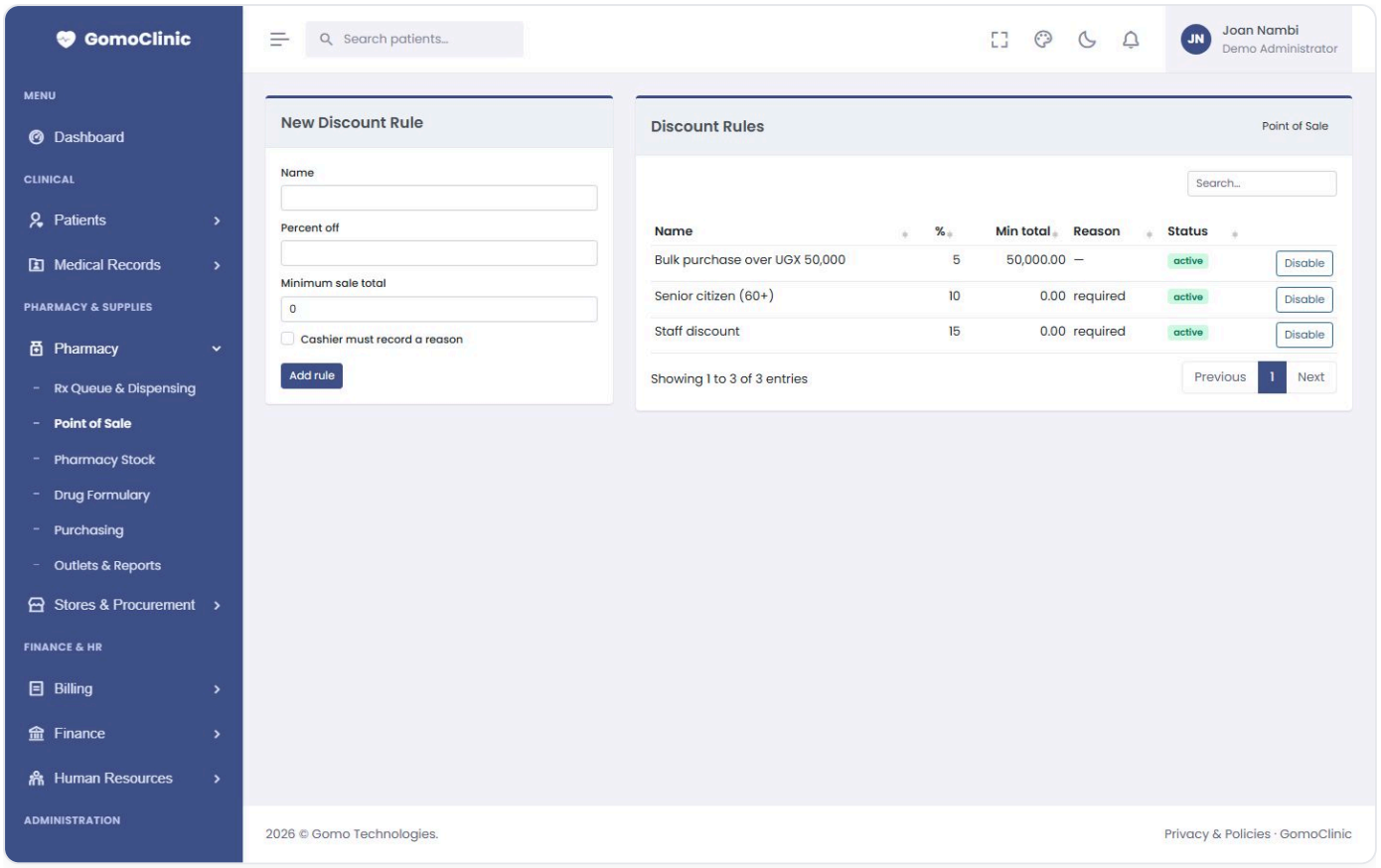


Figure 16. Discount rules for the point of sale.

3 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.

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.

4 Stores and purchasing

The stores module manages non-drug supplies: consumables, stationery, cleaning materials and sundries. 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.

