ACURA MEDISCH CENTRUM · WEERT

User manual

Step-by-step guide to every function, by role

16	78	86
CHAPTERS	FUNCTIONS	SCREENSHOTS

Version November 2026

About this manual

Numbered markers in the screenshots correspond to the numbered steps.

All screenshots come from the sample environment with invented data. Names, amounts and numbers are not real.

Contents

1. Getting started

1.1 Signing in
1.2 The screen at a glance
1.3 Finding anything from anywhere
1.4 Changing the language
1.5 Switching site and signing out

2. Start pages and key figures

2.1 Your start page
2.2 Reception start page
2.3 Physician start page: today's queue
2.4 Billing start page
2.5 Management start page
2.6 Medical assistant: rooms, preparation, lab samples
2.7 Site management: bottlenecks, roster and cash desk
2.8 Data protection officer: findings, accesses, deletion, requests
2.9 System administration: analyses per doctor
2.10 Key figures, period and comparison

3. The day

3.1 Front desk: checking a patient in
3.2 Intake form and payment from the front desk
3.3 Scheduler: viewing the week
3.4 Booking a new appointment
3.5 Rescheduling and filling gaps from the waiting list
3.6 Waiting list

4. Patients and records

4.1 Patient search
4.2 Registering a new patient
4.3 Patient details, consents and portal access
4.4 Access per site

5. Treatment: consultation and patient record

5.1 Consultation workplace
5.2 Recording a finding
5.3 Patient record (chart)
5.4 Lab report
5.5 Lab trend table
5.6 Medical documents: letters, referrals, prescriptions
5.7 Medication plan

6. Aesthetic treatments

6.1 Photo documentation
6.2 Series and programmes

7. Tasks and messages

7.1 Tasks
7.2 Internal messages

8. The phone assistant

8.1 Call log: what the assistant did
8.2 Calls: what the assistant did
8.3 Phone desk
8.4 Cases to clarify
8.5 Phone settings and knowledge base
8.6 Improvements
8.7 Voices and language markets
8.8 Night and weekend on-call

9. Billing and payments

9.1 Cash desk: taking a card payment
9.2 Cash desk: daily closing and cash book
9.3 Invoices and delivery
9.4 Payments
9.5 Dunning run
9.6 Month-end close and handover to the accountant
9.7 Doctors' fees

10. Reports and analytics

10.1 Key figures
10.2 Management reports
10.3 Operations reports

11. Sales: enquiries and prospects

11.1 To do today

11.2 Handling an enquiry

11.3 Prospects: who is where?

11.4 Sales results

12. Marketing: campaigns and results

12.1 What is running?

12.2 Creating a campaign

12.3 Where do enquiries come from?

13. Website and content

13.1 Website pages and translations

14. Administration

14.1 Administration overview

14.2 Who may do what: roles and permissions

14.3 Users

14.4 Roster and cover

14.5 Sites, consultation hours and appointment types

14.6 Devices and laboratory

14.7 Materials and batches

14.8 Waiting-room display

14.9 Service catalogue, prices and VAT

14.10 Report templates and terminology

14.11 Templates for medical documents

14.12 Automated workflows

14.13 Access log

15. Taking over data from the old system

15.1 Data migration

16. Help, manual and guided tour

16.1 The guided tour

16.2 This manual inside acura one

CHAPTER 1

Getting started

FOR Everyone who works with acura one

acura one is the system of Acura Medisch Centrum: everything you need for daily work in one place, in the browser on a PC, tablet or phone. Nothing has to be installed. This chapter explains what is the same for every role: signing in, finding your way around, searching, changing the language and signing out.

1.1 Signing in

1.2 The screen at a glance

1.3 Finding anything from anywhere

1.4 Changing the language

1.5 Switching site and signing out

1.1 Signing in

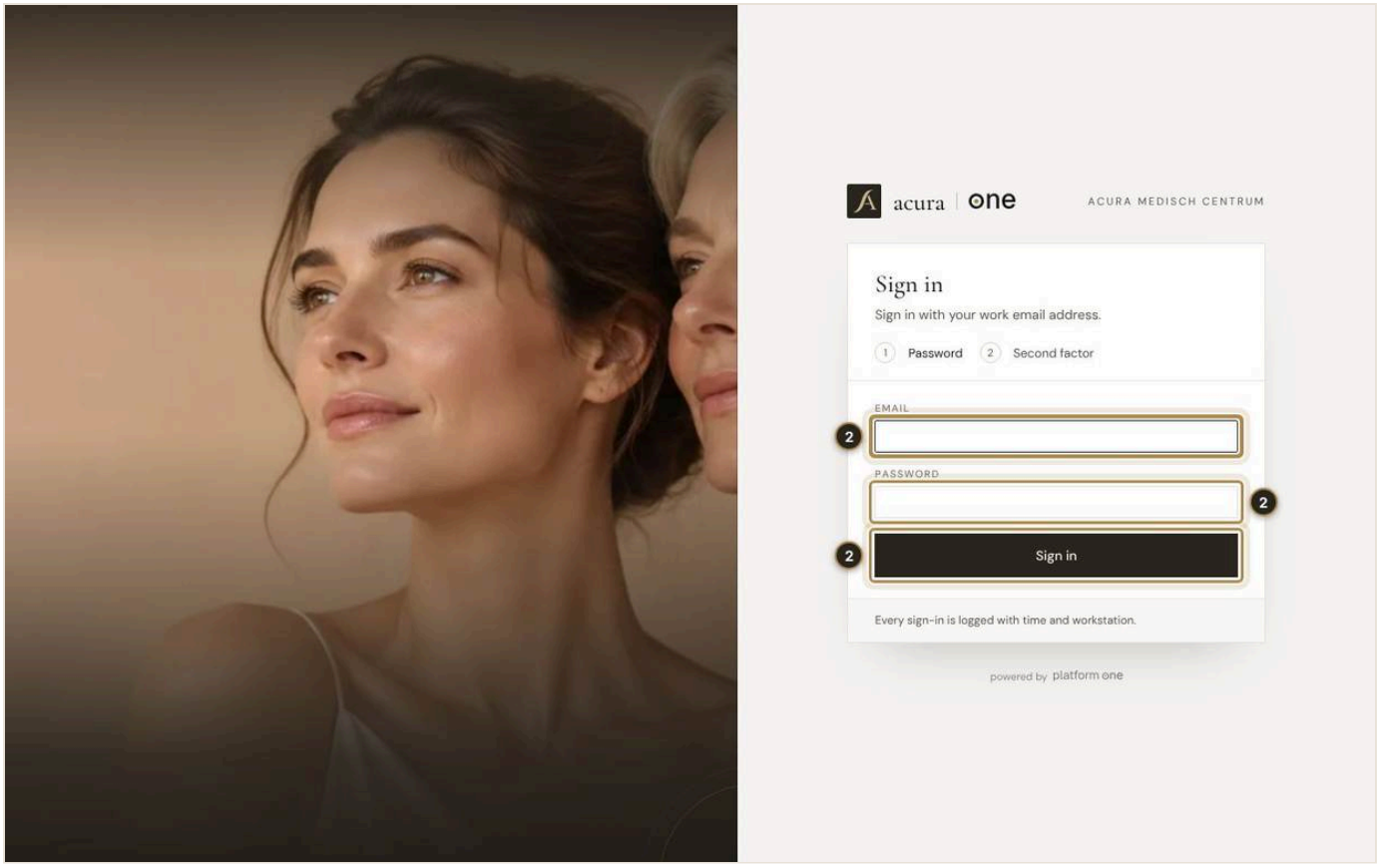
Everyone signs in personally with a work email address, a password and a six-digit code from an authenticator app (the second factor). This keeps the data safe, and every action can be traced back to a person.

WHERE TO FIND IT Address of acura one in the browser

1. Open acura one in your browser. The sign-in page appears.
2. Type your work email address into **Email** and your password into **Password**. Click **Sign in**.
3. Open the authenticator app on your phone, read the six-digit code and type it in. Click **Confirm**.
4. If you work at more than one site, choose where you work today and click **Continue**. Your start page opens.

GOOD TO KNOW

> Forgot your password? Ask your administrator to reset it. Nobody, not even support, will ever ask you for your password.
>
> In the sample environment all accounts use the password `beispiel-kennwort` and the code `123456`.



1.2 The screen at a glance

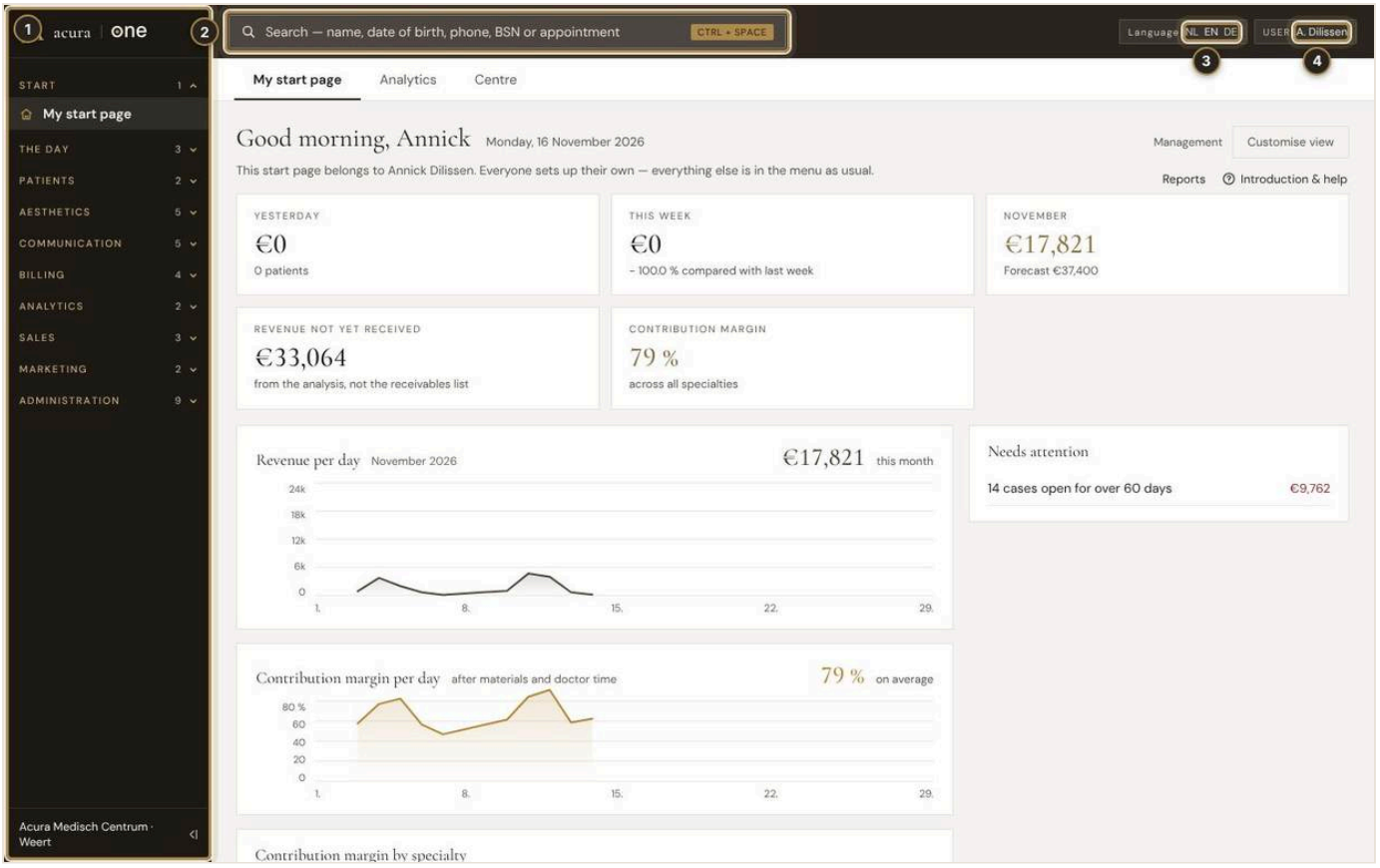
Every page has the same frame. Once you know it, you can find your way around every part of acura one.

WHERE TO FIND IT Every page

1. **Main menu** on the left. It is grouped into areas, for example Start, The day, Patients, Communication, Finance and Administration. Click an area to open or close it. You only see what your role is allowed to use.
2. **Search** at the top. It finds patients and much more from any page (see the next section).
3. **Language** at the top right switches the screen language at any time.

4. **User** at the top right shows who is signed in. Here you switch site and sign out.

5. The **content** in the middle. Most pages start with the key figures, then tabs, then the details.



1.3 Finding anything from anywhere

One search field for everything. It is on every page and opens with the keyboard shortcut Ctrl + Space.

WHERE TO FIND IT Top bar › Search (Ctrl + Space)

1. Click into the search field at the top, or press **Ctrl + Space**.

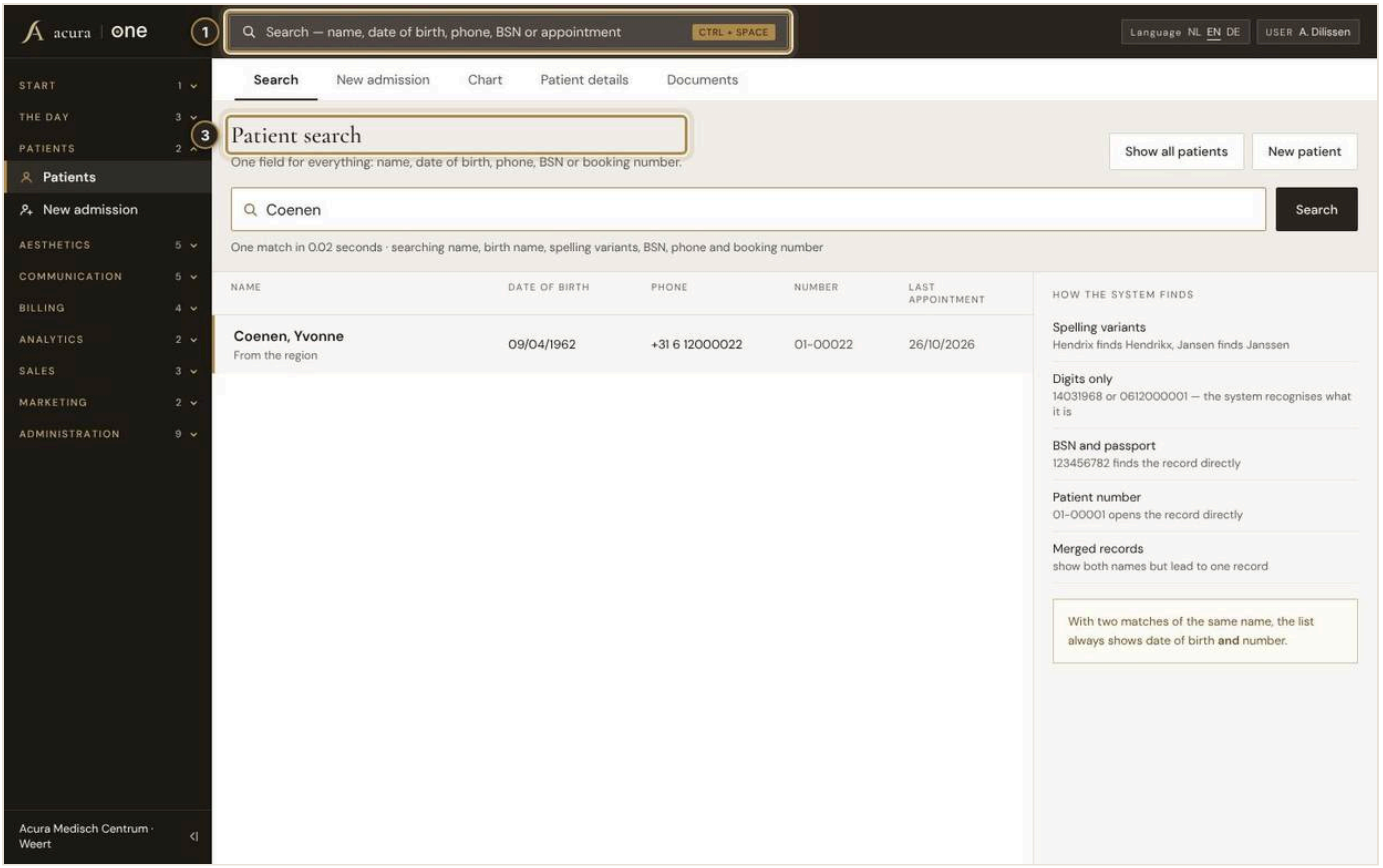
2. Type a few letters: part of a name, a number, a phone number or an address.

3. Press **Enter**. A page with all matches opens, sorted by type.

4. Click a match to open it.

GOOD TO KNOW

The grey text in the empty search field tells you what you can search for in your system.

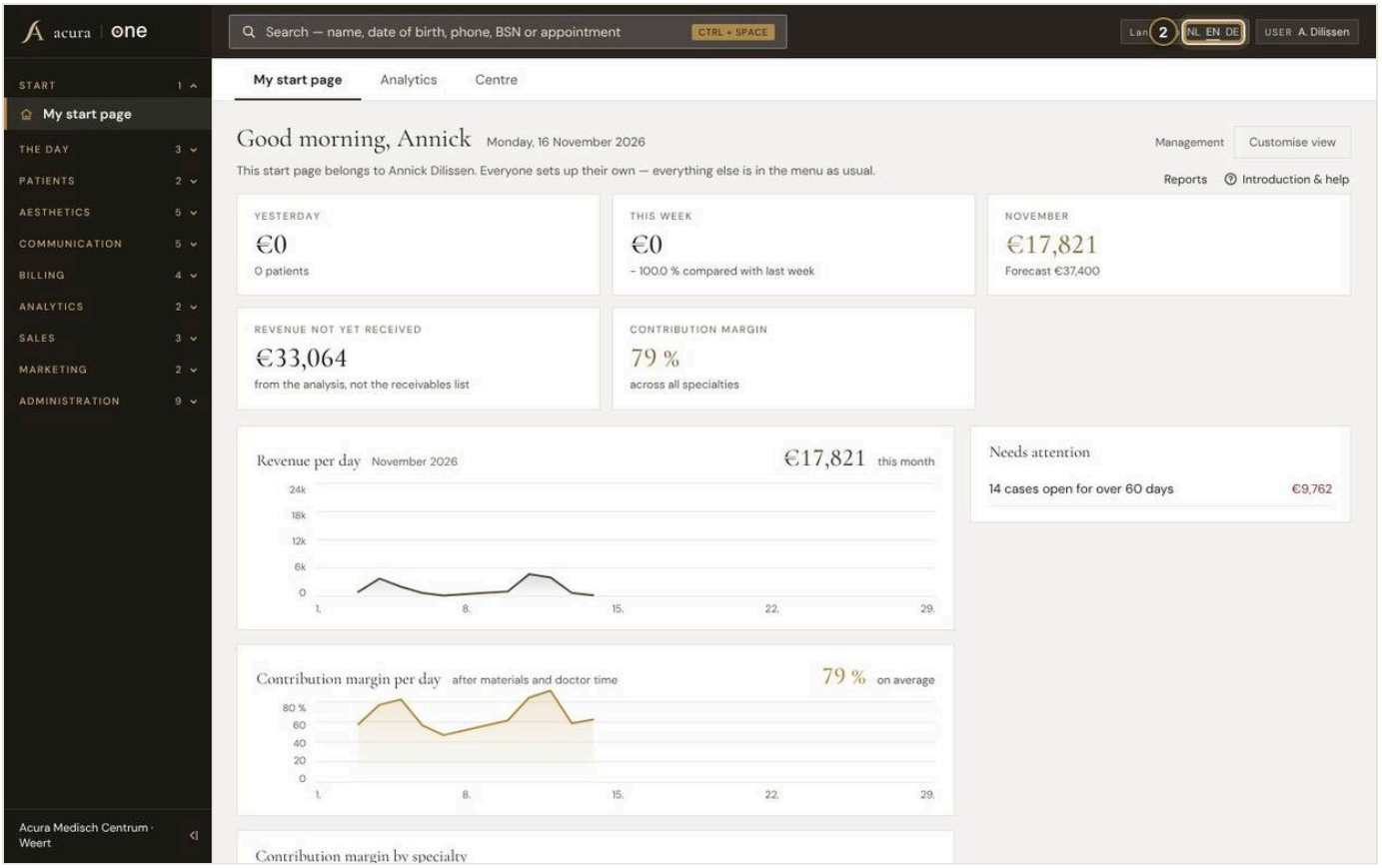


1.4 Changing the language

You can use acura one in several languages. Each person chooses their own language; it does not change anything for your colleagues.

WHERE TO FIND IT Top bar › Language

1. Look at **Language** at the top right. The active language is underlined.
2. Click another language code, for example **EN** for English. The whole screen switches at once.
3. Your choice is remembered for the next time you sign in.



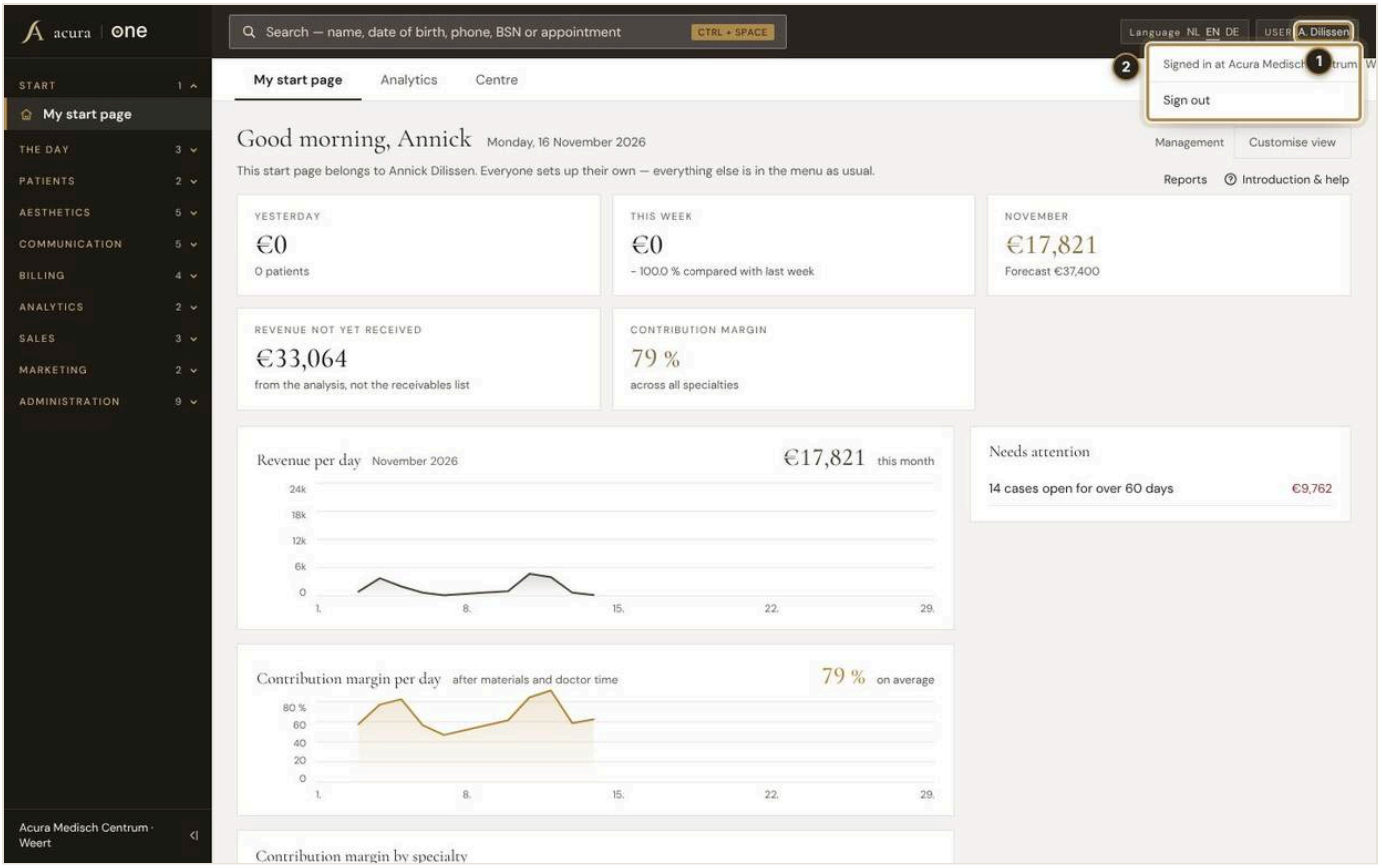
1.5 Switching site and signing out

The user menu at the top right shows who is signed in. Here you change the site you work at and sign out at the end of the day.

WHERE TO FIND IT Top bar › User

1. Click **User** with your name at the top right. The menu opens.
2. If you work at several sites, click another site to switch. Calendars and lists follow the site you choose.
3. Click **Sign out** when you finish work. After a longer break acura one signs you out by itself.

> GOOD TO KNOW
>
> On a shared computer, always sign out before you leave.


acura | one
Search — name, date of birth, phone, BSN or appointment
CTRL + SPACE
Language NL EN DE
USER A. Dilissen
Signed in at Acura Medisch Centrum W
Sign out
START 1
My start page
THE DAY 3
PATIENTS 2
AESTHETICS 5
COMMUNICATION 5
BILLING 4
ANALYTICS 2
SALES 3
MARKETING 2
ADMINISTRATION 9
Acura Medisch Centrum · Weert
My start page
Analytics
Centre
Good morning, Annick
Monday, 16 November 2026
This start page belongs to Annick Dilissen. Everyone sets up their own — everything else is in the menu as usual.
Management
Customise view
Reports
Introduction & help
YESTERDAY
€0
0 patients
THIS WEEK
€0
- 1000 % compared with last week
NOVEMBER
€17,821
Forecast €37,400
REVENUE NOT YET RECEIVED
€33,064
from the analysis, not the receivables list
CONTRIBUTION MARGIN
79 %
across all specialties
Revenue per day
November 2026
€17,821
this month
24k
18k
12k
6k
0
1.
8.
15.
22.
29.
Needs attention
14 cases open for over 60 days
€9,762
Contribution margin per day
after materials and doctor time
79 %
on average
80 %
60
40
20
0
1.
8.
15.
22.
29.
Contribution margin by specialty

CHAPTER 2

Start pages and key figures

FOR Everyone

After signing in you land on your start page. It shows what matters for your job today: the key figures at the top, then what needs your attention, then the current work. Every page in acura one follows the same order, so you always know where to look.

2.1 Your start page

2.2 Reception start page

2.3 Physician start page: today's queue

2.4 Billing start page

2.5 Management start page

2.6 Medical assistant: rooms, preparation, lab samples

2.7 Site management: bottlenecks, roster and cash desk

2.8 Data protection officer: findings, accesses, deletion, requests

2.9 System administration: analyses per doctor

2.10 Key figures, period and comparison

2.1 Your start page

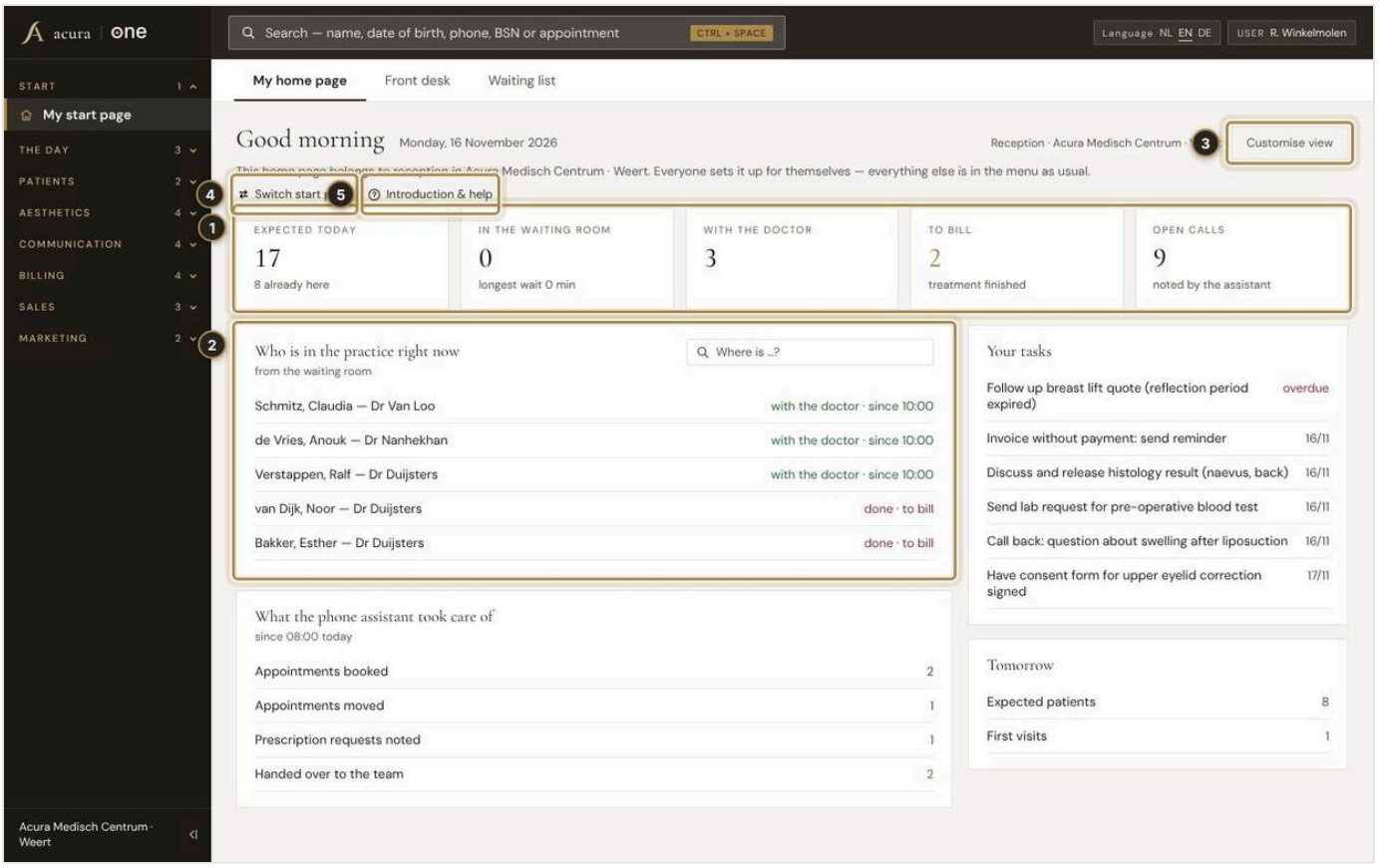
Each role has its own start page with the figures and lists that matter for that job. You can adapt it to your own way of working.

WHERE TO FIND IT Main menu › Start

1. The **key figures** at the top summarise the day (for reception: expected today, in the waiting room, with the doctor, to be billed, open calls). Click a figure to open the matching list.
2. The blocks below show the current work, for example who is in the practice, what the phone assistant handled and your tasks.
3. **Customise view** lets you show, hide and reorder blocks.

4 **Switch start page** — if you have more than one role, switch to the start page of your other role here.

5 **Introduction & help** opens the quick start for your role and the guided tour.



2.2 Reception start page

Your overview of the day: how many patients are expected, who is waiting, who is with the doctor, what still needs billing and which calls are open.

WHERE TO FIND IT Main menu › Start (tab My home page)

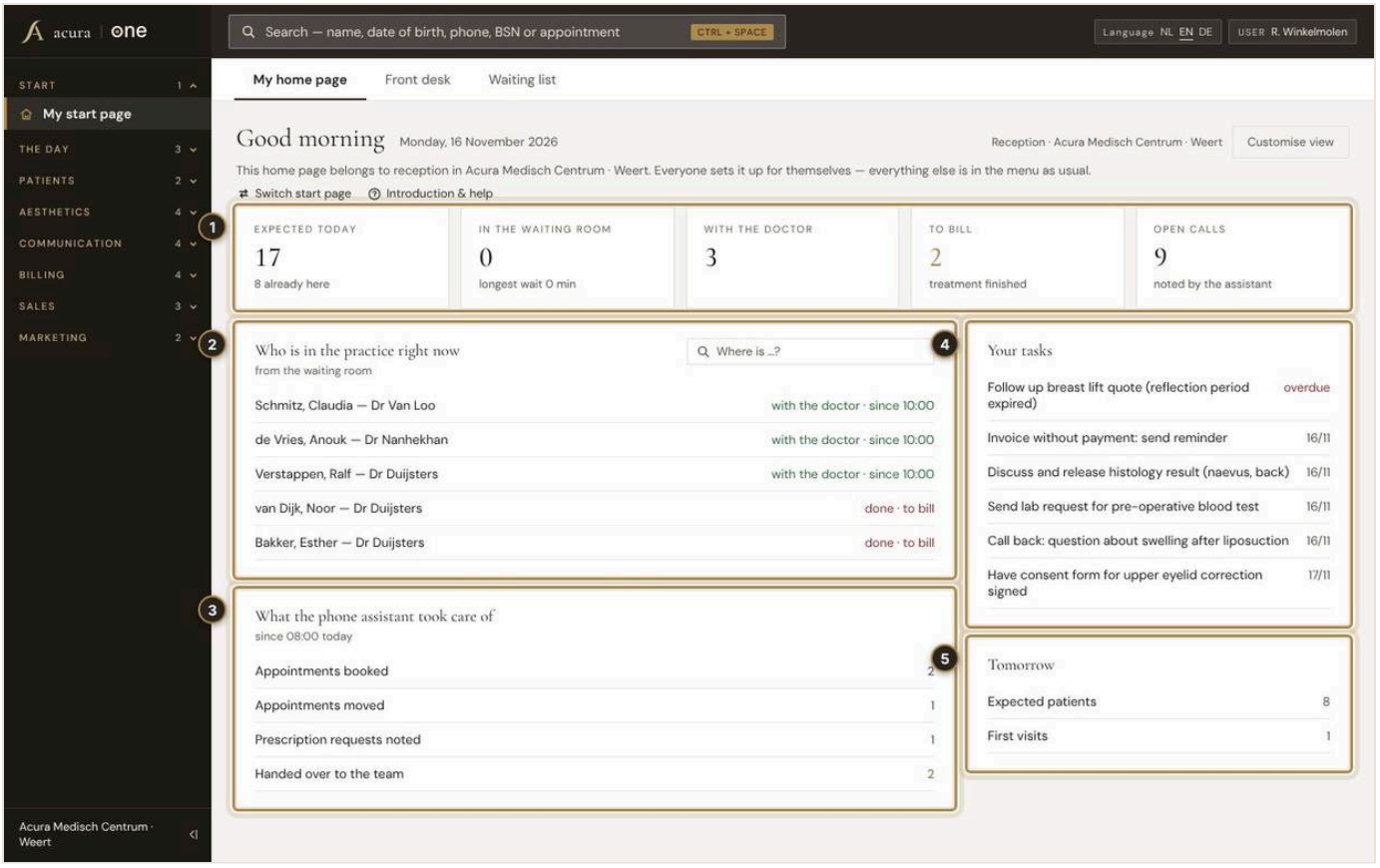
1 Read the **key figures**: expected today, in the waiting room (with the longest waiting time), with the doctor, to bill and open calls.

2 **Who is in the practice right now** lists every patient on site with their doctor and status (with the doctor, done · to bill). Use **Where is …?** to find someone quickly.

3 **What the phone assistant took care of** counts what the assistant booked, moved, noted or handed over since 08:00.

4. **Your tasks** shows your open tasks with due date. Click a task to open it.

5. **Tomorrow** shows how many patients and first visits are expected tomorrow.



2.3 Physician start page: today's queue

Who is coming to see you today, who is waiting and who is in treatment — the queue updates as soon as reception checks a patient in.

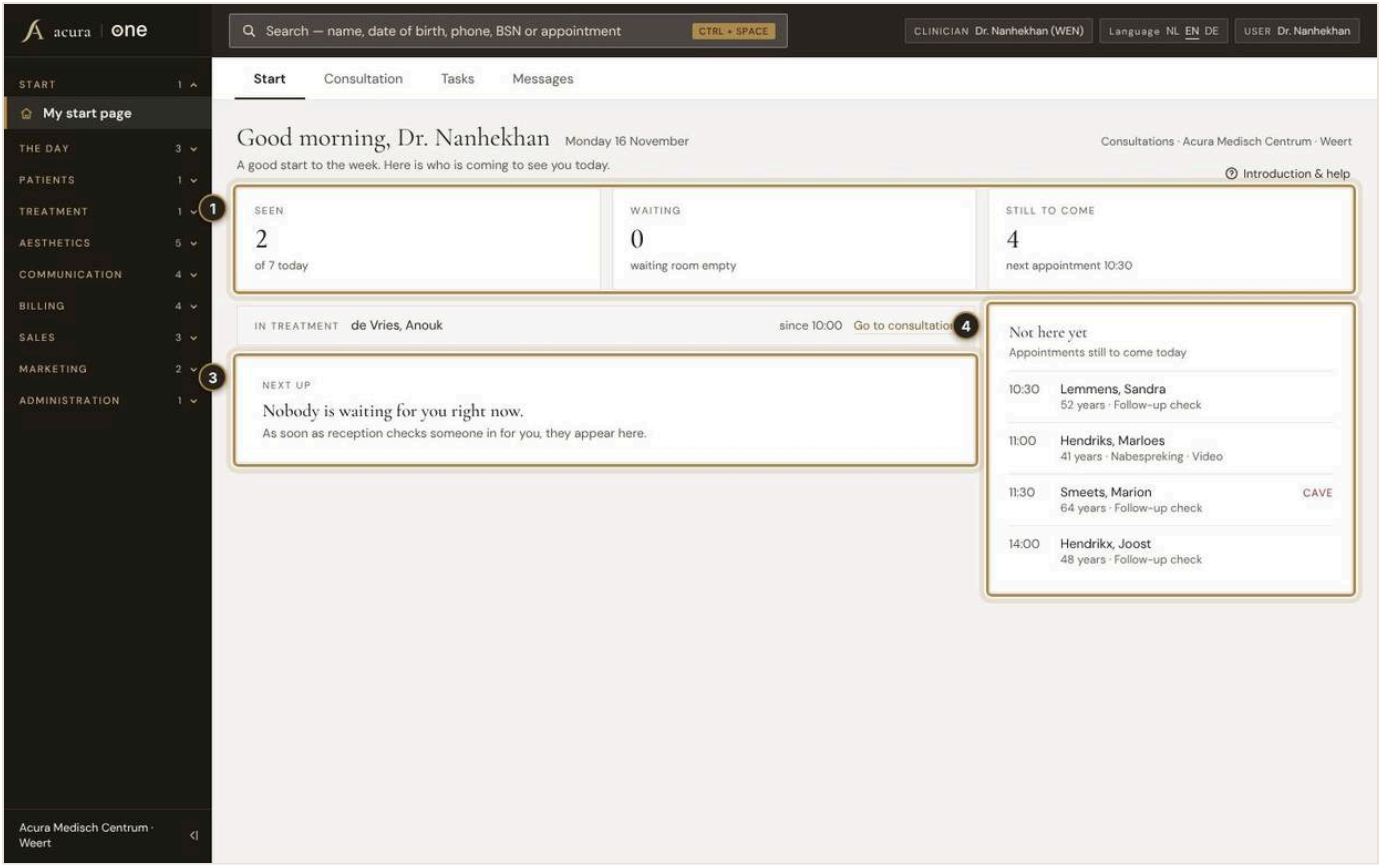
WHERE TO FIND IT Main menu › Start

1. The **key figures** show how many patients you have seen, how many are waiting and how many are still to come (with the next appointment).

2. **In treatment** shows the patient you are currently treating. **Go to consultation** opens the consultation workplace.

3. **Next up** shows the next checked-in patient. Click **Call in** to call them; the waiting-room display shows the call.

4 **Not here yet** lists the appointments still to come today. **CAVE** marks a patient with an important warning (for example an allergy).



2.4 Billing start page

What ran by itself today, what needs your decision, the state of the month-end close and the data maintenance — on one page.

WHERE TO FIND IT Main menu › Start

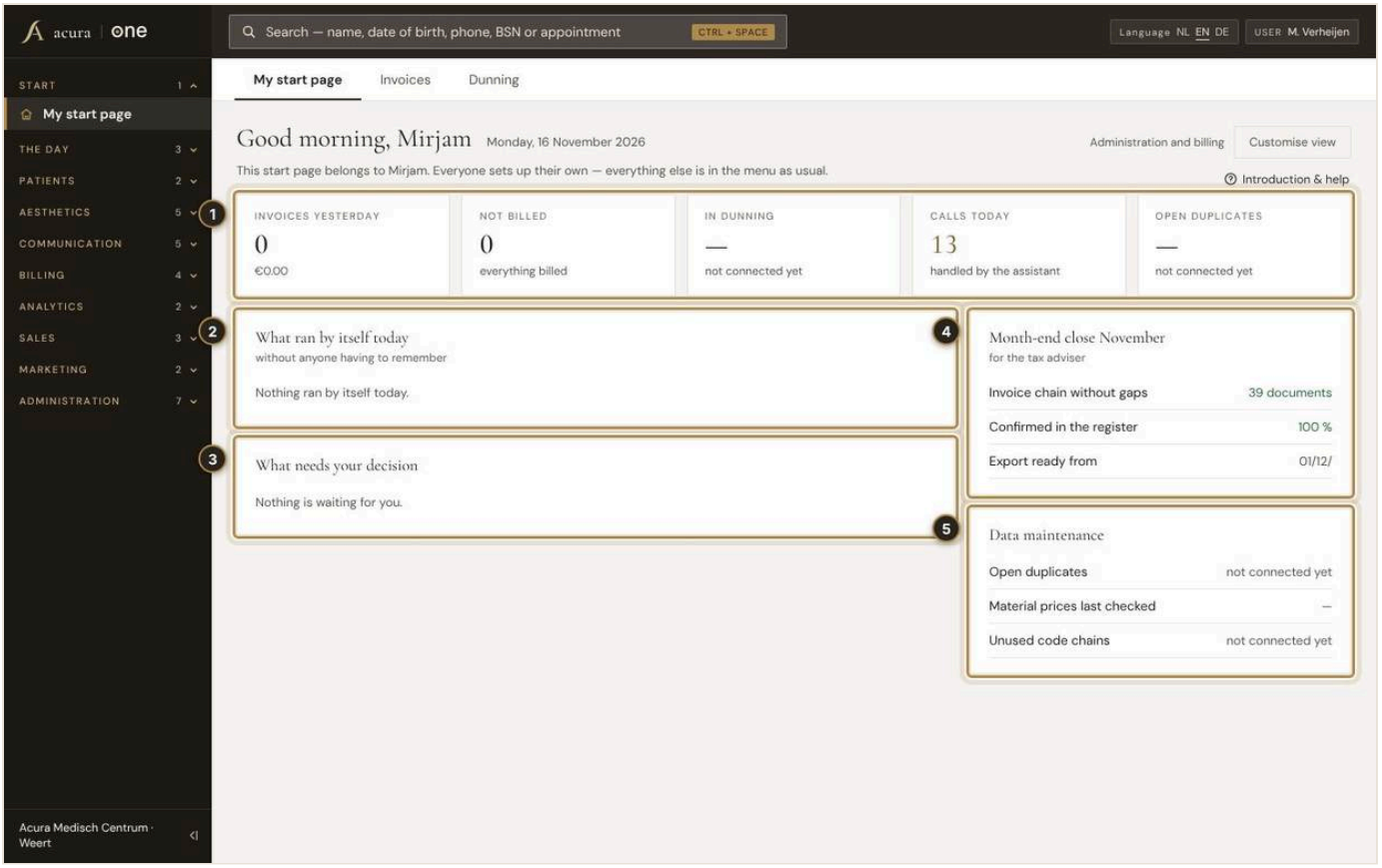
1 The **key figures** summarise open invoices, payments and dunning.

2 **What ran by itself today** lists the automatic runs (invoices sent, payments matched, reminders).

3 **What needs your decision** collects the cases that need a person, for example a payment that could not be matched.

