

TEND · THE CLINIC OPERATING SYSTEM

Your whole clinic.

One calm screen.

From the front desk to discharge, Tend runs reception, consults, pharmacy, lab and IPD — so you spend your day on patients, not paperwork.

6 modules · one login

Tokens & reports on WhatsApp

GST-correct billing

Works offline



Calmer front desk

One screen, no registers, no double tokens.



Cleaner books

GST-correct bills and a one-tap day-close.



Happier patients

Tokens, Rx & reports on WhatsApp.

REPLACES THE REGISTER, THE BILL BOOK, THE WHATSAPP CHAOS & FOUR SEPARATE APPS

One login that runs your *entire* clinic — front desk to discharge.

Tend is an all-in-one hospital & clinic management system, built for India. It replaces the paper register, the bill book, the pharmacy ledger, the lab register and the clinic WhatsApp chaos with **one connected system** — so your clinic runs on one screen, gets paid correctly, and looks professional to every patient.



WhatsApp-native

Works offline

₹ GST-correct

Multi-hospital

Encrypted backups

WHO IT'S FOR



Solo clinic

One doctor, one room



Polyclinic

Front desk + pharmacy



Specialty hospital

Beds & insurance



Hospital network

Many sites, one brand

WHAT TEND REPLACES

The paper **register** · the **bill book** · the **pharmacy ledger** · the **lab register** · and four disconnected apps + the clinic WhatsApp chaos — folded into **one screen**.

Follow one patient through your clinic — and *watch the wait disappear.*

One record travels from the walk-in to the discharge bill. Nobody re-types a name. Nobody hunts for a file. Nobody waits for the chemist to reconcile what the doctor wrote.

THE 60-SECOND PATIENT JOURNEY



1 Register

Name + phone.
UHID issued.

Under a
minute



2 Token

Queue token on
WhatsApp.

Zero desk
calls



3 Consult

Same record.
Signed Rx.

No re-keying



4 Pharmacy + Lab

Dispense & test on
the Rx.

No paper
hand-off



5 Bill

GST invoice builds
itself.

Right total,
1st time



6 Discharge

Claim-ready bill
prints.

Same-day
discharge

6

modules · one login

10+

lab panels built-in

6

least-privilege roles

100%

GST-correct bills

3

languages · EN-HI-TE

₹0

per-seat fees, ever



One record, every desk

Reception, doctor, pharmacy, lab and ward all read and write the same patient file — a dispensed medicine and a signed prescription can never disagree, and nothing is typed twice.



One ledger, ₹ & GST correct

Every consult, strip, test and bed-day lands on one ledger that bills itself — GST-correct, insurance-ready, GSTR-1 in one tap. You get paid the right amount with no manual tally.



WhatsApp does the chasing

Tokens, prescriptions, lab reports and reminders reach patients on the app they already use — no printouts, no follow-up calls, a clinic that looks effortlessly professional.

THE DAY-ONE DIFFERENCE

Still running on a paper register and three disconnected spreadsheets? Every patient pays for it in waiting time — and **you** pay in lost GST, missed claims and an exhausted front desk. Tend closes all three gaps the day you switch it on.

Everything from the front desk to the discharge bill — *done the Indian way.*

Reception books, the doctor signs, the pharmacy dispenses, the lab reports, the ward bills — all on one record, GST and insurance handled correctly. No double-entry. No per-feature upsell.



Reception & Queue

Register a patient in seconds and watch the day's queue settle itself — no registers, no shouting names down the corridor.

- Auto-UHID patient register
- Find by name / phone / UHID
- One-screen live OP queue
- WhatsApp token + T-2 alert
- Reply C / X to confirm or cancel
- Works offline, syncs on reconnect



OP Consultation & Rx

The doctor sees the whole patient at a glance — the patient walks out with a signed Rx already on WhatsApp.

- History & allergies on top
- Saved Rx snippets — two taps
- Signed, letterhead-quality PDF
- Quiet edit window after signing
- Paeds & OB specialty cards
- Runs without a doctor login



Pharmacy + GST

A full GST pharmacy built right in — ring up a sale in seconds and never lose a rupee of tax.