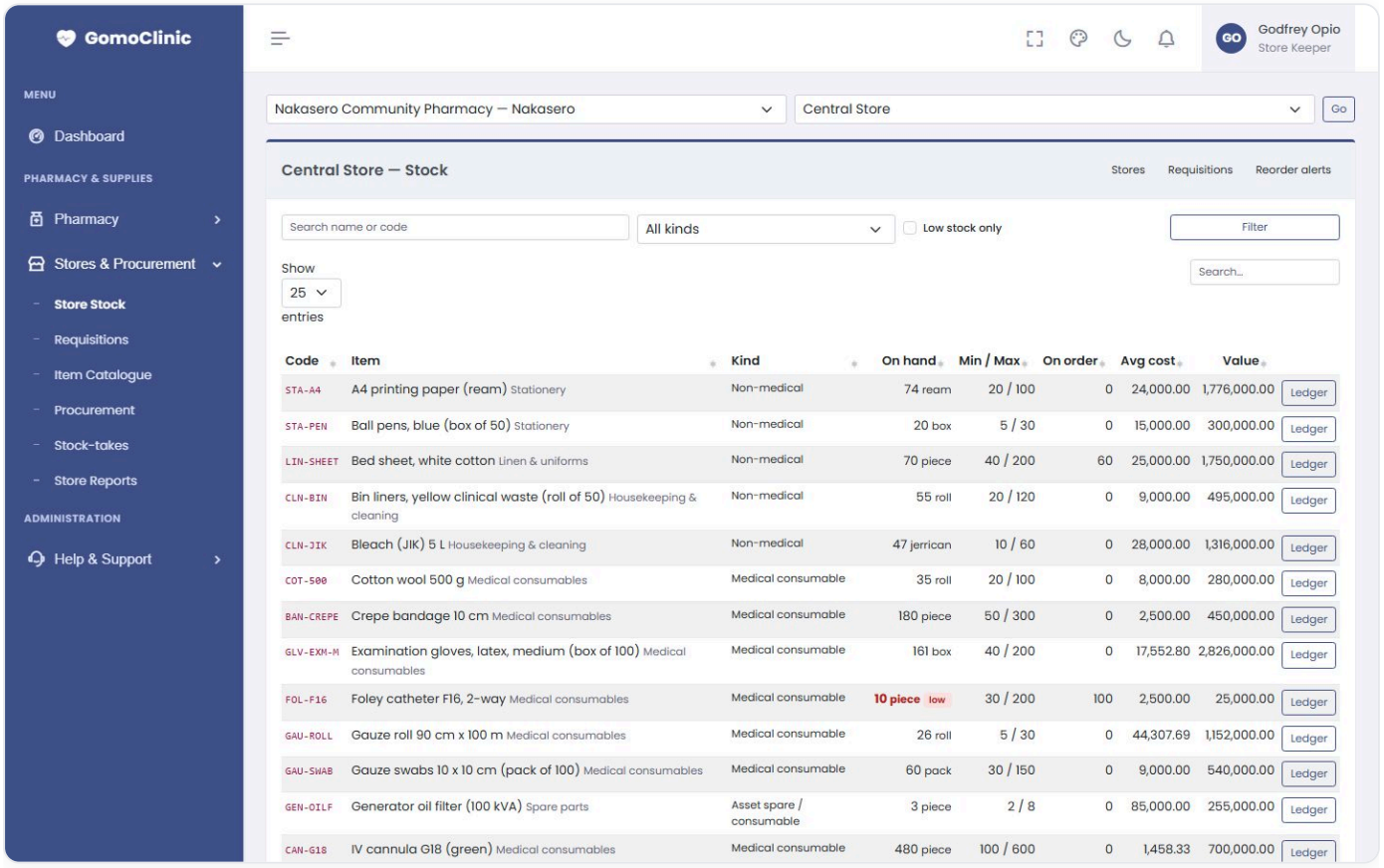


Figure 17. Store stock by location.