4 **Month-end close** shows the progress of the current month.

5 **Data maintenance** reminds you of recurring checks, such as material prices.

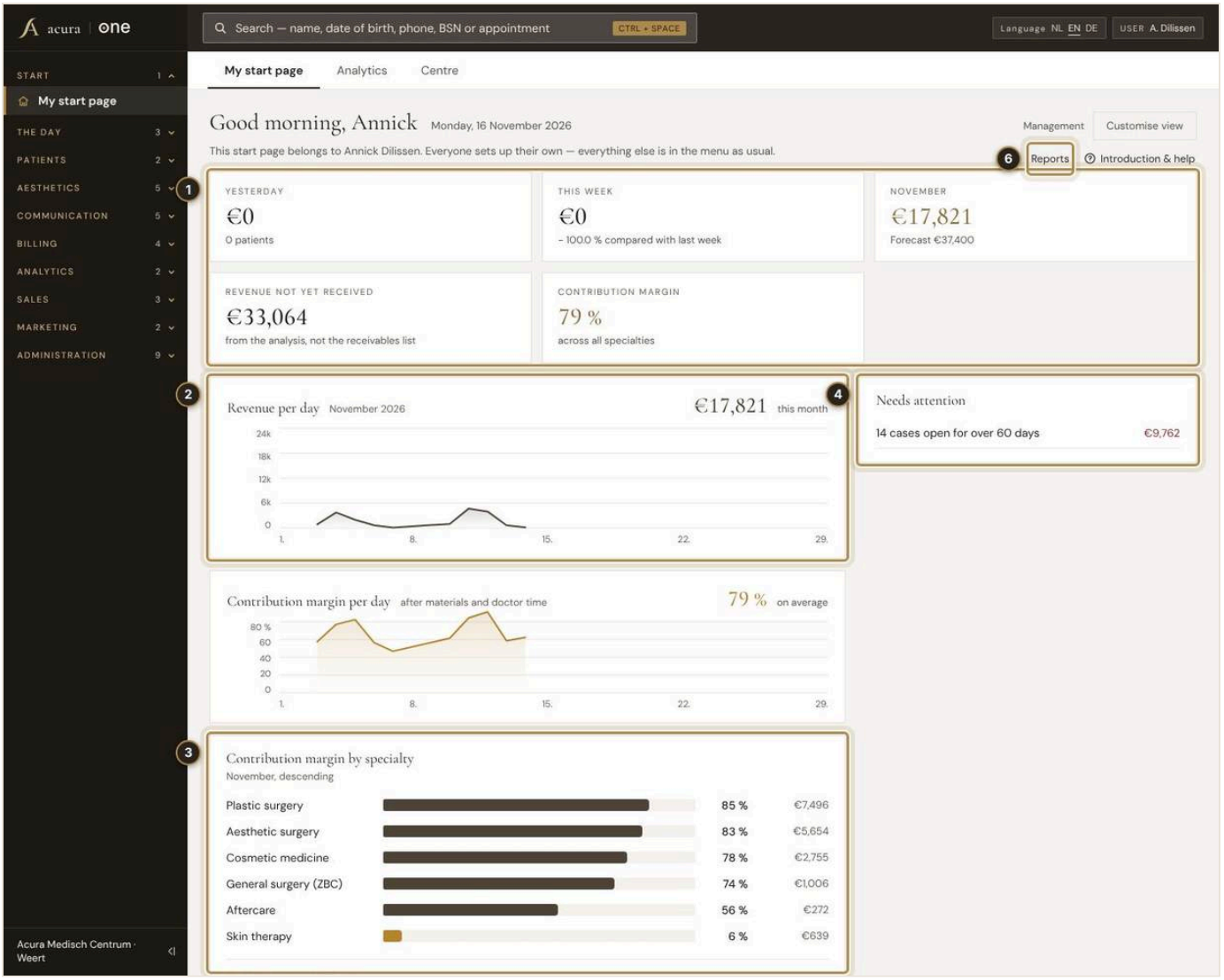


2.5 Management start page

Revenue, contribution margin, what needs attention and the partners at a glance.

WHERE TO FIND IT Main menu › Start

1. The **key figures** at the top show the most important values of the month.
2. **Revenue per day** and **Contribution margin per day** show the trend of the month.
3. **Contribution margin by specialty** compares the specialties.
4. **Needs attention** lists items to act on, for example cases open for over 60 days.
5. **Partners and displays** shows referrer flat fees and current bookings via partners.
6. **Reports** opens the management reports.



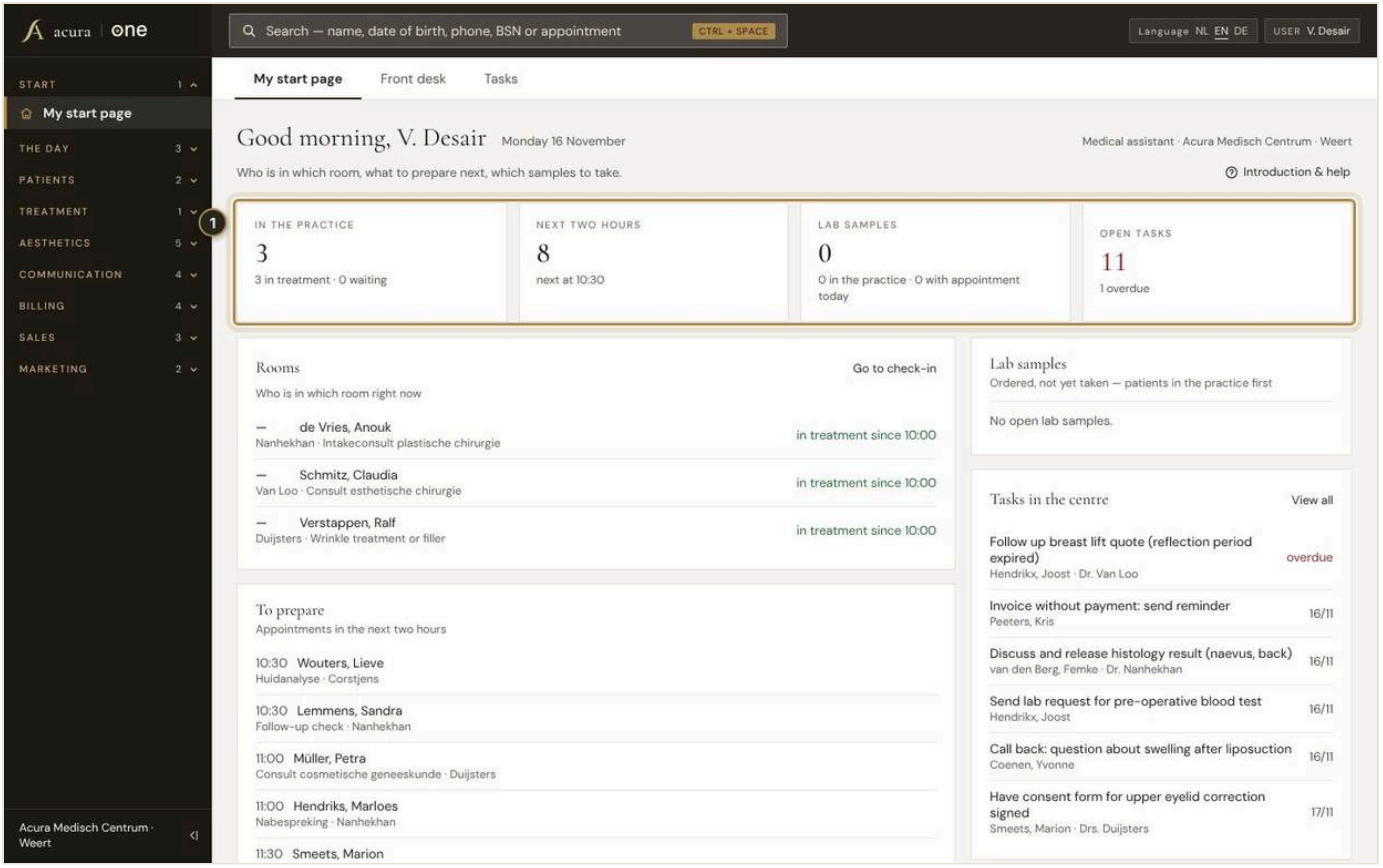
2.6 Medical assistant: rooms, preparation, lab samples

The start page of the medical assistants shows the rooms, what needs preparing for the next patients, the lab samples and the tasks at the site.

WHERE TO FIND IT Main menu › Start

1. The **key figures** show lab samples and open tasks.
2. **Rooms** shows which treatment room is occupied, by whom and until when.
3. **To prepare** lists what is needed for the next appointments (instruments, materials, consent forms).
4. **Lab samples** shows samples in the practice and appointments with lab work today.

5 **Tasks at this site** lists the open tasks; **Go to check-in** opens the front desk.



2.7 Site management: bottlenecks, roster and cash desk

The start page of site management shows current bottlenecks, the sites, operations reports, who is on duty today, open clarifications and the cash desk of the day.

WHERE TO FIND IT Main menu › Start

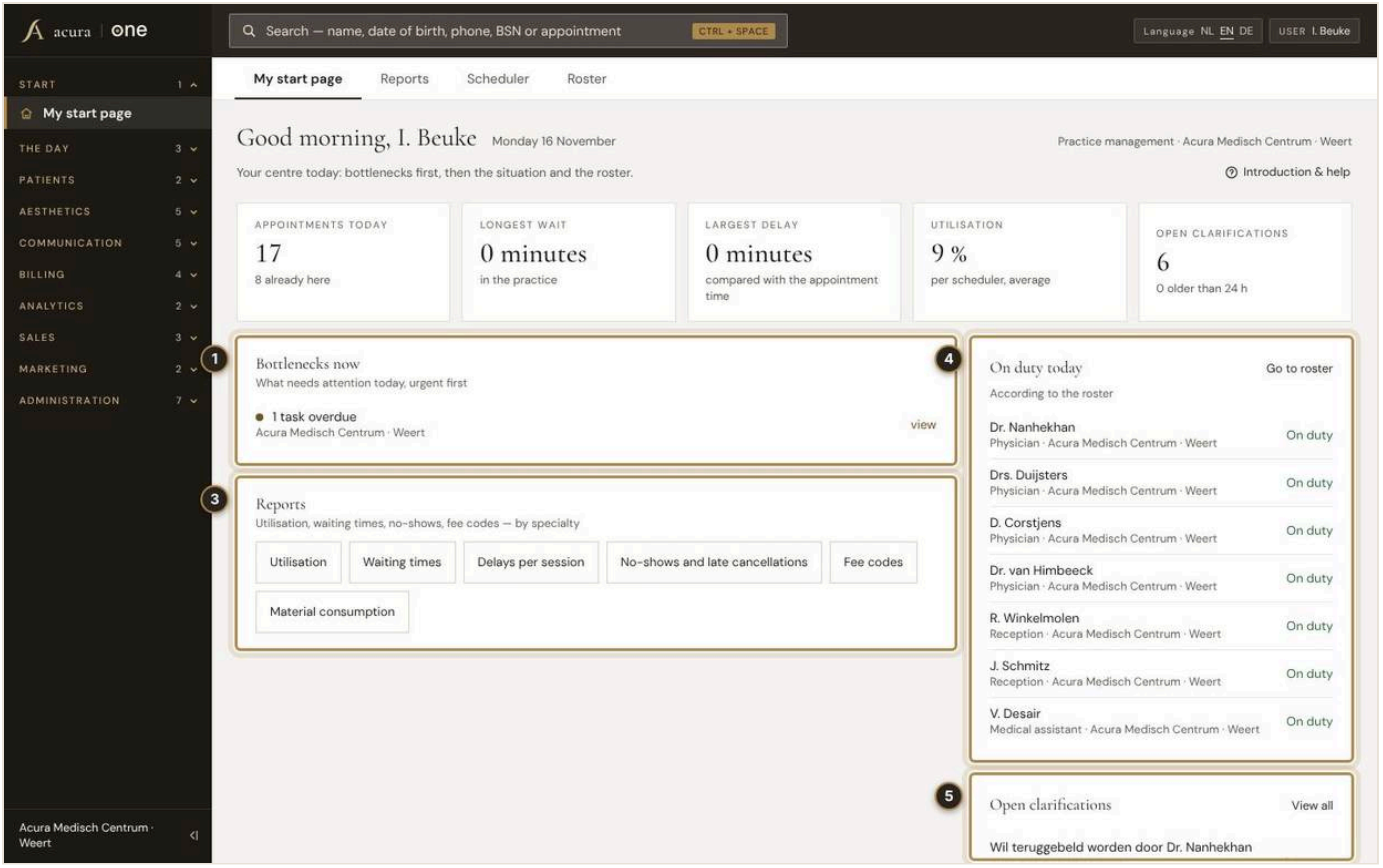
1 **Bottlenecks now** shows what needs attention (open clarifications, overdue tasks) with a link to the right page.

2 **Go to scheduler** opens the scheduler; the key figures at the top show appointments, waiting times, delays and utilisation.

3 **Reports** opens the operations reports directly (utilisation, waiting times, delays, no-shows, fee codes, material consumption).

4 **On duty today** shows the roster of the day; **Go to roster** opens roster and cover.

5 **Open clarifications** and **Cash desk today** show open calls and the state of the cash desks.



2.8 Data protection officer: findings, accesses, deletion, requests

The external data protection officer (functionaris gegevensbescherming) sees only what is needed for supervision: open findings, accesses and exports, the deletion run and data subject requests — no medical content.

WHERE TO FIND IT Main menu › Start

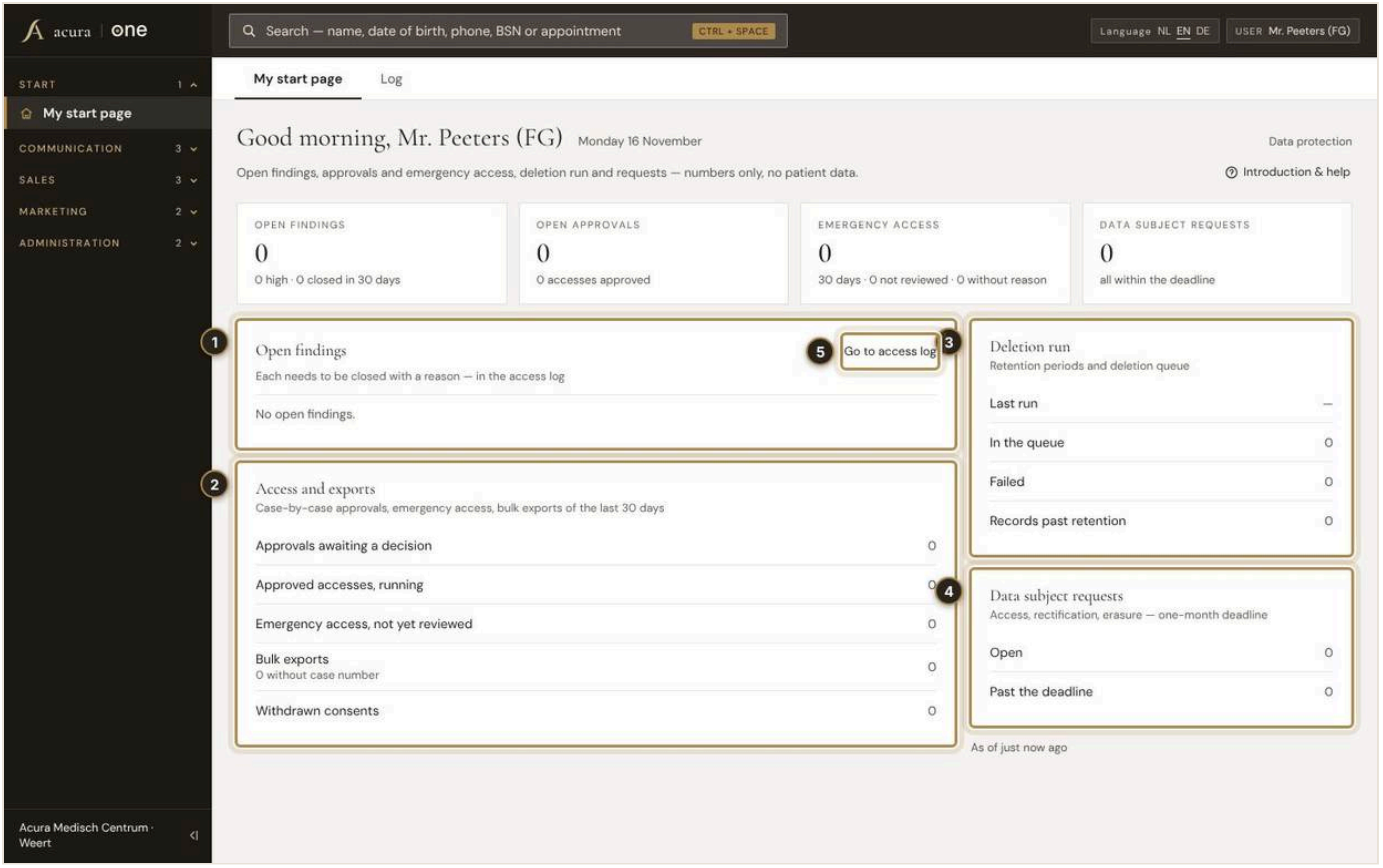
1 **Open findings** shows anomalies from the access log that still need assessment.

2 **Access and exports** summarises record accesses, emergency accesses and exports.

3 **Deletion run** shows which data is due for deletion after the retention period.

4 **Data subject requests** lists requests for access, copy or rectification with their deadline.

5 **Go to access log** opens the full log (see *Access log* in the chapter Administration).



2.9 System administration: analyses per doctor

System administration only sees analyses — key figures, revenue, utilisation and free capacity per doctor — without patient relationships, referrers or the access log.

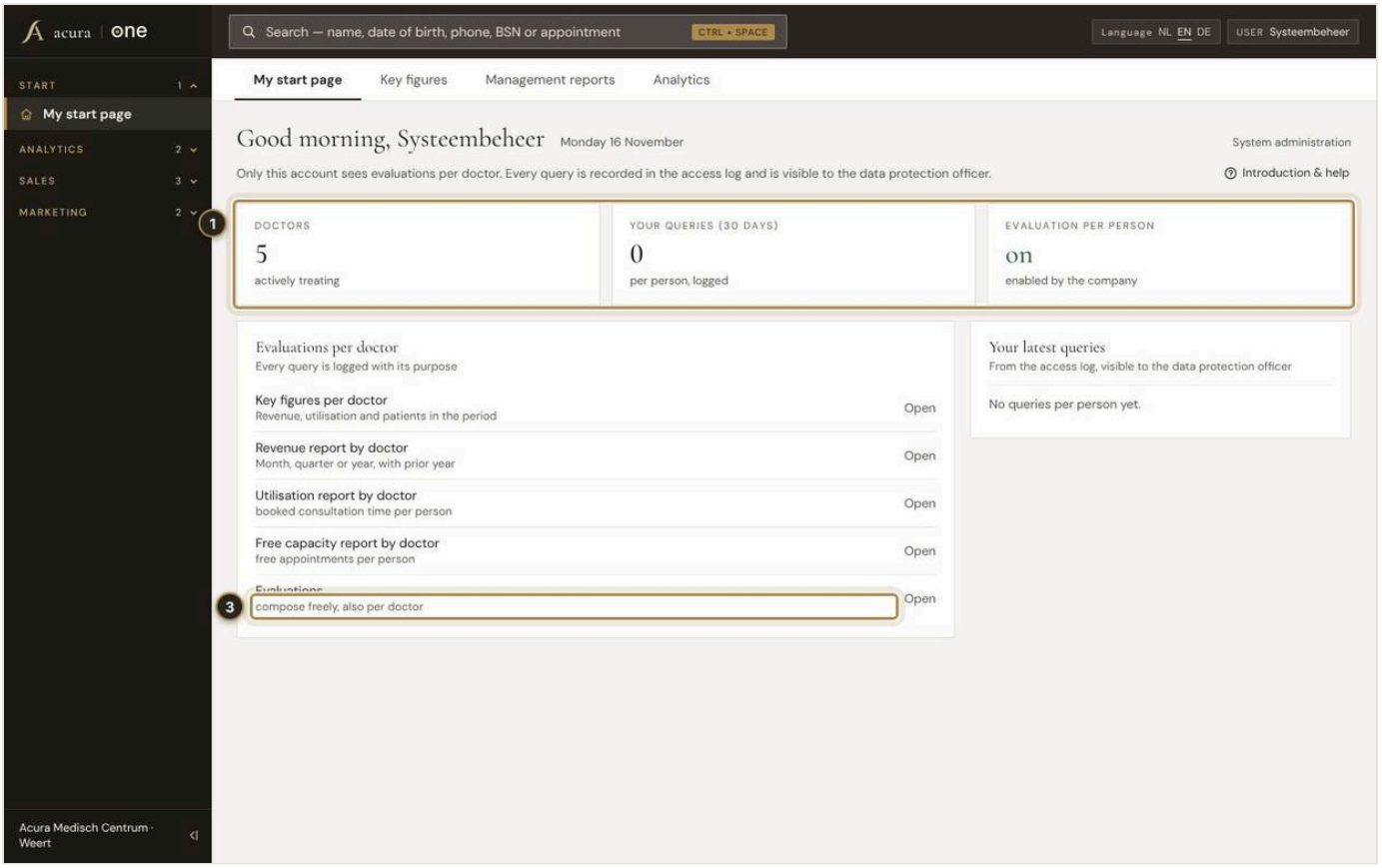
WHERE TO FIND IT Main menu › Start

1 The **key figure** shows the number of active treating doctors.

2 **Evaluations per doctor**: open key figures, revenue report, utilisation report or free-capacity report per doctor.

3 **Evaluations — compose freely** opens the report builder, also per doctor.

4 **Your latest queries** lists the reports you opened recently.



2.10 Key figures, period and comparison

Most pages start with the same row of key figures. You choose the period yourself and see at once whether things are going up or down.

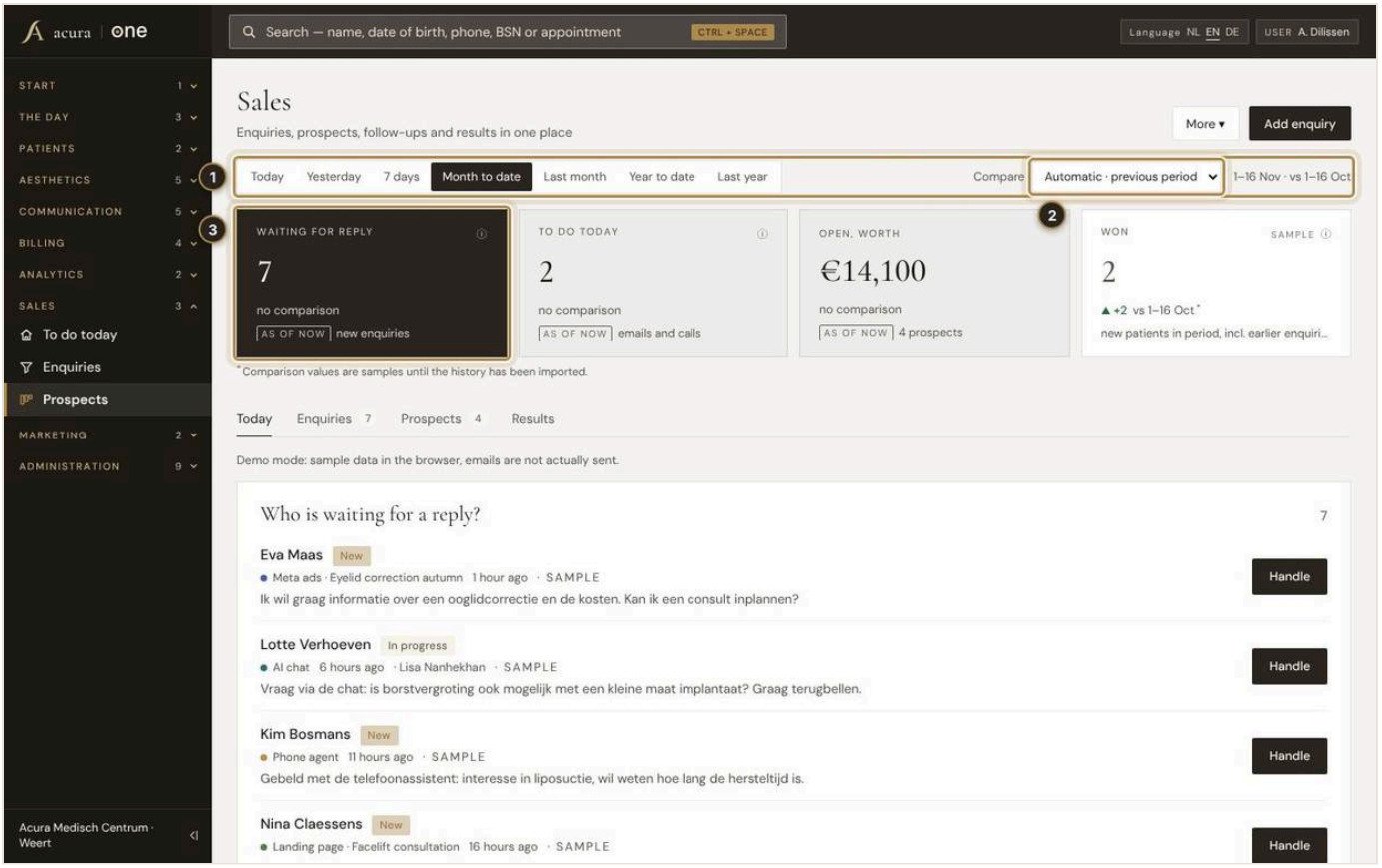
WHERE TO FIND IT Most pages, for example Main menu › Sales › To do today

1. Choose the **period** at the top: Today, Yesterday, 7 days, Month to date, Last month, Year to date or Last year. All figures and lists on the page follow.

2. Next to it, **Compare** sets what the figures are compared with, for example the previous period or the same weekday last week.

3. Each **key figure** shows the value, the change (green arrow up, red arrow down) and what it is compared with. A small curve shows the trend.

4. Figures marked **Sample** are sample values until your real history has been imported. **As of now** means the figure is a current count, not a period value.


acura | one
Search — name, date of birth, phone, BSN or appointment
CTRL + SPACE
Language NL EN DE
USER A. Dilissen
START 1
THE DAY 3
PATIENTS 2
AESTHETICS 5
COMMUNICATION 5
BILLING 4
ANALYTICS 2
SALES 3
To do today
Enquiries
Prospects
MARKETING 2
ADMINISTRATION 9
Acura Medisch Centrum · Weert
Sales
Enquiries, prospects, follow-ups and results in one place
More ▾
Add enquiry
1
Today
Yesterday
7 days
Month to date
Last month
Year to date
Last year
Compare
Automatic · previous period
1–16 Nov · vs 1–16 Oct
2
3
WAITING FOR REPLY
7
no comparison
AS OF NOW new enquiries
TO DO TODAY
2
no comparison
AS OF NOW emails and calls
OPEN, WORTH
€14,100
no comparison
AS OF NOW 4 prospects
WON
SAMPLE
2
▲ +2 vs 1–16 Oct *
new patients in period, incl. earlier enquiri...
* Comparison values are samples until the history has been imported.
Today
Enquiries 7
Prospects 4
Results
Demo mode: sample data in the browser, emails are not actually sent.
Who is waiting for a reply?
7
Eva Maas New
Meta ads · Eyelid correction autumn 1 hour ago · SAMPLE
Ik wil graag informatie over een ooglidcorrectie en de kosten. Kan ik een consult inplannen?
Handle
Lotte Verhoeven In progress
AI chat 6 hours ago · Lisa Nanhekhan · SAMPLE
Vraag via de chat: is borstvergroting ook mogelijk met een kleine maat implantaat? Graag terugbellen.
Handle
Kim Bosmans New
Phone agent 11 hours ago · SAMPLE
Gebeld met de telefoonassistent: interesse in liposuctie, wil weten hoe lang de hersteltijd is.
Handle
Nina Claessens New
Landing page · Facelift consultation 16 hours ago · SAMPLE
Handle

CHAPTER 3

The day

FOR Everyone who plans and runs the daily work

The day collects the daily business: what is planned, who is doing what and what is still open. In a practice that is the front desk, the scheduler and the waiting list; in a business it is the jobs of the week.

3.1 Front desk: checking a patient in

3.2 Intake form and payment from the front desk

3.3 Scheduler: viewing the week

3.4 Booking a new appointment

3.5 Rescheduling and filling gaps from the waiting list

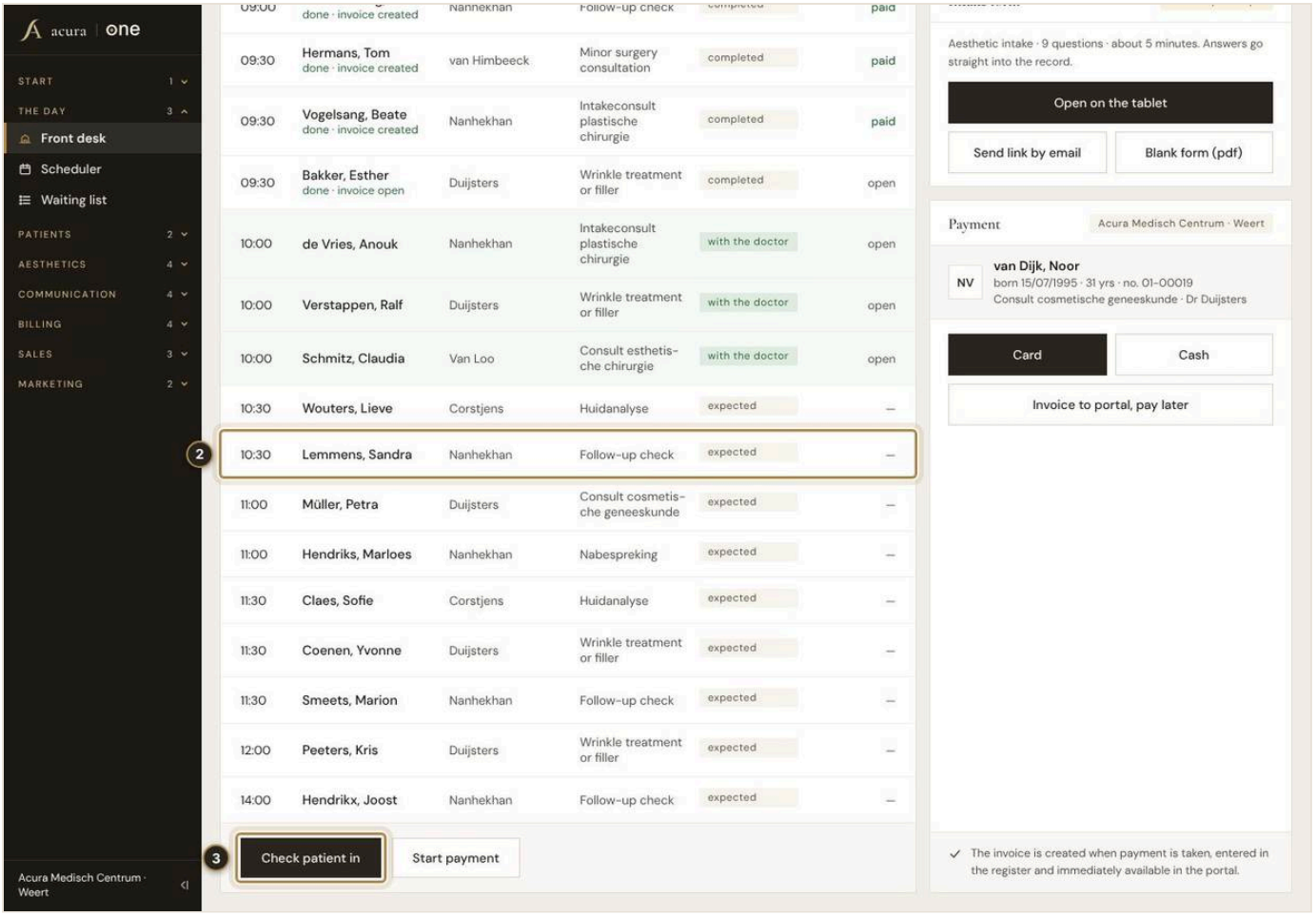
3.6 Waiting list

3.1 Front desk: checking a patient in

The front desk list shows all consultations of the day with their status. When a patient arrives, you check them in; the waiting time starts and the waiting-room display shows the call.

WHERE TO FIND IT Main menu › The Day › Front desk

1. Filter the list with the buttons above it: **Who is where**, **all doctors** or a single doctor, and by status (expected, with the doctor, completed).
2. Click the patient in the list (or search for them at the top). The details of the appointment open on the right.
3. Click **Check patient in**. The status changes to checked in and the waiting time starts. The waiting-room display shows initials, doctor and room.
4. Note the hints in the row, for example intake form completed or still open, interpreter needed, or cooling-off period running.



3.2 Intake form and payment from the front desk

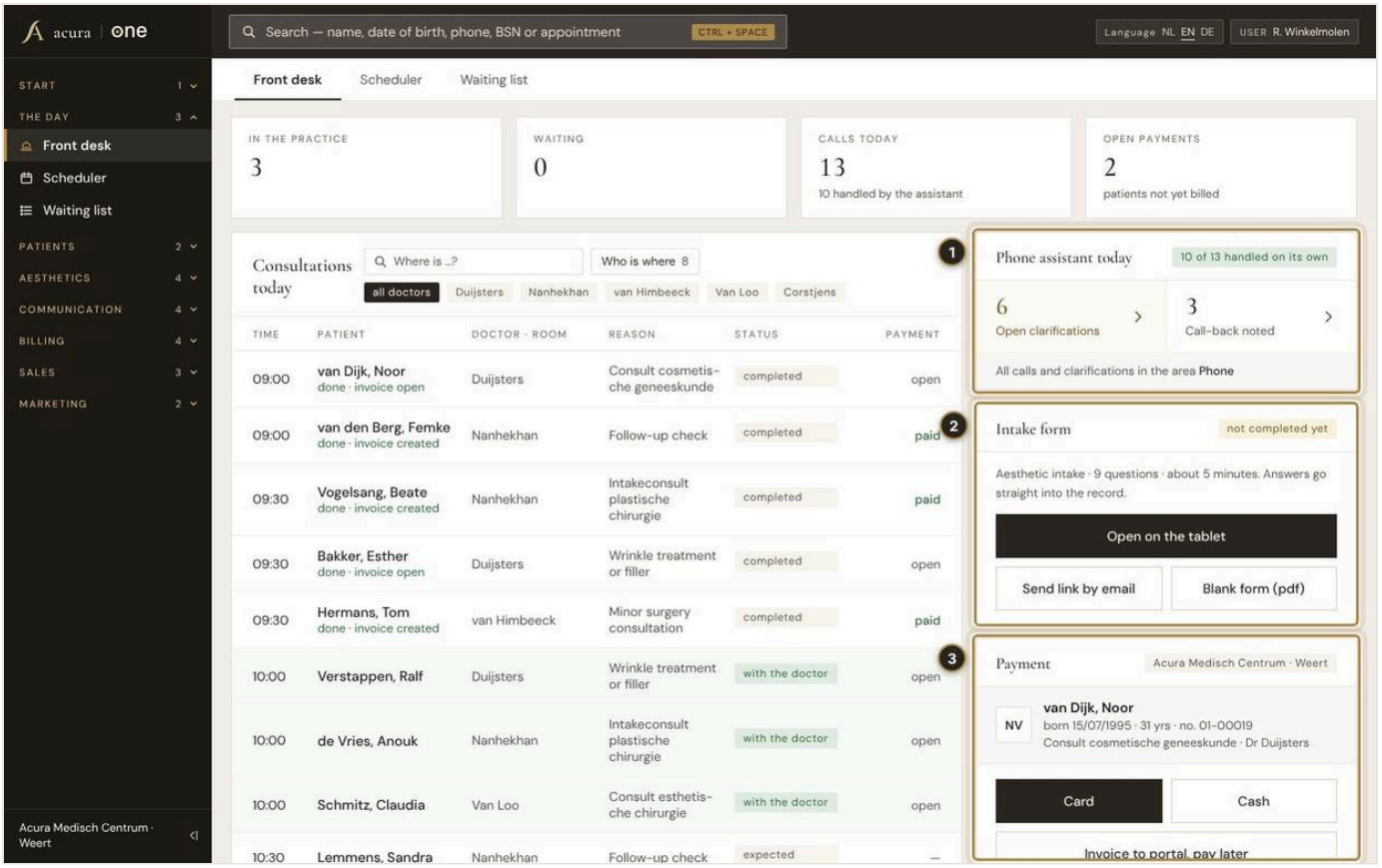
From the front desk you hand the digital intake form to the patient and take payment once the treatment is finished — without changing pages.

WHERE TO FIND IT Main menu › The Day › Front desk

1. **Phone assistant today** shows open clarifications and noted call-backs for today; click to open them.

2. **Intake form**: choose **Open on the tablet** to give the patient the tablet, **Send link by email** to send it in advance, or print a **Blank form (pdf)**. The answers go straight into the record.

3. **Payment**: once the treatment is completed, click **Start payment** and choose **Card**, **Cash** or **Invoice to portal, pay later**. See also *Cash desk: taking a card payment*.

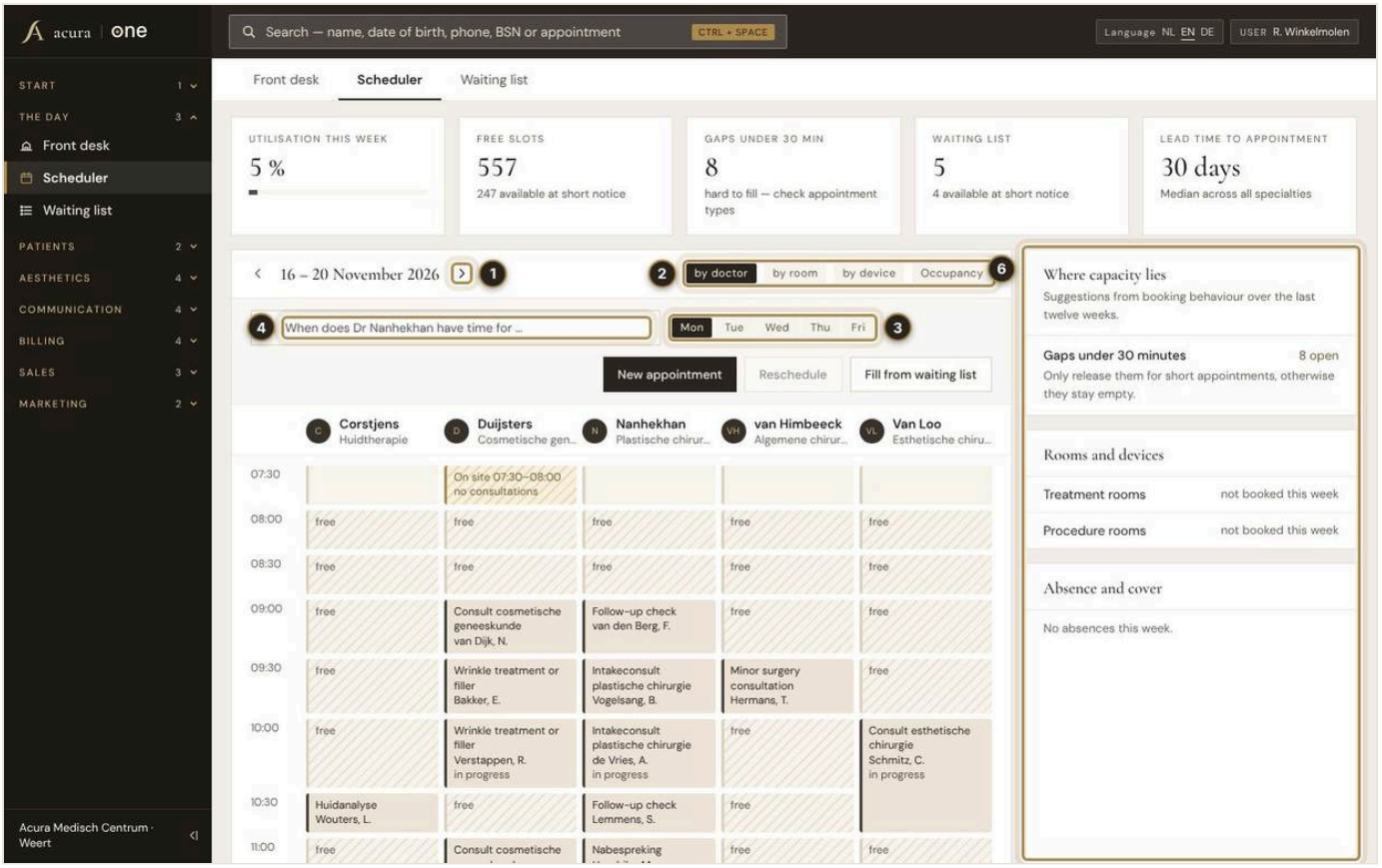


3.3 Scheduler: viewing the week

The scheduler shows the appointments of all doctors, rooms and devices for the week, with free slots and closing times. Key figures show utilisation and gaps.

WHERE TO FIND IT Main menu › The Day › Scheduler

1. Use the arrows to go to the **previous or next week**.
2. Switch the view: **by doctor**, **by room**, **by device** or **Occupancy**.
3. Choose the **day** (Mon–Fri).
4. **Find a free slot**: type for example "When does a doctor have time for ..." and acura one suggests suitable free slots.
5. Click an appointment to see its details; hatched areas are blocked (on site without consultations, closed).
6. The right-hand column shows **Where capacity lies**, **Rooms and devices** and **Absence and cover**.



3.4 Booking a new appointment

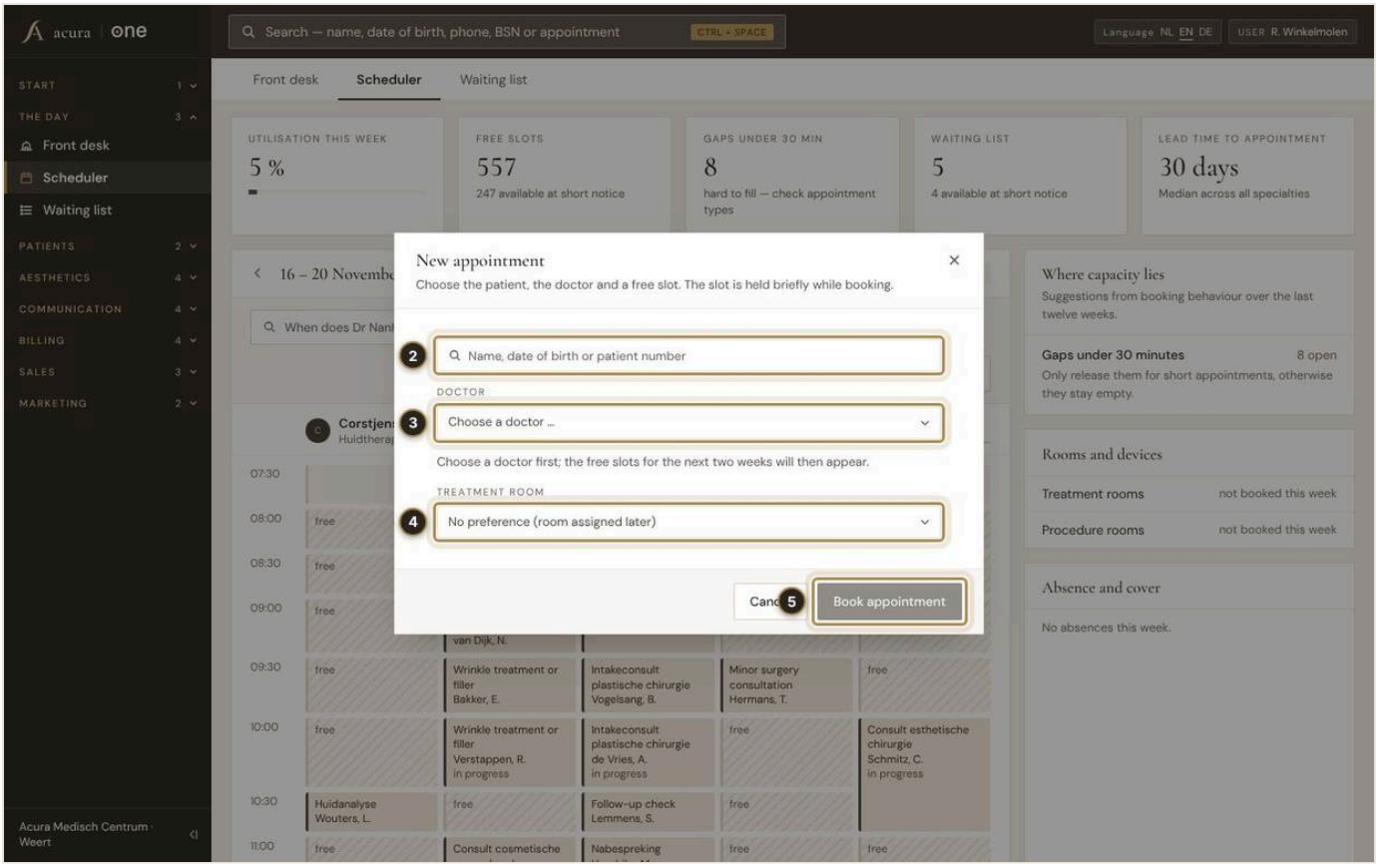
Book an appointment for an existing patient directly in the scheduler. The duration follows from the appointment type.

