



Fiap Systems

Meditech, Hospital & Clinic Management

One complete system to run your hospital or clinic, from the front-desk queue to the discharge letter, with billing, insurance, pharmacy and a patient mobile app built in.

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SECTION 1

Built for Hospitals, Clinics & Health Centres

One complete system to run your hospital or clinic, from the front-desk queue to the discharge letter, with billing, insurance, pharmacy and a patient mobile app built in.

Meditech is the healthcare edition of Fiap Systems. It runs the complete journey of a patient, registration, the outpatient queue, consultations, vitals, lab, pharmacy, wards, billing, insurance and discharge, in one connected system, with a patient mobile app and national health reporting built in. It is designed for hospitals, clinics, health centres and specialist practices that want to replace paper files and disconnected tools with one reliable record.

The problems it removes

- Patient information scattered across paper files and notebooks, so history is lost between visits and departments.
- No-shows and long, chaotic waiting rooms because there is no live queue and no automatic appointment reminders.
- Prescribing mistakes from unrecorded allergies and unnoticed drug conflicts.
- Slow, error-prone billing and insurance/mutuelle claims, with confusion over who pays what and money left uncollected.

SECTION 2

What This Edition Does

Everything below is built in and ready to use from day one, grouped by the part of your work it handles.

Patient Records & Front Desk

- Patient registration with an auto-generated Medical Record Number (MRN) used for portal login
- Personal details, emergency contacts and insurance captured in one profile
- Permanent, tamper-proof medical history that cannot be edited or deleted (legal compliance)
- Allergy badge shown on the patient header before every consultation
- Searchable patient list with full visit, lab, prescription and billing history in one place

Appointments & Patient Flow

- Book appointments by doctor, patient, date, time and type (Consultation, Follow-up, Emergency)
- Live outpatient (OPD) queue so staff and patients always see who is next
- Clear status tracking: Scheduled, In Progress, Completed (or Cancelled)
- Patients book by department; only doctors assigned to that department appear
- Automatic WhatsApp appointment reminders to cut no-shows
- Public online appointment requests from the website/app, dropped straight into the queue

Clinical Care & Records

- Record consultations with diagnosis, treatment notes and prescriptions
- Capture vital signs (blood pressure, temperature, pulse, oxygen/SpO2, respiration, weight/height with automatic BMI)
- Timestamped vitals with trend charts and automatic highlighting of abnormal readings
- Diagnoses coded with international ICD codes
- Doctor profiles with specialization, credentials, department and schedules

Patient Safety: Allergies & Drug Interactions

- Allergy profile covering drug, food and environmental allergens
- Severity grading from Mild to Life-threatening, with the known reaction described
- Automatic alert when a prescribed drug conflicts with a recorded allergy
- Automatic drug-interaction checks across the patient's active medications when dispensing
- Override only with a documented clinical justification, kept in the audit log

Pharmacy & Prescriptions

- Doctors prescribe with dosage, route, frequency and duration; prescriptions route straight to pharmacy
- Live pharmacy queue of pending prescriptions ready to dispense
- Dispensing status tracking (Pending, Partially Dispensed, Fully Dispensed) and medication stock tracking
- Refill and renewal management for chronic/ongoing medications
- Print-ready prescriptions on facility letterhead with the doctor's details

Laboratory

- Order lab tests directly from a patient's record with a priority level
- Track each sample from collection through to result
- Results entered by lab staff and linked automatically to the patient's medical record
- "Lab results ready" notifications when results are available

Wards, Beds & Discharge

- Set up wards by type (General, ICU, Pediatric, Maternity, Surgical, Private) with bed configurations
- Real-time colour-coded bed map and occupancy dashboard across the whole facility
- Admit and assign patients to beds; transfer between wards; automatic bed release on discharge
- Automatic ICU over-capacity alert when occupancy exceeds 85%
- Length-of-stay and occupancy trend reporting
- Guided discharge that auto-compiles the stay, diagnoses, treatments, take-home medications and follow-up plan into a printable summary

Billing, Insurance & Mutuelle

- Itemised bills for services and procedures, with payment recording and printed invoices
- Mobile Money (MTN/Orange) and FCFA support for collecting payment
- Patient insurance profiles with primary and secondary plans and coverage verification
- Insurance/mutuelle claims with automatic coverage split, the system computes the insurer's share and the patient's co-pay automatically
- Full claim lifecycle (Draft, Submitted, Under Review, Approved/Partially Approved, Paid/Denied/Appealed) with partial-approval handling
- Claim and reimbursement reports: approval vs denial rates, outstanding claims, average reimbursement time

Referrals & Coordination

- Internal referrals between departments and specialists, plus external referrals to other facilities
- Relevant medical history, lab results and reports attached automatically to the referral
- Priority levels (Routine, Urgent, Emergency) with instant notification of the receiving team
- Status tracking (Pending, Accepted, Completed, Declined) visible to both sending and receiving doctors
- Printable referral letters on facility letterhead

Departments, Reporting & National Compliance

- Organise the facility into departments with assigned staff and a department head
- Department-level reports: patient volume, workload, staffing and revenue
- National DHIS2 health reporting built in for government health-data submission
- Full audit log of every action (who, what, when, before/after) for accountability

SECTION 3

Reaching Customers Online

Beyond your front desk, the system gives the people you serve a way to reach you online, and to pay.