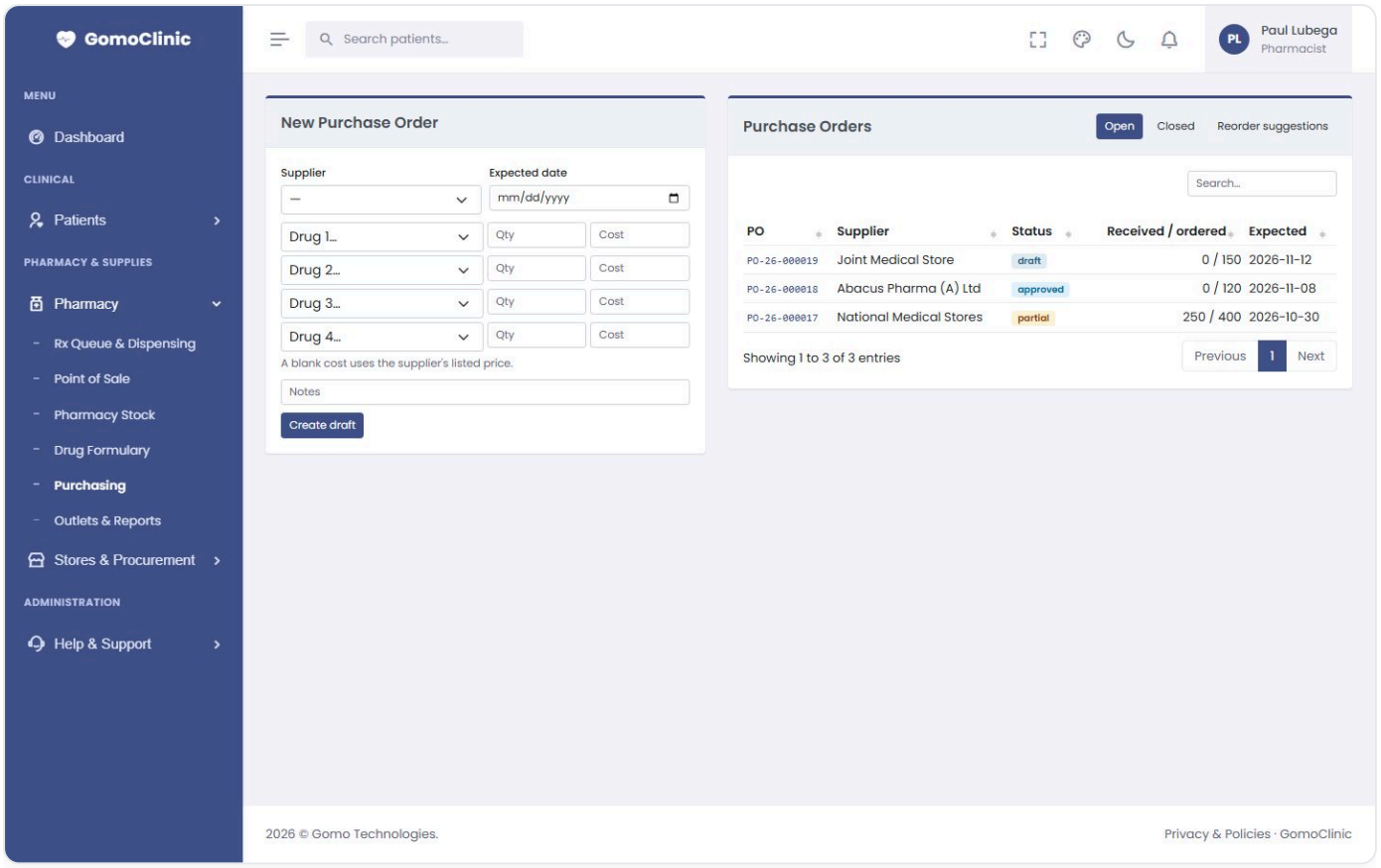


Figure 18. Purchase orders.

5 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.