WHERE TO FIND IT Main menu › The Day › Scheduler

1. Click **New appointment**, or click a free slot in the grid — doctor and time are then preselected.
2. **Patient**: search by name, date of birth or patient number and choose the patient.
3. **Doctor**: choose the doctor; the appointment types and free times follow.
4. **Treatment room**: choose a room or leave "No preference" (the room is assigned later).
5. Click **Book appointment**. The appointment appears in the scheduler and the patient receives a confirmation (simulated in the demo).

GOOD TO KNOW

> Cooling-off period: a cosmetic procedure is never planned on the day of the consultation or the day after. acura one warns you when booking.

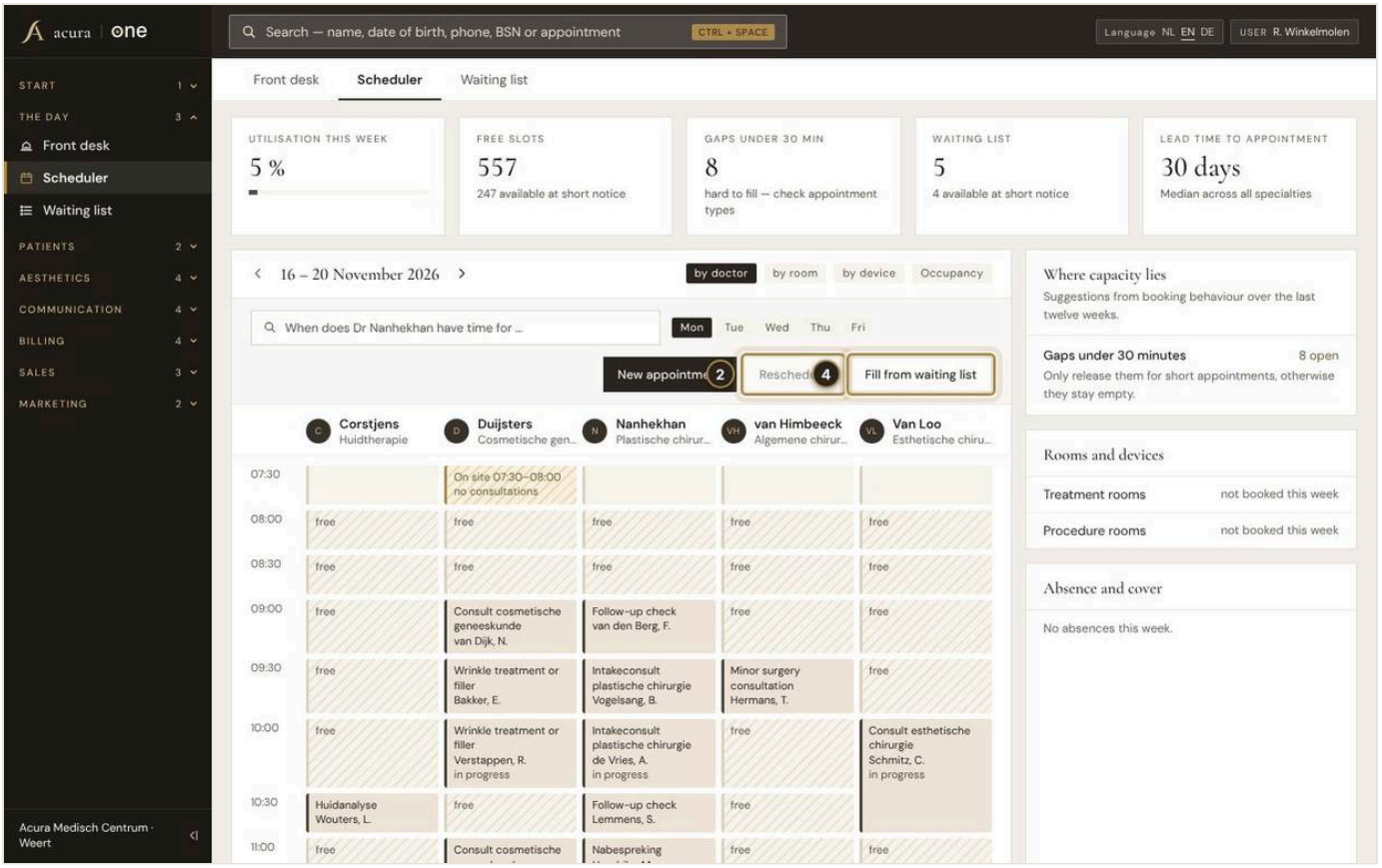


3.5 Rescheduling and filling gaps from the waiting list

Move an appointment to another time, or offer a freed slot to patients on the waiting list.

WHERE TO FIND IT Main menu › The Day › Scheduler

1. Click the appointment in the grid. A window with type, doctor, location and status opens.
2. Click **Reschedule** and choose the new free slot. The patient is informed of the new time.
3. From the same window you can also **Check in** the patient, **Cancel appointment** or **Open record**.
4. When a slot becomes free, click **Fill from waiting list** above the grid: acura one offers the slot to waiting patients one after the other, in the order of the list.

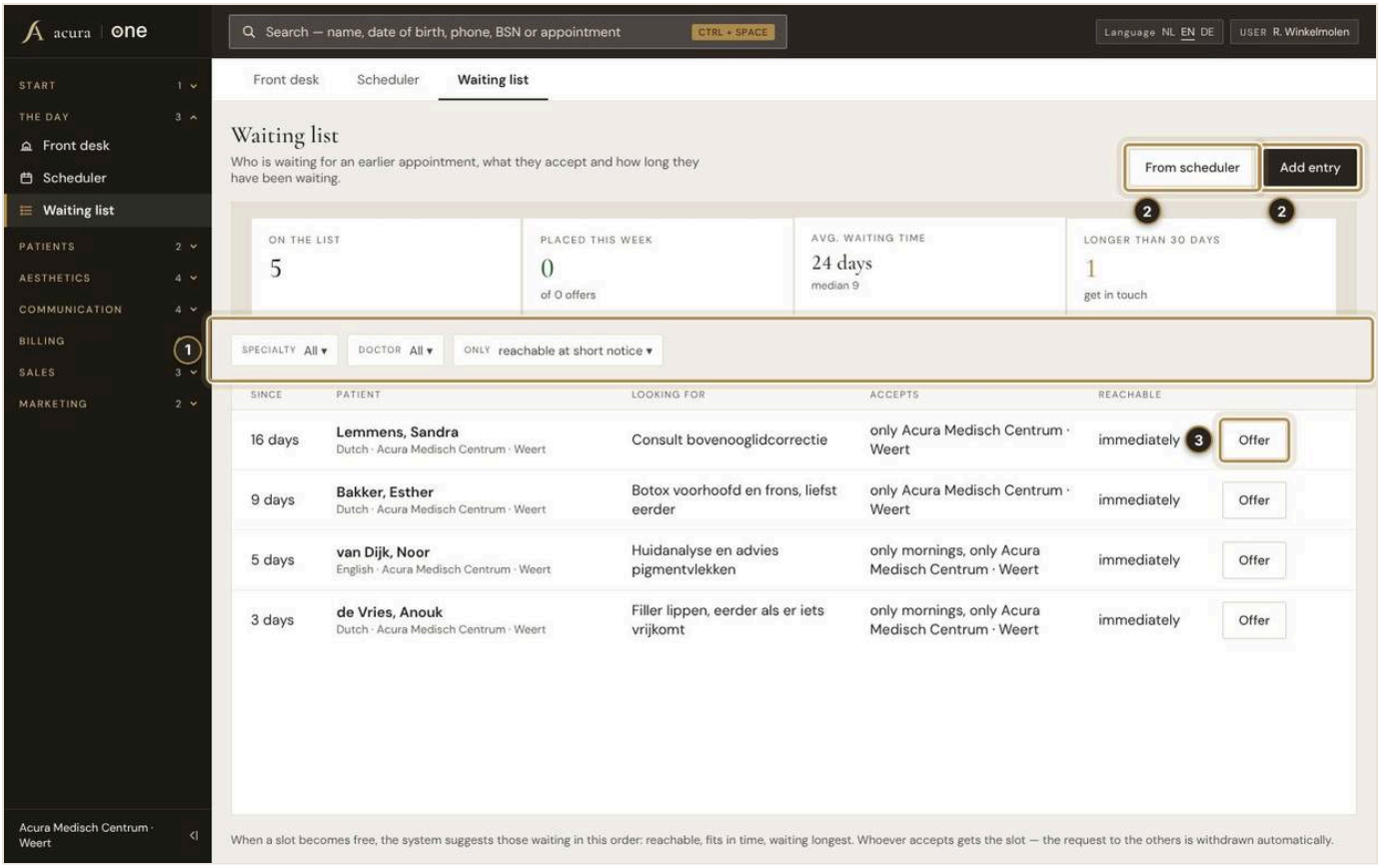


3.6 Waiting list

The waiting list shows who would like an earlier appointment, what they would accept (site, time of day) and how they can be reached.

WHERE TO FIND IT Main menu › The Day › Waiting list

1. Filter by **specialty**, **location**, **doctor** or **only** certain wishes.
2. Click **Add entry** to put a patient on the list, or **From scheduler** to take over a patient from an appointment.
3. Select an entry and click **Offer** to offer a free slot. The patient receives the offer by email (simulated in the demo).


acura | one
Search — name, date of birth, phone, BSN or appointment
CTRL + SPACE
Language NL EN DE
USER R. Winkelmolen
START 1
THE DAY 3
Front desk
Scheduler
Waiting list
PATIENTS 2
AESTHETICS 4
COMMUNICATION 4
BILLING
SALES 3
MARKETING 2
Acura Medisch Centrum · Weert
Front desk
Scheduler
Waiting list
Waiting list
Who is waiting for an earlier appointment, what they accept and how long they have been waiting.
From scheduler
Add entry
2
2
ON THE LIST
5
PLACED THIS WEEK
0
of 0 offers
AVG. WAITING TIME
24 days
median 9
LONGER THAN 30 DAYS
1
get in touch
1
SPECIALTY All ▾
DOCTOR All ▾
ONLY reachable at short notice ▾
SINCE
PATIENT
LOOKING FOR
ACCEPTS
REACHABLE
16 days
Lemmens, Sandra
Dutch · Acura Medisch Centrum · Weert
Consult bovenooglidcorrectie
only Acura Medisch Centrum · Weert
immediately
3
Offer
9 days
Bakker, Esther
Dutch · Acura Medisch Centrum · Weert
Botox voorhoofd en frons, liefst eerder
only Acura Medisch Centrum · Weert
immediately
Offer
5 days
van Dijk, Noor
English · Acura Medisch Centrum · Weert
Huidanalyse en advies pigmentvlekken
only mornings, only Acura Medisch Centrum · Weert
immediately
Offer
3 days
de Vries, Anouk
Dutch · Acura Medisch Centrum · Weert
Filler lippen, eerder als er iets vrijkomt
only mornings, only Acura Medisch Centrum · Weert
immediately
Offer
When a slot becomes free, the system suggests those waiting in this order: reachable, fits in time, waiting longest. Whoever accepts gets the slot — the request to the others is withdrawn automatically.

CHAPTER 4

Patients and records

FOR Everyone who works with patients

Every patient has one patient record with everything that belongs together: contact details, history, documents, invoices and notes. You find a patient through the list or the search at the top of every page.

4.1 Patient search

4.2 Registering a new patient

4.3 Patient details, consents and portal access

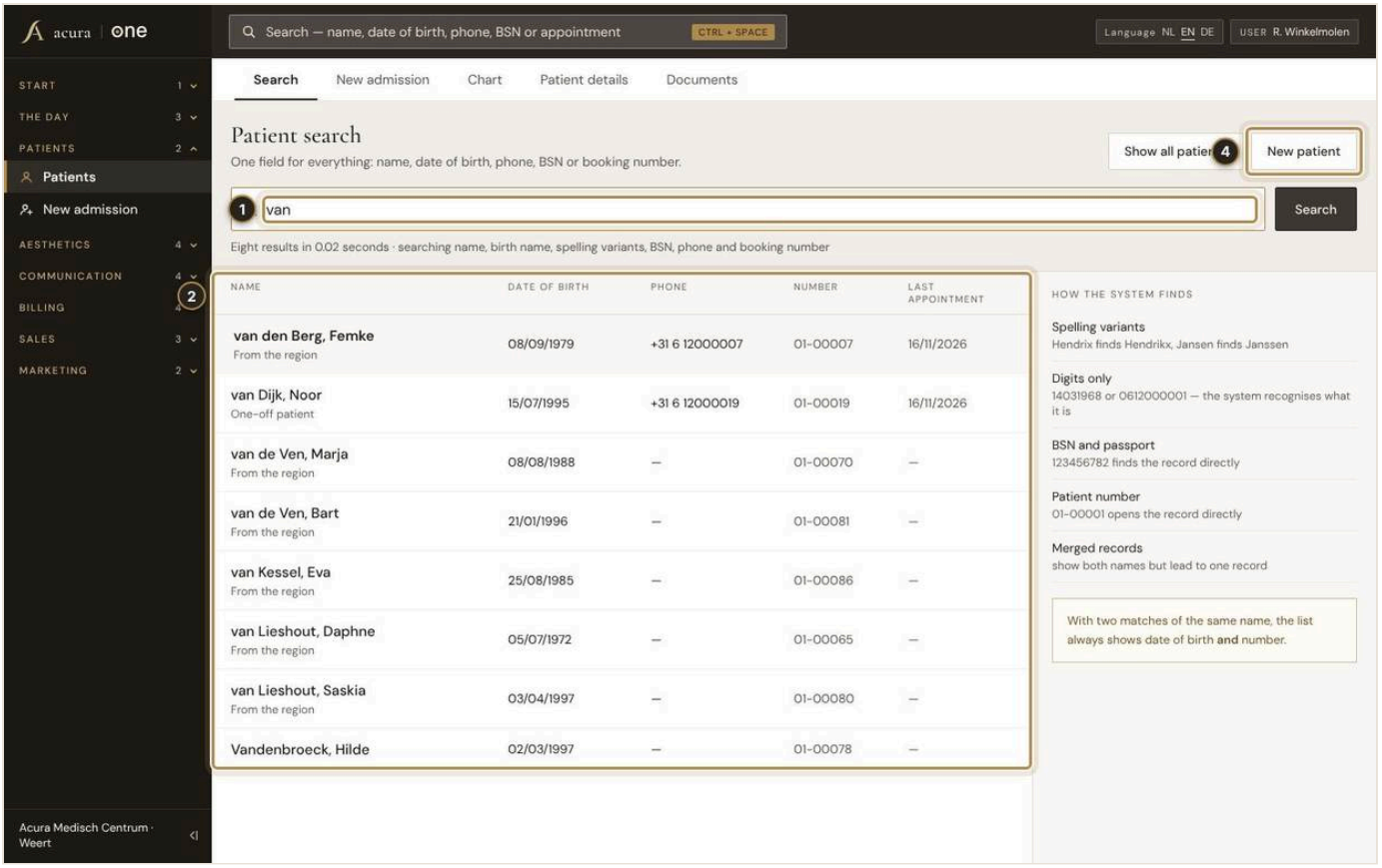
4.4 Access per site

4.1 Patient search

Find a patient by name, birth name, spelling variant, date of birth, national ID number, phone or booking number and open the record.

WHERE TO FIND IT Main menu › Patients

1. Enter a search term and click **Search** (or press Enter).
2. The list shows name, date of birth, phone, patient number and last appointment. With identical names always compare date of birth **and** number.
3. Click the patient to open the record. If there is only one match, acura one opens the record directly. Reception sees personal and billing details; medical content is visible only to treating doctors and assistants.
4. No match? Click **New patient** (or **Create new patient** below the list) — the characters you entered are carried over.

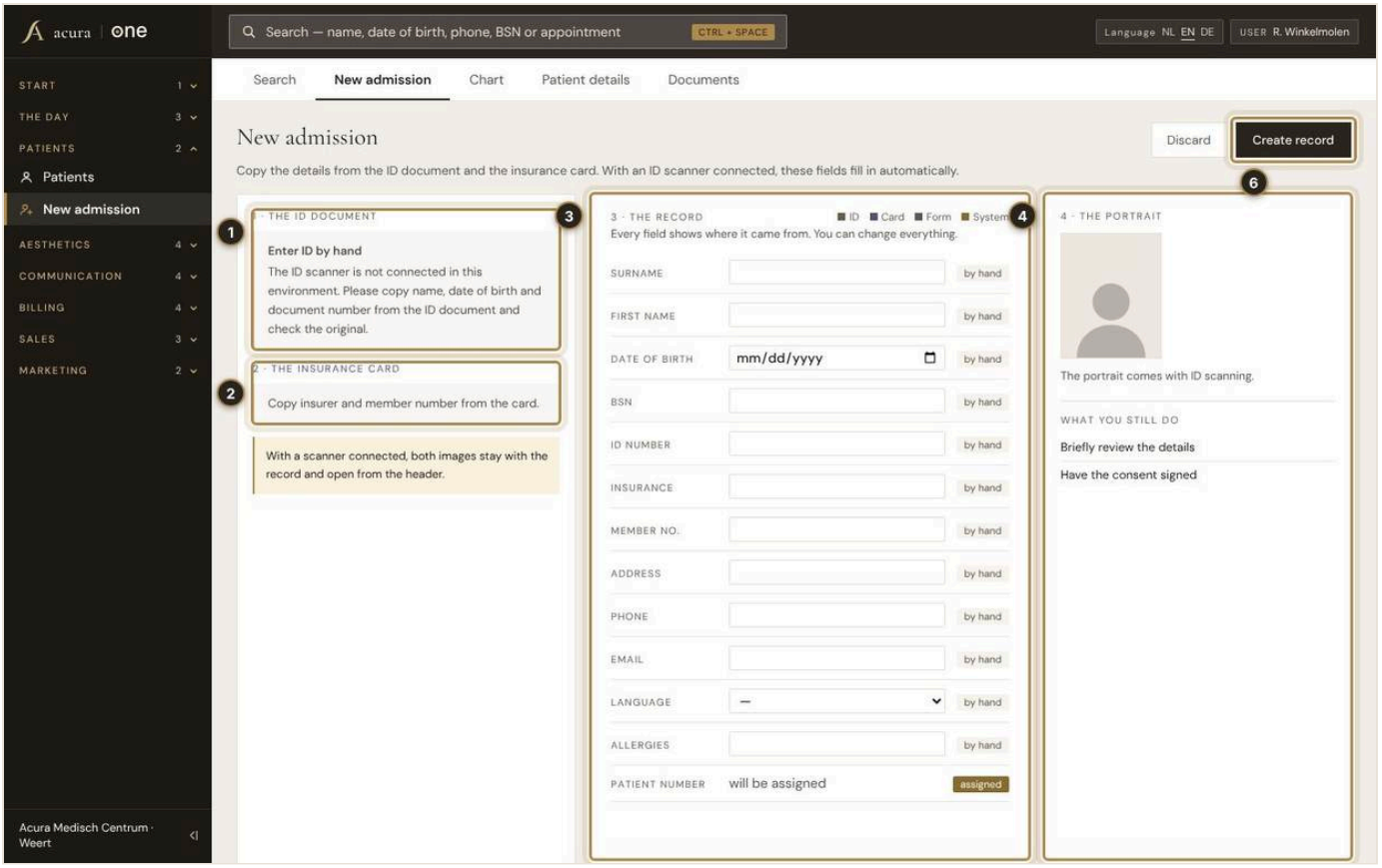


4.2 Registering a new patient

A new patient is registered from the ID document, the insurance card and the intake form. acura one fills the record and shows the source of every field.

WHERE TO FIND IT Main menu › Patients › New admission

1. **The ID document** — check the ID and scan or enter it.
2. **The insurance card** — read the insurance card; insurer and member number are taken over.
3. **The record** — the details from ID, insurance card and intake form appear with their source. Without a connected ID scanner, copy name, date of birth and document number from the ID and choose the **Language** from the list. Check everything briefly and correct where necessary.
4. **The portrait** — take a photo for the record if the patient agrees.
5. **What you still do** lists the remaining points, such as consents to be signed on the tablet.
6. Click **Create record**. The patient number is assigned and the record is available immediately. **Discard** cancels the registration.

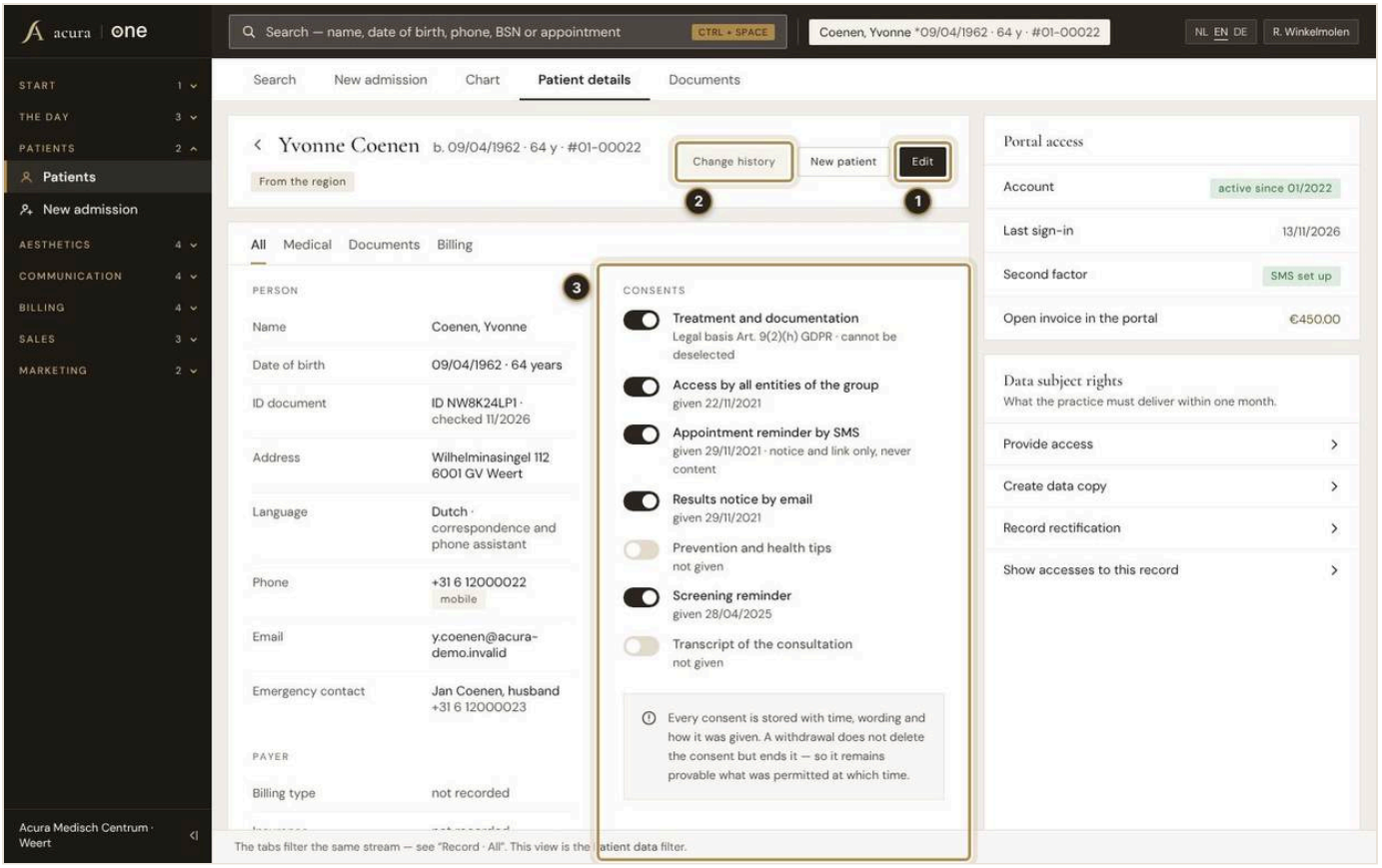


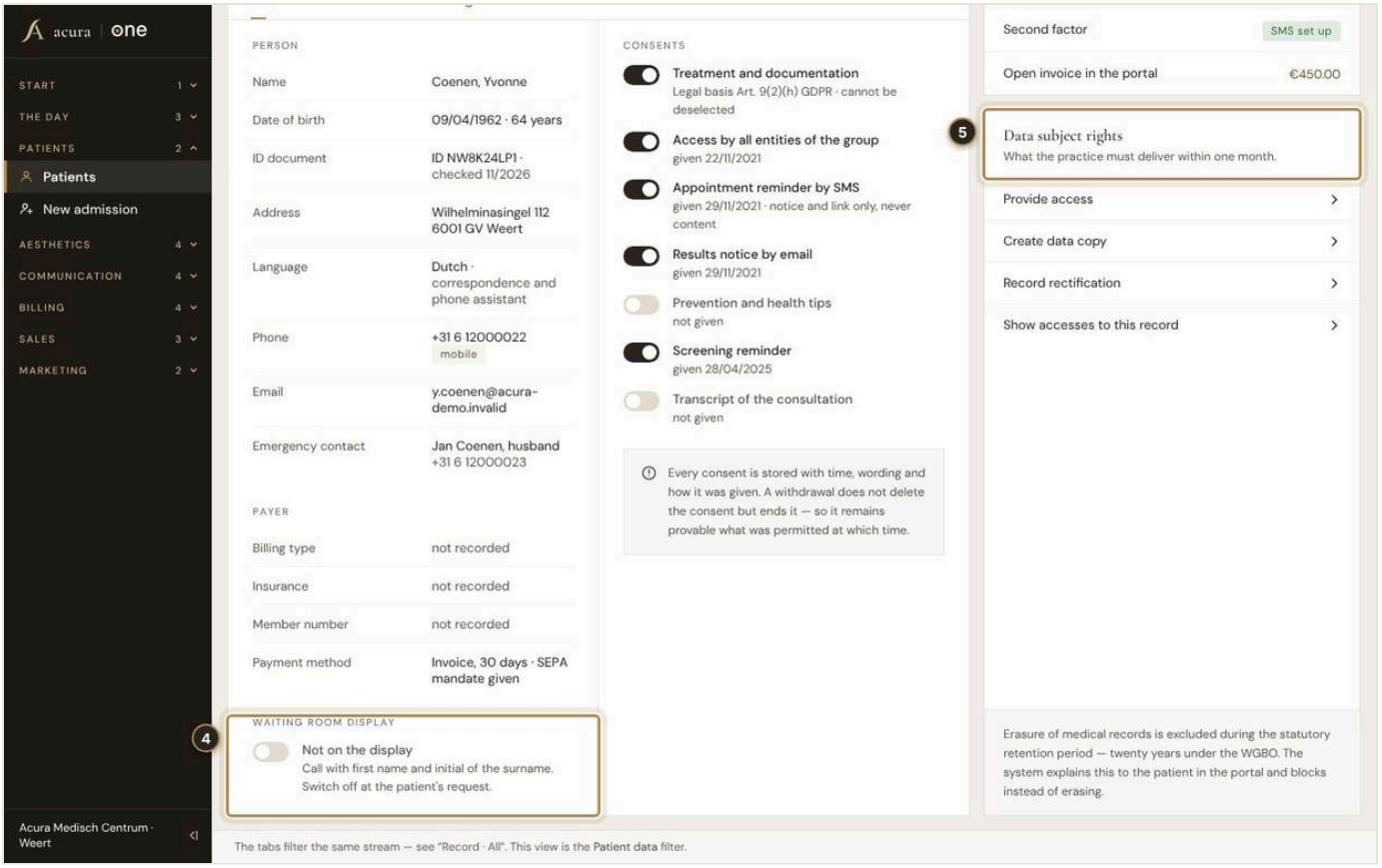
4.3 Patient details, consents and portal access

The patient details hold person, payer, consents, waiting-room display preference, portal access and the data subject rights. Every change is recorded in the change history.

WHERE TO FIND IT Main menu › Patients

1. Click **Edit** to change personal or payer details; save when done.
2. **Change history** shows who changed what and when.
3. **Consents**: switch individual consents on or off (for example appointment reminder by SMS, results notice by email). The patient can also manage them in the portal.
4. **Waiting room display**: choose whether the patient is called by initials or not shown on the display.
5. **Data subject rights**: provide access, create a data copy, record a rectification or show all accesses to this record.


acura | one
Search — name, date of birth, phone, BSN or appointment
CTRL + SPACE
Coenen, Yvonne *09/04/1962 · 64 y · #01-00022
NL EN DE
R. Winkelmolen
START 1
THE DAY 3
PATIENTS 2
Patients
New admission
AESTHETICS 4
COMMUNICATION 4
BILLING 4
SALES 3
MARKETING 2
Acura Medisch Centrum · Weert
Search
New admission
Chart
Patient details
Documents
Yvonne Coenen b. 09/04/1962 · 64 y · #01-00022
From the region
Change history
New patient
Edit
2
1
All
Medical
Documents
Billing
3
PERSON
Name
Coenen, Yvonne
Date of birth
09/04/1962 · 64 years
ID document
ID NW8K24LP1 · checked 11/2026
Address
Wilhelminasingel 112 6001 GV Weert
Language
Dutch · correspondence and phone assistant
Phone
+31 6 12000022 mobile
Email
y.coenen@acura-demo.invalid
Emergency contact
Jan Coenen, husband +31 6 12000023
PAYER
Billing type
not recorded
CONSENTS
Treatment and documentation
Legal basis Art. 9(2)(h) GDPR · cannot be deselected
Access by all entities of the group
given 22/11/2021
Appointment reminder by SMS
given 29/11/2021 · notice and link only, never content
Results notice by email
given 29/11/2021
Prevention and health tips
not given
Screening reminder
given 28/04/2025
Transcript of the consultation
not given
Every consent is stored with time, wording and how it was given. A withdrawal does not delete the consent but ends it — so it remains provable what was permitted at which time.
Portal access
Account
active since 01/2022
Last sign-in
13/11/2026
Second factor
SMS set up
Open invoice in the portal
€450.00
Data subject rights
What the practice must deliver within one month.
Provide access
Create data copy
Record rectification
Show accesses to this record
The tabs filter the same stream — see "Record · All". This view is the Patient data filter.

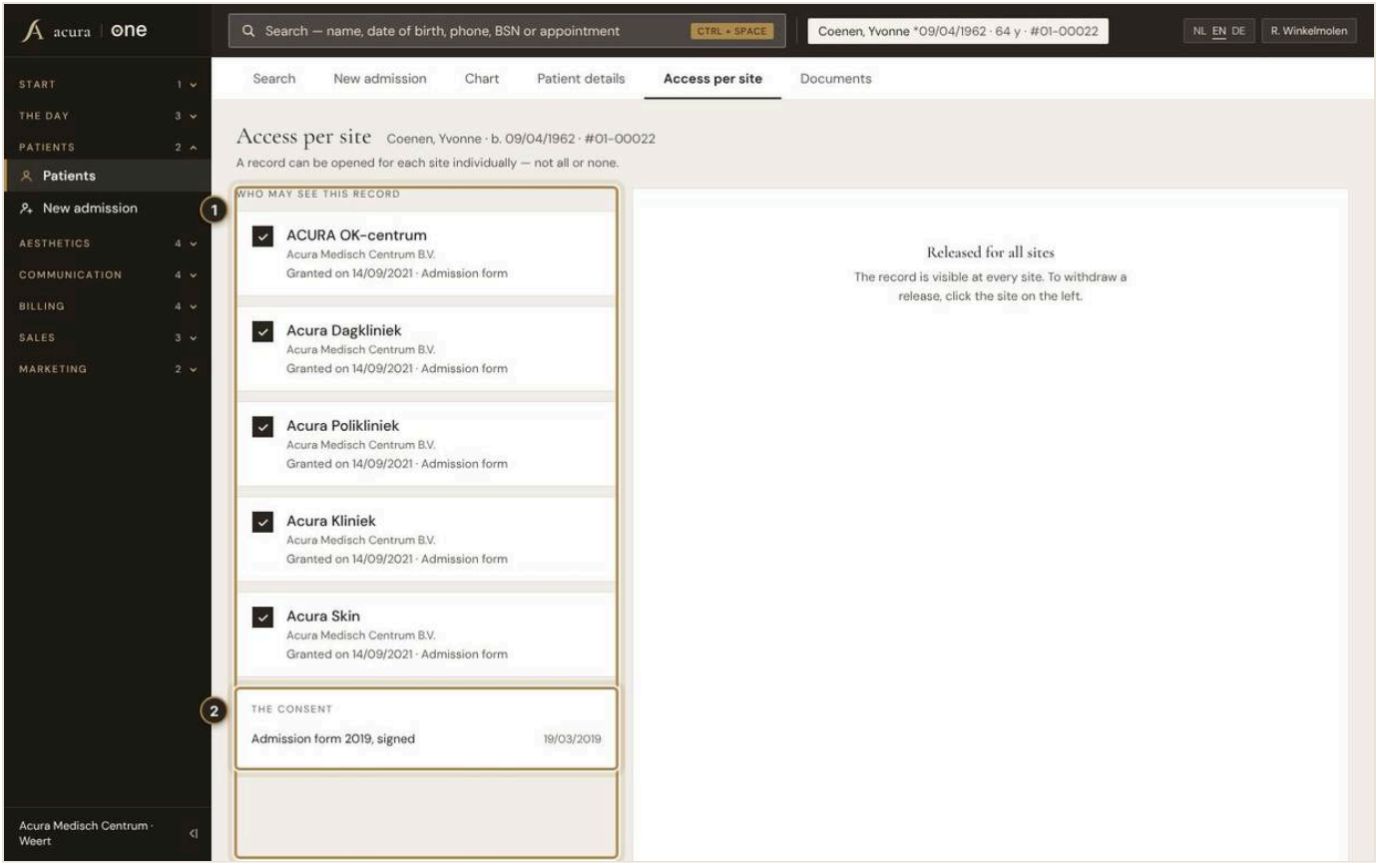

acura | one
START 1
THE DAY 3
PATIENTS 2
Patients
New admission
AESTHETICS 4
COMMUNICATION 4
BILLING 4
SALES 3
MARKETING 2
Acura Medisch Centrum · Weert
PERSON
Name
Coenen, Yvonne
Date of birth
09/04/1962 · 64 years
ID document
ID NW8K24LP1 · checked 11/2026
Address
Wilhelminasingel 112 6001 GV Weert
Language
Dutch · correspondence and phone assistant
Phone
+31 6 12000022 mobile
Email
y.coenen@acura-demo.invalid
Emergency contact
Jan Coenen, husband +31 6 12000023
PAYER
Billing type
not recorded
Insurance
not recorded
Member number
not recorded
Payment method
Invoice, 30 days · SEPA mandate given
4
WAITING ROOM DISPLAY
Not on the display
Call with first name and initial of the surname. Switch off at the patient's request.
CONSENTS
Treatment and documentation
Legal basis Art. 9(2)(h) GDPR · cannot be deselected
Access by all entities of the group
given 22/11/2021
Appointment reminder by SMS
given 29/11/2021 · notice and link only, never content
Results notice by email
given 29/11/2021
Prevention and health tips
not given
Screening reminder
given 28/04/2025
Transcript of the consultation
not given
Every consent is stored with time, wording and how it was given. A withdrawal does not delete the consent but ends it — so it remains provable what was permitted at which time.
Second factor
SMS set up
Open invoice in the portal
€450.00
5
Data subject rights
What the practice must deliver within one month.
Provide access
Create data copy
Record rectification
Show accesses to this record
Erasure of medical records is excluded during the statutory retention period — twenty years under the WGBO. The system explains this to the patient in the portal and blocks instead of erasing.
The tabs filter the same stream — see "Record · All". This view is the Patient data filter.

4.4 Access per site

Shows which sites of Acura Medisch Centrum may see this record and on the basis of which consent.

WHERE TO FIND IT Main menu › Patients

1. **Who may see this record** lists every site with the date the access was granted.
2. **The consent** shows the text and date of the patient's consent. If the patient withdraws it, the access of the other sites ends.



CHAPTER 5

Treatment: consultation and patient record

FOR Doctors and clinical assistants

For doctors, acura one is the consultation workplace: the queue of the day, documentation by voice or keyboard, findings with text blocks, the chronological patient record, lab results, documents and the medication plan. Medical content is only visible to the treating team, and every access is logged.

5.1 Consultation workplace

5.2 Recording a finding

5.3 Patient record (chart)

5.4 Lab report

5.5 Lab trend table

5.6 Medical documents: letters, referrals, prescriptions

5.7 Medication plan

5.1 Consultation workplace

The workplace for the treatment: speak or type freely, acura one sorts history, finding, diagnosis and therapy. Documents, services and the end of the treatment are on the same screen.

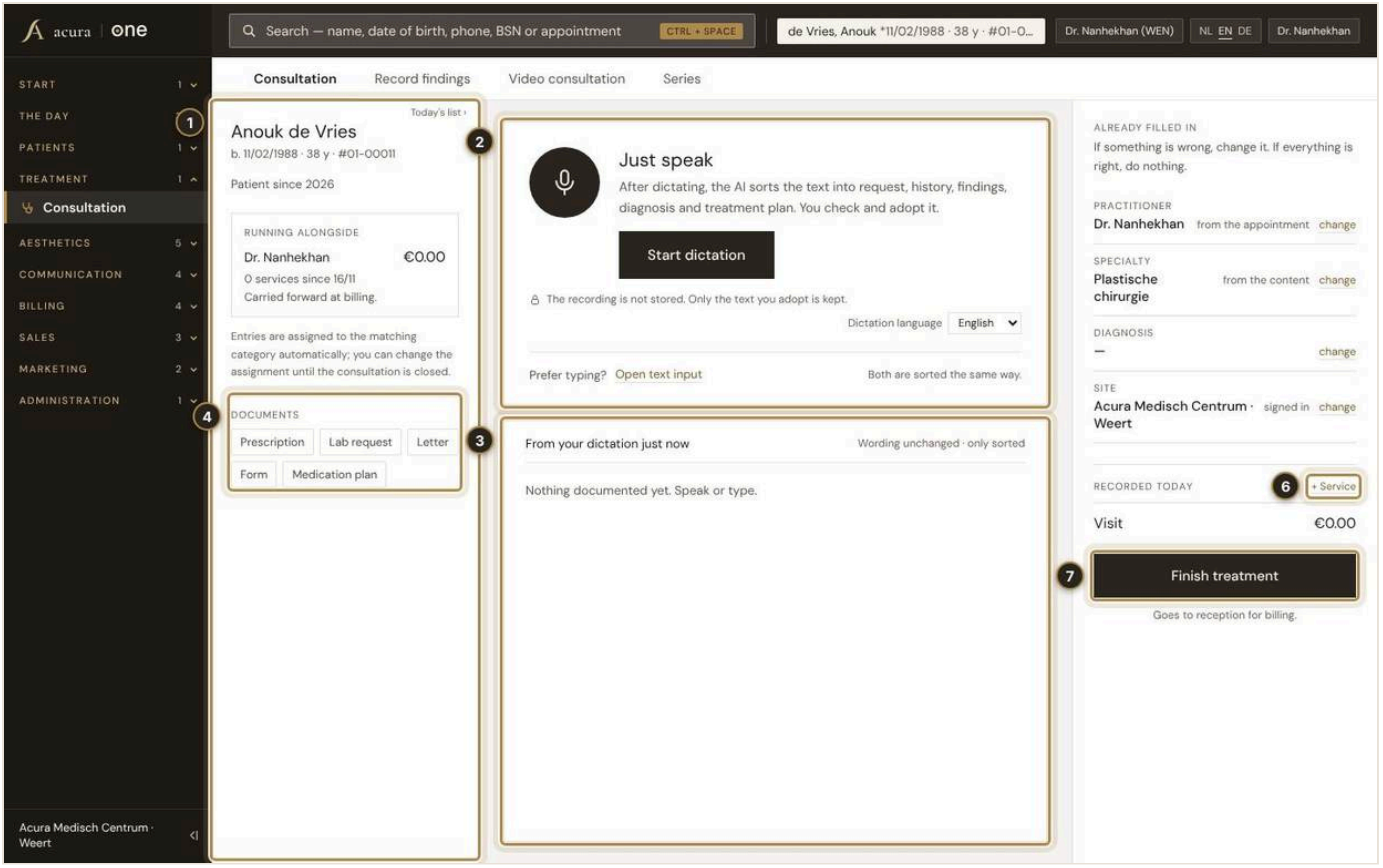
WHERE TO FIND IT Main menu › Treatment › Consultation

1. The left column shows the patient (name, date of birth, number) and what is running alongside, such as open services. **Today's list** switches to the next patient.
2. **Just speak**: click **Start recording** and dictate. Prefer typing? Click **Open text input**. Both are sorted the same way.
3. **From your dictation just now** shows the sorted text. The wording is unchanged; only the order is arranged.
4. **Documents**: create a prescription, lab request, letter, form or medication plan directly from the consultation.

5 The right column shows what has already been filled in (practitioner, specialty, diagnosis, site). Click **change** to correct a value.

6 **+ Service** adds a service to today's visit.

7 **Finish treatment** closes the visit; it goes to reception for billing.



5.2 Recording a finding

Compose a finding from text blocks of your specialty, by dictation or freely typed. acura one suggests the diagnosis, the matching service and follow-up steps; nothing happens without your tick.

WHERE TO FIND IT Main menu › Treatment › Consultation

1 **Text blocks**: search by code or term, or choose a body region (Breast, Abdomen, Face …). Your own blocks and those of the practice are listed below.