- Walk-in counter sale
- 2.46-lakh medicine catalogue
- GST from MRP, never on top
- One-tap GSTR-1 by slab
- Batch + expiry FIFO alerts
- Locked to the signed Rx



Lab & Diagnostics

Order a test, collect the sample, deliver the report to the patient's phone — no chits between rooms.

- Ordered from the consult
- Pending-samples board
- Report on WhatsApp
- Results on the record
- Charges on one bill
- Works offline too



IPD + Insurance

See every bed at a glance and hand over a claim-ready bill at discharge — room rent and GST already correct.

- Live bed board
- Auto daily room rent
- One running IPD bill
- Claim-ready discharge bill
- Consent · DAMA · audit
- Few beds → many wards



Admin & Roles

Run one clinic or a whole network from one screen — who does what, what costs what, and a clean trail of every change.

- 6 least-privilege roles
- Full change audit log
- Today's KPIs at a glance
- Per-branch identity & pricing
- Per-tenant isolation + backups
- ABDM/ABHA-ready · NABH

The same patient, the same record — *from the front desk in.*

hms.sayuk.cloud · Reception · Today

RECEPTION · WEDNESDAY 21 MAY

Today's queue

42 18 ₹14,820
CHECKED IN WAITING COLLECTED

Q Search by name, phone, or UHID...

TOKEN	PATIENT	DOCTOR	TIME	STATUS
0P-2026-007	Daniel Carter	Dr. James Cole	10:24	Waiting
0P-2026-008	Sophie Lambert	Dr. Helen Mercer	10:31	In room
0P-2026-009	Marcus Reed	Dr. James Cole	10:42	Called
0P-2026-010	Elena Voss	Dr. Helen Mercer	10:50	Waiting
0P-2026-011	Owen Pierce	Dr. James Cole	11:05	Scheduled

Reception & live queue. Register a patient, hand out a token and watch the queue move on one screen — no re-writing names, no "who's next, doctor?" walk-ins, and it runs even with no doctor logged in.

hms.sayuk.cloud · Consultation · 0P-2026-008

MR **Marcus Reed** · 34M

UHID-001847 · Allergies: Penicillin · Last visit 12 Mar

In consultation

COMPLAINT

Persistent dry cough · 5 days · worse at night. No fever.

VITALS

98.4°F 126/82 mmHg 76 bpm 97% SpO₂

PRESCRIPTION

3 items

01 **Levocetirizine 5mg**
1-0-1 · 5 days · after food

02 **Dextromethorphan syrup**
10mL · TDS · 5 days

03 **Steam inhalation**
BD · 7 days

Auto-saved · 10:34 AM

Sign & send via WhatsApp →

Consultation & signed Rx. Allergies and last visit sit on top while you build a prescription from a real medicine list — auto-saved as you type, then sent to the patient's WhatsApp as a clean, signed PDF in one tap.

From five scattered systems to *one calm line*.

Same clinic. Same patient. One picture says it all.

× TODAY · FIVE THINGS THAT DON'T TALK



↓ SWITCH ON TEND

✓ WITH TEND · ONE RECORD, ONE CLEAN LINE



Re-typed 3×



✓ Typed once

Constant calls



Auto WhatsApp

Lost rupees



✓ Every ₹ billed

Month-end scramble



1-tap GSTR-1

Get paid for everything you do — *to the last rupee.*

One ledger collects every desk — OP, pharmacy, lab and ward — and bills itself GST-correct. No formulae, no month-end tally, nothing slips through.

EVERY DESK, ONE LEDGER

	OP consult	₹500
	Pharmacy	₹360
	Lab test	₹240
	IPD bed-day	₹400



One running bill

GST extracted from MRP — never added on top

SAMPLE

Taxable value (net)	₹1,271.19
CGST 6%	₹76.27
SGST 6%	₹76.27

Net 84%	CGST	SGST
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MRP COLLECTED ₹ 1,423.73

Tax sits **inside** the price your patient pays — split CGST + SGST automatically, totalled by slab for one-tap GSTR-1.