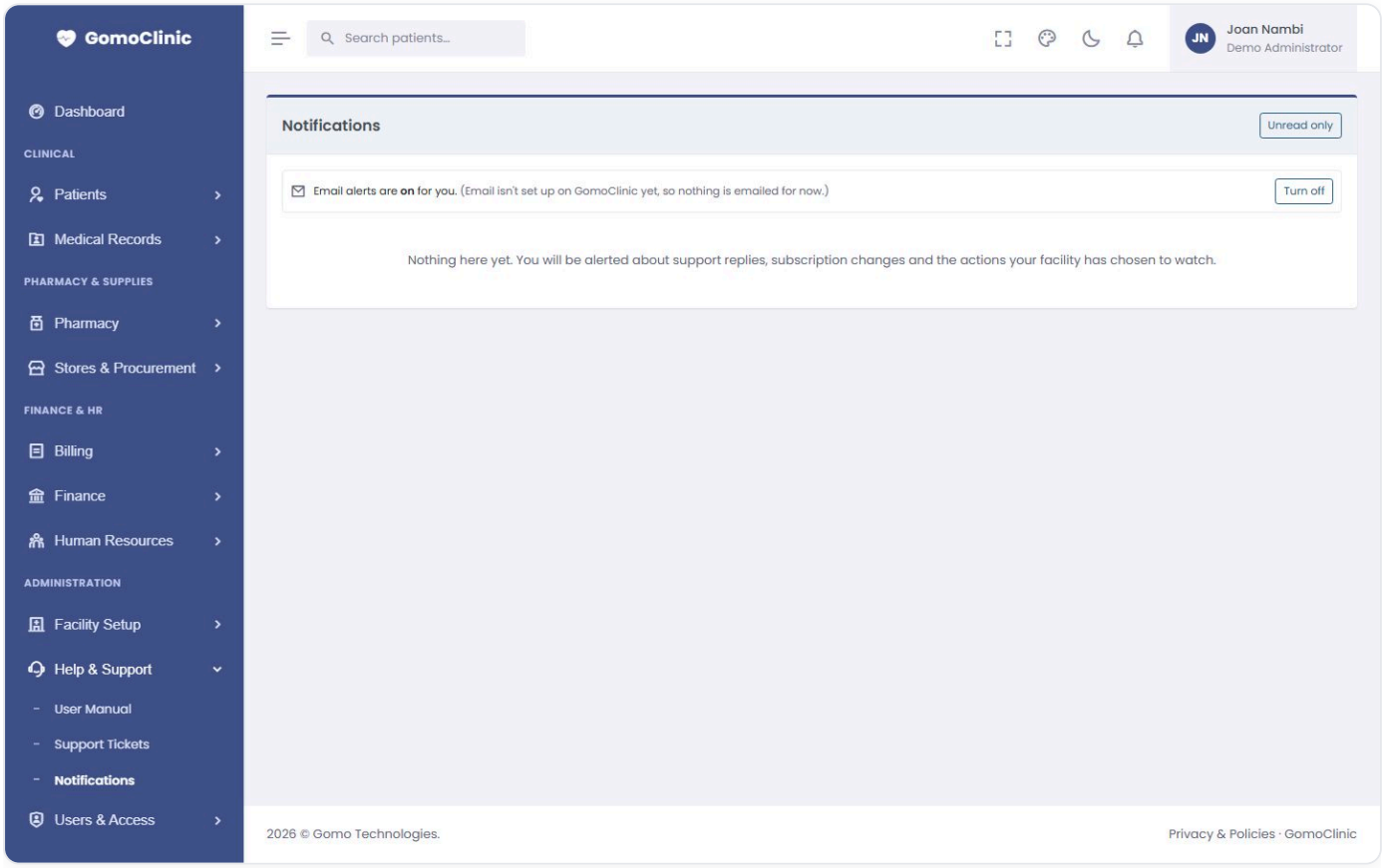


Figure 19. Your notifications, with the email switch.

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.