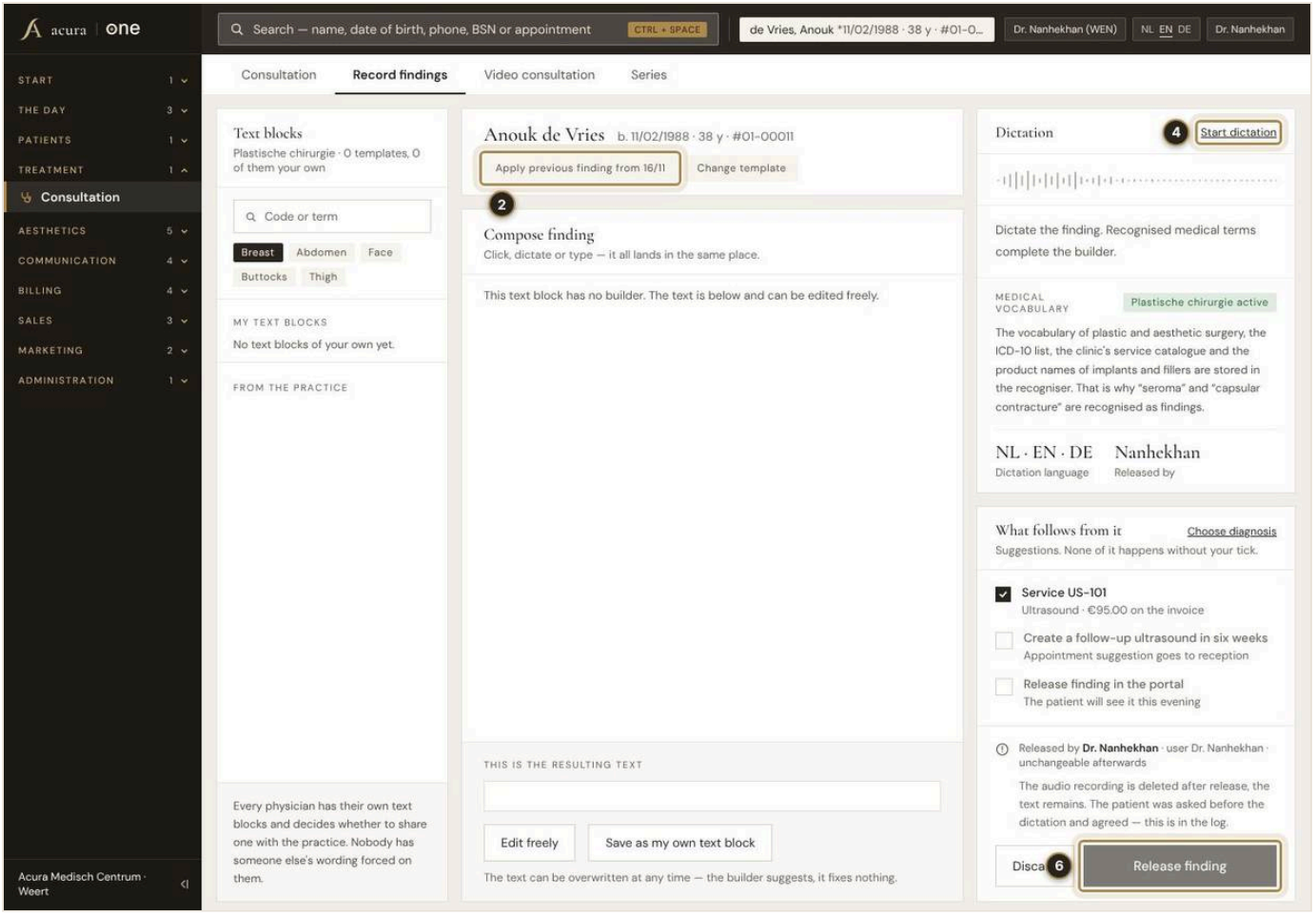
2 **Apply previous finding** takes over the last finding; **Change template** switches the template.

3. **Compose finding**: click, dictate or type — everything lands in the same place. The resulting text is shown at the bottom.

4. **Dictation**: click **Start dictation**. Recognised medical terms complete the builder.

5. **What follows from it**: click **Choose diagnosis** and tick the suggestions you want — the service on the invoice, a follow-up appointment, release of the finding in the portal.

6. Click **Release finding**. The finding is signed with your name and cannot be changed afterwards. **Discard** throws the draft away.

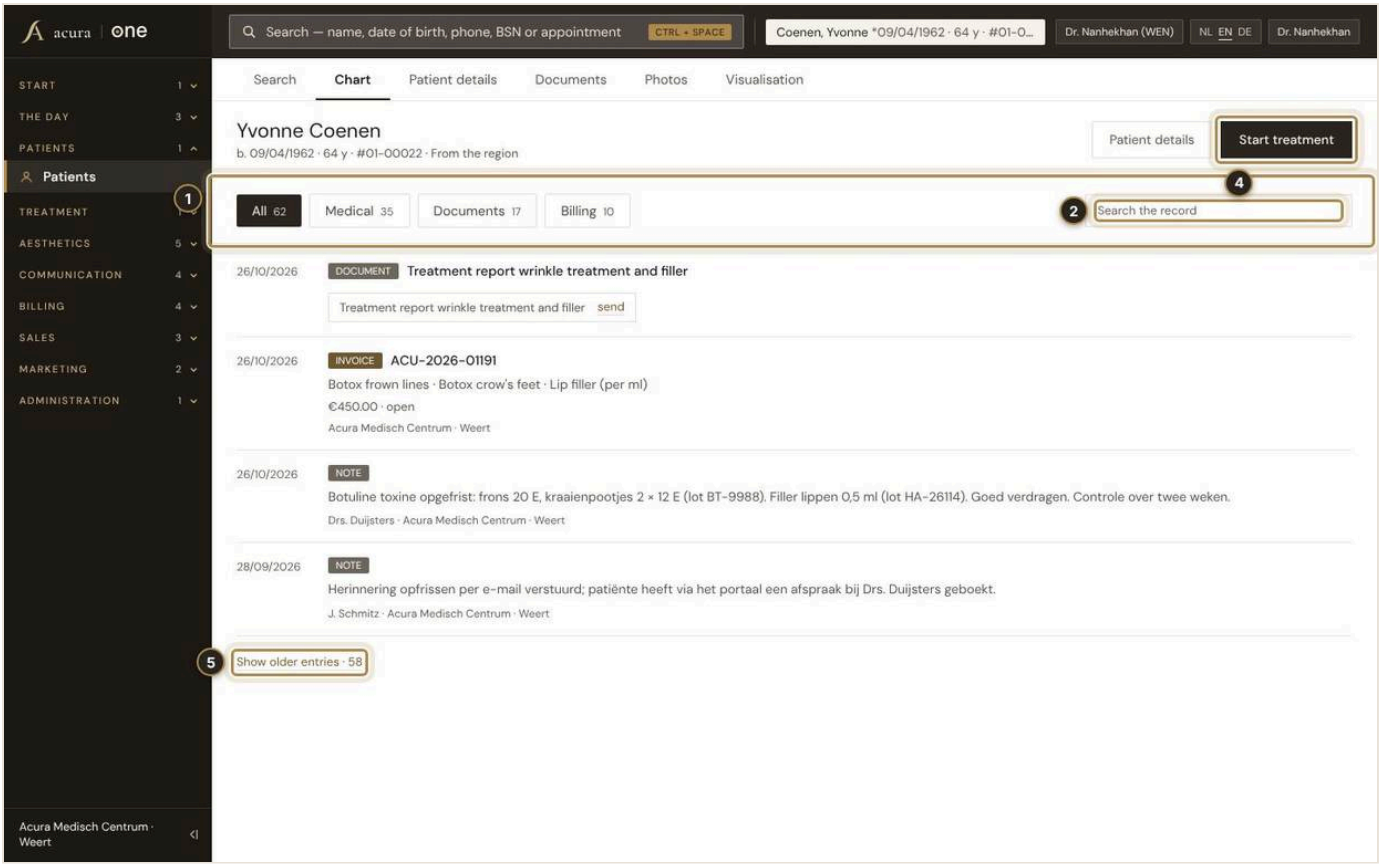


5.3 Patient record (chart)

The chart shows everything about a patient in one chronological stream: notes, findings, documents, lab results and invoices.

WHERE TO FIND IT Main menu › Patients

1. Filter the stream: **All**, **Medical**, **Documents** or **Billing** — the number shows how many entries each filter contains.
2. **Search the record** finds any word in the entries.
3. Each entry shows date, type (document, invoice, note), content and author. Documents can be sent directly with **send**.
4. **Start treatment** opens the consultation workplace for this patient; **Patient details** opens the personal data.
5. **Show older entries** loads the rest of the history.

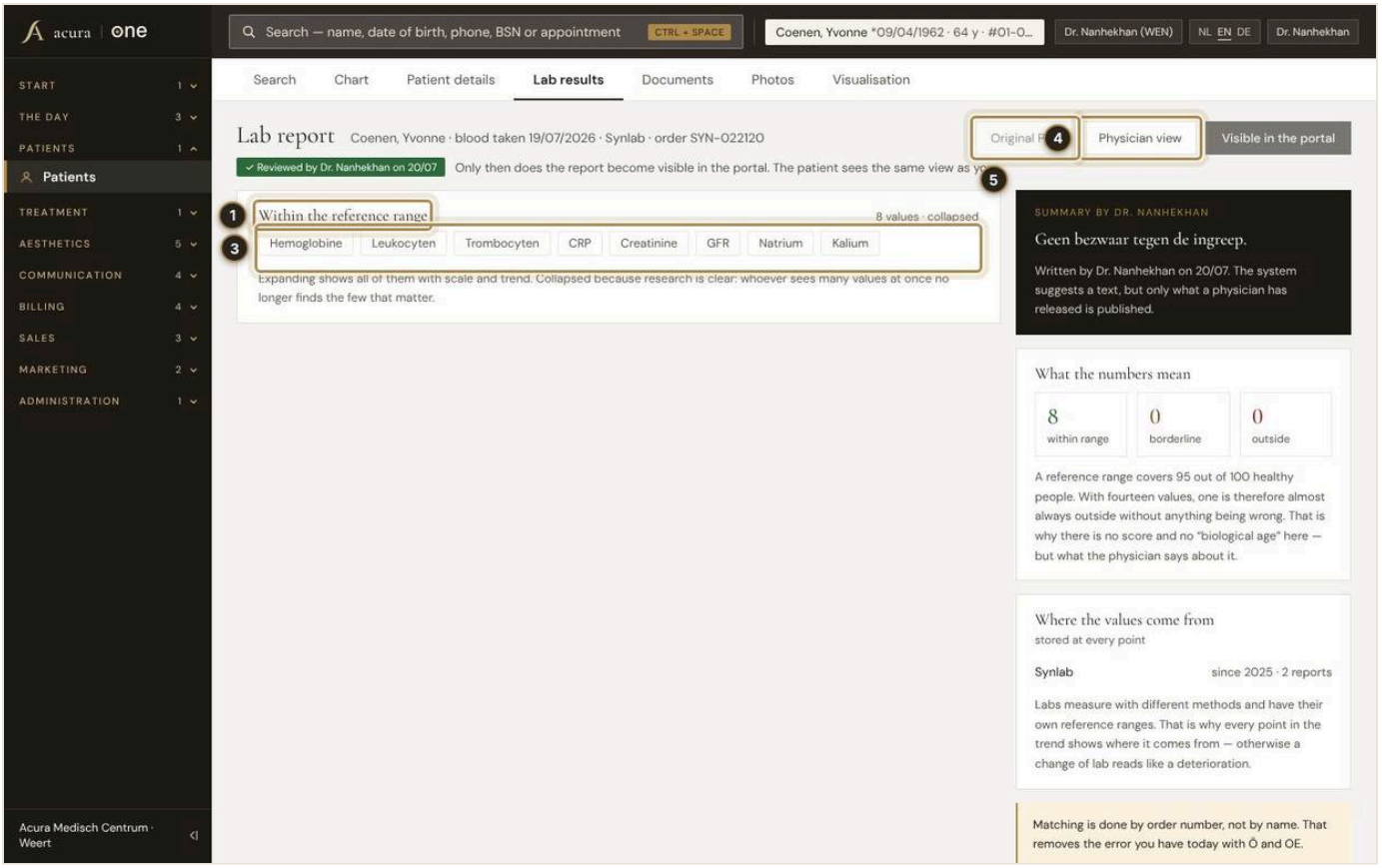


5.4 Lab report

A lab report with every value, its reference range and the physician's summary — in a physician view and in the form the patient sees in the portal.

WHERE TO FIND IT Main menu › Patients

1. The status at the top shows the overall result (for example within the reference range).
2. **Summary by the physician** is the short explanation that the patient also reads.
3. The table lists every value with result, unit and reference range; deviations are highlighted.
4. Switch between **Physician view** and the patient view; **Visible in the portal** shows whether the patient can see the report.
5. **Original PDF** opens the report as received from the laboratory.



5.5 Lab trend table

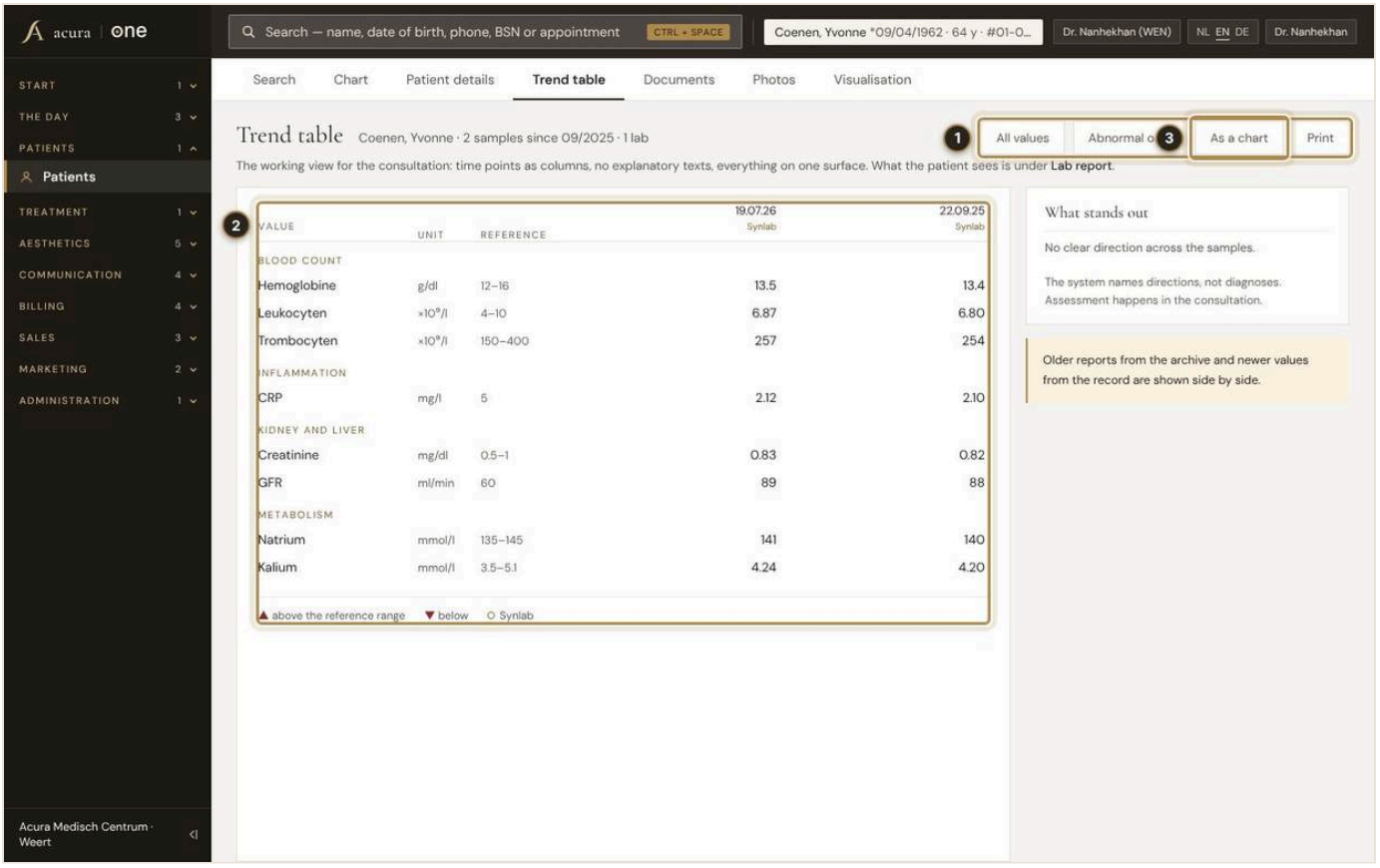
All lab values of a patient over time, as a table or chart, with a note on what stands out.

WHERE TO FIND IT Main menu › Patients

1. Choose **All values** or **Abnormal only**.
2. Read the table: one row per parameter, one column per date.

3. **As a chart** shows the trend graphically; **Print** prints the table.

4. **What stands out** summarises notable changes.



5.6 Medical documents: letters, referrals, prescriptions

Create and find all medical documents of a patient: prescriptions, lab requests, letters to colleagues, referrals, forms and the medication plan.

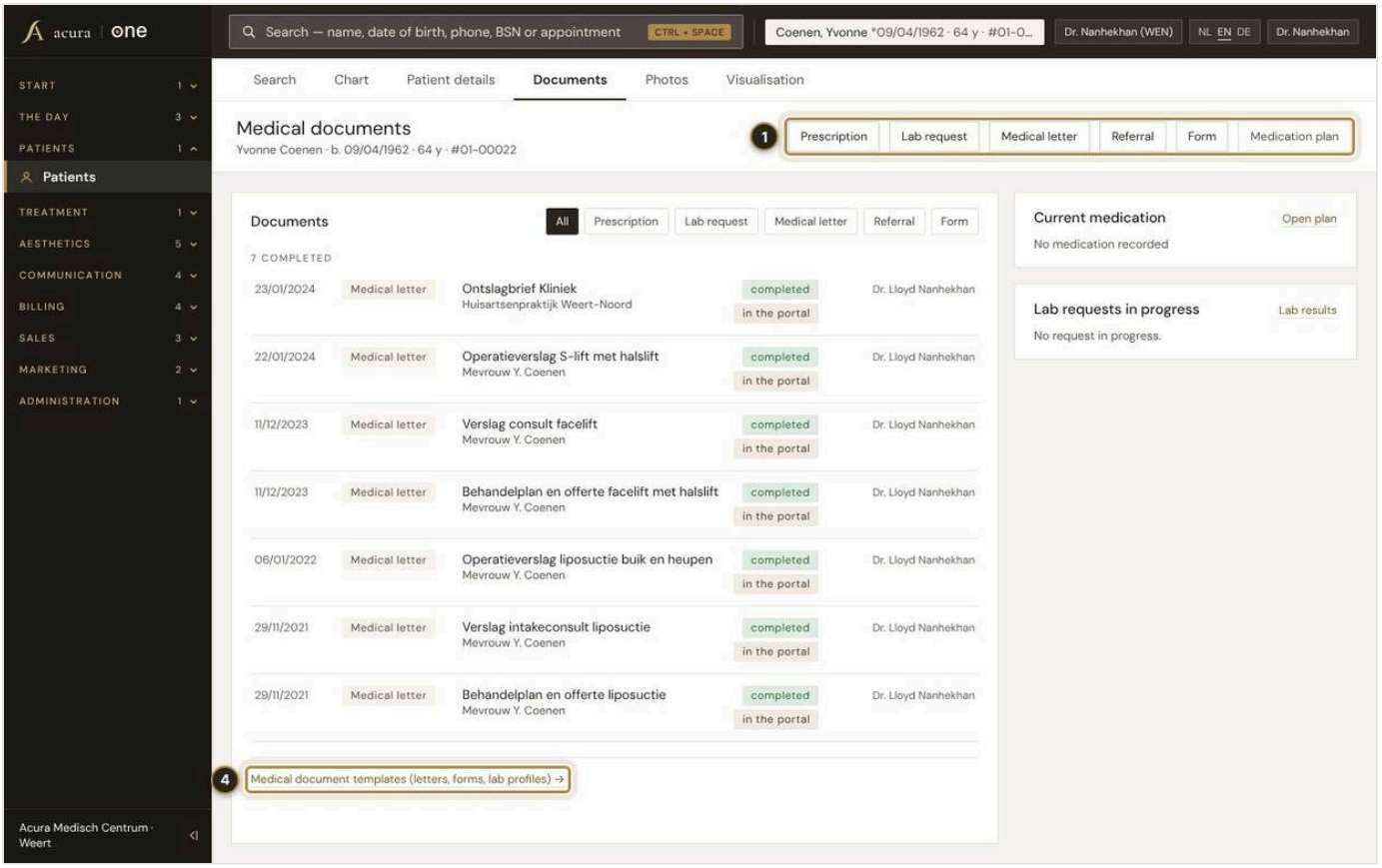
WHERE TO FIND IT Main menu › Patients

1. Choose the document type at the top: **Prescription**, **Lab request**, **Medical letter**, **Referral**, **Form** or **Medication plan**. The editor opens with the house template already filled in.

2. The list shows all documents with date, type and title; filter by type. Click a document to open it.

3. The right column shows the **current medication** and **lab requests in progress**.

4. **Medical document templates** leads to the templates for letters, forms and lab profiles.

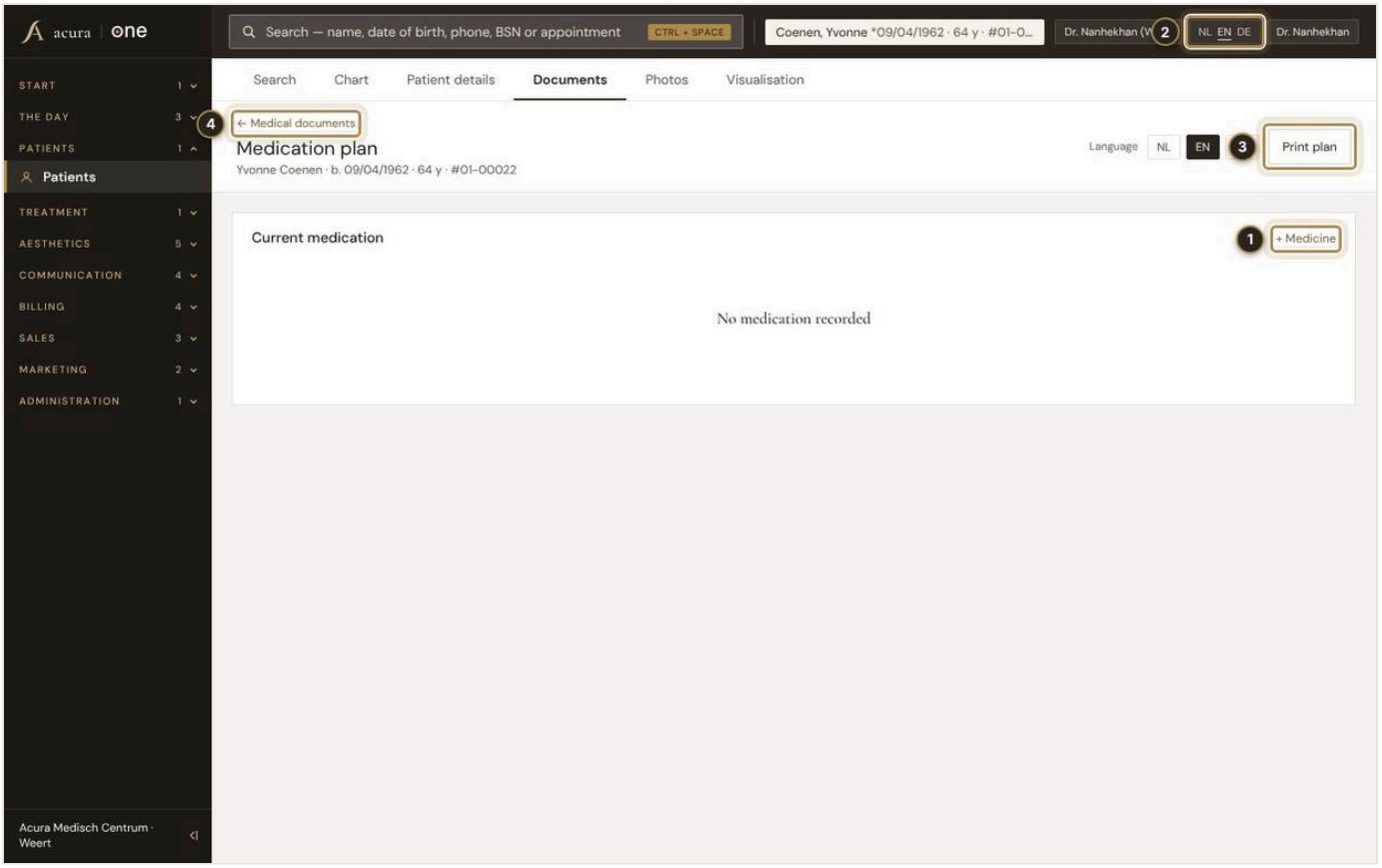


5.7 Medication plan

The current medication of the patient as a printable plan, in the languages of your system.

WHERE TO FIND IT Main menu › Patients

1. **+ Medicine** adds a medicine with dose and schedule.
2. Choose the language of the plan for the patient.
3. **Print plan** prints the plan for the patient.
4. **← Medical documents** goes back to the document list.


acura | one
Search — name, date of birth, phone, BSN or appointment
CTRL + SPACE
Coenen, Yvonne *09/04/1962 · 64 y · #01-0...
Dr. Nanhekhan (V
2
NL EN DE
Dr. Nanhekhan
START 1
THE DAY 3
PATIENTS 1
Patients
TREATMENT 1
AESTHETICS 5
COMMUNICATION 4
BILLING 4
SALES 3
MARKETING 2
ADMINISTRATION 1
Acura Medisch Centrum · Weert
Search
Chart
Patient details
Documents
Photos
Visualisation
4
← Medical documents
Medication plan
Yvonne Coenen · b. 09/04/1962 · 64 y · #01-00022
Language
NL
EN
3
Print plan
Current medication
1
+ Medicine
No medication recorded

CHAPTER 6

Aesthetic treatments

FOR Doctors and clinical assistants in aesthetic medicine

Aesthetic treatments need clear before-and-after photos and well-planned series of sessions. Both are part of the patient record. Photos are only taken and shown with the patient's consent.

6.1 Photo documentation

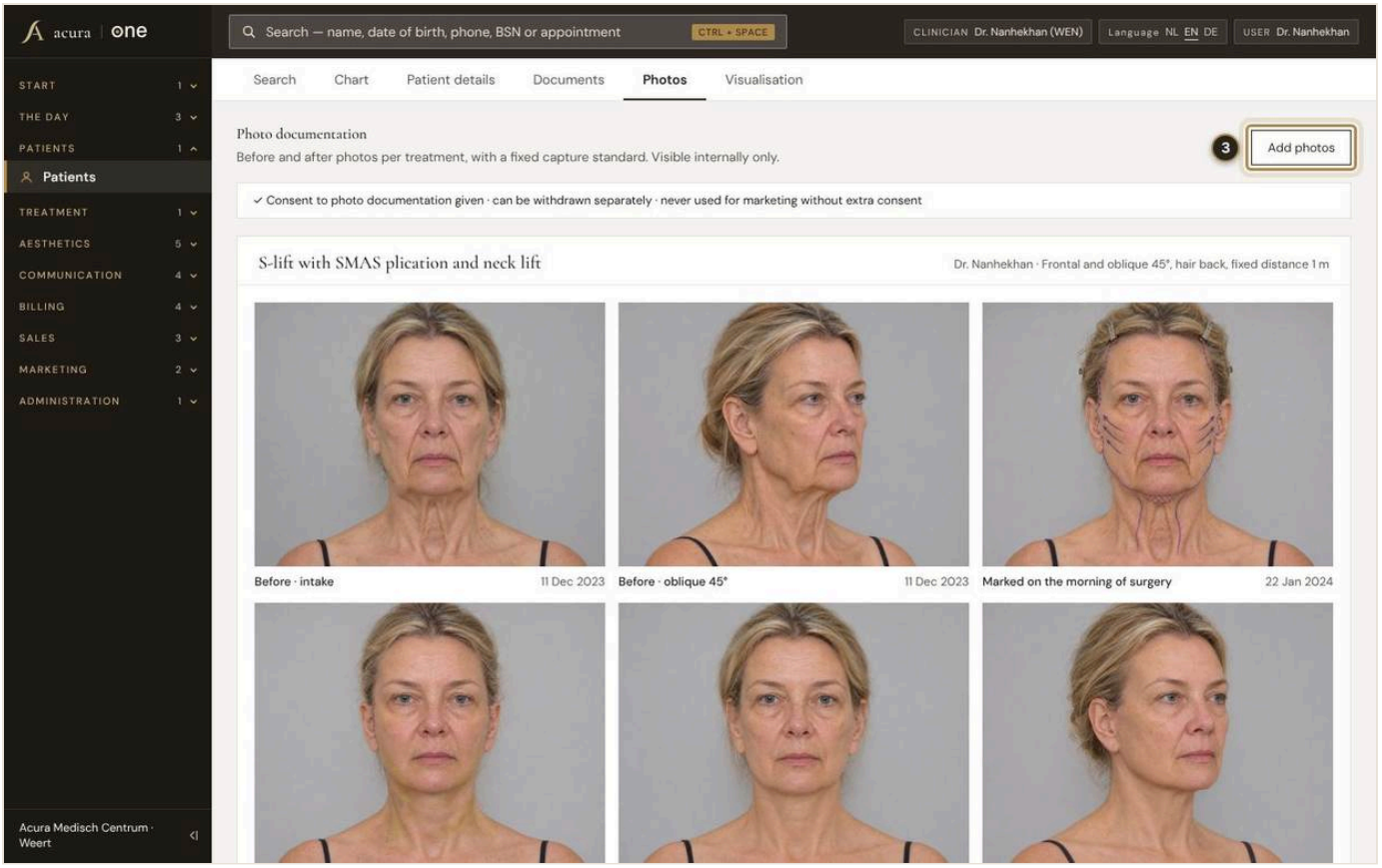
6.2 Series and programmes

6.1 Photo documentation

Before-and-after photos per treatment, with date and consent. Photos are part of the medical record.

WHERE TO FIND IT Main menu › Patients

1. Photos are grouped per treatment (for example S-lift, liposuction, fillers), each with date and series.
2. Click a photo to enlarge it and compare before and after.
3. **Add photos** uploads new photos to a treatment. Only with the patient's photo consent.

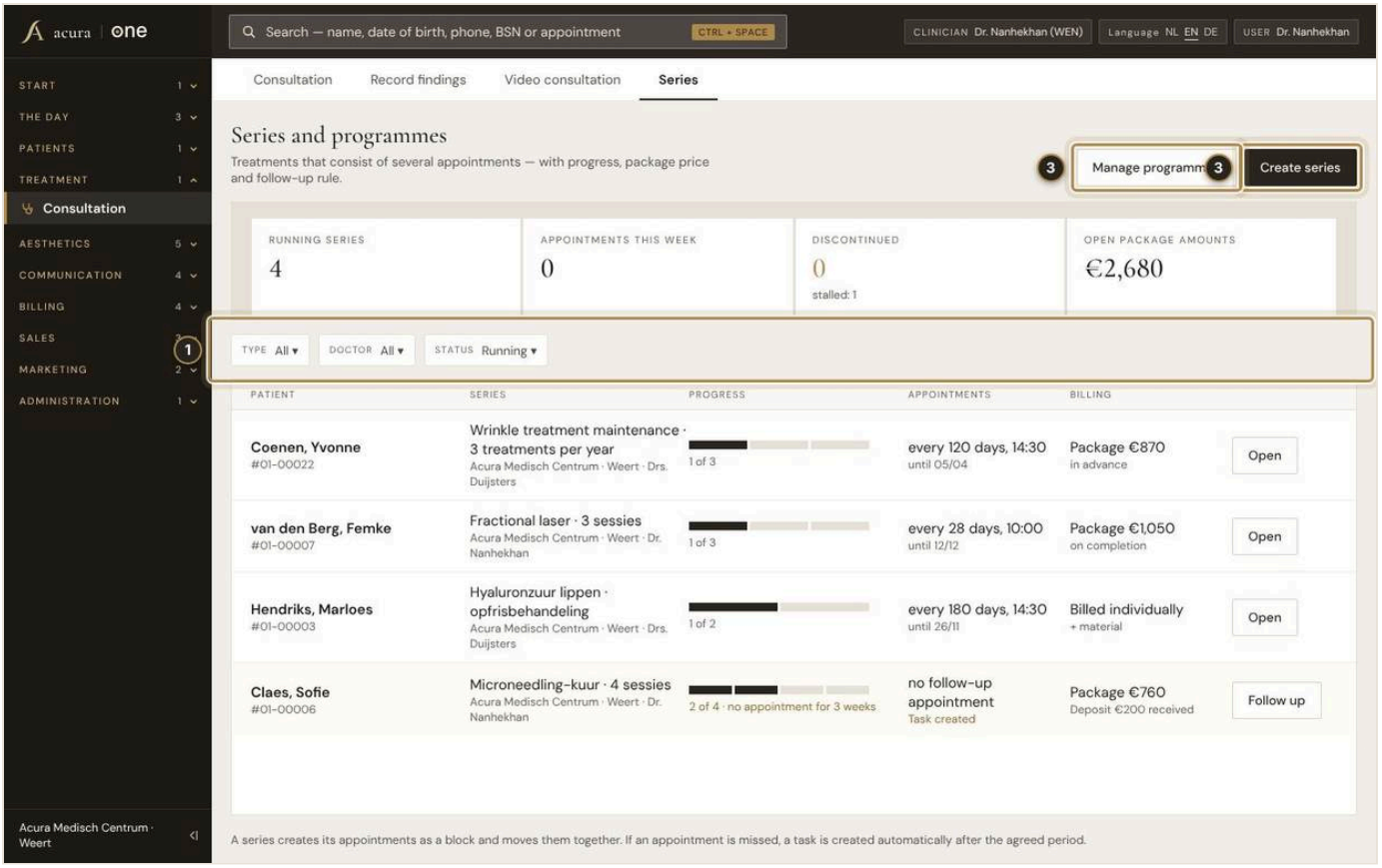


6.2 Series and programmes

Treatment series (for example a course of laser sessions) and programmes with fixed intervals. acura one plans the sessions and reports when a series stalls.

WHERE TO FIND IT Main menu › Treatment › Consultation

1. Filter by **type**, **doctor**, **location** and **status**.
2. Click a series to see its sessions, completed and planned.
3. **Create series** starts a new series for a patient; **Manage programmes** maintains the programme templates.


acura | one
Search — name, date of birth, phone, BSN or appointment
CTRL + SPACE
CLINICIAN Dr. Nanhekhan (WEN)
Language NL EN DE
USER Dr. Nanhekhan
START 1
THE DAY 3
PATIENTS 1
TREATMENT 1
Consultation
AESTHETICS 5
COMMUNICATION 4
BILLING 4
SALES
MARKETING 2
ADMINISTRATION 1
Acura Medisch Centrum · Weert
Consultation
Record findings
Video consultation
Series
Series and programmes
Treatments that consist of several appointments — with progress, package price and follow-up rule.
3
Manage programm
3
Create series
RUNNING SERIES
4
APPOINTMENTS THIS WEEK
0
DISCONTINUED
0
stalled: 1
OPEN PACKAGE AMOUNTS
€2,680
1
TYPE All
DOCTOR All
STATUS Running
PATIENT
SERIES
PROGRESS
APPOINTMENTS
BILLING
Coenen, Yvonne
#01-00022
Wrinkle treatment maintenance · 3 treatments per year
Acura Medisch Centrum · Weert · Drs. Duijsters
1 of 3
every 120 days, 14:30
until 05/04
Package €870
in advance
Open
van den Berg, Femke
#01-00007
Fractional laser · 3 sessies
Acura Medisch Centrum · Weert · Dr. Nanhekhan
1 of 3
every 28 days, 10:00
until 12/12
Package €1,050
on completion
Open
Hendriks, Marloes
#01-00003
Hyaluronzuur lippen · opfrisbehandeling
Acura Medisch Centrum · Weert · Drs. Duijsters
1 of 2
every 180 days, 14:30
until 26/11
Billed individually
+ material
Open
Claes, Sofie
#01-00006
Microneedling-kuur · 4 sessies
Acura Medisch Centrum · Weert · Dr. Nanhekhan
2 of 4 · no appointment for 3 weeks
no follow-up appointment
Task created
Package €760
Deposit €200 received
Follow up
A series creates its appointments as a block and moves them together. If an appointment is missed, a task is created automatically after the agreed period.

CHAPTER 7

Tasks and messages

FOR Everyone

Nothing should get lost between colleagues. Tasks collect everything that still needs doing, with a person and a due date. Messages are short notes inside the team, so nobody needs a private messenger for work. Both are linked to the patient or job where it makes sense.

7.1 Tasks

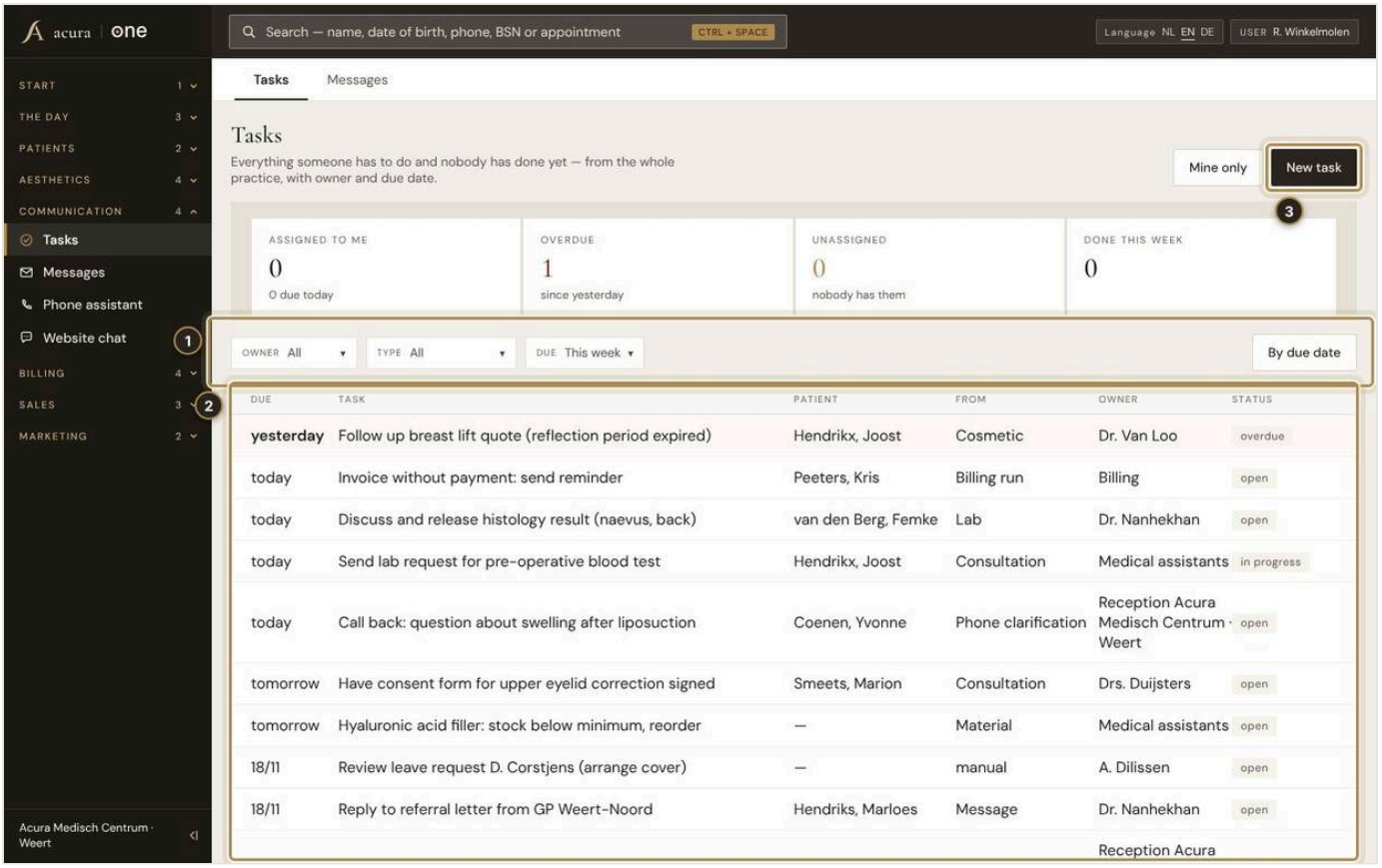
7.2 Internal messages

7.1 Tasks

Tasks collect everything that still needs doing: call-backs, findings to discuss, billing reminders, orders. Tasks come from colleagues, the phone assistant and the automated workflows.

WHERE TO FIND IT Main menu › Communication › Tasks

1. Filter by **owner** (All, Me, Nobody), **site**, **type** and **due date**, or click **Mine only**.
2. Click a task to open it; mark it as done when it is finished.
3. Click **New task** to create a task yourself — with type, owner, due date and, if needed, a linked patient.

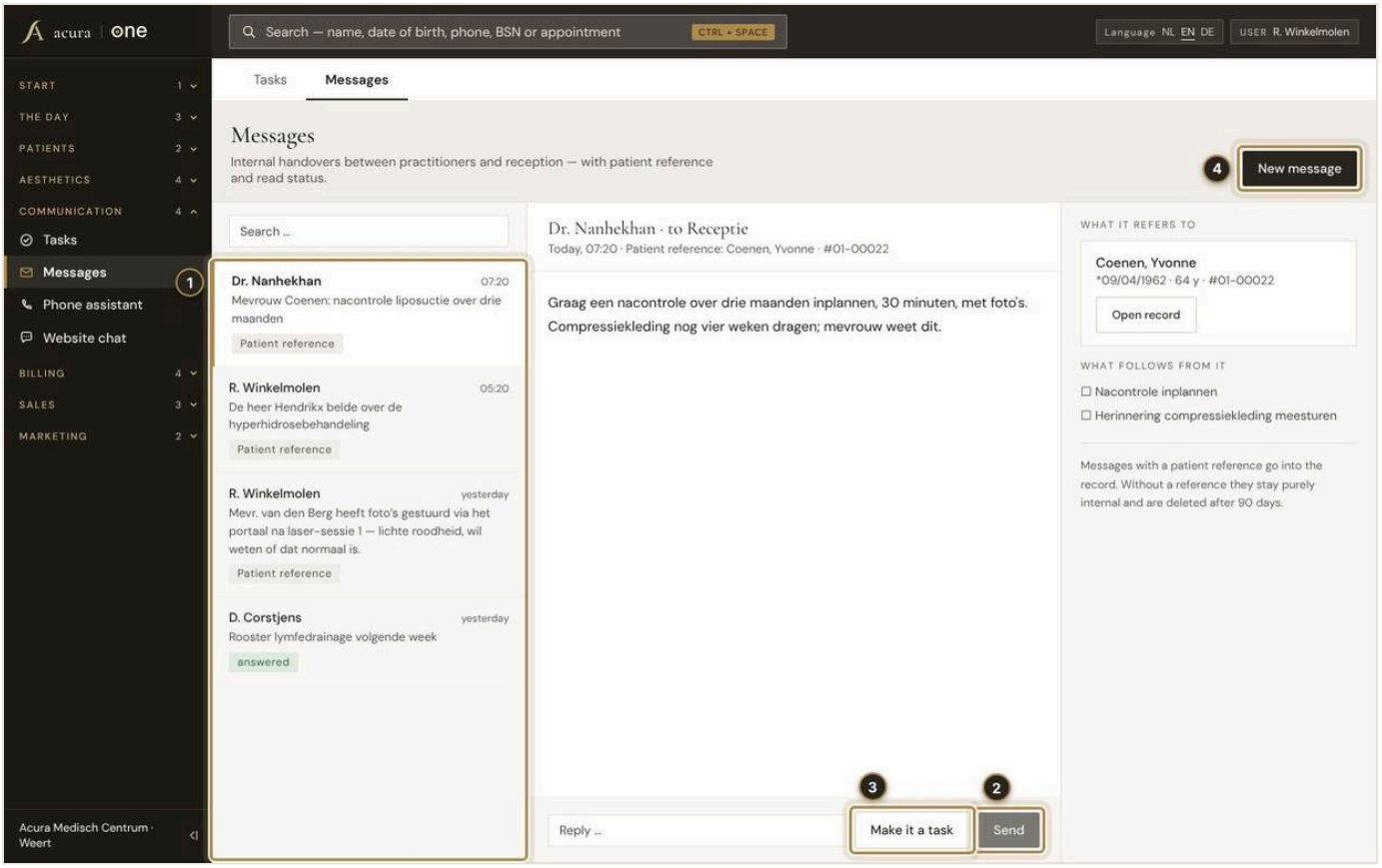


7.2 Internal messages

Short internal messages between staff and teams, always linked to a patient where relevant. Nothing medical goes by private messenger.