GST-correct, automatically

CGST/SGST split out of the MRP on every invoice — no maths, no corrections.



Claims approved faster

Discharge bills land claim-ready — room rent, GST and consent already in order.



No quiet revenue leaks

Every strip, test and bed-day auto-posts to the bill — nothing dispensed unbilled.



Close the day in minutes

One day-close ties cash, cards and UPI to the ledger — books reconciled, not rebuilt.

Your data, walled off & encrypted — *and the proof is built in.*

Not bolted on the week before an inspection. Each hospital is isolated, backed up and India-resident by default — so when an assessor, an auditor or a patient asks, the evidence is already in the system.



Isolated per hospital

Each tenant gets its own walled-off database — your patients are never mixed with another clinic's.

Encrypted & backed up daily

Snapshotted every day and encrypted at rest with a key you hold — never one fragile computer.

India-resident, you control

Records stay in India on hardware you own — DPDP-built, ABDM/ABHA-ready architecture.



✓ INCLUDED

GST-compliant billing

Tax extracted from MRP, CGST/SGST shown the way the law expects, invoice numbers clean per FY — GSTR-1 ready when you are.



✓ INCLUDED

NABH-aligned by default

Consent capture, ADR reporting and patient-satisfaction live in the record — the assessor's evidence is already there.



✓ INCLUDED

Role-based access

Reception, doctor, pharmacy, lab, billing and admin each see only what their job needs. Patient data and money stay protected.



✓ INCLUDED

Full audit trail

Every change to a note, bill, admission or price is logged with who and when. Nothing is quietly altered behind your back.



✓ INCLUDED

Daily encrypted backups

Your hospital's data is snapshotted daily and encrypted with a key you hold — not left to chance on one machine that could fail.



✓ INCLUDED

Data residency · DPDP-ready

Records stay in India, on hardware you control, each hospital fully walled off — built for India's privacy law from day one.

The honest fine print.



ABDM / ABHA-ready

Per-tenant isolation

India-resident

Encrypted with a key you hold

NABH-aligned, not
certified — honest by
design.

The patchwork — or *one system that just works.*

Everything a clinic runs on paper, spreadsheets and four disconnected apps, folded into one login. Here's the difference at a glance.

What your clinic needs	Paper · sheets · 4 apps	Tend
One patient record on every desk	✗	✓
GST-correct bills + one-tap GSTR-1	✗	✓
Prescriptions & reports on WhatsApp	✗	✓
Works offline, syncs on reconnect	✗	✓
Claim-ready insurance discharge bills	✗	✓
Role-based access + full audit trail	✗	✓
Daily encrypted backups, key you hold	✗	✓
One honest day-close, not three registers	✗	✓

FIVE SYSTEMS, OR ONE

Five logins, five bills, five things to reconcile at midnight — or **one screen** that does it all. Most clinics are **fully live within a week** — no IT team, no migration headache, no per-seat fees.

AT A GLANCE

Deployment	Cloud + installable app (PWA)
Languages	English · Hindi · Telugu
Built-in roles	6, least-privilege
Modules	6 — all on one login
Billing	₹-native · GST · GSTR-1
Security	Per-tenant isolation · encrypted
Go live	This week — no IT team

BUILT ON INDIA'S STANDARDS

GST-compliant

NABH-aligned

DPDP-ready

ABDM/ABHA-ready

Encrypted at rest

Made in India

Standards Tend is built to — not paid endorsements. NABH-aligned; ABDM/ABHA & DPDP ready by architecture.



From a single room to a multispecialty hospital — *the same trusted tool.*

Solo

One doctor, one room.

Reception · OP · Rx ·
WhatsApp

Clinic

Front desk + pharmacy.

+ Pharmacy + GST + Lab

Hospital

Beds & insurance.

+ IPD + claims + 6
roles

Network

Many sites, one brand.

+ Multi-tenant +
central admin

Book a walkthrough — go live this week.

We set up your hospital, your staff and your first patients while you watch — no IT team, no long migration, no per-seat fees.

sayuk.cloud/hms · hello@sayuk.cloud



TEND · BY SAYUK · MADE IN INDIA

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