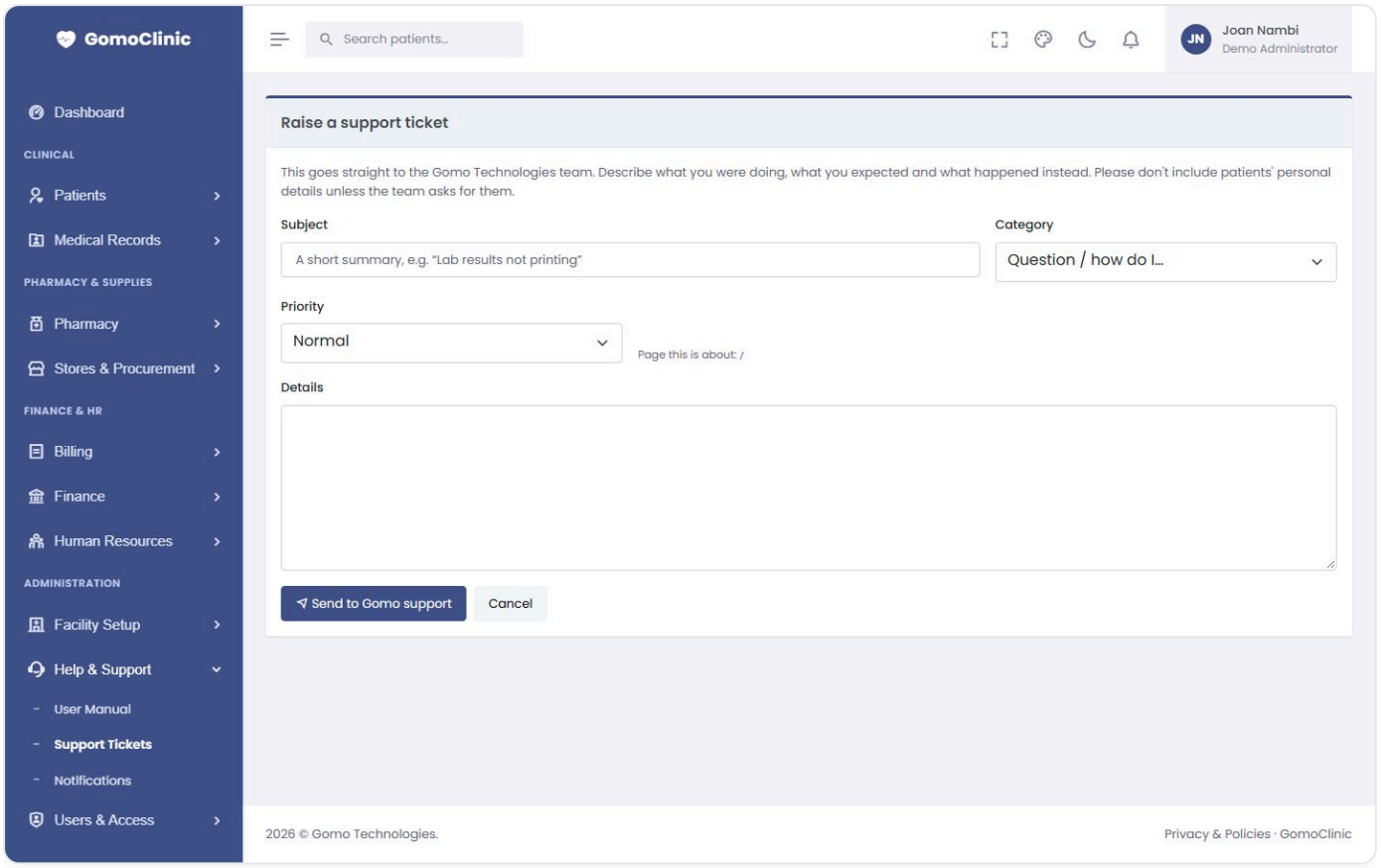


Figure 20. Raising a support ticket.

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.