WHERE TO FIND IT Main menu › Communication › Messages

1. The list on the left shows conversations with sender and time. Click a conversation to read it.
2. Reply in the text field and click **Send**.
3. **Make it a task** turns the message into a task, **Open record** opens the linked patient.
4. **New message** starts a new conversation with a colleague or team.


acura | one
Search — name, date of birth, phone, BSN or appointment
CTRL + SPACE
Language NL EN DE
USER R. Winkelmolen
START 1
THE DAY 3
PATIENTS 2
AESTHETICS 4
COMMUNICATION 4
Tasks
Messages
Phone assistant
Website chat
BILLING 4
SALES 3
MARKETING 2
Acura Medisch Centrum · Weert
Tasks
Messages
Messages
Internal handovers between practitioners and reception — with patient reference and read status.
4
New message
Search …
Dr. Nanhekhan 07:20
Mevrouw Coenen: nacontrole liposuctie over drie maanden
Patient reference
R. Winkelmolen 05:20
De heer Hendrikx belde over de hyperhidrosebehandeling
Patient reference
R. Winkelmolen yesterday
Mevr. van den Berg heeft foto's gestuurd via het portaal na laser-sessie 1 — lichte roodheid, wil weten of dat normaal is.
Patient reference
D. Corstjens yesterday
Rooster lymfedrainage volgende week
answered
Dr. Nanhekhan · to Receptie
Today, 07:20 · Patient reference: Coenen, Yvonne · #01-00022
Graag een nacontrole over drie maanden inplannen, 30 minuten, met foto's. Compressiekleding nog vier weken dragen; mevrouw weet dit.
Reply …
3
Make it a task
2
Send
WHAT IT REFERS TO
Coenen, Yvonne
*09/04/1962 · 64 y · #01-00022
Open record
WHAT FOLLOWS FROM IT
☐ Nacontrole inplannen
☐ Herinnering compressiekleding meesturen
Messages with a patient reference go into the record. Without a reference they stay purely internal and are deleted after 90 days.

CHAPTER 8

The phone assistant

FOR Everyone who answers the phone; settings for management

The phone assistant answers calls around the clock in several languages. It recognises known callers, answers common questions, books and moves appointments, takes messages and puts callers through to a person when needed. Everything it does is listed in acura one, with a summary and the recording.

8.1 Call log: what the assistant did

8.2 Calls: what the assistant did

8.3 Phone desk

8.4 Cases to clarify

8.5 Phone settings and knowledge base

8.6 Improvements

8.7 Voices and language markets

8.8 Night and weekend on-call

8.1 Call log: what the assistant did

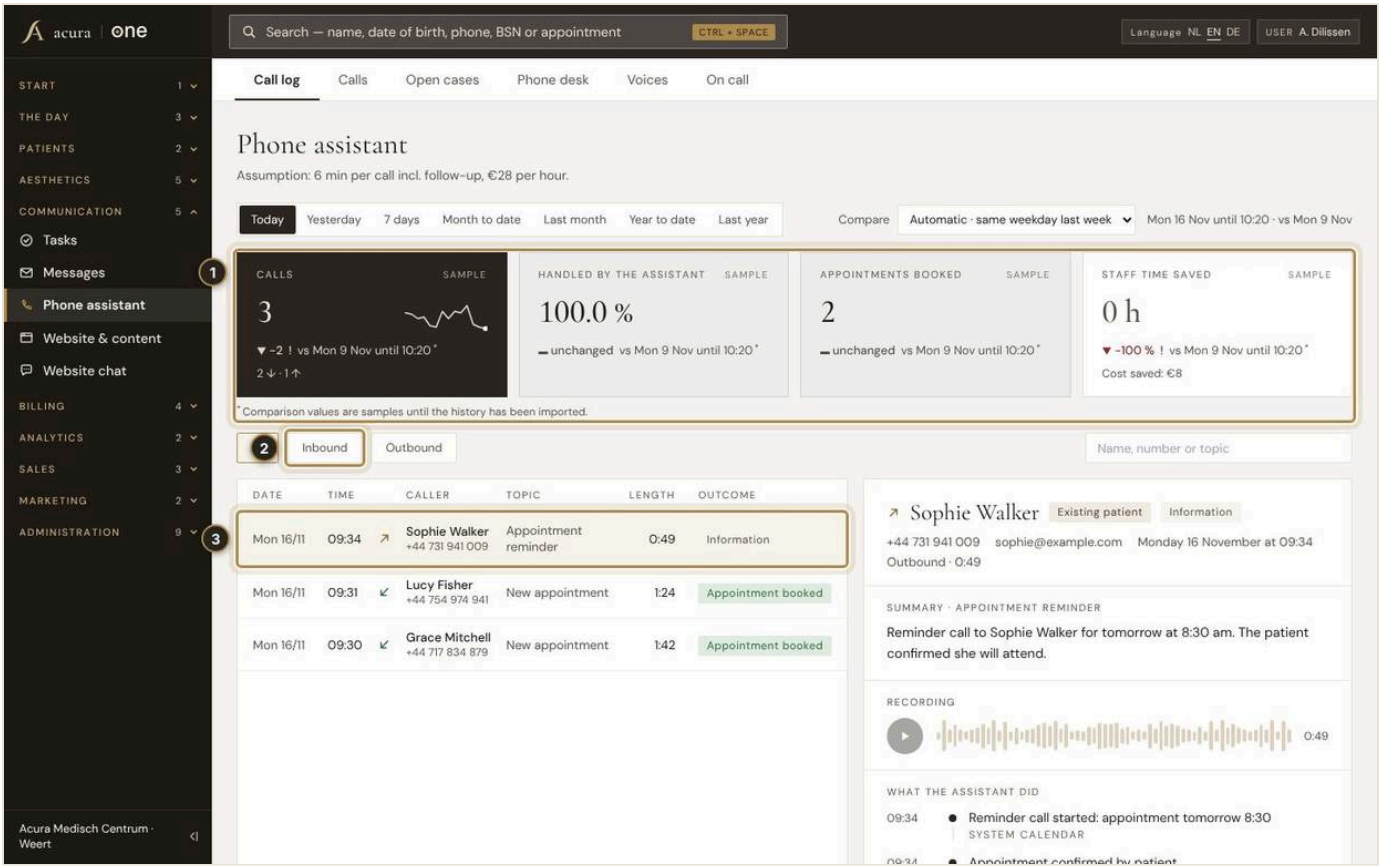
Every call with caller, topic, length and outcome. For each call you see a summary, the recording and every action the assistant took in the system.

WHERE TO FIND IT Main menu › Communication › Phone assistant

1. Choose the period at the top. The **key figures** show calls, the share handled by the assistant alone, appointments booked and staff time saved.
2. Filter the list with **All**, **Inbound** or **Outbound**, or search by name, number or topic.
3. Click a call. On the right you see the caller, the summary and the recording; play it with the play button.
4. **What the assistant did** lists each step, for example caller identified or appointment booked. **Show transcript** shows the whole conversation as text.

GOOD TO KNOW

If a caller is known, the call is linked to the patient record automatically.



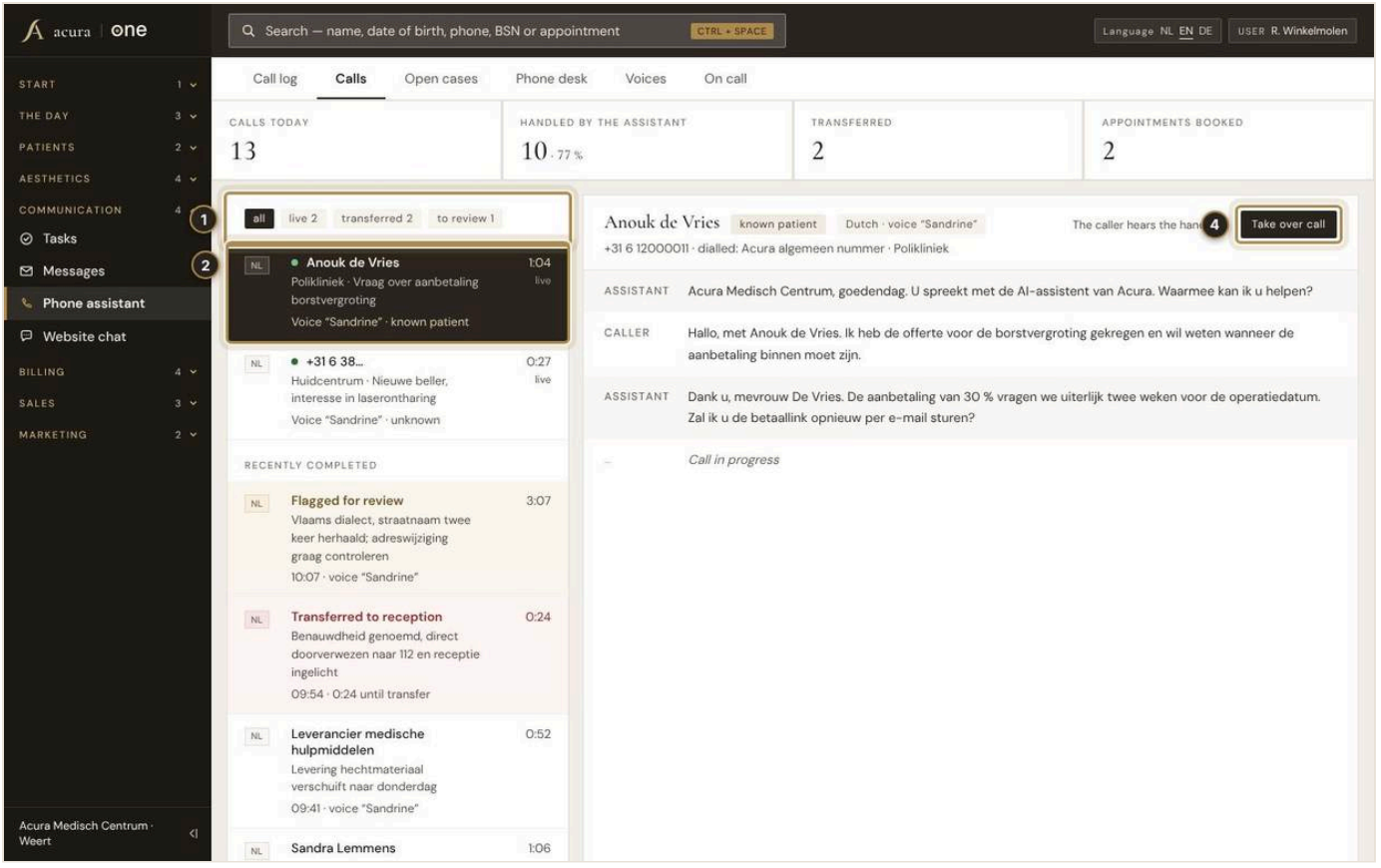
8.2 Calls: what the assistant did

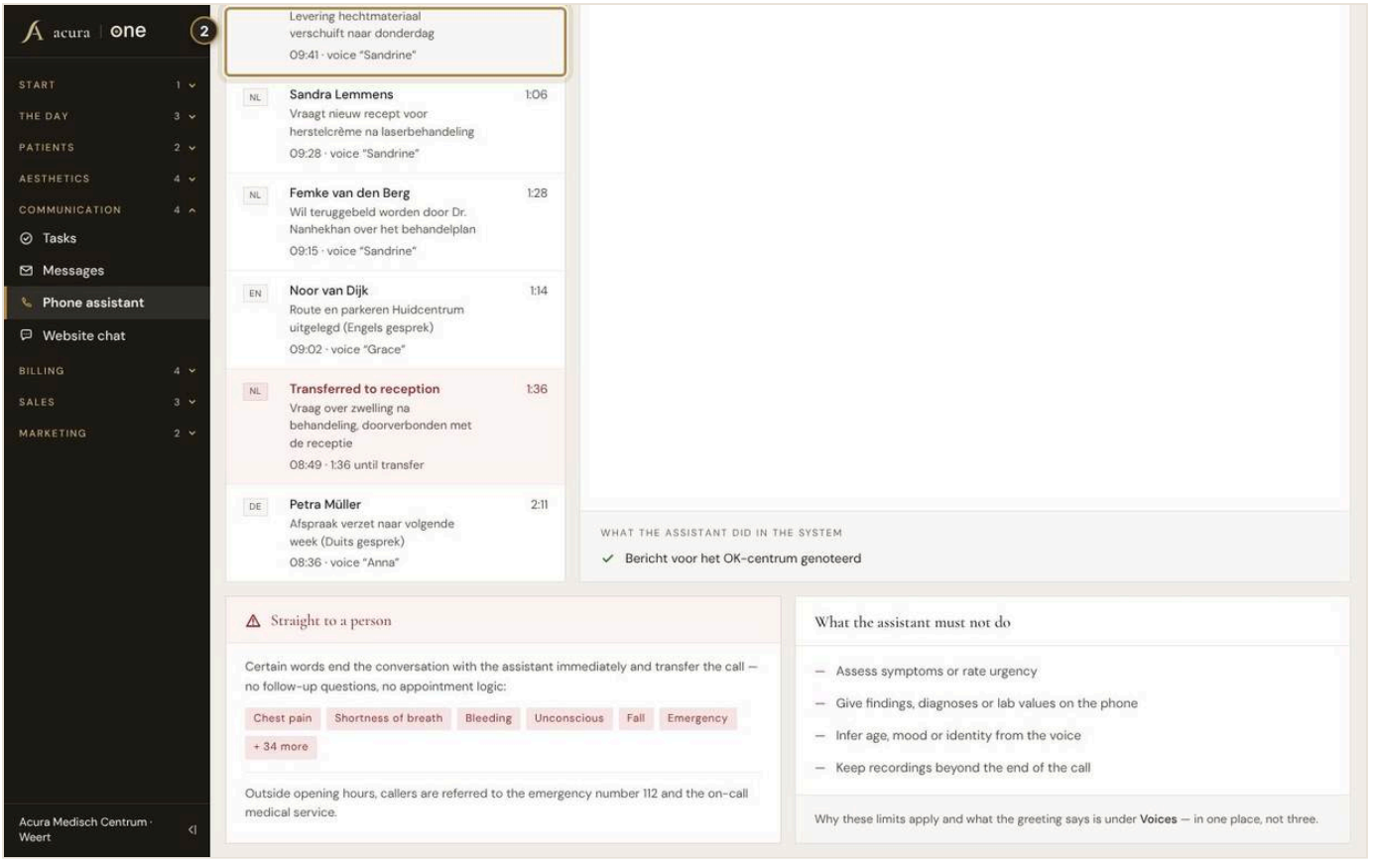
The list of all calls of the day — live, transferred, to review and completed — with a summary and every action the assistant took in the system.

WHERE TO FIND IT Main menu › Communication › Phone assistant › tab Calls

1. Filter the list: **all**, **live**, **transferred** or **to review**. The language of each call is shown in front of it .
2. Click a call in the list. The right-hand side shows the caller, the summary and the transcript.
3. **What the assistant did in the system** lists each action, for example an appointment booked or a call-back noted, with a link to the result.
4. For a live call, **Take over call** puts the caller through to you.

5 **Straight to a person** and **What the assistant must not do** explain when the assistant always hands over (for example medical complaints or emergencies).



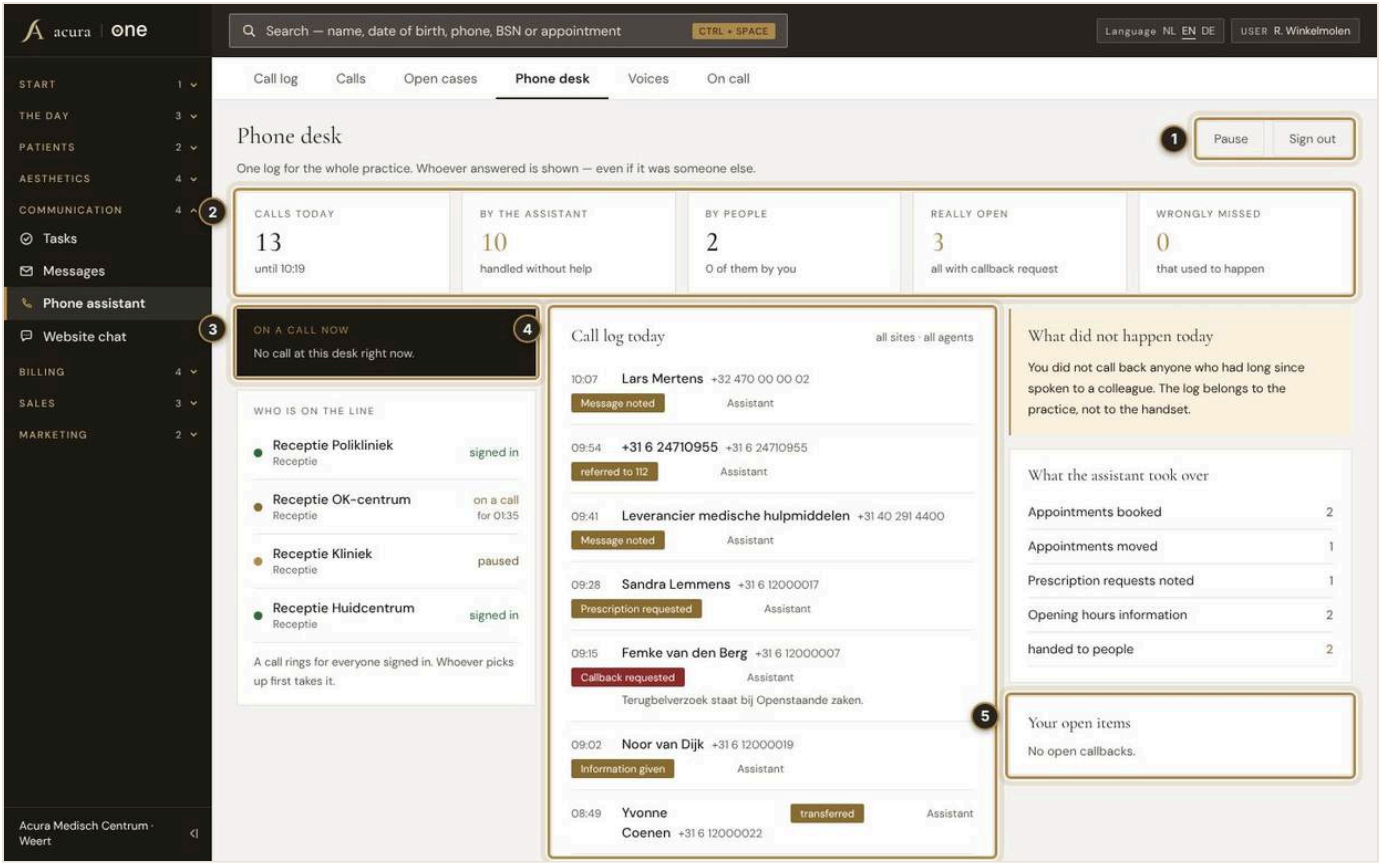


8.3 Phone desk

The workstation for whoever answers the phone today: who is on the line, the call log, what did not happen and your open items.

WHERE TO FIND IT Main menu › Communication › Phone assistant › tab Phone desk

1. The status at the top shows whether you are available. **Pause** stops calls being put through to you; **Sign out** ends your phone shift.
2. The figures show calls today, how many the assistant handled on its own and how many were handed over.
3. **Who is on the line** shows the current call with the caller's name (if known) and the reason.
4. **Call log today** lists every call with time, caller and result.
5. **Your open items** are the call-backs and clarifications assigned to you.

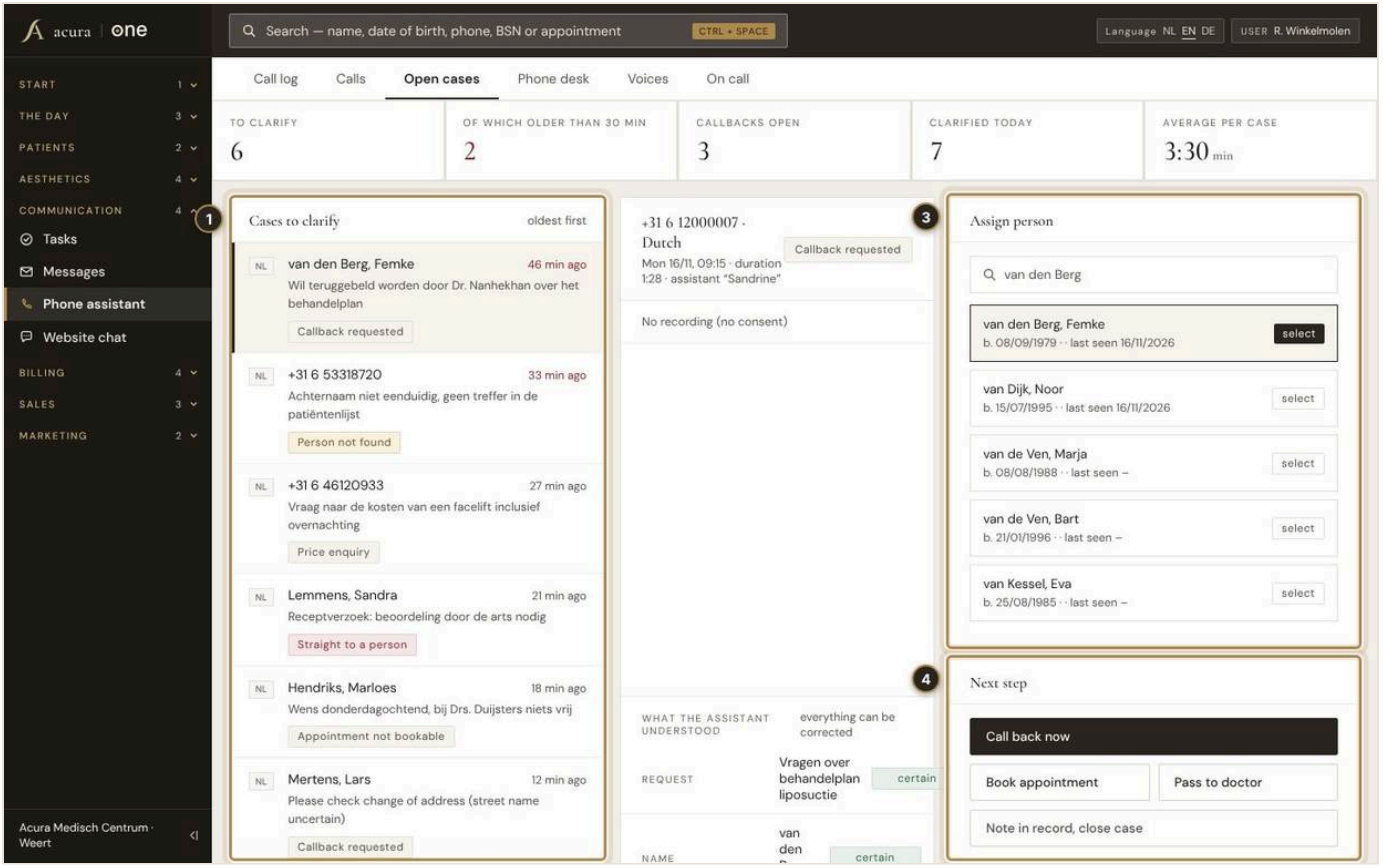


8.4 Cases to clarify

Calls the assistant could not complete on its own — an unclear name, a wish it could not fulfil, a call-back request. Each case is assigned to a person and closed with a next step.

WHERE TO FIND IT Main menu › Communication › Phone assistant › tab Open cases

1. Choose a case in the list on the left (oldest first, with waiting time).
2. **What the assistant understood** shows the summary and the caller's wish.
3. **Assign person**: search the patient and click **select** to link the call to the right record.
4. **Next step**: **Call back now**, **Book appointment**, **Pass to doctor** or **Note in record, close case**. The case disappears from the list once it is closed.

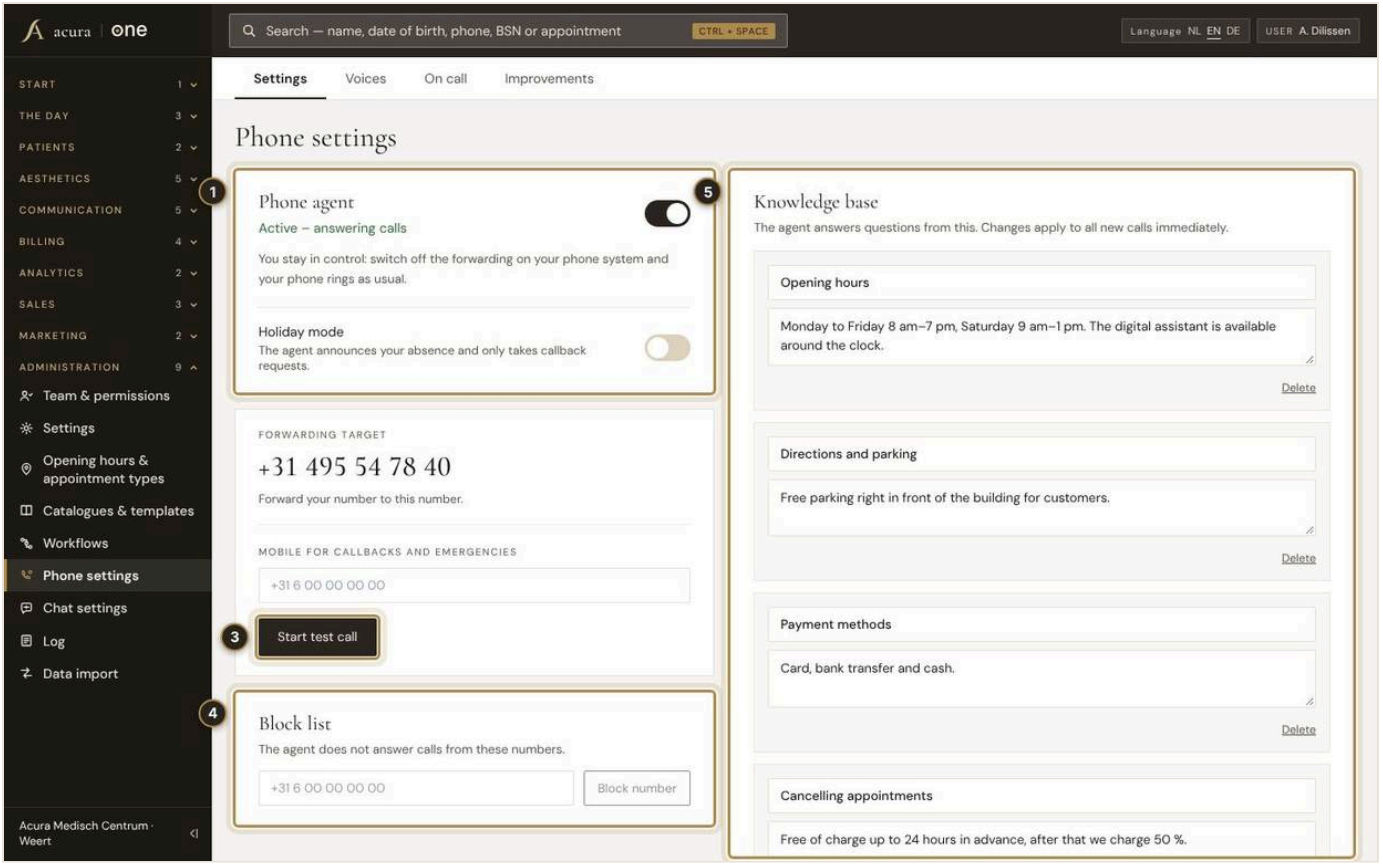


8.5 Phone settings and knowledge base

Switch the assistant on or off, set the forwarding number, block numbers and maintain the answers it gives.

WHERE TO FIND IT Main menu › Administration › Phone settings › tab Settings

1. **Phone agent**: the switch shows whether the assistant is answering calls. You stay in control: switch off the forwarding on your phone system and your phone rings as usual.
2. **Holiday mode**: the assistant announces your absence and only takes call-back requests.
3. Enter the mobile number for call-backs and emergencies and click **Start test call** to try it out.
4. **Block list**: enter a number and click **Block number**. The assistant does not answer calls from it.
5. **Knowledge base**: the assistant answers questions from these entries, for example opening hours, directions or payment methods. Change a text, or click **+ Add entry**. Changes apply to the next call.

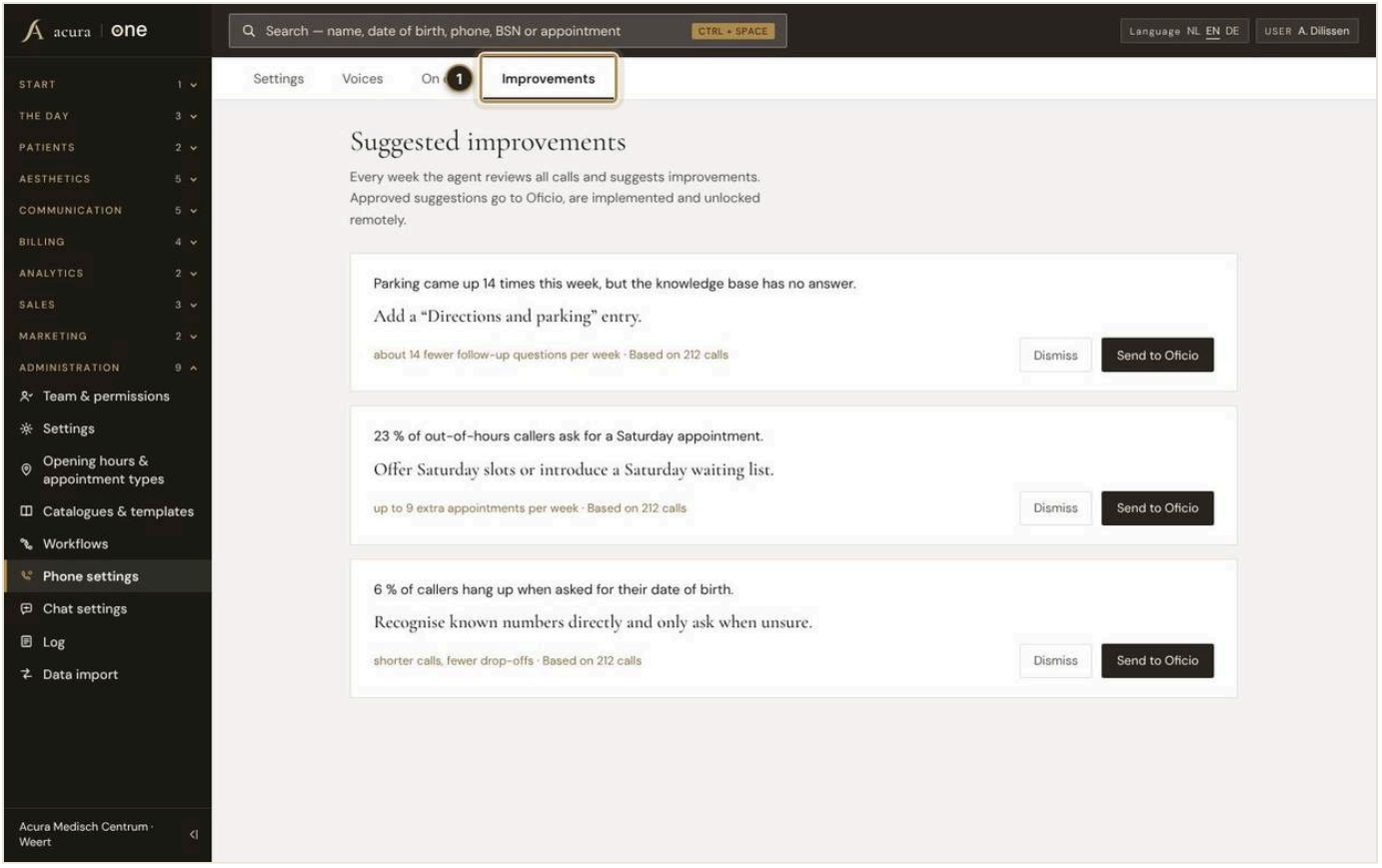


8.6 Improvements

The assistant collects questions it could not answer well. You decide which answer it gives next time.

WHERE TO FIND IT Main menu › Administration › Phone settings › tab Improvements

1. Open the tab **Improvements**.
2. Each entry shows a question from a call and what the assistant answered.
3. Write a better answer and accept it. It is added to the knowledge base.



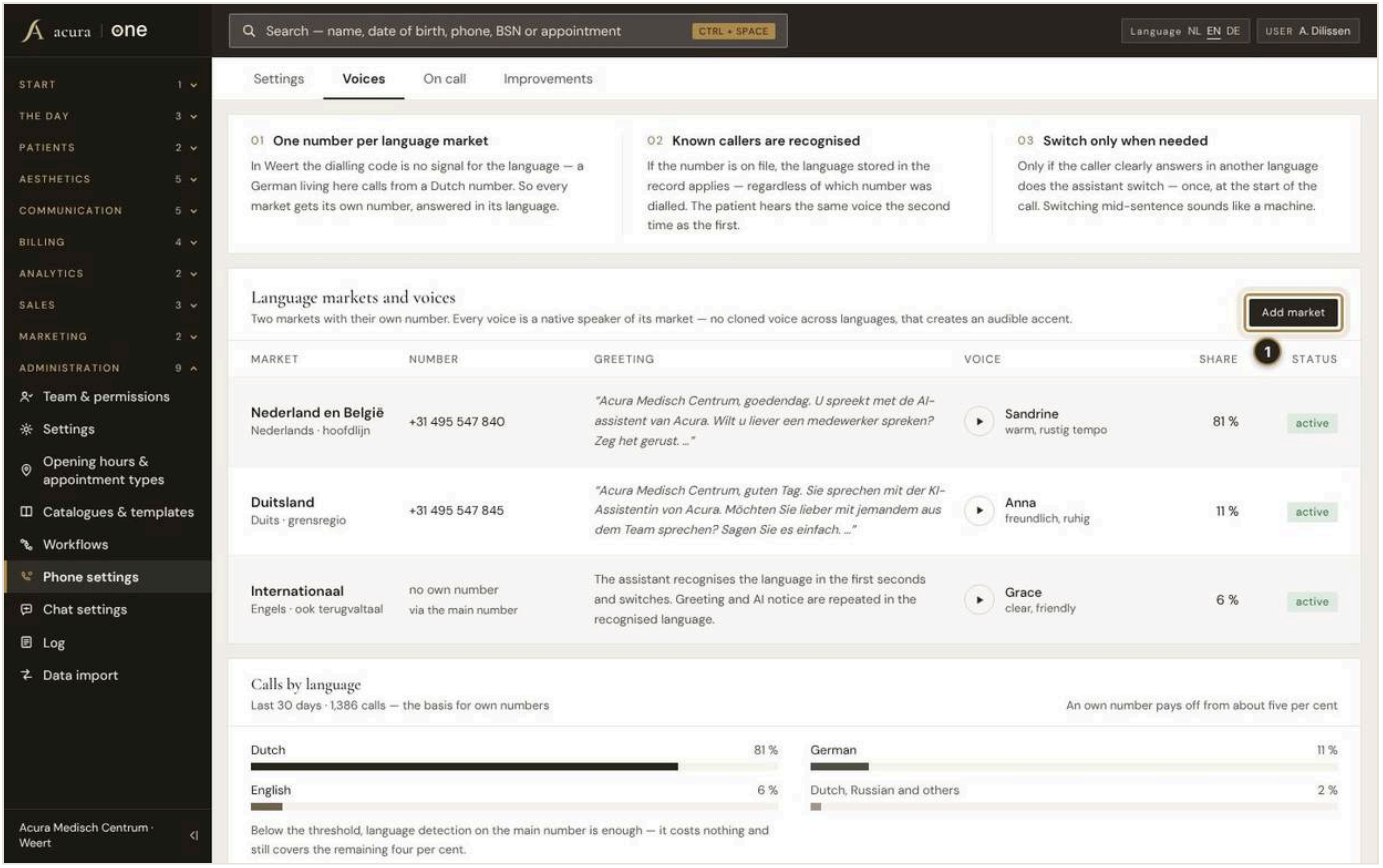
8.7 Voices and language markets

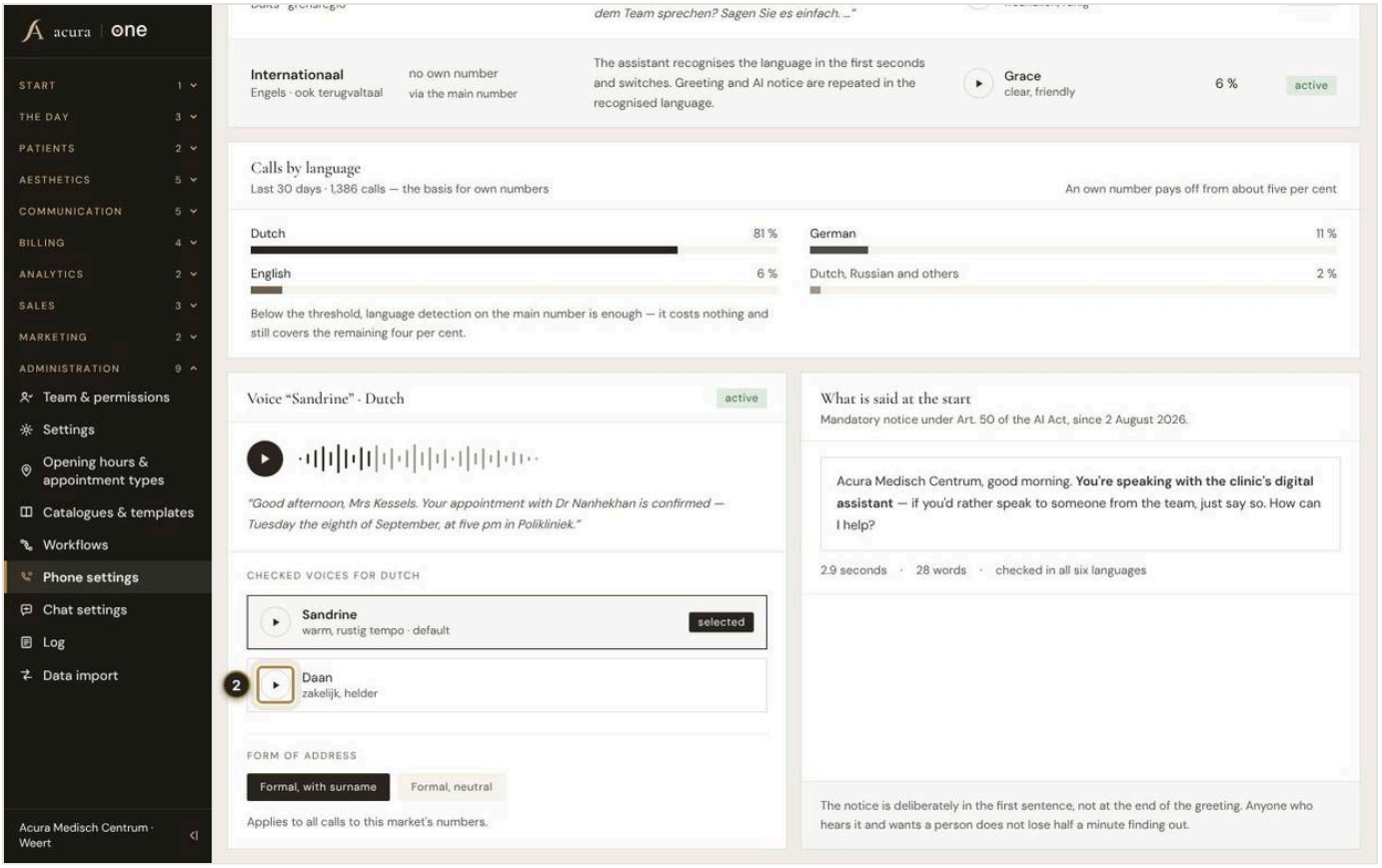
Each language market (for example your home country, neighbouring countries, international) has its own number, voice, form of address and greeting. Known callers

are recognised and addressed in their language.

WHERE TO FIND IT Main menu › Administration › Phone settings › tab Voices

1. Choose a market under **Language markets and voices**; **Add market** creates a new one.
2. Listen to the voices with **Play sample** and choose the default voice of the market.
3. Set the **form of address** (for example formal, with surname).
4. Check **What is said at the start** — the greeting of the market.
5. **Calls by language** shows how many calls came in per language.



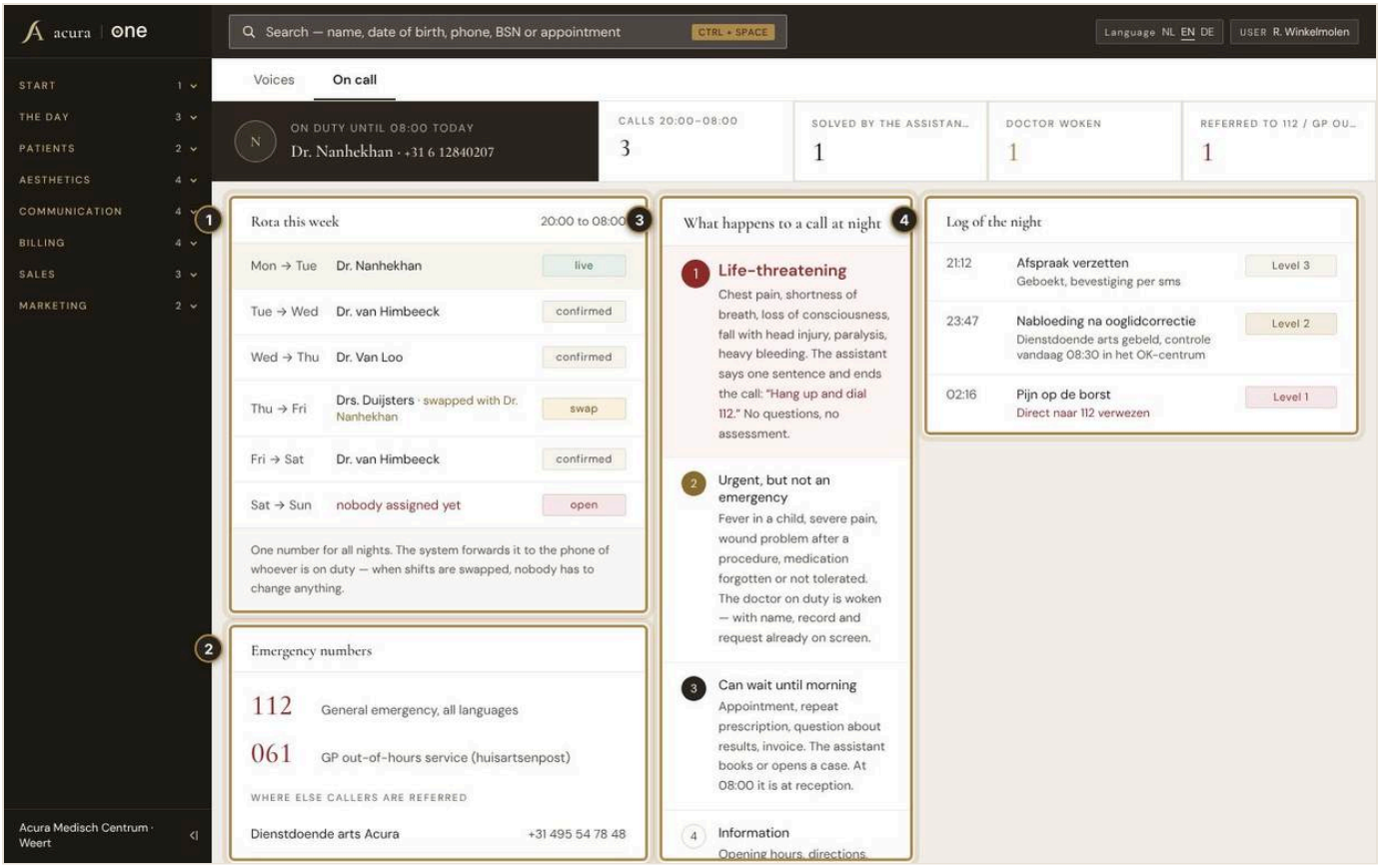


8.8 Night and weekend on-call

What happens to a call outside opening hours: four urgency levels, the on-call rota, emergency numbers and the log of the night.

