NABZ

Patient User Guide

For people using the NABZ patient portal

Portal: nabz.co.in/p

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This guide takes you from joining a clinic to checking a bill after your visit. Your NABZ account can connect to more than one clinic. The clinic name shown at the top of the portal tells you which clinic's appointments, consultations and bills you are viewing.

Your journey at a glance

1. Find a listed clinic by state and city, then create a patient account.
2. Sign in with your mobile number or email and password.
3. If you use more than one clinic, choose the clinic at the top of the portal.
4. Choose a doctor, date and listed time, then confirm the booking.
5. On the day, use **I have reached** when you arrive, or ask the front desk to mark you arrived.
6. After the consultation, read the notes and prescription under **Consultations**.
7. Check charges and payments under **Billing**.

1 Find a clinic and create an account

Screen: Find your clinic | /p/signup

Purpose. Choose the clinic that will receive your first patient file. Only clinics published in the NABZ directory appear here.

On-screen item	What it does
State list	Choose your state. The list contains states with published clinics.
City list	Choose a city in that state.
Search clinic, doctor or specialization	On the city step, narrow the listed clinics by name, doctor or specialization.
Search	Apply the search text.
Clinic card	Shows the clinic name and available doctor name, specialization, address, phone, timings, services and description. Some details may be blank if the clinic has not filled them in.
Choose	Select that clinic and open the account form.
All states and state links	Move back through the selection. The browser Back button also works.

Steps. 1. Open **Create a patient account** from Patient login, or open /p/signup. 2. Select the state and city. 3. If needed, enter a clinic, doctor or specialization in Search. 4. Check the clinic card and press **Choose**. 5. If the wrong clinic is shown, press **Choose a different clinic**.

Expected result. The **Your details** form names the clinic you are joining. If no clinic appears, try a different spelling or city. The clinic may need to publish its listing in its settings.

Screen: Your details | /p/signup after choosing a clinic

Purpose. Create one patient login and a separate file at the selected clinic.

Your details field or action	What to enter or expect
Full name	Required. Use the name the clinic should use for your record.
Mobile number	Required. Enter a reachable mobile number.
Email	Required. Use an address you can access. It must not already belong to another patient account.
Password	Required; at least 8 characters.
Gender	Male, Female or Prefer not to say.
Date of birth	Optional.
Address	Optional house, street or area.
City and State	Prefilled from the selected clinic; you can edit them for your own address.
Create account & join clinic	Saves your account and joins the named clinic.
Sign in	Use this if you already have a patient account; join the clinic from your dashboard instead of creating a second account.

Steps. 1. Check the selected clinic above the form. 2. Fill the required fields and any optional details you want to share. 3. Press **Create account & join clinic** once. 4. Keep the patient ID and clinic file number shown after joining. The patient ID belongs to your account; each clinic has its own file number (UHID).

Expected result. NABZ signs you in and opens **Overview** with a confirmation of the clinic joined. The clinic receives the details you entered. Clinical notes remain with that clinic.

If it fails. Correct the first validation message shown above the form. An existing email or mobile number means you should sign in and use **Join another clinic**. A clinic that has stopped accepting online patients cannot be joined from this form; contact the clinic.

Verification note. The current sign-up screen does not ask for a mobile OTP or email verification code. Do not wait for one to complete sign-up.

2 Sign in and leave safely

Screen: Sign in | /p/login

Field or action	What it does
Mobile number or email	Enter the contact detail used for the patient account.
Password	Enter your account password.
Sign in	Opens the patient portal.
Create a patient account	Starts registration if you are new.
Staff login	Opens the separate clinic staff login.

Steps. 1. Open **Patient login**. 2. Enter your mobile number or email and password. 3. Press **Sign in**. If you belong to more than one clinic, choose the right clinic in the switcher at the top after signing in. To leave a shared device, press the

Sign out icon in the top bar.

Expected result. NABZ opens the patient **Overview**. If your last clinic link is no longer active, the portal sends you to **Join another clinic**.

If it fails. The message **Those details did not match an account** covers incorrect credentials and unavailable accounts. Recheck both entries. Repeated failures can temporarily lock sign-in; wait for the displayed time or contact the clinic. The current patient portal has no visible **Forgot password** or self-service password change screen.

3 Read your Overview

Screen: Overview | /p

Purpose. See a snapshot for the clinic currently selected in the top bar.