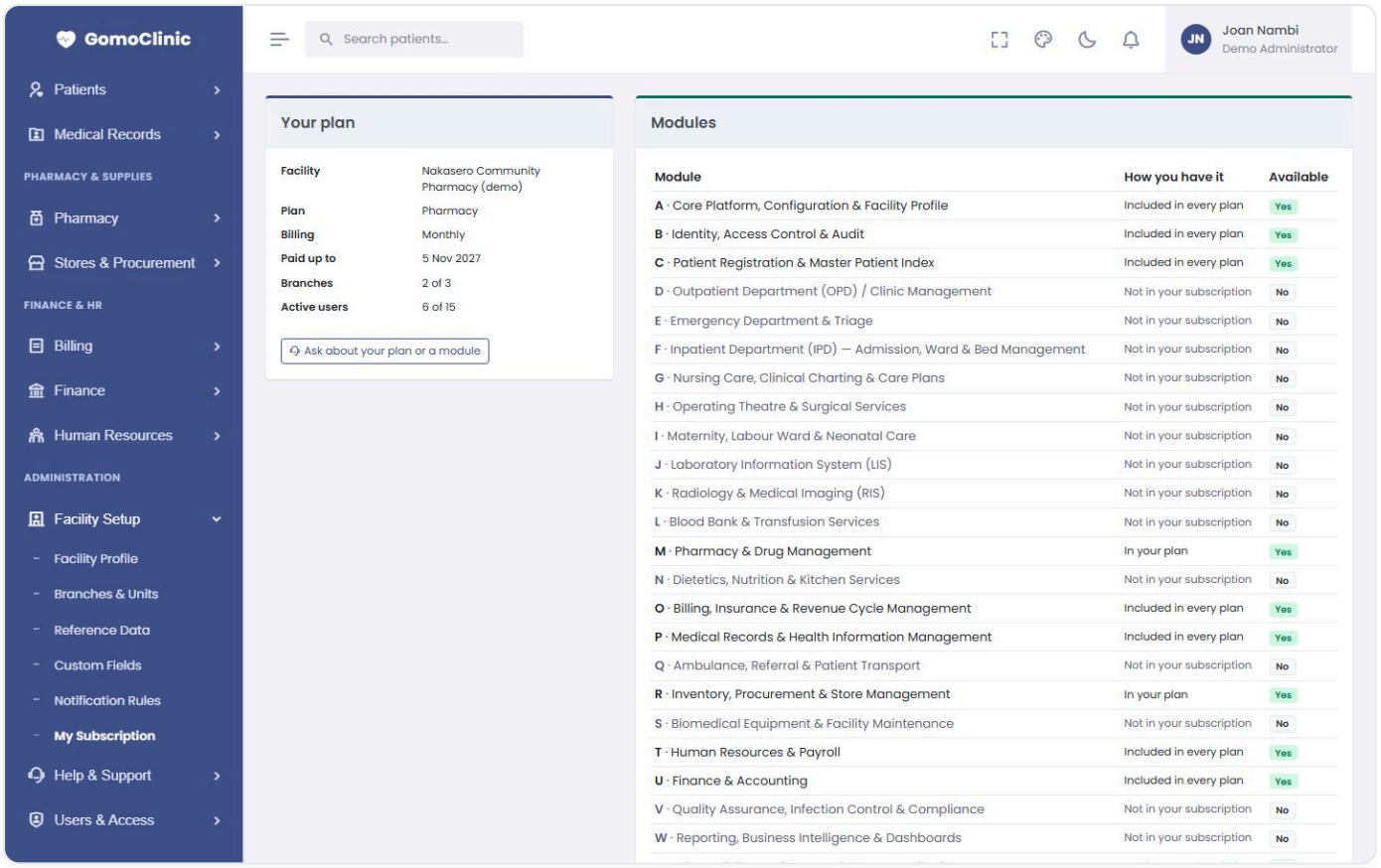


Figure 21. My subscription: plan, modules and invoices.

6 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.