WHERE TO FIND IT Main menu › Administration › Phone settings › tab On call

1. **Rota this week** shows which doctor is on call each night and weekend.
2. **Emergency numbers** and **Where else callers are referred** (112, GP out-of-hours service) are given to callers by the assistant.
3. **What happens to a call at night** describes the four levels: life-threatening (112 immediately), urgent (on-call doctor is called), can wait until morning (call-back noted), information.
4. **Log of the night** shows each night call with level and outcome; reception checks it in the morning.


acura | one
Search — name, date of birth, phone, BSN or appointment
CTRL + SPACE
Language NL EN DE
USER R. Winkelmolen
START 1
THE DAY 3
PATIENTS 2
AESTHETICS 4
COMMUNICATION 4
BILLING 4
SALES 3
MARKETING 2
Acura Medisch Centrum · Weert
Voices
On call
ON DUTY UNTIL 08:00 TODAY
Dr. Nanhekhan · +31 6 12840207
CALLS 20:00–08:00
3
SOLVED BY THE ASSISTAN…
1
DOCTOR WOKEN
1
REFERRED TO 112 / GP OU…
1
Rota this week
20:00 to 08:00
Mon → Tue Dr. Nanhekhan live
Tue → Wed Dr. van Himbeeck confirmed
Wed → Thu Dr. Van Loo confirmed
Thu → Fri Drs. Duijsters · swapped with Dr. Nanhekhan swap
Fri → Sat Dr. van Himbeeck confirmed
Sat → Sun nobody assigned yet open
One number for all nights. The system forwards it to the phone of whoever is on duty — when shifts are swapped, nobody has to change anything.
Emergency numbers
112 General emergency, all languages
061 GP out-of-hours service (huisartsenpost)
WHERE ELSE CALLERS ARE REFERRED
Dienstdoende arts Acura +31 495 54 78 48
What happens to a call at night
1 Life-threatening
Chest pain, shortness of breath, loss of consciousness, fall with head injury, paralysis, heavy bleeding. The assistant says one sentence and ends the call: "Hang up and dial 112." No questions, no assessment.
2 Urgent, but not an emergency
Fever in a child, severe pain, wound problem after a procedure, medication forgotten or not tolerated. The doctor on duty is woken — with name, record and request already on screen.
3 Can wait until morning
Appointment, repeat prescription, question about results, invoice. The assistant books or opens a case. At 08:00 it is at reception.
4 Information
Opening hours, directions.
Log of the night
21:12 Afspraak verzetten Level 3
Geboekt, bevestiging per sms
23:47 Nabloeding na ooglidcorrectie Level 2
Dienstdoende arts gebeld, controle vandaag 08:30 in het OK-centrum
02:16 Pijn op de borst Level 1
Direct naar 112 verwezen
1
2
3
4

CHAPTER 9

Billing and payments

FOR Billing, accounts and management

Invoices, credit notes and quotes get a sequential number when they are finalised and cannot be changed afterwards; a correction is always a cancellation plus a new document. Payments are matched automatically where possible, reminders run by themselves and the month is handed over to the accountant in one step.

9.1 Cash desk: taking a card payment

9.2 Cash desk: daily closing and cash book

9.3 Invoices and delivery

9.4 Payments

9.5 Dunning run

9.6 Month-end close and handover to the accountant

9.7 Doctors' fees

9.1 Cash desk: taking a card payment

At the cash desk you bill the services of a visit and take payment by card (PIN terminal), cash or as an invoice to the portal. The invoice is created at the moment of payment and goes to the patient by email, with the PIN in a second email.

WHERE TO FIND IT Main menu › Billing › Cash desk

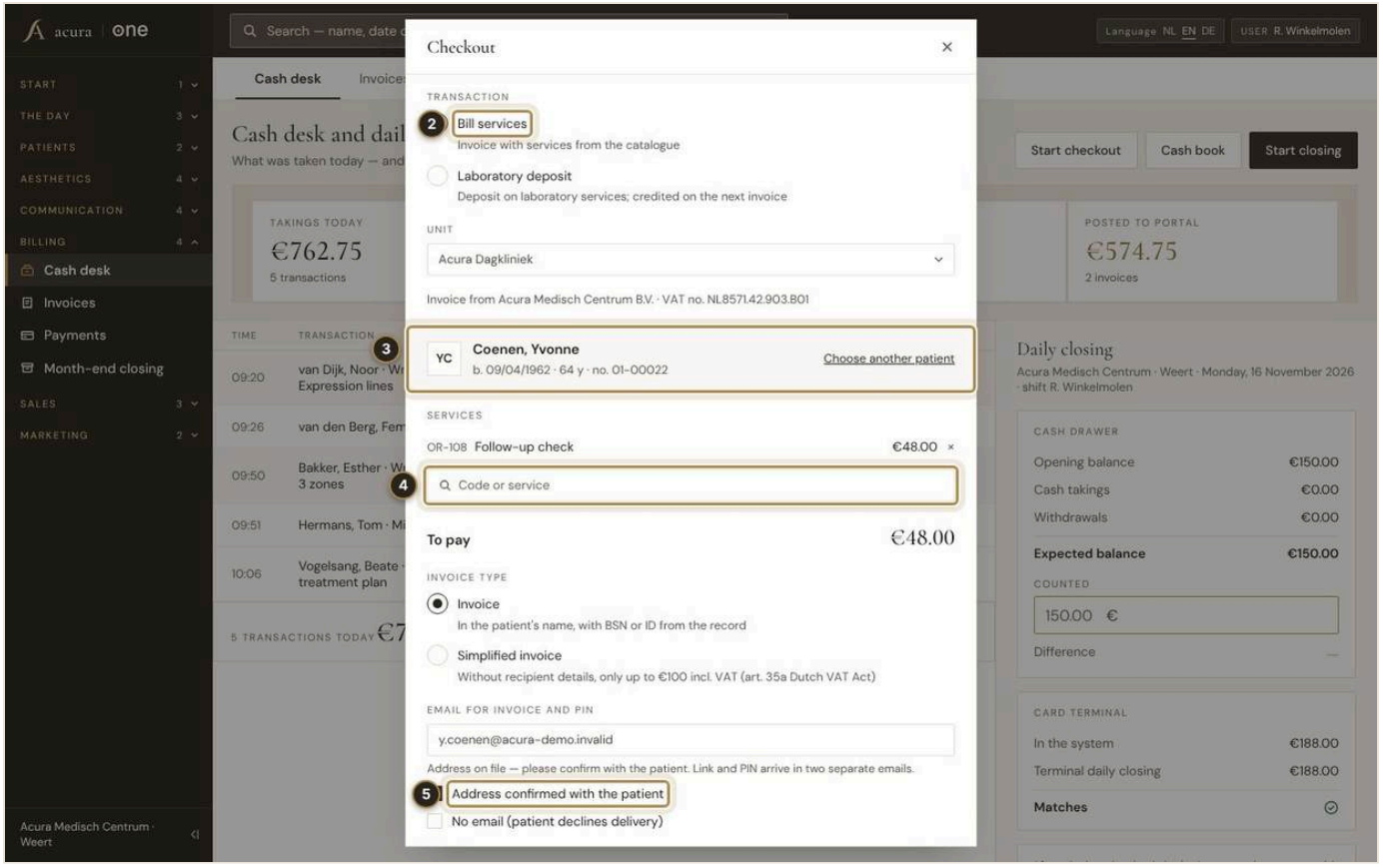
1. Click **Start checkout**.
2. Choose the transaction: **Bill services** (normal case) or **Laboratory deposit**.
3. **Search patient** by name, date of birth or number and choose the patient.
4. **Add service**: type a code or service (for example a service code) and click the suggestion. Services from a completed treatment are already there.

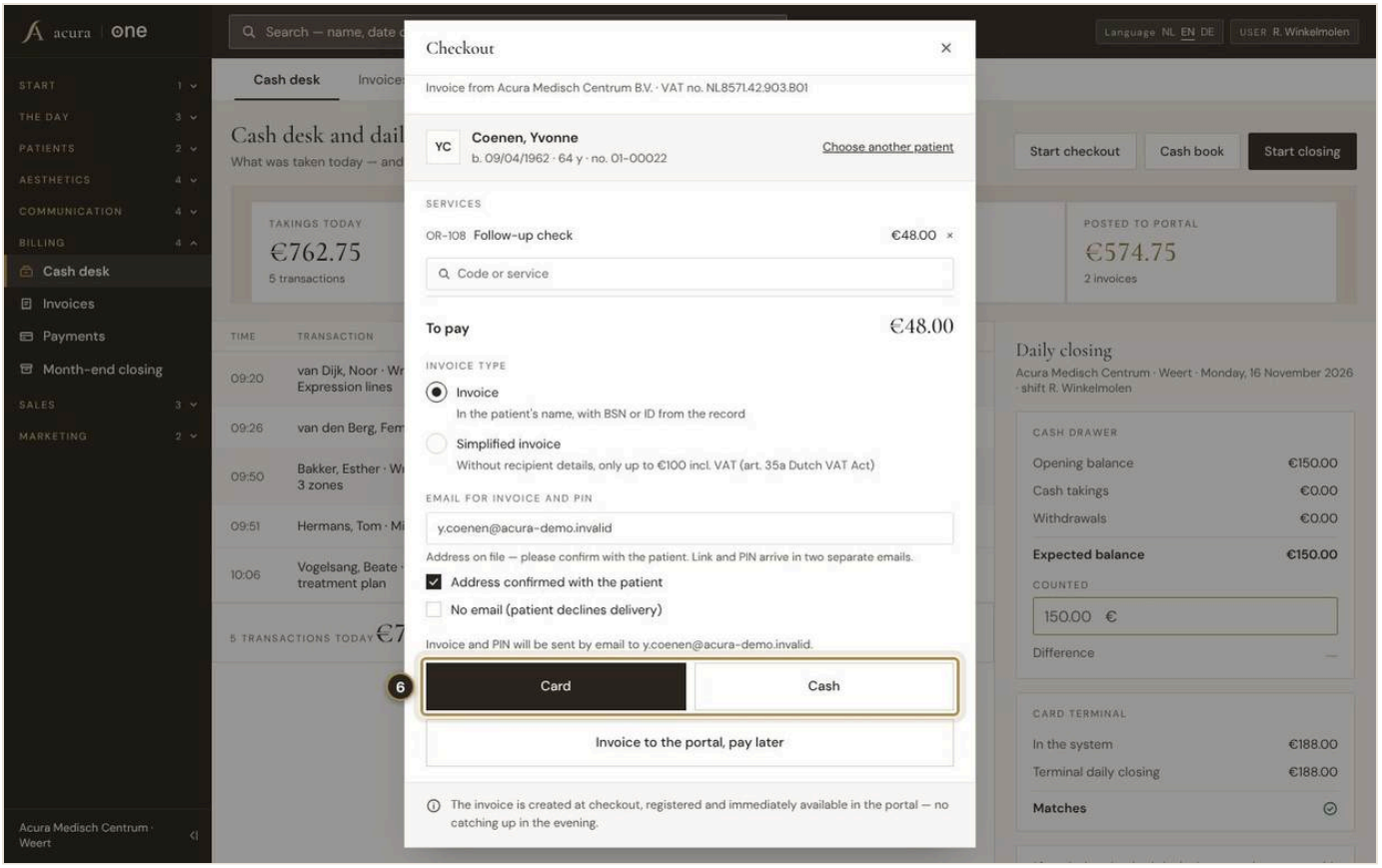
5. Check the **email for invoice and PIN** with the patient and tick **Address confirmed with the patient** (or **No email** if the patient declines).

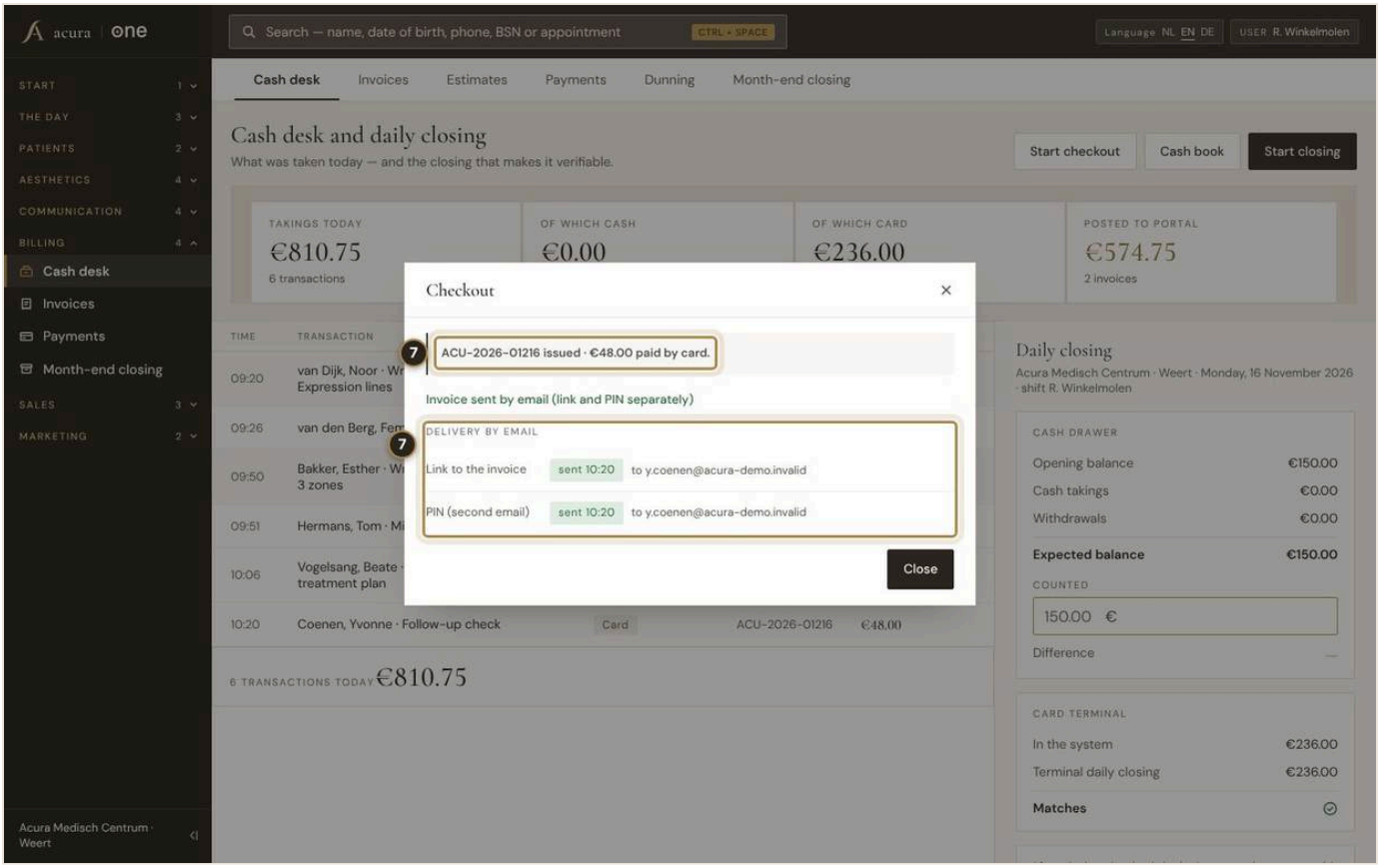
6. Choose the payment method: **Card**, **Cash** or **Invoice to the portal, pay later**. For a card payment the patient holds the card against the PIN terminal.

7. acura one confirms the invoice number and the amount paid, and shows that the link to the invoice and the PIN were sent in two separate emails. Click **Close**.

> GOOD TO KNOW
>
> In the demo environment the PIN terminal is simulated: the card payment is confirmed immediately and the emails appear under "Delivered messages".




acura one
Search — name, date
Language NL EN DE
USER R. Winkelmolen
START
THE DAY
PATIENTS
AESTHETICS
COMMUNICATION
BILLING
Cash desk
Invoices
Payments
Month-end closing
SALES
MARKETING
Acura Medisch Centrum · Weert
Cash desk
Invoice
Cash desk and dail
What was taken today — and
Start checkout
Cash book
Start closing
TAKINGS TODAY
€762.75
5 transactions
POSTED TO PORTAL
€574.75
2 invoices
TIME
TRANSACTION
09:20
van Dijk, Noor · W
Expression lines
09:26
van den Berg, Fem
09:50
Bakker, Esther · W
3 zones
09:51
Hermans, Tom · Mi
10:06
Vogelsang, Beate ·
treatment plan
5 TRANSACTIONS TODAY €7
Daily closing
Acura Medisch Centrum · Weert · Monday, 16 November 2026 · shift R. Winkelmolen
CASH DRAWER
Opening balance €150.00
Cash takings €0.00
Withdrawals €0.00
Expected balance €150.00
COUNTED
150.00 €
Difference —
CARD TERMINAL
In the system €188.00
Terminal daily closing €188.00
Matches
Checkout
Invoice from Acura Medisch Centrum B.V. · VAT no. NL857142903B01
YC
Coenen, Yvonne
b. 09/04/1962 · 64 y · no. 01-00022
Choose another patient
SERVICES
OR-108 Follow-up check €48.00
Code or service
To pay €48.00
INVOICE TYPE
Invoice
In the patient's name, with BSN or ID from the record
Simplified invoice
Without recipient details, only up to €100 incl. VAT (art. 35a Dutch VAT Act)
EMAIL FOR INVOICE AND PIN
y.coenen@acura-demo.invalid
Address on file — please confirm with the patient. Link and PIN arrive in two separate emails.
Address confirmed with the patient
No email (patient declines delivery)
Invoice and PIN will be sent by email to y.coenen@acura-demo.invalid.
6
Card
Cash
Invoice to the portal, pay later
The invoice is created at checkout, registered and immediately available in the portal — no catching up in the evening.

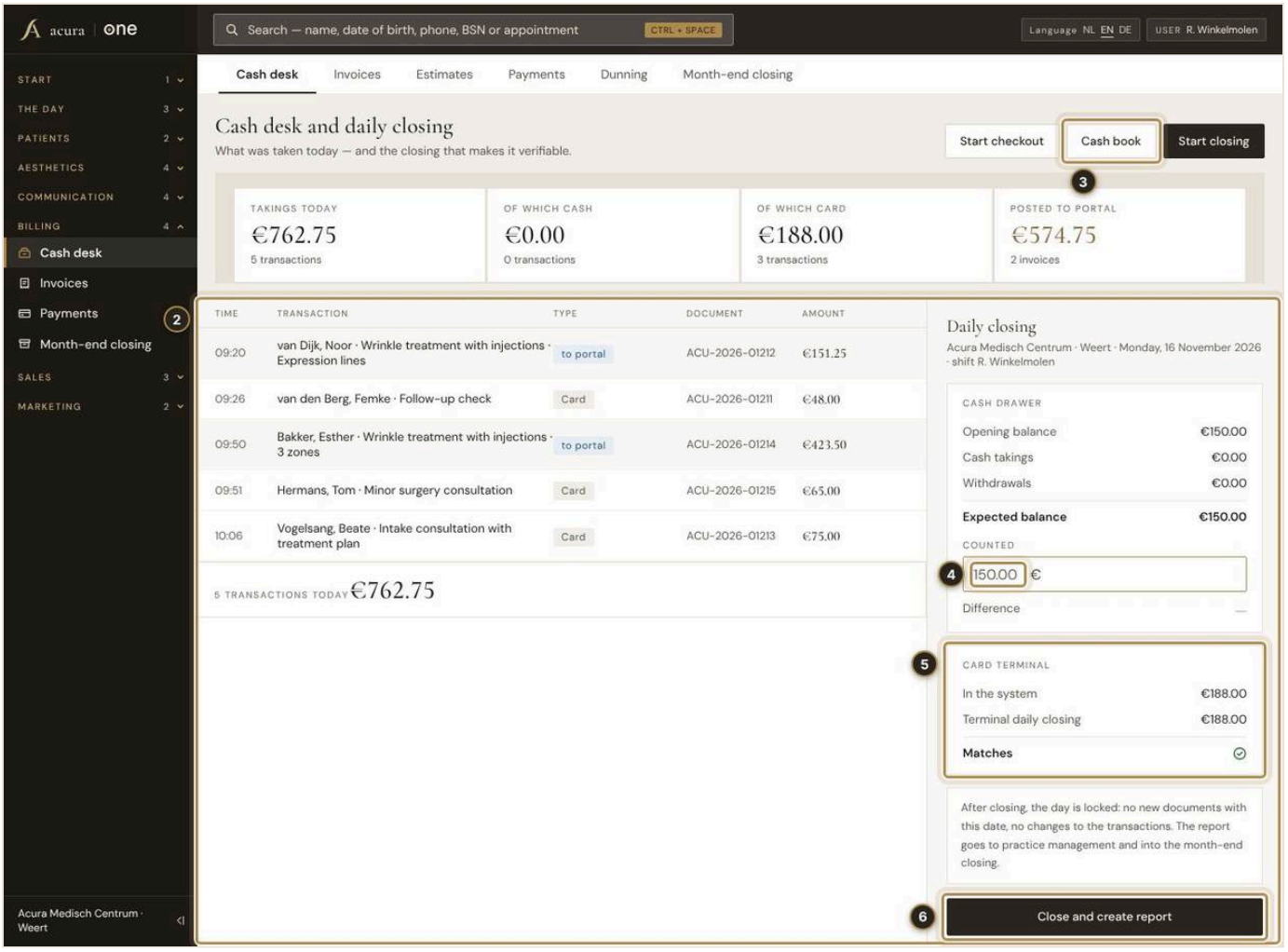

acura one
Search — name, date of birth, phone, BSN or appointment
CTRL + SPACE
Language NL EN DE
USER R. Winkelmolen
Cash desk
Invoices
Estimates
Payments
Dunning
Month-end closing
Cash desk and daily closing
What was taken today — and the closing that makes it verifiable.
Start checkout
Cash book
Start closing
TAKINGS TODAY
€810.75
6 transactions
OF WHICH CASH
€0.00
OF WHICH CARD
€236.00
POSTED TO PORTAL
€574.75
2 invoices
TIME
TRANSACTION
09:20
van Dijk, Noor · W
Expression lines
09:26
van den Berg, Fem
09:50
Bakker, Esther · W
3 zones
09:51
Hermans, Tom · Mi
10:06
Vogelsang, Beate ·
treatment plan
10:20
Coenen, Yvonne · Follow-up check
Card
ACU-2026-01216
€48.00
6 TRANSACTIONS TODAY €810.75
Daily closing
Acura Medisch Centrum · Weert · Monday, 16 November 2026 · shift R. Winkelmolen
CASH DRAWER
Opening balance €150.00
Cash takings €0.00
Withdrawals €0.00
Expected balance €150.00
COUNTED
150.00 €
Difference —
CARD TERMINAL
In the system €236.00
Terminal daily closing €236.00
Matches
Checkout
7
ACU-2026-01216 issued · €48.00 paid by card.
Invoice sent by email (link and PIN separately)
7
DELIVERY BY EMAIL
Link to the invoice sent 10:20 to y.coenen@acura-demo.invalid
PIN (second email) sent 10:20 to y.coenen@acura-demo.invalid
Close

9.2 Cash desk: daily closing and cash book

In the evening the cash desk is closed: count the cash, reconcile the PIN terminal and create the report. After closing, the day is locked.

WHERE TO FIND IT Main menu › Billing › Cash desk

1. Check the **site** at the top (for example a site or department); each site has its own cash desk.
2. The key figures and the list show all transactions of the day: takings, of which cash, of which card, posted to portal.
3. Click **Cash book** to see deposits and withdrawals.
4. Under **Daily closing**, count the cash and enter the amount in **Counted**. A difference must be explained.
5. Compare the **card terminal** total with the terminal's daily closing; a check mark shows they match.
6. Click **Close and create report**. The day is locked: no new documents with this date, no changes. The report goes to site management and into the month-end close.



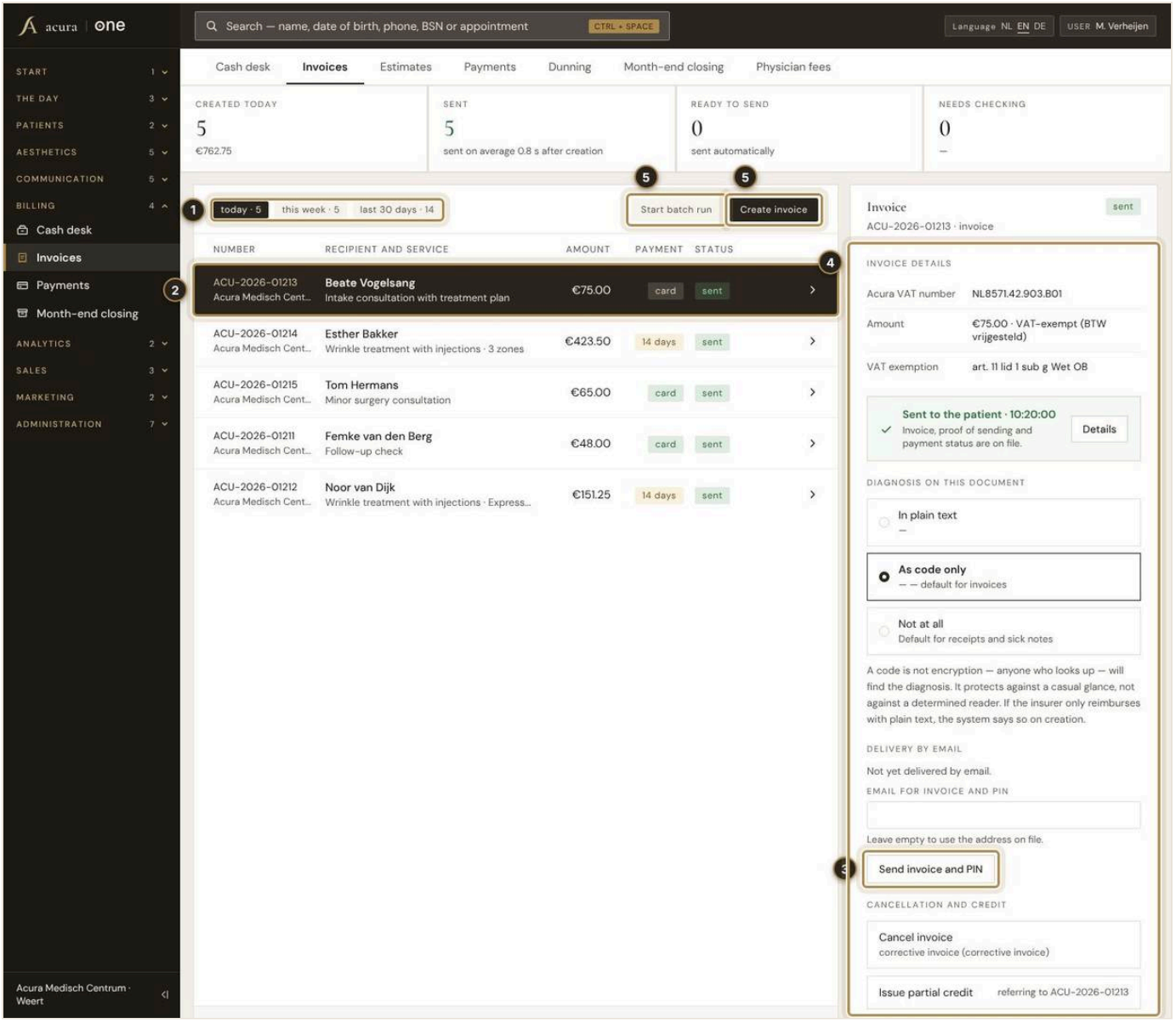
9.3 Invoices and delivery

All invoices of the day or week, with delivery status. Here you send invoices with PIN, start a batch run, create a manual invoice and cancel or credit an invoice.

WHERE TO FIND IT Main menu › Billing › Invoices

1. Choose the period (**today**, **this week**) and the site (a single site or **all sites**).
2. Click an invoice in the list. The details open on the right: invoice details, diagnosis on the document, delivery by email, cancellation and credit.
3. **Delivery by email**: check the address and click **Send invoice and PIN**. The link and the PIN go in two separate emails.
4. **Cancel invoice** creates a full corrective invoice; **Issue partial credit** creates a credit note referring to the original. An invoice is never deleted.

5 **Start batch run** invoices all completed treatments in one go; **Create invoice** creates a single invoice by hand.



9.4 Payments

Open and received payments with their dunning status. Bank statements are imported and matched to invoices automatically.

WHERE TO FIND IT Main menu › Billing › Payments

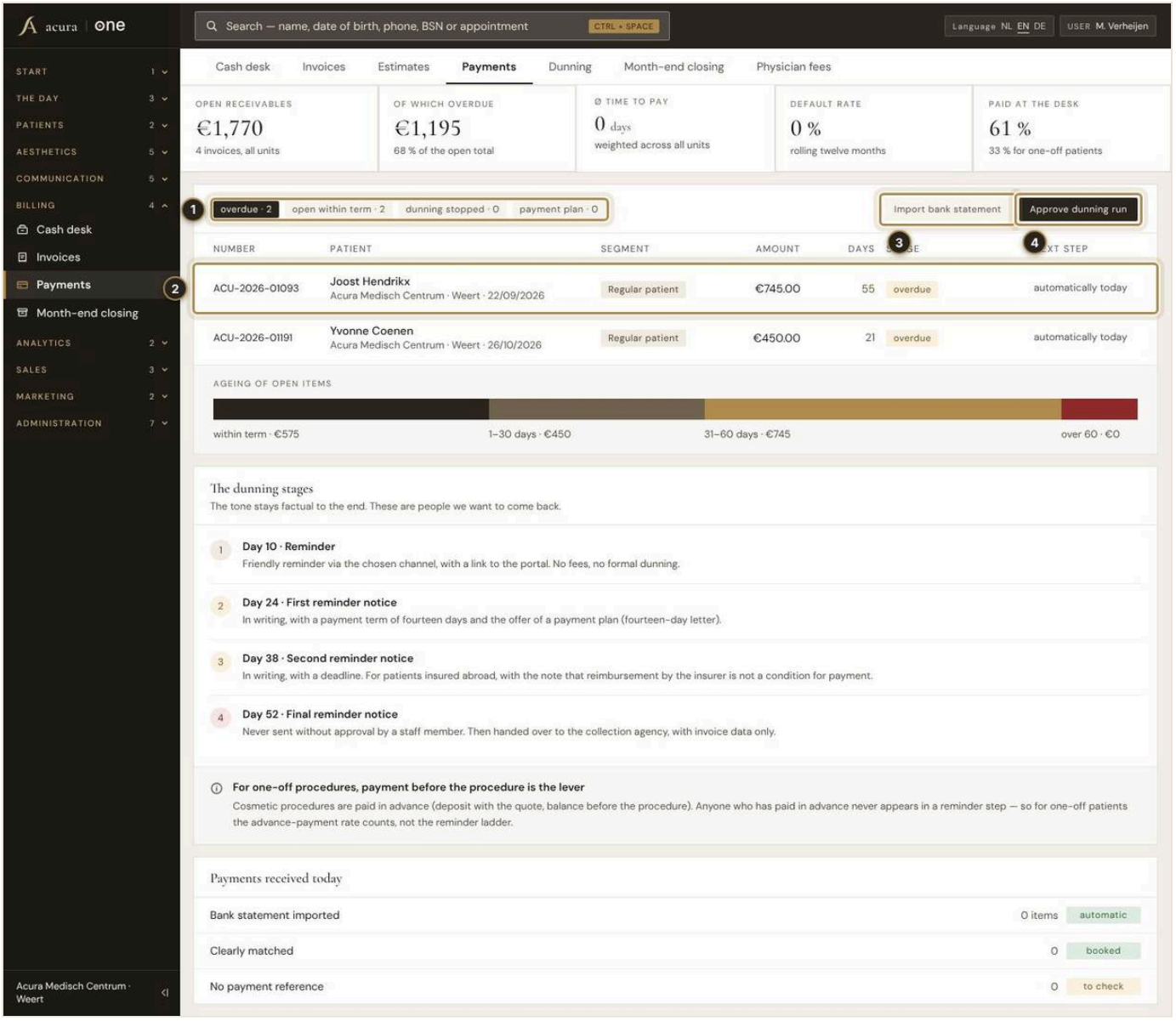
1 Filter the open items: **overdue**, **open within term**, **dunning stopped**, **payment plan**.

2 The list shows invoice number, patient, site, date and status. Items marked **to check** need a look.

3 **Import bank statement** reads the statement (MT940/CAMT) and matches payments to invoices.

4 **Approve dunning run** releases the prepared reminders.

5 **Payments received today** lists today's incoming payments.

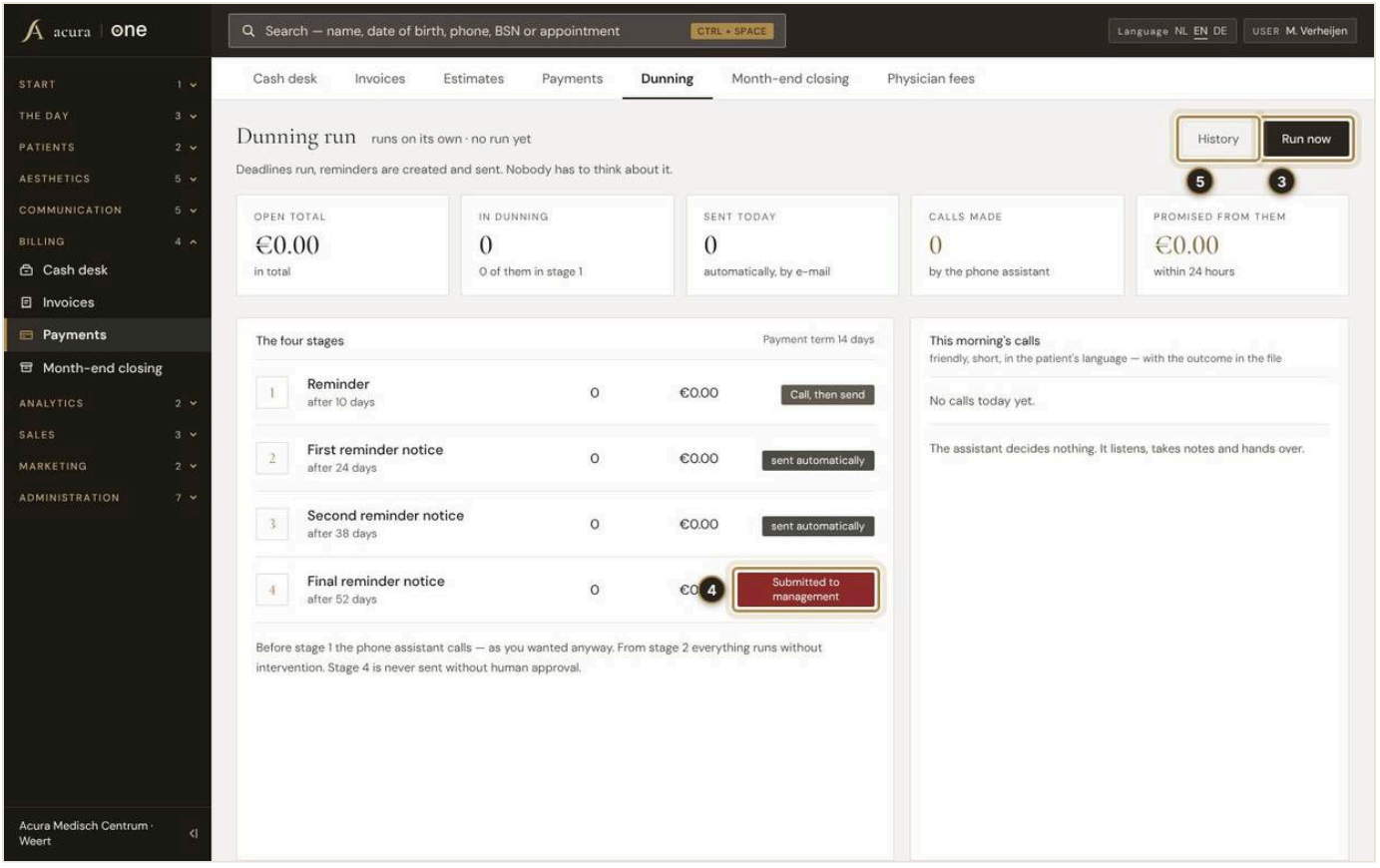


9.5 Dunning run

Overdue invoices go through four stages, from a friendly reminder to submission to management. The run shows who is in which stage and what happens next.

WHERE TO FIND IT Main menu › Billing › Payments

1. **The four stages** explain what happens at each step and after how many days.
2. Check the list of invoices that the run will process.
3. Click **Run now** to carry out the run; reminders are sent by email (simulated in the demo).
4. Cases at the last stage are **Submitted to management** for a decision.
5. **History** shows earlier runs; **This morning's calls** lists patients who called about a reminder.



9.6 Month-end close and handover to the accountant

At the end of the month acura one checks completeness, locks the month and hands the accountant an export package. What the accountant receives and does not receive is shown explicitly.

WHERE TO FIND IT Main menu › Billing › Month-end closing

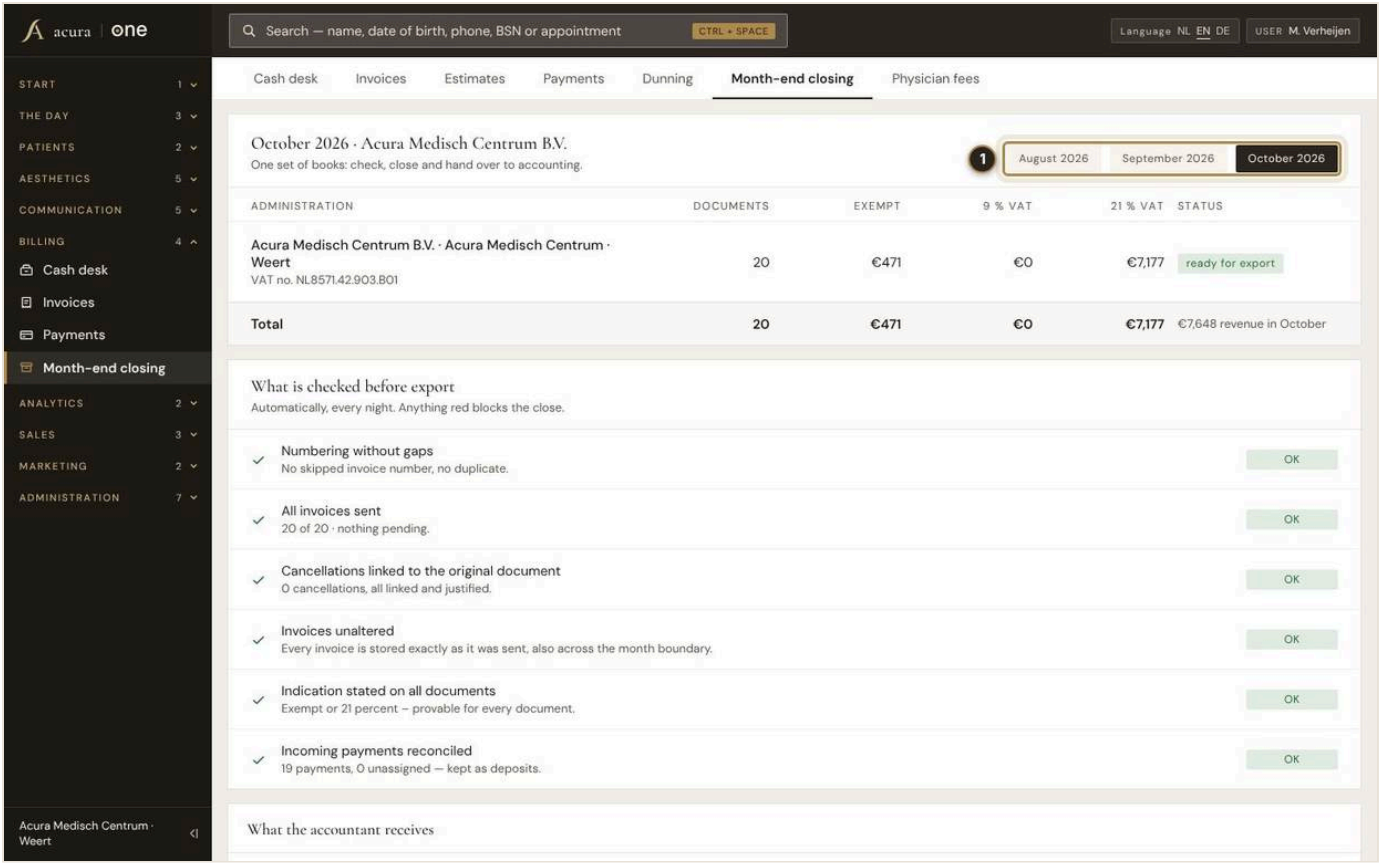
1. Choose the **month** at the top.

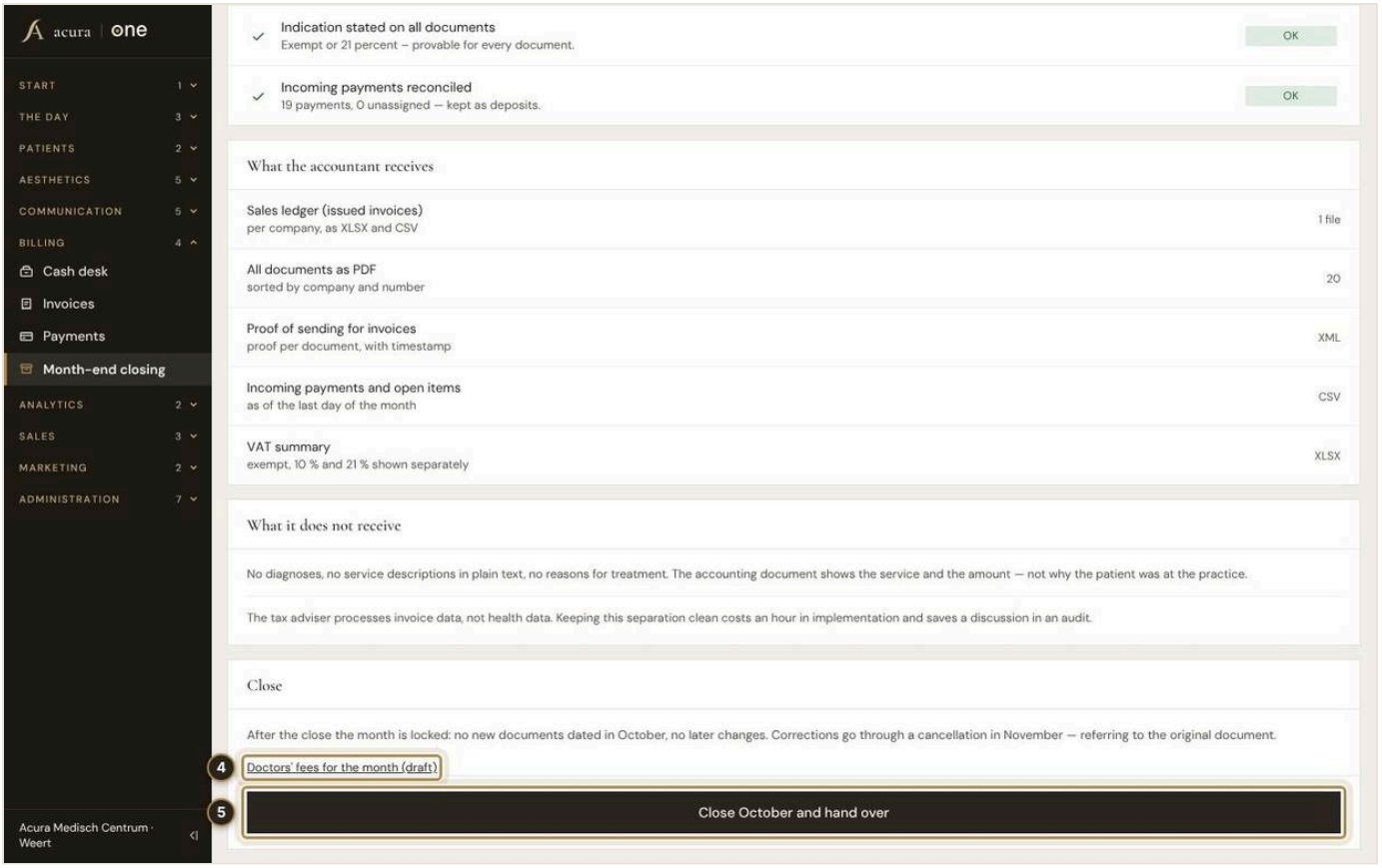
2. **What is checked before export** lists the checks (all days closed, no open queue, number range without gaps); each must be green.