Area or action	Meaning
Clinic name and Your file here	Confirms which clinic is active and the file number used there.
Upcoming visits	Count of future appointments with an active status.
Visits completed	Count of completed appointments at the selected clinic.
Amount due	Sum still owed on unpaid or partly paid bills at the selected clinic.
Upcoming appointments	Next appointments with date, doctor, token, reason and status.
Recent visits	Latest consultation summaries.
Book appointment	Opens the booking form on Appointments.
Join another clinic	Starts the clinic finder for an existing account.
All appointments and All consultations	Open the full corresponding sections.

Steps. Confirm the clinic name and file number first. Use **Book appointment** for a new visit, **All appointments** to check the visit status, or **All consultations** for previous notes. The page refreshes while it is open.

If a number looks wrong. Check the clinic switcher. Each clinic has separate records. A recent bill or consultation may appear after the clinic saves it; refresh the page if needed.

4 Join and switch between clinics

Screen: Join another clinic | /p/join

Purpose. Use the same login at another listed clinic. The new clinic gets a separate patient file.

Steps. 1. Press **Join another clinic** on Overview or in the clinic switcher. 2. Choose state, city and clinic. 3. Use Search if the city has many clinics. 4. Press **Join** on the correct clinic card. A clinic already connected to your account shows **Already joined**.

Expected result. The newly joined clinic becomes active. Your account patient ID stays the same, while the new clinic issues its own file number (UHID).

Control: Clinic switcher | top of patient portal

Steps. Press the clinic name in the header and select another joined clinic. NABZ returns to Overview for that clinic. The switcher shows the clinic name, place and file number. Use **Join another clinic** at the bottom of the menu to add one.

Record rule. Appointments, consultations and bills shown after a switch belong only to the active clinic. To see another clinic's records, switch to it first. Profile details are account-wide, but changing them does not rewrite the file an existing clinic already holds.

5 Book and manage appointments

Screen: Appointments | /p/appointments

Purpose. Book a future time with a doctor at the active clinic and review upcoming and past visits.

Field or action	What it does
Doctor	Selects an active doctor at the current clinic. Specialization may appear beside the name.
Date	Choose today or a later date.
Time	Select a listed OPD time. Times that have passed are disabled. A time can show how many people are already booked; OPD times are nominal, so more than one patient may hold the same time.
Reason (optional)	Short reason for the visit, up to 160 characters.
Confirm booking	Creates the appointment and token.
Upcoming	Shows future active appointments, doctor, reason, token and status.
Past visits	Shows earlier or completed, cancelled and no-show appointments.
Cancel	Available while the appointment is **Booked**. Requires a confirmation.
I have reached	Lets you check in on the appointment day when eligible.

Steps to book. 1. Switch to the clinic where you want the visit. 2. Open **Appointments**. 3. Select the doctor and date. 4. Wait for listed times to load, then choose one. 5. Enter a reason if useful. 6. Press **Confirm booking**. 7. Check the green booking message and token in **Upcoming**.

Expected result. The appointment is immediately **Booked**; it is visible to the clinic. There is no separate approval step. One patient cannot hold two active appointments with the same doctor on the same day.

If booking is unavailable. If a doctor has not published OPD hours, the form asks you to call the clinic. If the doctor does not sit on that day or no future time remains, choose another date. If the clinic is not taking online bookings, call the clinic. A stale or invalid time can produce an error; reload the page and choose again.

To cancel. In **Upcoming**, press **Cancel** beside a **Booked** visit and confirm. Once the visit is marked arrived or consultation has started, tell the front desk. The cancelled visit moves to past visits and no longer counts as an active booking.

To move a visit. The patient portal does not provide a reschedule button. Ask clinic staff to use **Move** on their Appointments screen, or cancel a **Booked** visit and make a new booking. Check the new token and time after the change.

6 Check in and follow your place in the queue

Control: I have reached | Upcoming appointment on /p/appointments

Purpose. Move your appointment from **Booked** to the clinic's waiting list.

Steps. 1. Open **Appointments** on the day of your visit. 2. If the clinic has set a location pin and your phone allows location, keeping the page open can check you in automatically when you reach the clinic. 3. Otherwise press **I have reached**. If your phone cannot confirm you are at the clinic, the button is available from 60 minutes before the booked time. 4. Check for **You are in the waiting list** and an **Arrived** status. You can always ask the front desk to mark you arrived.

Expected result. The queue line may show how many patients are ahead or that you are with the doctor. The page refreshes regularly while open. Location-based automatic check-in works only while this page stays open; the portal does not monitor a closed browser tab.