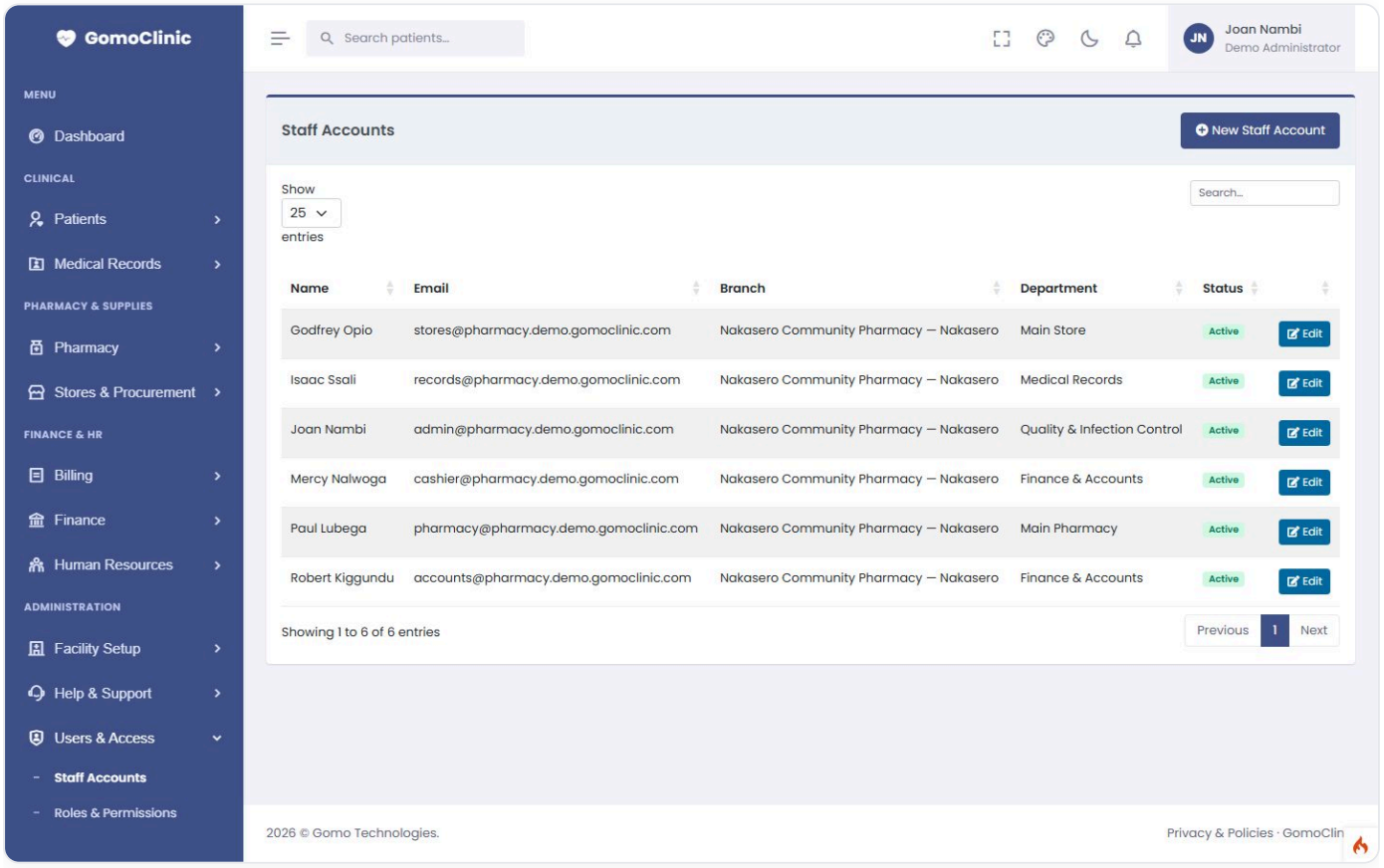


Figure 22. Staff accounts.

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.

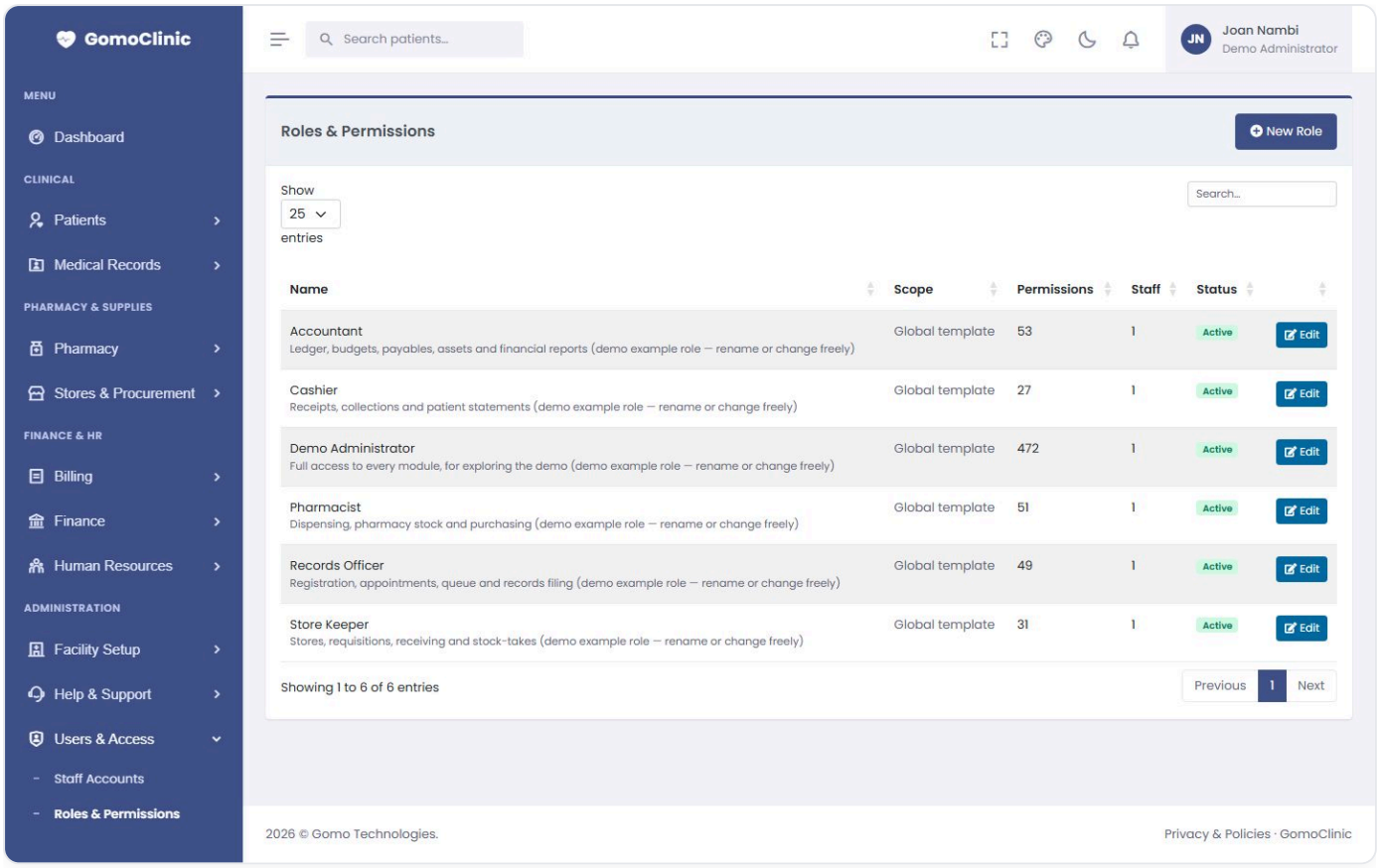


Figure 23. Roles at the facility.