3. **What the accountant receives** and **What it does not receive** show the content of the package (no medical data).

4. **Doctors' fees for the month (draft)** opens the fee settlement.

5. Click **Close October and hand over** (the button names the month). The month is locked and the package is made available to the accountant.



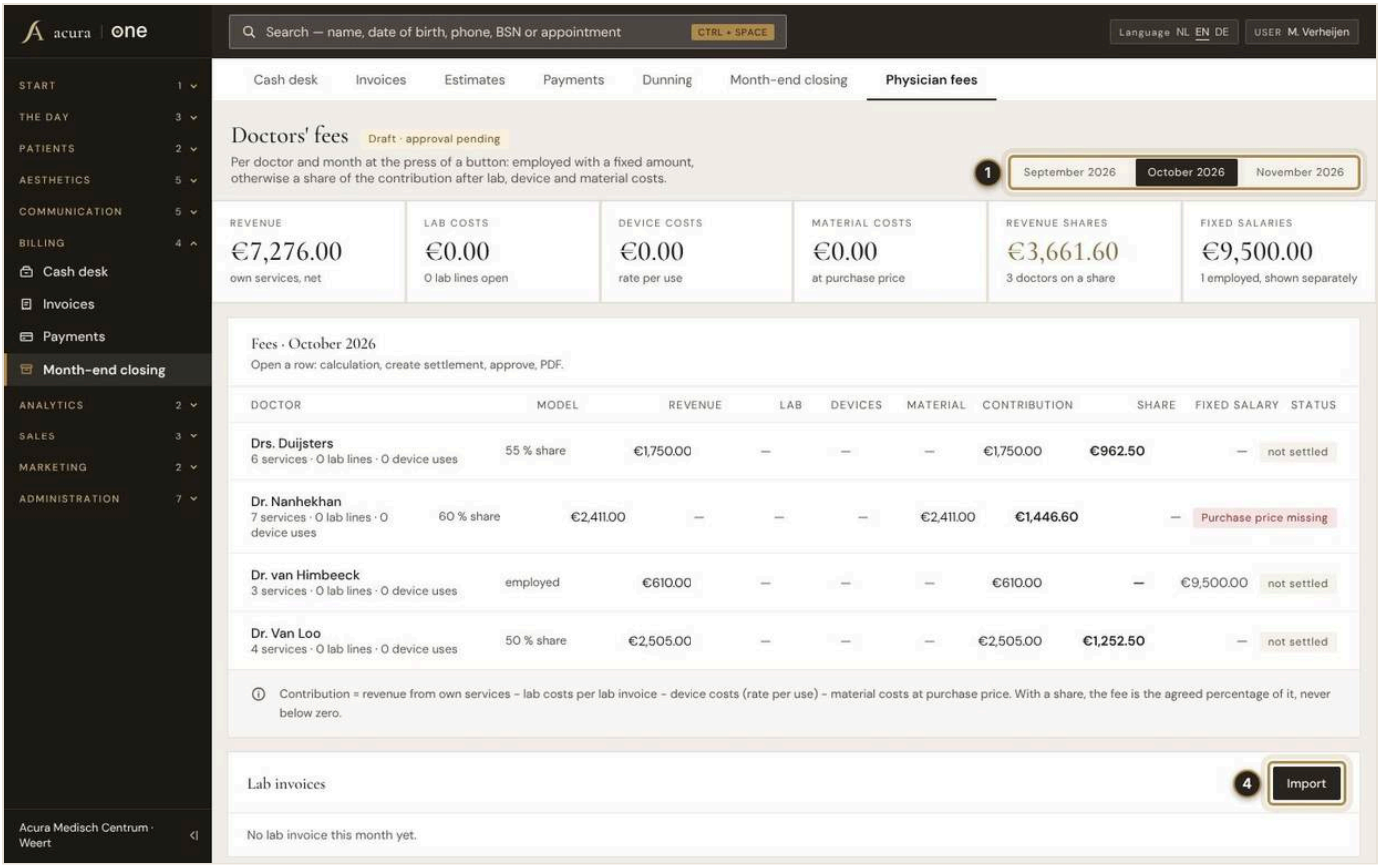


9.7 Doctors' fees

The monthly fee settlement for the doctors, with lab invoices and device costs that are passed on.

WHERE TO FIND IT Main menu › Billing › Month-end closing

1. Choose the **month**.
2. **Fees** shows the settlement per doctor.
3. **Lab invoices** and **Devices** list the costs that are deducted or passed on.
4. **Import** reads lab invoices supplied by the laboratory.


acura | one
Search — name, date of birth, phone, BSN or appointment
CTRL + SPACE
Language NL EN DE
USER M. Verheijen
START 1
THE DAY 3
PATIENTS 2
AESTHETICS 5
COMMUNICATION 5
BILLING 4
Cash desk
Invoices
Payments
Month-end closing
ANALYTICS 2
SALES 3
MARKETING 2
ADMINISTRATION 7
Acura Medisch Centrum · Weert
Cash desk
Invoices
Estimates
Payments
Dunning
Month-end closing
Physician fees
Doctors' fees
Draft · approval pending
Per doctor and month at the press of a button: employed with a fixed amount, otherwise a share of the contribution after lab, device and material costs.
1
September 2026
October 2026
November 2026
REVENUE
€7,276.00
own services, net
LAB COSTS
€0.00
0 lab lines open
DEVICE COSTS
€0.00
rate per use
MATERIAL COSTS
€0.00
at purchase price
REVENUE SHARES
€3,661.60
3 doctors on a share
FIXED SALARIES
€9,500.00
1 employed, shown separately
Fees · October 2026
Open a row: calculation, create settlement, approve, PDF.
DOCTOR
MODEL
REVENUE
LAB
DEVICES
MATERIAL
CONTRIBUTION
SHARE
FIXED SALARY
STATUS
Drs. Duijsters
6 services · 0 lab lines · 0 device uses
55 % share
€1,750.00
–
–
–
€1,750.00
€962.50
–
not settled
Dr. Nanhekhan
7 services · 0 lab lines · 0 device uses
60 % share
€2,411.00
–
–
–
€2,411.00
€1,446.60
–
Purchase price missing
Dr. van Himbeeck
3 services · 0 lab lines · 0 device uses
employed
€610.00
–
–
–
€610.00
–
€9,500.00
not settled
Dr. Van Loo
4 services · 0 lab lines · 0 device uses
50 % share
€2,505.00
–
–
–
€2,505.00
€1,252.50
–
not settled
Contribution = revenue from own services − lab costs per lab invoice − device costs (rate per use) − material costs at purchase price. With a share, the fee is the agreed percentage of it, never below zero.
Lab invoices
4
Import
No lab invoice this month yet.

CHAPTER 10

Reports and analytics

FOR Management and site management

Reports answer the questions of management: how is revenue developing, where is capacity left, which partners send patients, and what happens after a treatment. Every figure can be opened down to the single entry, and every report can be exported.

10.1 Key figures

10.2 Management reports

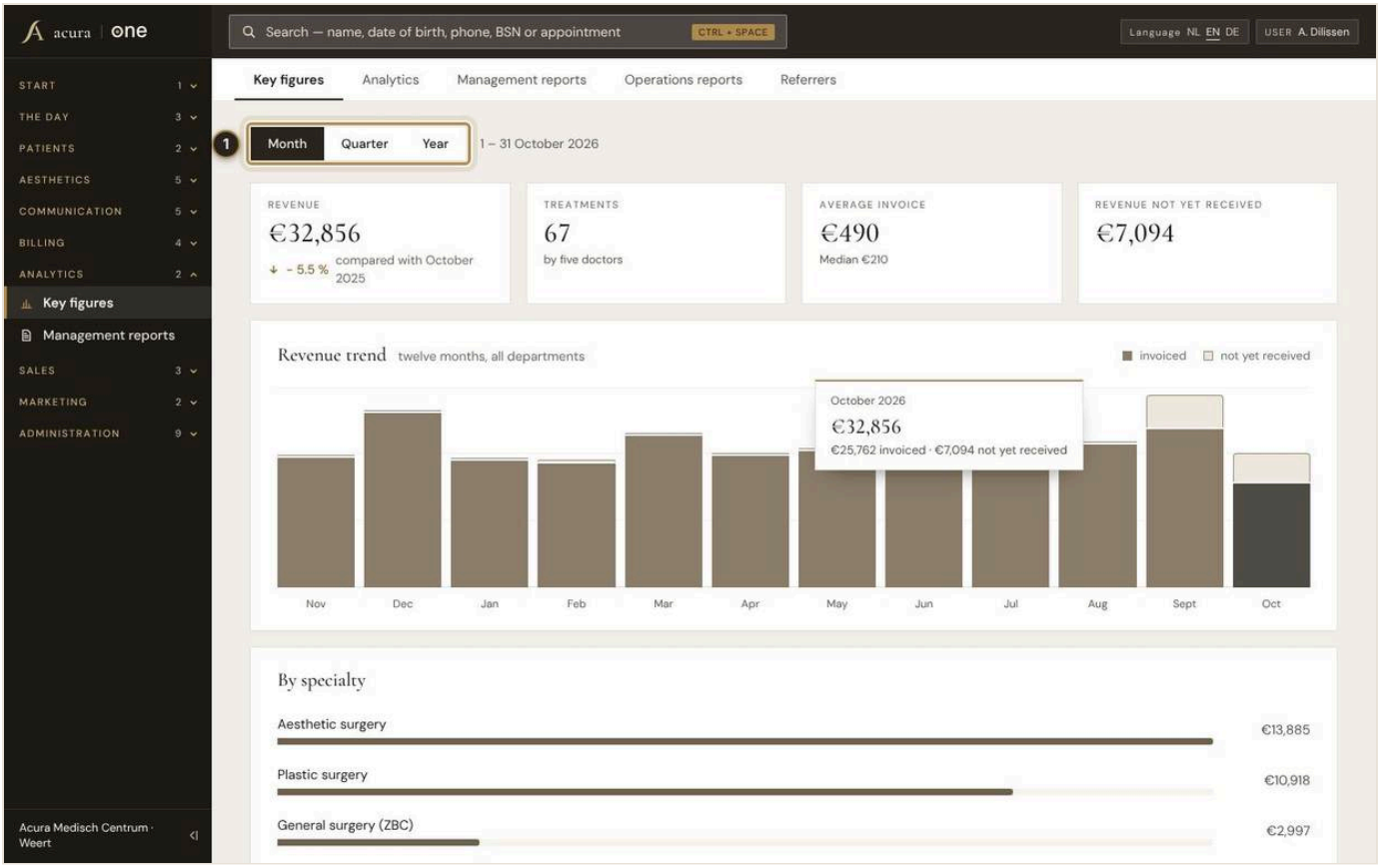
10.3 Operations reports

10.1 Key figures

The dashboard with revenue trend, revenue per department and specialty, consultation utilisation and patients across sites.

WHERE TO FIND IT Main menu › Analytics › Key figures

1. Choose the period: **Month**, **Quarter** or **Year**.
2. Choose the department: **All departments** or a single department.
3. **Revenue trend** shows the development against the previous period.
4. **Per department**, **By specialty**, **Consultation utilisation** and **Patients across sites** break the figures down further.

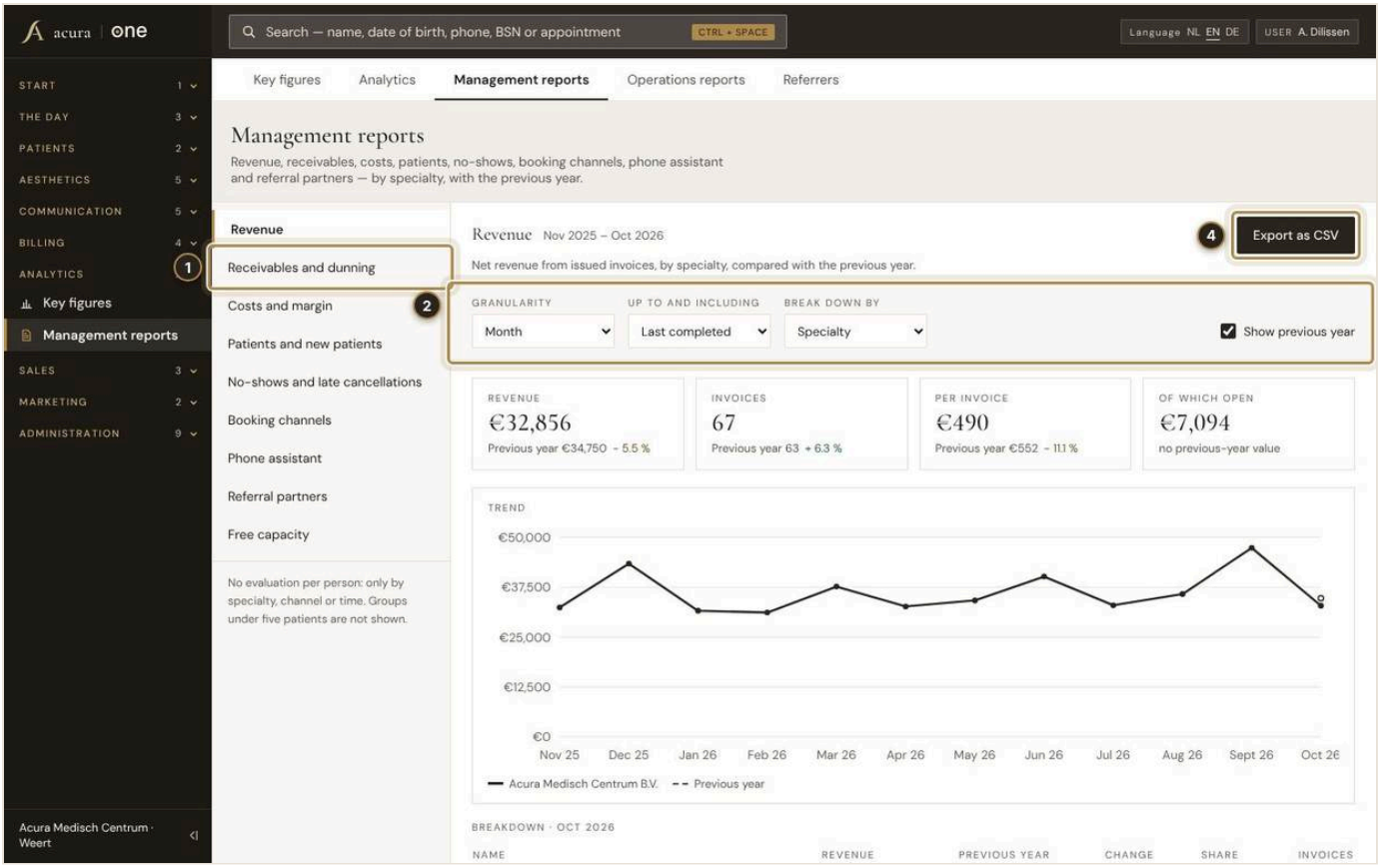


10.2 Management reports

Standard reports for revenue, receivables and dunning, costs and margin per site, patients, no-shows, booking channels, phone assistant, referral partners and free capacity.

WHERE TO FIND IT Main menu › Analytics › Management reports

1. Choose a report at the top (for example **Revenue**, **Receivables and dunning**, **Phone assistant**).
2. Set **granularity**, **up to and including**, **department** and **break down by**; tick **Show previous year** for a comparison.
3. **Trend** shows the development as a chart; **Breakdown** shows the figures of the chosen month.
4. **Export as CSV** downloads the report for further processing.

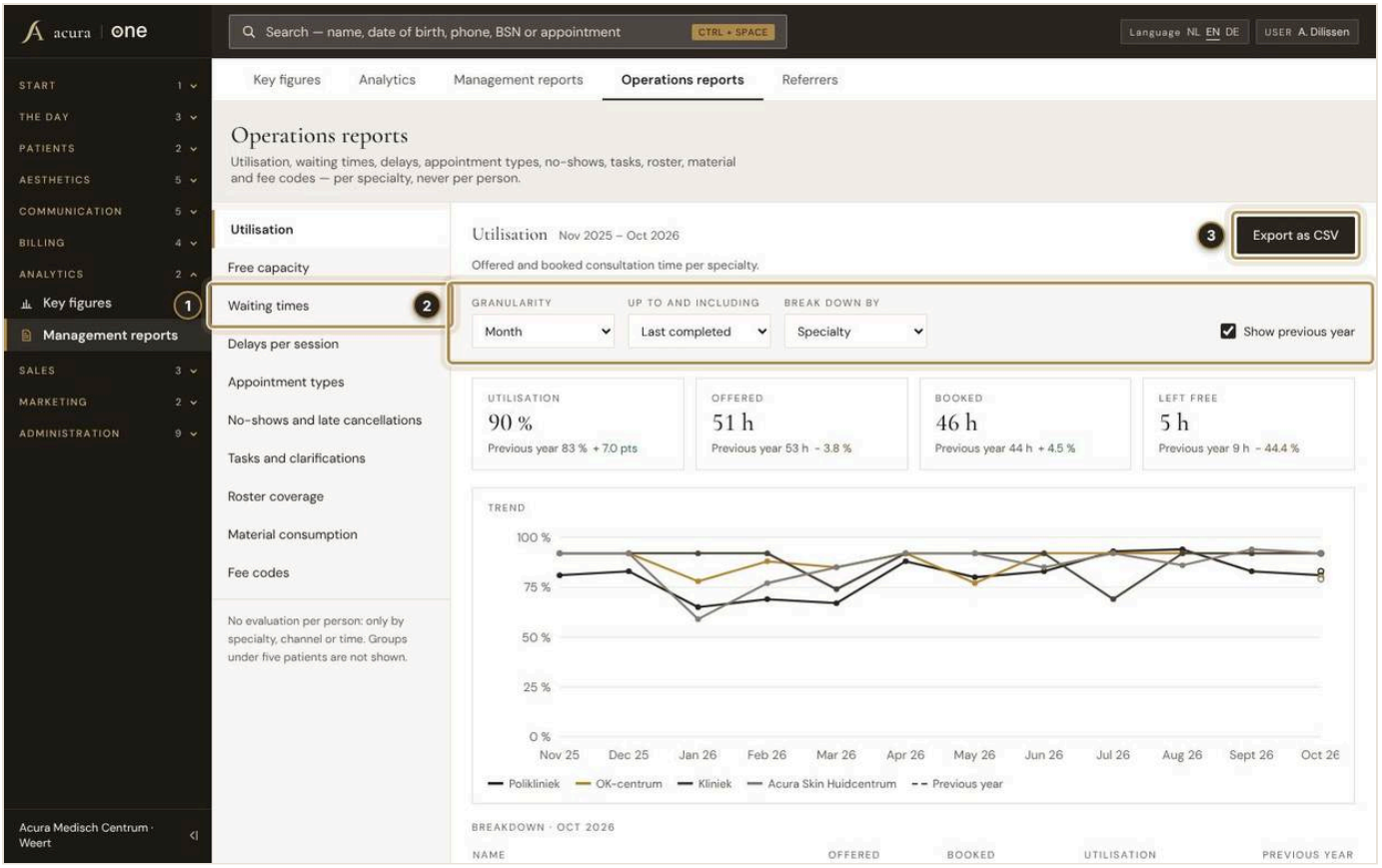


10.3 Operations reports

Reports for daily operations: utilisation, free capacity, waiting times, delays per session, appointment types, no-shows, tasks, roster coverage, material consumption and fee codes.

WHERE TO FIND IT Main menu › Analytics › Key figures › tab Operations reports

1. Choose a report at the top (for example **Waiting times** or **Material consumption**).
2. Set the filters as in the management reports.
3. Read trend and breakdown; **Export as CSV** downloads the data.


acura | one
Search — name, date of birth, phone, BSN or appointment
CTRL + SPACE
Language NL EN DE
USER A. Dilissen
START 1
THE DAY 3
PATIENTS 2
AESTHETICS 5
COMMUNICATION 5
BILLING 4
ANALYTICS 2
Key figures
Management reports
SALES 3
MARKETING 2
ADMINISTRATION 9
Acura Medisch Centrum · Weert
Key figures
Analytics
Management reports
Operations reports
Referrers
Operations reports
Utilisation, waiting times, delays, appointment types, no-shows, tasks, roster, material and fee codes — per specialty, never per person.
Utilisation
Free capacity
Waiting times
Delays per session
Appointment types
No-shows and late cancellations
Tasks and clarifications
Roster coverage
Material consumption
Fee codes
No evaluation per person: only by specialty, channel or time. Groups under five patients are not shown.
Utilisation Nov 2025 – Oct 2026
Offered and booked consultation time per specialty.
Export as CSV
GRANULARITY
Month
UP TO AND INCLUDING
Last completed
BREAK DOWN BY
Specialty
Show previous year
UTILISATION
90 %
Previous year 83 % + 7.0 pts
OFFERED
51 h
Previous year 53 h - 3.8 %
BOOKED
46 h
Previous year 44 h + 4.5 %
LEFT FREE
5 h
Previous year 9 h - 44.4 %
TREND
100 %
75 %
50 %
25 %
0 %
Nov 25
Dec 25
Jan 26
Feb 26
Mar 26
Apr 26
May 26
Jun 26
Jul 26
Aug 26
Sept 26
Oct 26
Polikliniek
OK-centrum
Kliniek
Acura Skin Huidcentrum
Previous year
BREAKDOWN · OCT 2026
NAME
OFFERED
BOOKED
UTILISATION
PREVIOUS YEAR

CHAPTER 11

Sales: enquiries and prospects

FOR Everyone who answers enquiries and wins new patients

Sales collects every enquiry in one place: from the website, the chat, the phone assistant, email or a campaign. Each page answers one question and has one main button. Rarely used functions are under **More**. The same four figures are shown at the top of every tab: waiting for a reply, to do today, open (with value) and won.

11.1 To do today

11.2 Handling an enquiry

11.3 Prospects: who is where?

11.4 Sales results

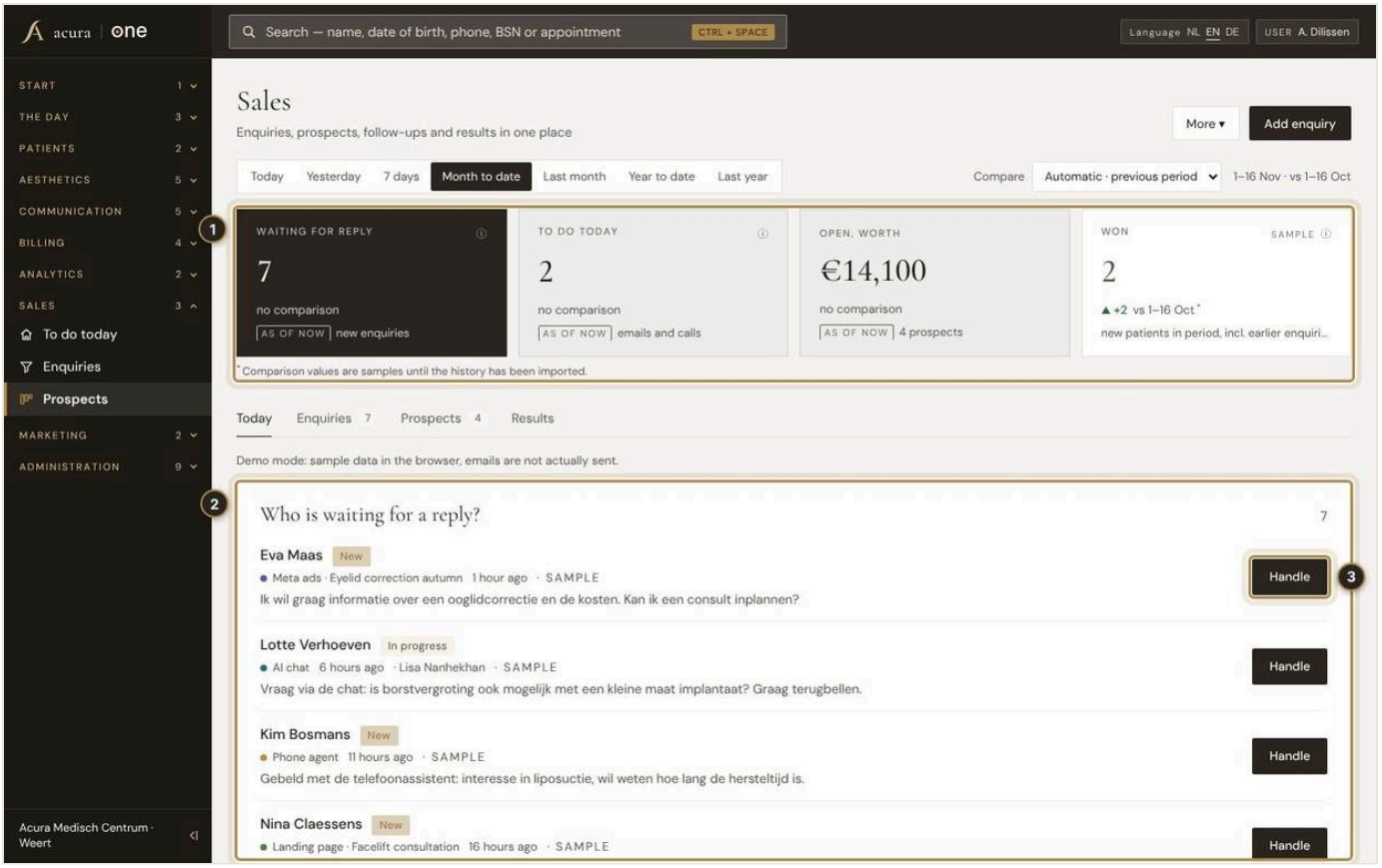
11.1 To do today

Your starting point in the morning: who is waiting for an answer, and which follow-up steps are due today.

WHERE TO FIND IT Main menu › Sales › To do today › tab Today

1. Read the four **key figures**: waiting for a reply, to do today, open prospects with their total value, and won patients in the period.
2. **Who is waiting for a reply?** lists new enquiries, newest first, with the channel they came from (website form, chat, phone assistant …).
3. Click **Handle** next to an enquiry to answer it (see the next section).
4. **What is due today?** shows follow-up emails and calls that are due. Check them, send them or mark them as done.

> GOOD TO KNOW
>
> Entries marked SAMPLE are sample data until your real history has been imported.



11.2 Handling an enquiry

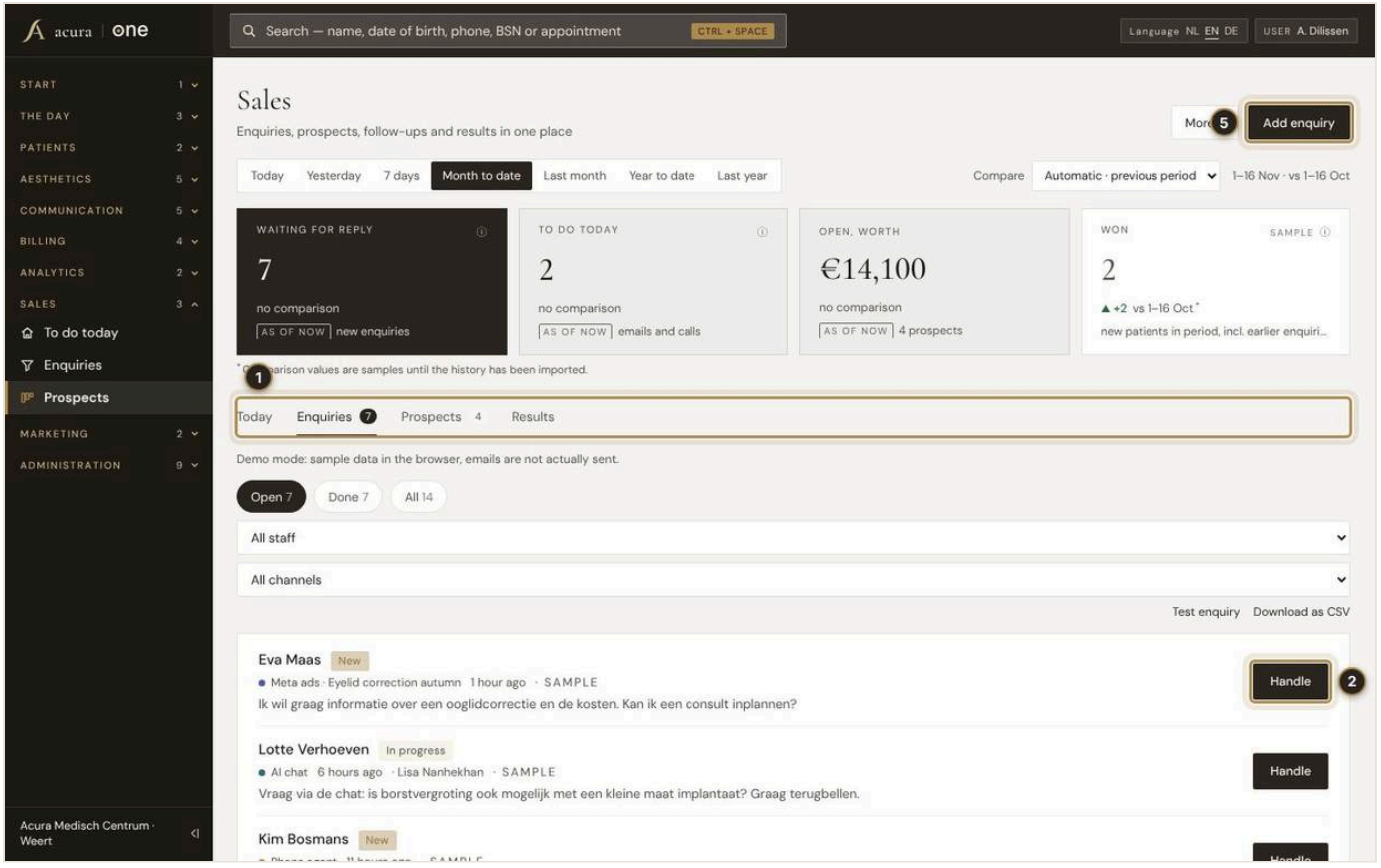
Every enquiry is answered in three short steps: read and assign, check the contact details, choose the next step.

WHERE TO FIND IT Main menu › Sales › Enquiries › tab Enquiries

1. Open the tab **Enquiries**. Choose **Open**, **Done** or **All**, and filter by colleague or channel if needed.
2. Click **Handle** next to an enquiry. Read the message and assign it to a colleague. If it does not fit, click **Not a fit** and choose a reason.
3. Check the contact details: name, email, phone. Correct them if necessary.
4. Choose the next step: the stage, an estimated value, an automatic follow-up or an appointment. The enquiry becomes a prospect.
5. To record an enquiry that came in by phone or in person, click **Add enquiry** at the top right.

GOOD TO KNOW

DOWNLOAD AS CSV exports the list, for example for your accountant or a report.

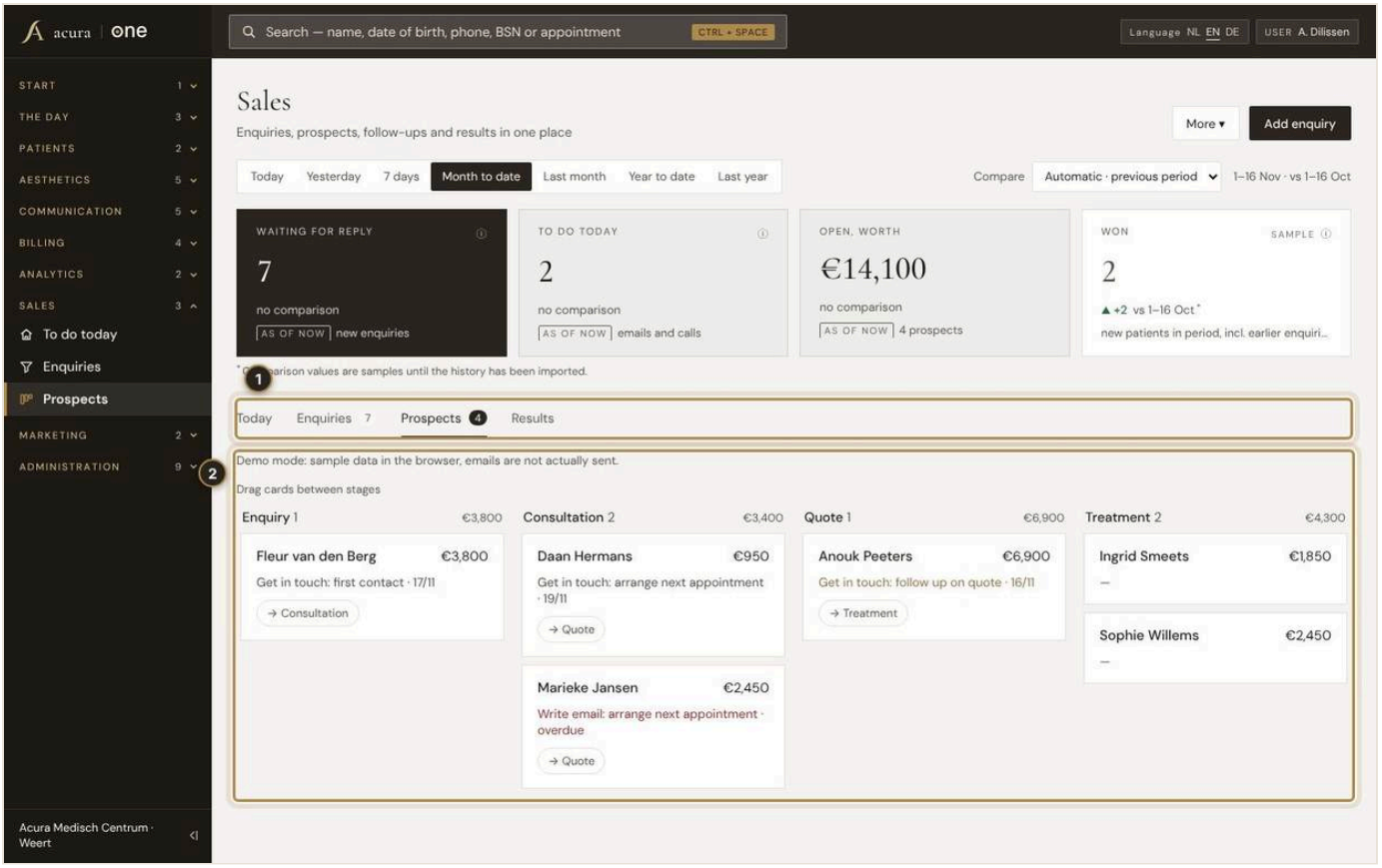


11.3 Prospects: who is where?

A board with one column per stage, from first contact to a signed contract. Every card is a prospect with value and next step.

WHERE TO FIND IT Main menu › Sales › Prospects › tab Prospects

1. Open the tab **Prospects**. Each column is a stage; the number and total value are shown at the top of the column.
2. Each card shows the name, the value and the next step, for example "arrange next appointment". Red text means the step is overdue.
3. Move a card to the next stage by dragging it, or click the button → **next stage** on the card.
4. Click a card to open the details: history, quote, follow-up and appointment suggestion. When the deal is won, hand the prospect over as a new patient.

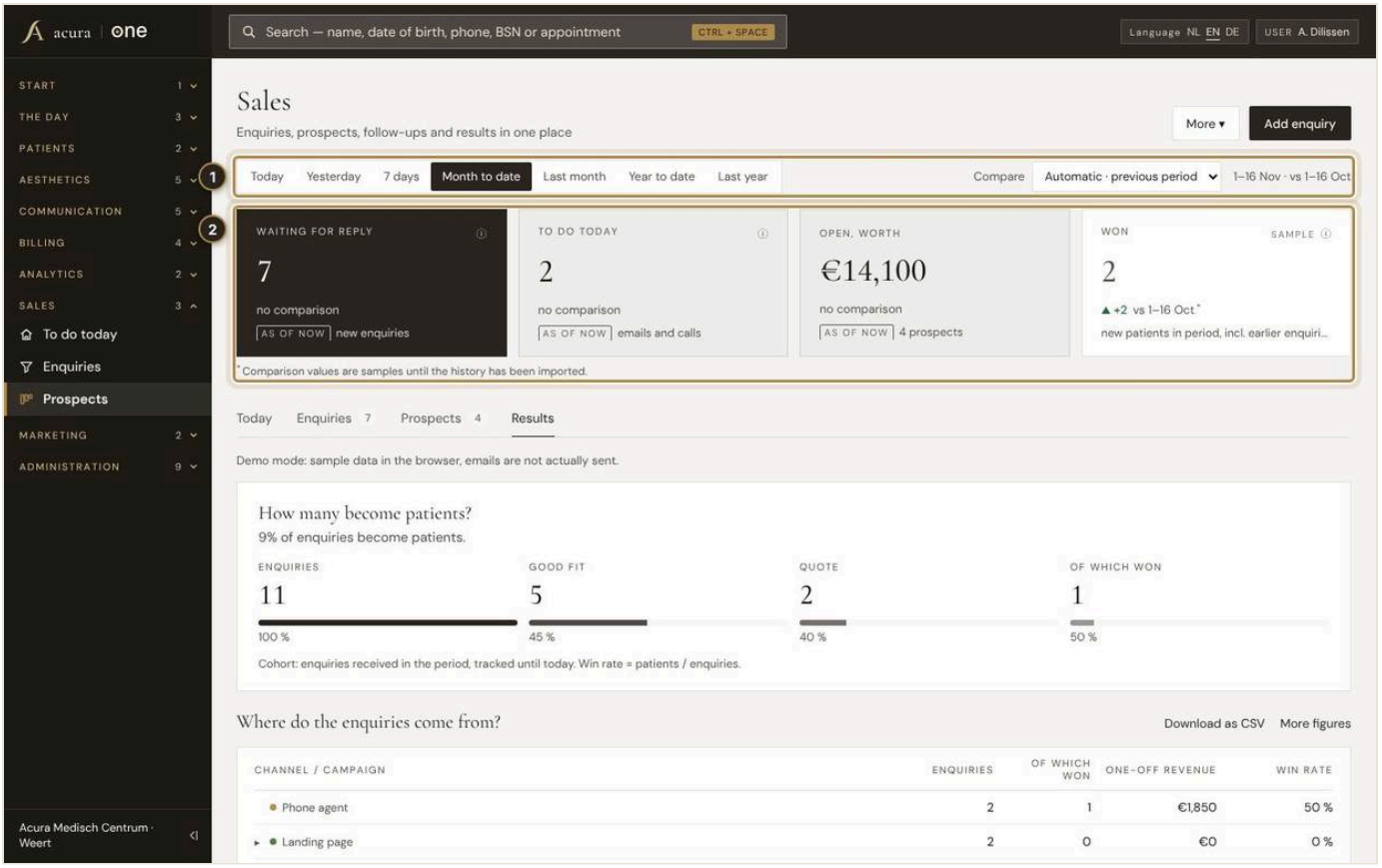


11.4 Sales results

How many enquiries become patients, and which channels bring them.

WHERE TO FIND IT Main menu › Sales › To do today › tab Results

1. Open the tab **Results** and choose the period at the top, for example **Month to date**.
2. The four big numbers show the path from enquiries to qualified, to quote, to won patients.
3. The table below shows the same per channel and campaign.
4. Click **More figures** for monthly revenue, average days until a deal is closed and cost per patient.


acura | one
Search — name, date of birth, phone, BSN or appointment
CTRL + SPACE
Language NL EN DE
USER A. Dilissen
START 1
THE DAY 3
PATIENTS 2
AESTHETICS 5
COMMUNICATION 5
BILLING 4
ANALYTICS 2
SALES 3
To do today
Enquiries
Prospects
MARKETING 2
ADMINISTRATION 9
Acura Medisch Centrum · Weert
Sales
Enquiries, prospects, follow-ups and results in one place
More ▾
Add enquiry
1
Today Yesterday 7 days Month to date Last month Year to date Last year
Compare Automatic · previous period 1–16 Nov · vs 1–16 Oct
2
WAITING FOR REPLY
7
no comparison
AS OF NOW new enquiries
TO DO TODAY
2
no comparison
AS OF NOW emails and calls
OPEN, WORTH
€14,100
no comparison
AS OF NOW 4 prospects
WON
SAMPLE
2
▲ +2 vs 1–16 Oct *
new patients in period, incl. earlier enquiri…
* Comparison values are samples until the history has been imported.
Today Enquiries 7 Prospects 4 Results
Demo mode: sample data in the browser, emails are not actually sent.
How many become patients?
9% of enquiries become patients.
ENQUIRIES 11 100 %
GOOD FIT 5 45 %
QUOTE 2 40 %
OF WHICH WON 1 50 %
Cohort: enquiries received in the period, tracked until today. Win rate = patients / enquiries.
Where do the enquiries come from?
Download as CSV
More figures
CHANNEL / CAMPAIGN
ENQUIRIES
OF WHICH WON
ONE-OFF REVENUE
WIN RATE
Phone agent 2 1 €1,850 50 %
Landing page 2 0 €0 0 %

CHAPTER 12

Marketing: campaigns and results

FOR Management and marketing

Campaigns are newsletters, promotions, automatic emails, ads and enquiry pages. Results shows where enquiries come from and what they turn into. Emails only go to people who have agreed to receive them, and every email has an unsubscribe link.

12.1 What is running?

12.2 Creating a campaign

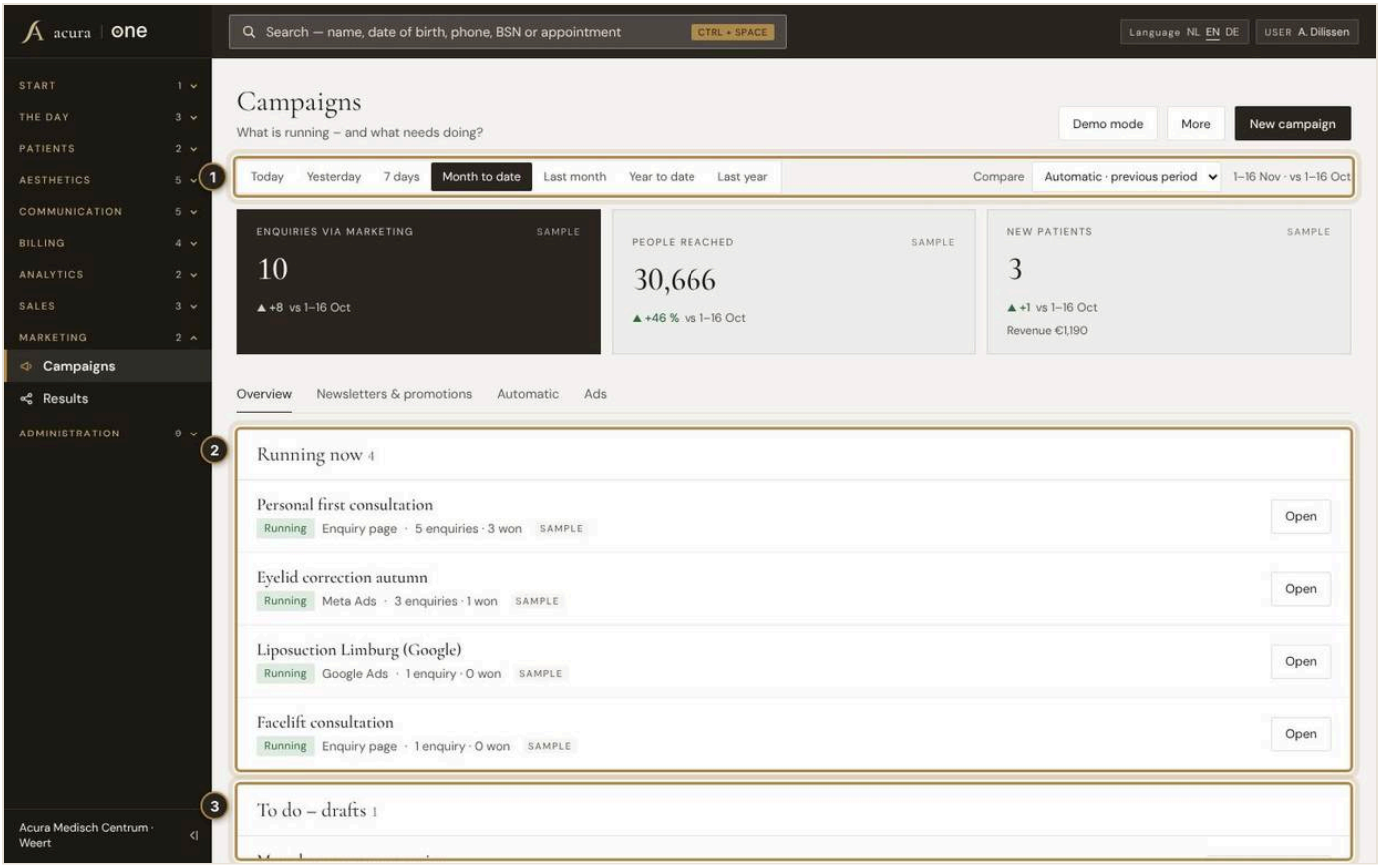
12.3 Where do enquiries come from?