If it does not work. Make sure the appointment is today and still **Booked**. If you do not share location and it is earlier than the 60-minute window, wait or ask the front desk. If the page still shows Booked after you act, refresh it and ask staff to check the queue before pressing again.

7 Read consultations and prescriptions

Screen: Consultations | /p/records

Purpose. Read what the active clinic recorded during your visits.

Consultation detail	Meaning
Diagnosis or Consultation	The visit heading; a generic heading appears if no diagnosis was entered.
Doctor and date	Who recorded the visit and when. Qualification appears when stored.
Complaints, Advice and Tests	Notes entered by the clinic, when present.
Prescription	Medicine name, dosage, timing, duration and instructions as entered by the doctor.
Next visit	Follow-up date, when recorded.

Steps. Select the clinic at the top, then open **Consultations**. Scroll to the visit date. Read the medicine instructions exactly as recorded. Contact the clinic if an entry is unclear or appears wrong; do not edit a prescription yourself.

Expected result. The clinic's saved consultation appears here after the visit. A clinic with no recorded consultation shows **No consultations yet**. The patient portal shows these records on screen; it does not show a patient-side prescription edit or download action.

8 Read bills and payment history

Screen: Billing | /p/billing

Purpose. Review bills raised by the active clinic. NABZ shows clinic-recorded payments here; the patient portal does not take online bill payments.

Billing detail	Meaning
Billed, Paid, Outstanding	Totals for non-cancelled bills shown for the active clinic.
Bill number and date	Identifies a bill.
Status and total	Shows whether it is unpaid, partly paid, paid or cancelled.
Item lines	Description, quantity and amount for each charge.
Payments	Amount, mode and date recorded by the clinic.
Balance due	Amount remaining on an unpaid or partly paid bill.

Steps. Switch to the right clinic, open **Billing**, find the bill number and compare its lines and payments with your receipt. If a payment is missing, ask the clinic to check the bill and record it. Billing for another clinic appears only after switching to that clinic.

9 Update your profile

Screen: Profile | /p/profile

Purpose. Update account details used when you join future clinics and see your joined clinics.

Field or action	What it does
Full name	Editable account name; required.
Gender	Editable selection.
Date of birth	Editable date.
Address, City and State	Editable contact location.
Mobile and Email	Displayed but not editable on this screen.
Save details	Saves the editable account fields.
Your clinics	Shows each joined clinic, place, file number and join date.
Join	Opens the clinic finder.

Steps. Open **Profile**, update the fields you need, then press **Save details**. Check the saved message. If a clinic's existing file needs a correction, contact that clinic too; changing the account profile does not silently change its older clinical record.

Current account controls. The portal does not expose patient-side password change, password recovery, notification preferences, email or mobile editing, or a medical-history entry form. Ask your clinic or NABZ support for help with account access or record corrections.

10 Quick troubleshooting

What you see	What to do
No clinics listed	Check state and city. Ask the clinic whether it has published its NABZ listing.
Already have an account	Sign in and use Join another clinic. Keep one login across clinics.
Sign-in details do not match	Re-enter mobile/email and password; wait if a temporary lock message appears.
No doctor or no OPD time	Ask the clinic to add a doctor or publish that doctor's OPD hours, or choose another date.
Appointment not visible	Check the selected clinic, then Upcoming and Past visits. Refresh the page.
Need a new time	Ask staff to reschedule; alternatively cancel while Booked and book again.
I have reached does not check in	Use it on the appointment day, near the clinic or within 60 minutes of the booked time; ask staff to mark arrival if needed.
No consultation or bill	The clinic may not have saved it yet; verify the clinic switcher and ask the clinic.
Incorrect prescription or payment	Contact the clinic that created the record. The portal is read-only for these items.

Current limits and requested improvements

The current portal has no country selector or distance-based nearby search; discovery is by state, city and an in-city text search. It shows a doctor's name and possible specialization on clinic cards and the booking selector, but no separate full doctor profile page. It has no patient-side reschedule, appointment approval queue, online bill payment, downloadable patient prescription or receipt, notification centre, password recovery or patient-entered medical-history form. These are product improvement opportunities, not steps to follow today.

Screen index

Patient routes covered: /p/signup, /p/login, /p, /p/join, /p/appointments, /p/records, /p/billing, /p/profile. Buttons and wording were checked against the current NABZ application source. The availability of individual clinics, doctors, appointments and records depends on what each clinic has entered.