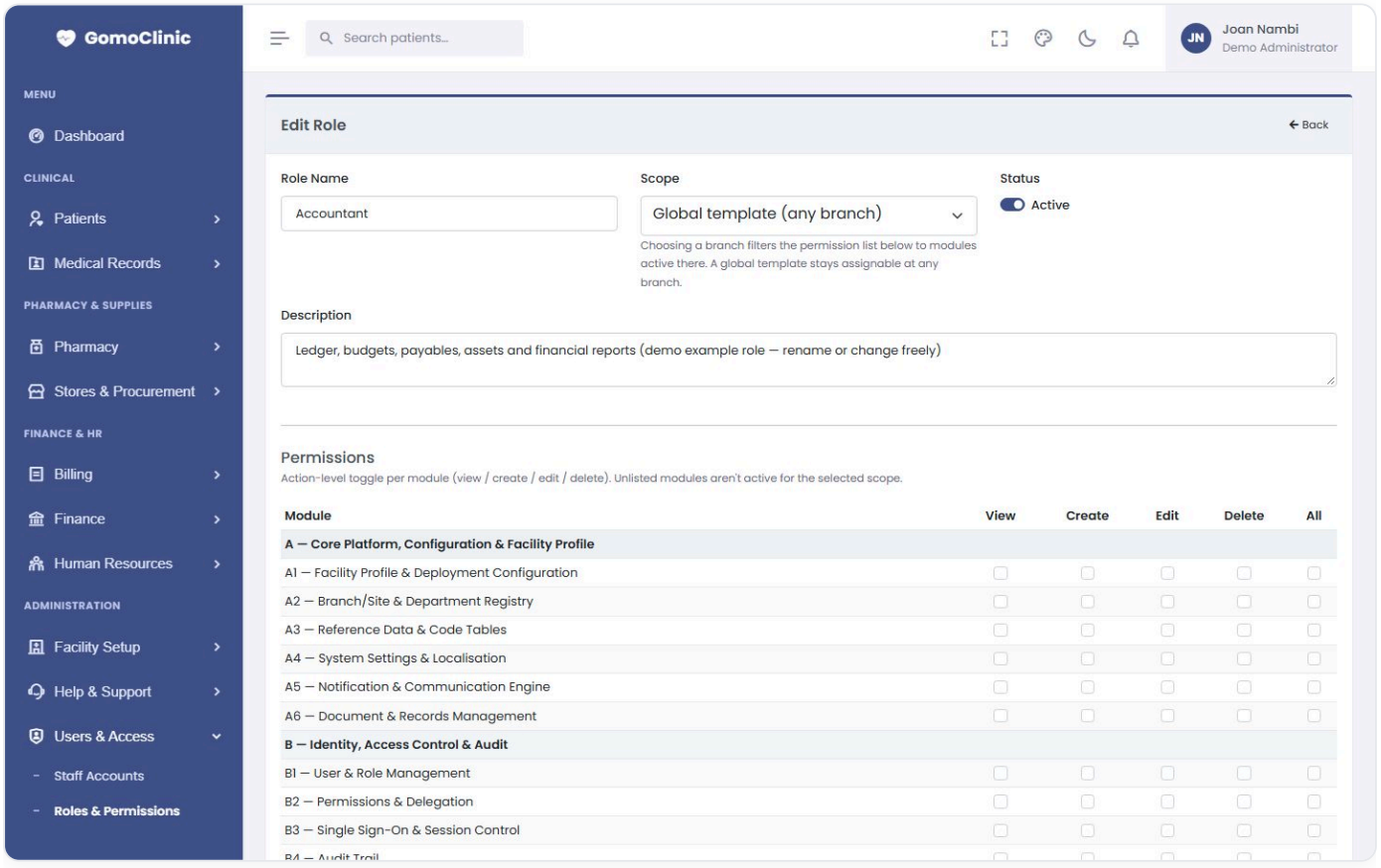


Figure 24. Setting a role's permissions, module by module.

> **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.