Online & self-service

- Patient Portal on the Fiap mobile app, patients log in with their MRN and registered phone number
- Patients view their own appointments, lab results, billing history and medical records on their phone
- Public online appointment requests from the website/app that arrive directly in the clinic's queue
- Automatic WhatsApp appointment reminders sent to the patient's phone
- Bill payment by Mobile Money (MTN/Orange), in FCFA

SECTION 4

Everything Else Your Business Gets

Whichever edition you run, the same dependable business tools come built in, so the whole operation lives in one place.

People & Payroll

- Staff directory with roles, branches and salary details
- Monthly payroll with automatic tax and contribution calculations
- Printable individual payslips and a monthly payroll report
- Quick-PIN logins for fast, secure access at shared terminals
- Staff performance reviews with ratings, review periods and employee sign-off

Money & Accounting

- A proper double-entry ledger that does the books automatically
- Profit & Loss statement and Balance Sheet, with no accounting expertise needed
- Expense tracking by category and vendor
- Every sale, payment and expense posts to the books in real time

Insight & Reports

- Dashboards with revenue trends, top items and category breakdowns
- Monthly financial summaries and payroll breakdowns
- Export any report to a spreadsheet for your accountant

Multi-Branch & Control

- Run several locations under one account, each with its own stock, staff and reports
- In-app notifications, internal staff messaging and broadcast announcements
- Secure document storage and a full audit log of who changed what

Branding & Settings

- Your business name, logo and brand colours on screens and receipts
- Set your currency, timezone, language and receipt message
- Configure Mobile Money keys and email, all in one place

SECTION 5**Built for Your Region**

- Fully bilingual **English and French**, each staff member picks their own language
- Prices and reports in **FCFA (XAF)** and other currencies
- **Mobile Money** (MTN MoMo and Orange Money), plus cash, card and bank transfer, online payments are verified with the provider before being marked paid
- Runs **in the cloud, offline on a desktop, and on phones**, offline installs sync automatically when connected

SECTION 6

Smart Automation & AI Assistant

The system can watch for things happening in your business and act on them automatically, following simple “when this happens → do that” rules that you control. Everything it does is logged, and anything that touches money or stock is prepared as a draft for a person to approve.

Examples

- Stock runs low → a purchase order is drafted automatically for a manager to approve
- A payment or fee becomes overdue → a reminder is sent
- An appointment or booking is coming up → an automatic WhatsApp reminder goes out

An optional built-in assistant can answer questions about your business in plain language and, when enabled, help carry out tasks. Every action it proposes lands in an Approvals Inbox where a manager signs off first, nothing touches money or stock without human approval.

SECTION 7

Security & Reliability

- Your business's data is fully isolated and private from every other business
- Role-based access means people only see and do what their job allows
- Payments are confirmed with the provider before being credited
- Secure logins, with a quick-PIN option for shared terminals and protection against repeated wrong-password attempts
- A complete audit trail records who changed what
- Sensitive settings, such as payment keys, are encrypted
- The offline desktop edition keeps working without internet and syncs safely when reconnected

SECTION 8

Ways to Run Fiap Systems

The same edition can be delivered in the way that best fits your connectivity and budget.

Option	How it runs	Best for
Cloud	Hosted online; open in any browser; always up to date; includes the mobile app	Businesses with reliable internet that want zero setup
Offline + Cloud Sync	Installed on your own computers; works fully offline and syncs to the cloud automatically when connected; unlimited computers; includes mobile	Most businesses, resilience offline with the convenience of the cloud
Standalone Desktop	Installed on one computer; works entirely offline; desktop only	Locations where internet is unreliable or not needed

Onboarding, staff training and ongoing support are available to get your team productive quickly.

Why Fiap Systems

Fiap Systems gives you a single, connected, bilingual platform tailored to Hospitals, Clinics & Health Centres, and ready to run online, offline or on a phone.

Instead of stitching together separate tools, you get one system where the numbers always agree, the busywork runs itself, and everyone, from the front desk to the owner, has exactly the access they need. We would be glad to arrange a tailored demonstration using examples from your own operation.

Next step

- Request a live demonstration tailored to your business
- Tell us your number of locations and staff for a fitting recommendation
- Choose Cloud, Offline + Sync, or Standalone Desktop with our help