12.1 What is running?

The campaign overview answers two questions: what is running right now, and what still needs to be done.

WHERE TO FIND IT Main menu › Marketing › Campaigns › tab Overview

1. Choose the period at the top. The **key figures** show enquiries via marketing, people reached and new patients.
2. **Running now** lists active campaigns with their results so far. Click **Open** to see the details.
3. **To do – drafts** lists campaigns that are not finished yet. Click **Continue editing**.
4. Finished campaigns are folded away under **Show completed**.



12.2 Creating a campaign

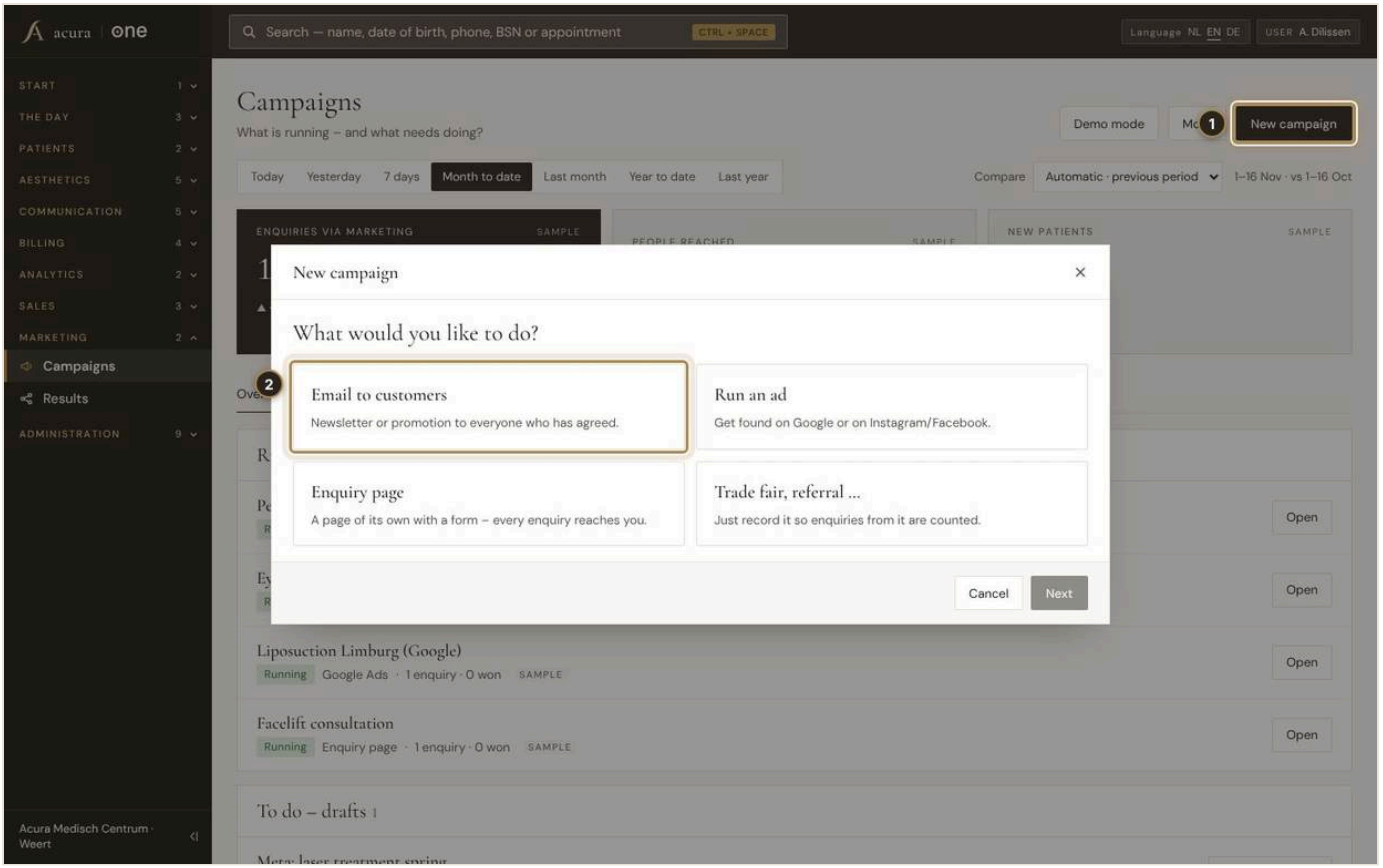
A short assistant guides you through every type of campaign: email, ad, enquiry page or something else such as a trade fair.

WHERE TO FIND IT Main menu › Marketing › Campaigns

1. Click **New campaign** at the top right.
2. Choose what you want to do, for example an email to existing patients.
3. Choose who receives it. Only people who have given their consent are counted.
4. Write the content and choose when it is sent. **Send a test to me** shows you the email first.
5. Check everything and click **Send**, **Schedule** or **Save as draft**.

GOOD TO KNOW

The tab AUTOMATIC holds rules that run by themselves, for example a welcome email one day after a new enquiry. TEST shows who a rule would reach today, without sending anything.

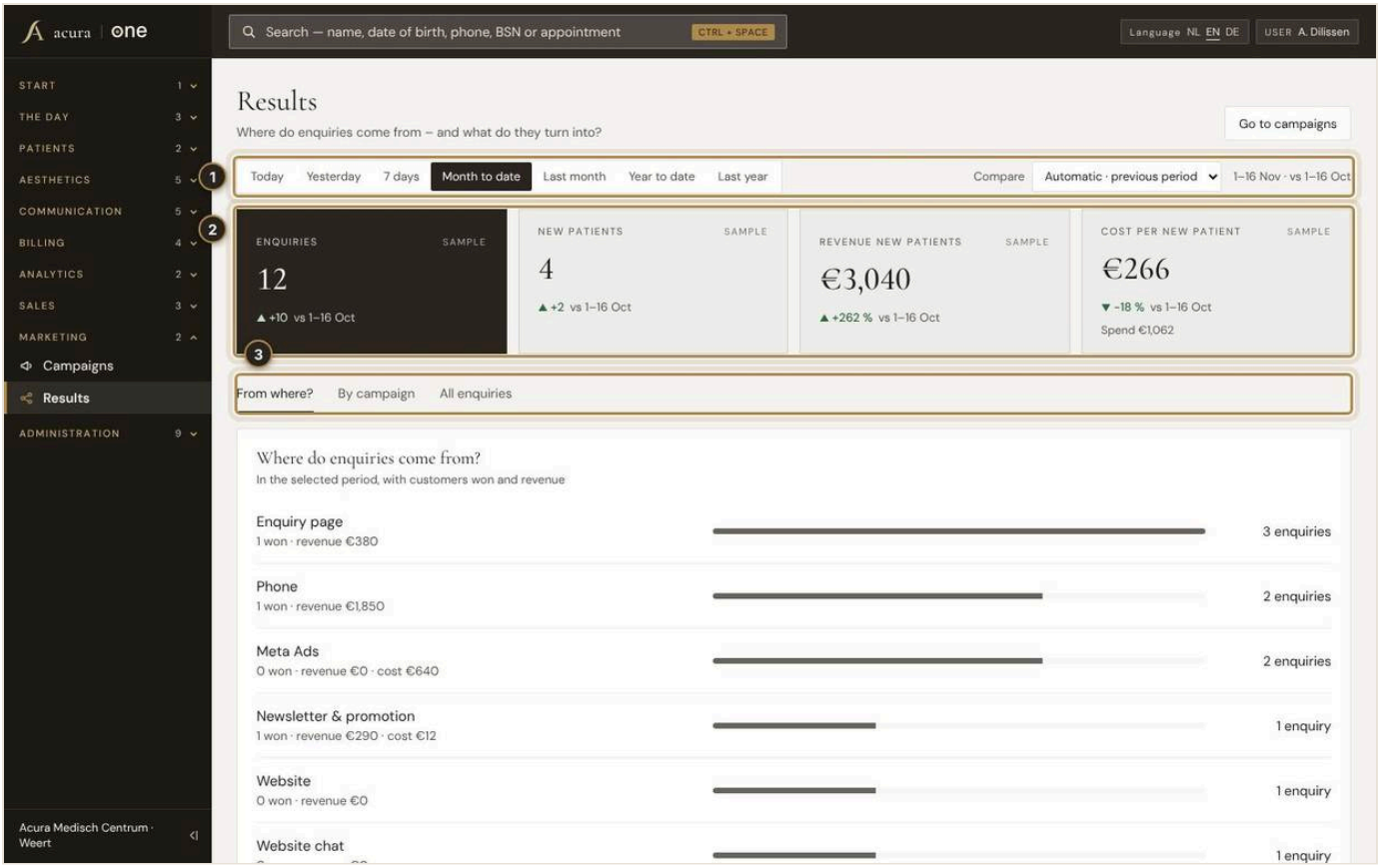


12.3 Where do enquiries come from?

For each channel you see the enquiries, the patients won, the revenue and the cost. This shows which campaigns are worth the money.

WHERE TO FIND IT Main menu › Marketing › Results

1. Choose the period at the top.
2. The **key figures** show enquiries, new patients, their revenue and the cost per patient.
3. The tab **From where?** shows each channel as a bar, with won patients and revenue below its name.
4. **By campaign** shows the same per campaign. **All enquiries** lists every enquiry with filters and a CSV export.


acura | one
Search — name, date of birth, phone, BSN or appointment
CTRL + SPACE
Language NL EN DE
USER A. Dilissen
START 1
THE DAY 3
PATIENTS 2
AESTHETICS 5
COMMUNICATION 5
BILLING 4
ANALYTICS 2
SALES 3
MARKETING 2
Campaigns
Results
ADMINISTRATION 9
Acura Medisch Centrum · Weert
Results
Where do enquiries come from — and what do they turn into?
Go to campaigns
1
Today
Yesterday
7 days
Month to date
Last month
Year to date
Last year
Compare
Automatic · previous period
1–16 Nov · vs 1–16 Oct
2
ENQUIRIES
SAMPLE
12
▲ +10 vs 1–16 Oct
NEW PATIENTS
SAMPLE
4
▲ +2 vs 1–16 Oct
REVENUE NEW PATIENTS
SAMPLE
€3,040
▲ +262 % vs 1–16 Oct
COST PER NEW PATIENT
SAMPLE
€266
▼ -18 % vs 1–16 Oct
Spend €1,062
3
From where?
By campaign
All enquiries
Where do enquiries come from?
In the selected period, with customers won and revenue
Enquiry page
1 won · revenue €380
3 enquiries
Phone
1 won · revenue €1,850
2 enquiries
Meta Ads
0 won · revenue €0 · cost €640
2 enquiries
Newsletter & promotion
1 won · revenue €290 · cost €12
1 enquiry
Website
0 won · revenue €0
1 enquiry
Website chat
1 enquiry

CHAPTER 13

Website and content

FOR Everyone who looks after the website

You change the texts and pictures of your website yourself, directly in acura one. On the left you see the fields of the page, on the right the live preview. Nothing changes on the public website until you click **Publish**.

13.1 Website pages and translations

13.1 Website pages and translations

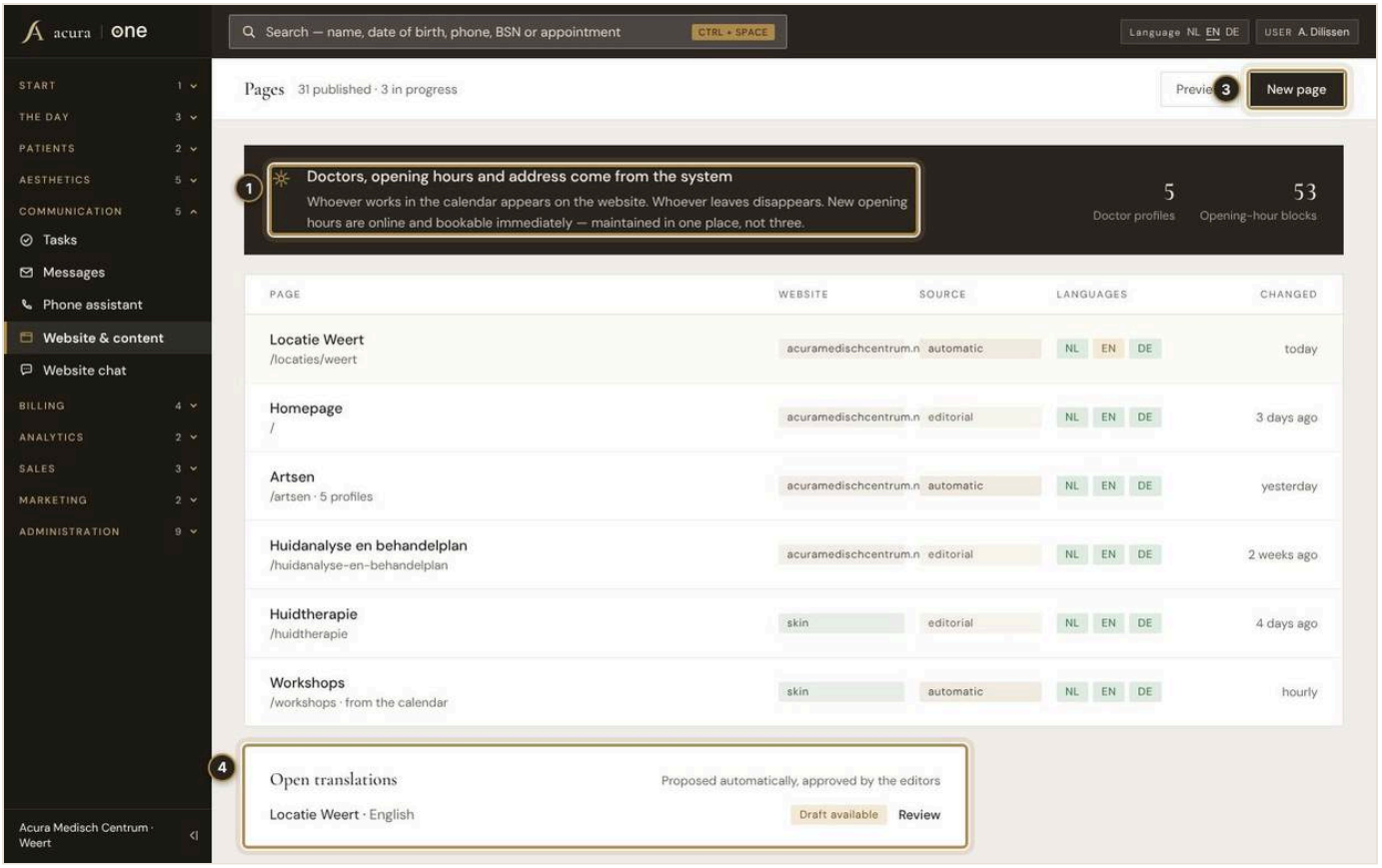
All pages of your website with their source and language status. Doctors, opening hours and addresses come straight from acura one, so they are maintained in one place only.

WHERE TO FIND IT Main menu › Communication › Website & content

1. The banner at the top explains which content comes from the system automatically, for example doctor profiles and opening hours.
2. The list shows every page with its address, the website it belongs to, the source (automatic or editorial), the languages and the last change.
3. Click a page to edit its text. **New page** adds a page; **Preview** shows the website before it is published.
4. **Open translations** lists translations proposed automatically. Click **Review**, check the text and approve it.

GOOD TO KNOW

Pages marked AUTOMATIC update themselves when you change the data in acura one, for example new opening hours.


acura | one
Search — name, date of birth, phone, BSN or appointment
CTRL + SPACE
Language NL EN DE
USER A. Dilissen
START 1
THE DAY 3
PATIENTS 2
AESTHETICS 5
COMMUNICATION 5
Tasks
Messages
Phone assistant
Website & content
Website chat
BILLING 4
ANALYTICS 2
SALES 3
MARKETING 2
ADMINISTRATION 9
Acura Medisch Centrum · Weert
Pages 31 published · 3 in progress
Previe
3
New page
1
Doctors, opening hours and address come from the system
Whoever works in the calendar appears on the website. Whoever leaves disappears. New opening hours are online and bookable immediately — maintained in one place, not three.
5
Doctor profiles
53
Opening-hour blocks
PAGE
WEBSITE
SOURCE
LANGUAGES
CHANGED
Locatie Weert
/locaties/weert
acuramedischcentrum.n
automatic
NL EN DE
today
Homepage
/
acuramedischcentrum.n
editorial
NL EN DE
3 days ago
Artsen
/artsen · 5 profiles
acuramedischcentrum.n
automatic
NL EN DE
yesterday
Huidanalyse en behandelplan
/huidanalyse-en-behandelplan
acuramedischcentrum.n
editorial
NL EN DE
2 weeks ago
Huidtherapie
/huidtherapie
skin
editorial
NL EN DE
4 days ago
Workshops
/workshops · from the calendar
skin
automatic
NL EN DE
hourly
4
Open translations
Proposed automatically, approved by the editors
Locatie Weert · English
Draft available
Review

CHAPTER 14

Administration

FOR Management and administrators

Administration is where acura one is set up: who may do what, company details, documents and the log of every change. Most settings take effect immediately and every change is recorded with name and time.

14.1 Administration overview

14.2 Who may do what: roles and permissions

14.3 Users

14.4 Roster and cover

14.5 Sites, consultation hours and appointment types

14.6 Devices and laboratory

14.7 Materials and batches

14.8 Waiting-room display

14.9 Service catalogue, prices and VAT

14.10 Report templates and terminology

14.11 Templates for medical documents

14.12 Automated workflows

14.13 Access log

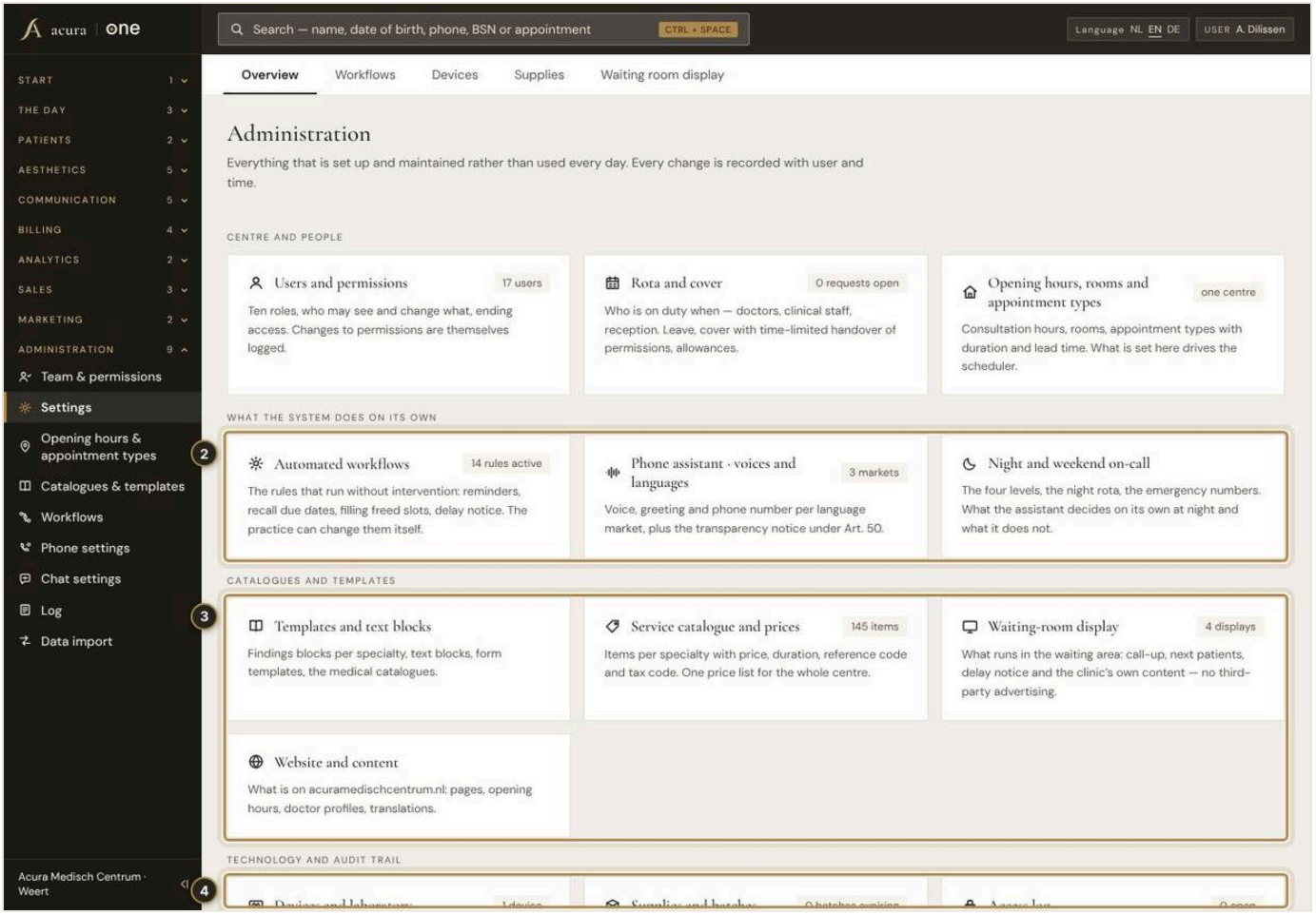
14.1 Administration overview

The entry page to all settings, grouped into Sites and people, What the system does on its own, Catalogues and templates, and Technology and audit trail.

WHERE TO FIND IT Main menu › Administration › Settings

1. **Sites and people**: users and permissions, rota and cover, sites and appointment types.
2. **What the system does on its own**: automated workflows, phone assistant voices, night and weekend on-call.
3. **Catalogues and templates**: text blocks, service catalogue, waiting-room display.
4. **Technology and audit trail**: devices and laboratory, stock and batches, access log, data migration.

5 Each tile shows a key figure (for example 14 users, 14 rules active). Click a tile to open the area.



14.2 Who may do what: roles and permissions

The permission matrix: for every role the level per area — appointments, record of own and other entity, invoices, revenue and reports, patient data and catalogue, access log. Also the start page and blocks of each role.

WHERE TO FIND IT Main menu › Administration › Team & permissions

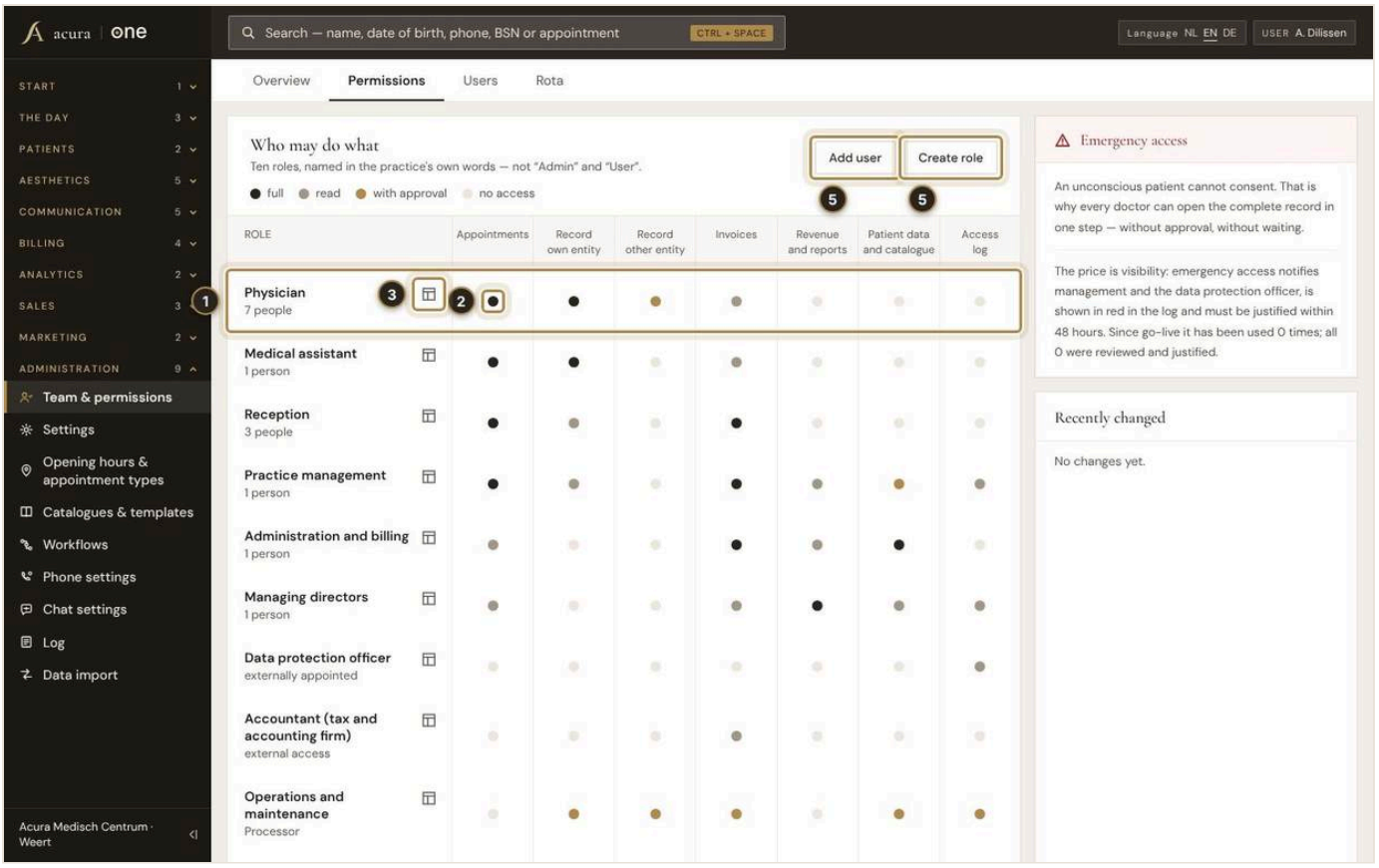
1 Each row is a role (Physician, Medical assistant, Reception, Site management, Administration and billing, Management, DPO …).

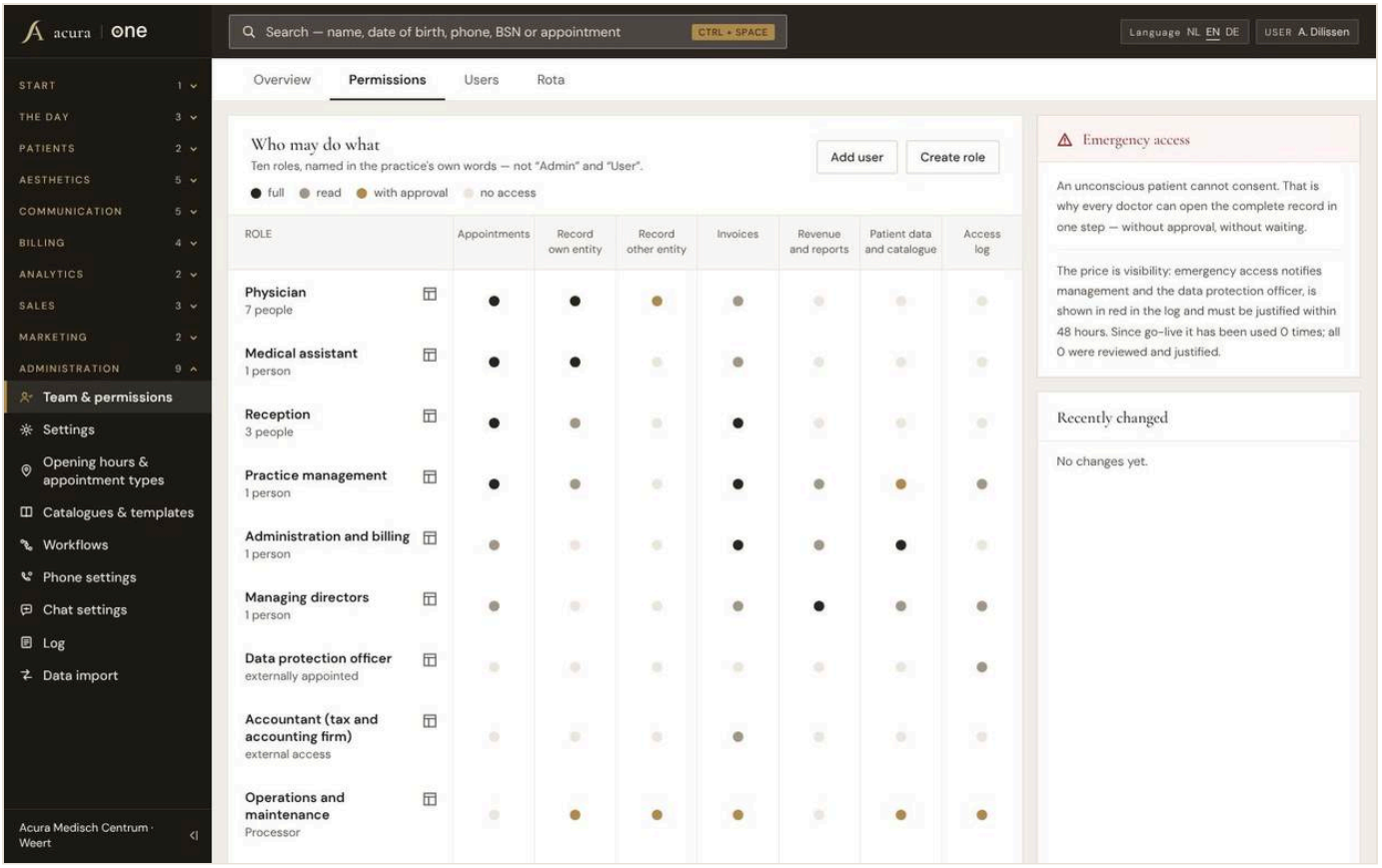
2 Click a cell to change the level: full, read, with approval, no access. The change applies at the next sign-in and appears under **Recently changed**.

3 **Start page and blocks** sets which start page and which blocks the role sees.

4 **Access across locations** and **Emergency access** define how records of other sites can be opened (with consent or in an emergency, always logged).

5 **Add user** and **Create role** add users or new roles.



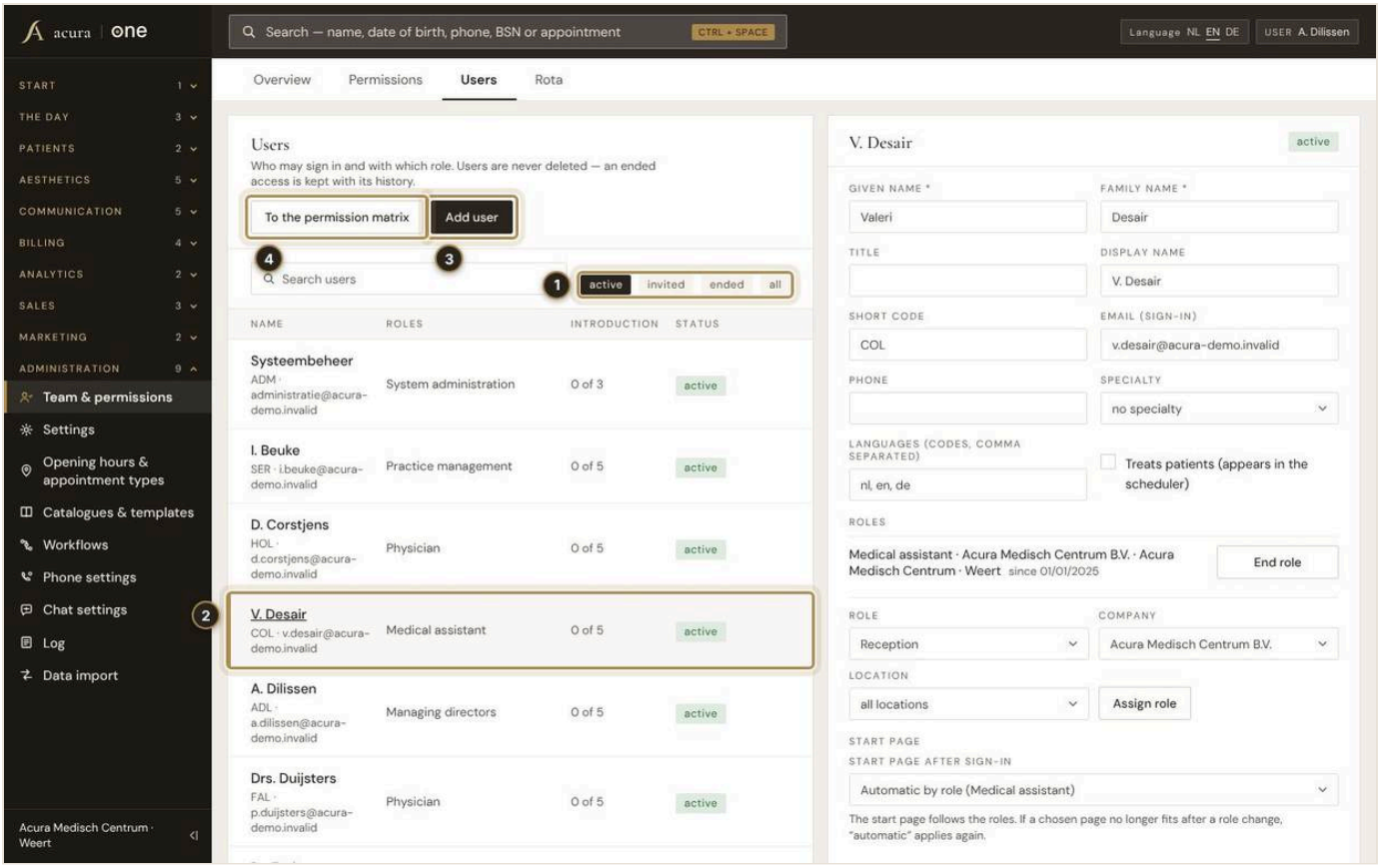


14.3 Users

All user accounts with status (active, invited, ended), roles and sites.

WHERE TO FIND IT Main menu › Administration › Settings › tab Users

1. Filter by status: **active**, **invited**, **ended** or **all**; or search by name.
2. Click a user to see roles, sites, second factor and last sign-in, and to change them.
3. **Add user** invites a new member of staff by email; the first sign-in includes setting up the second factor.
4. **To the permission matrix** opens the role permissions.

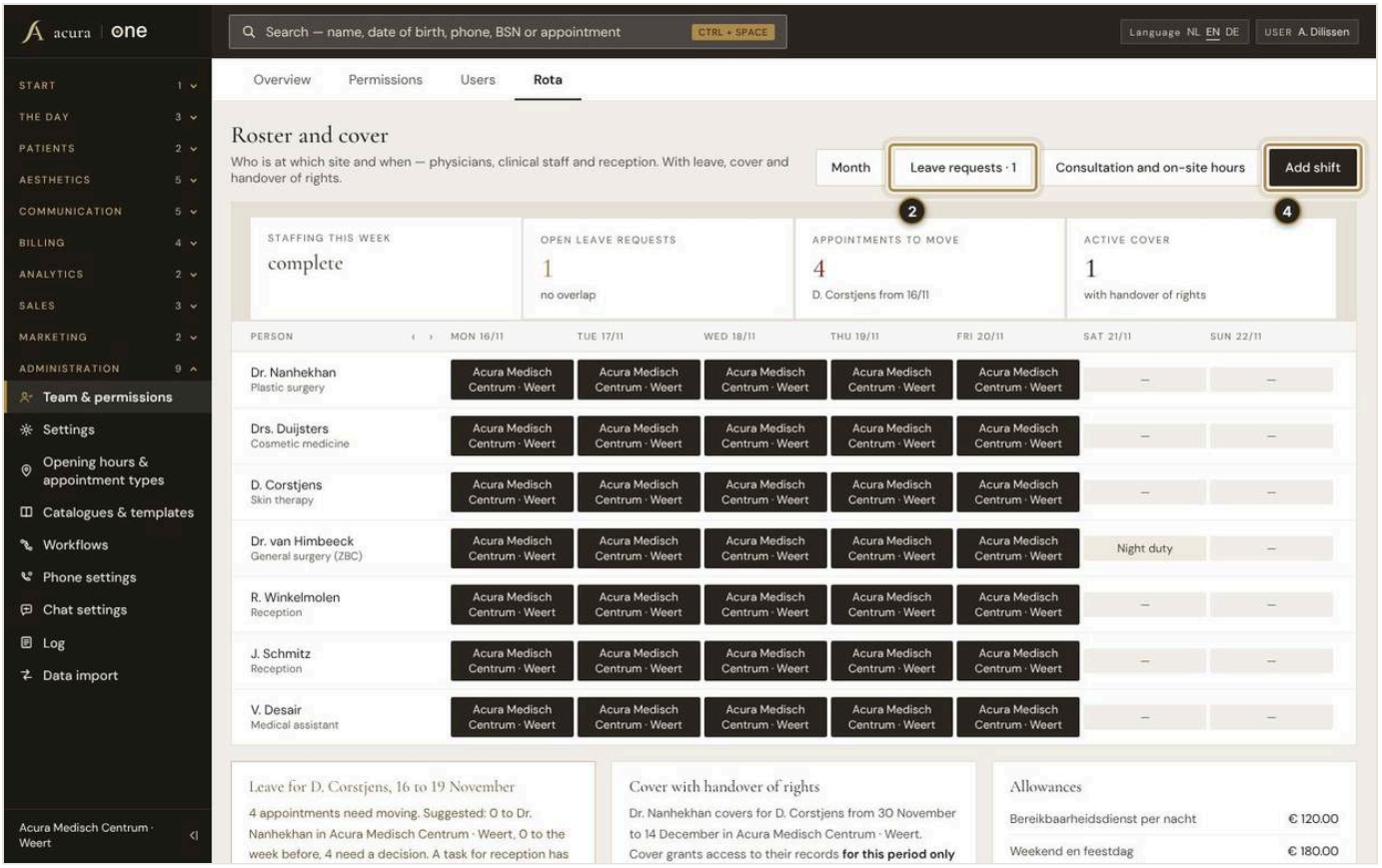


14.4 Roster and cover

Who works at which site and when, leave requests and cover with handover of rights.

WHERE TO FIND IT Main menu › Administration › Settings › tab Rota

1. Navigate the month with ‹ ›; switch to **Consultation and on-site hours** for the doctors' hours.
2. **Leave requests** shows open requests. Open a request, click **View suggestion** to see the proposed cover and **Approve leave**.
3. **Cover with handover of rights** shows who takes over which tasks and permissions during an absence.
4. **Add shift** adds a shift to the roster.

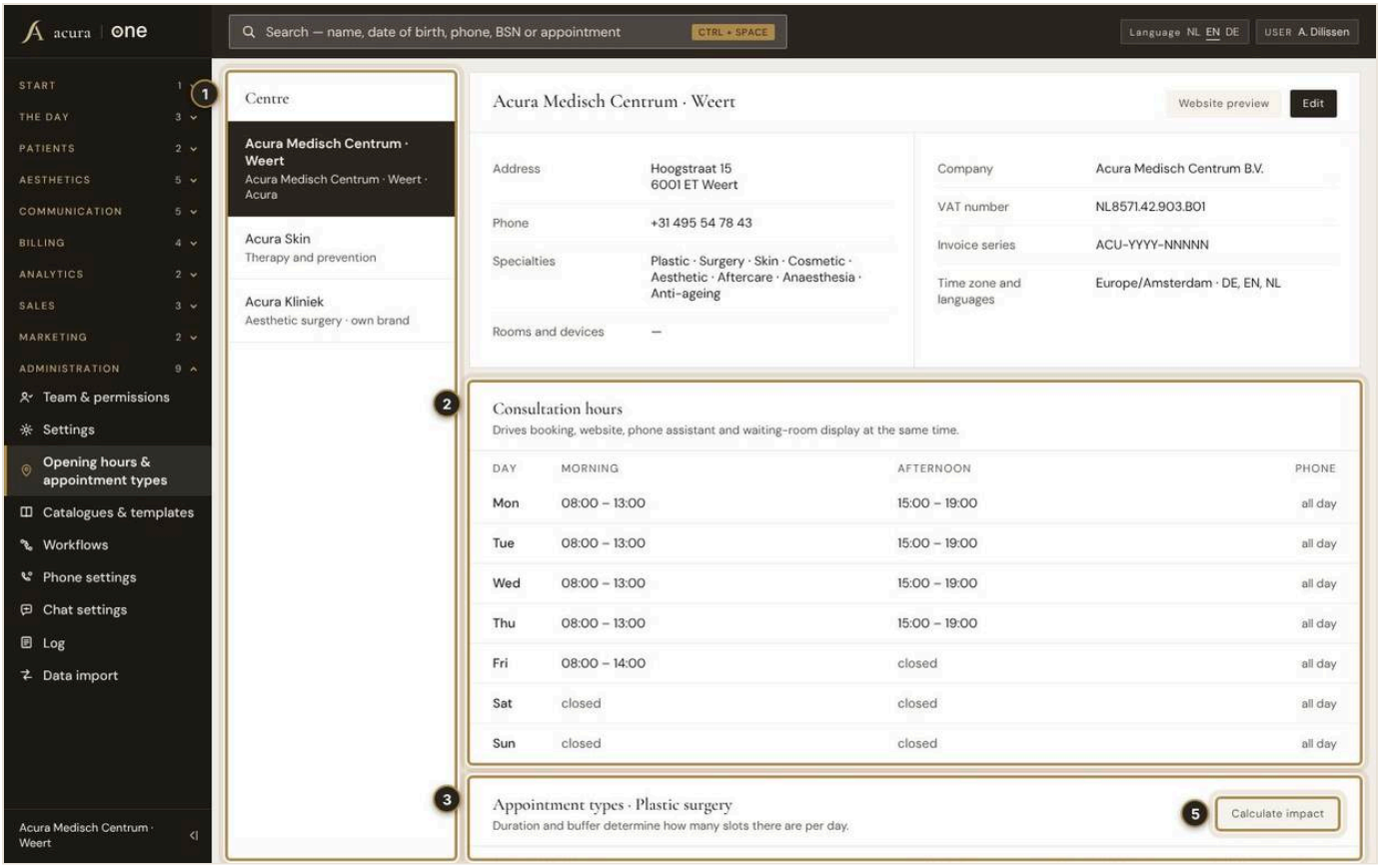


14.5 Sites, consultation hours and appointment types

Per site: address, consultation hours, appointment types per specialty and closing days. These details feed the scheduler, online booking, phone assistant and website.

WHERE TO FIND IT Main menu › Administration › Opening hours & appointment types

1. Choose a site on the left.
2. **Consultation hours** show the opening and consultation times; click **Edit** to change them.
3. **Appointment types** per specialty (for example Orthopaedics, General medicine, Aesthetics) with duration and online bookability.
4. **Closing days** lists the days the site is closed (for example the eleventh of the eleventh until 13:00).
5. Before saving, **Calculate impact** shows which existing appointments are affected; **Apply changes** saves.
6. **Where this information ends up** explains where the change becomes visible; **Website preview** shows it on the website.

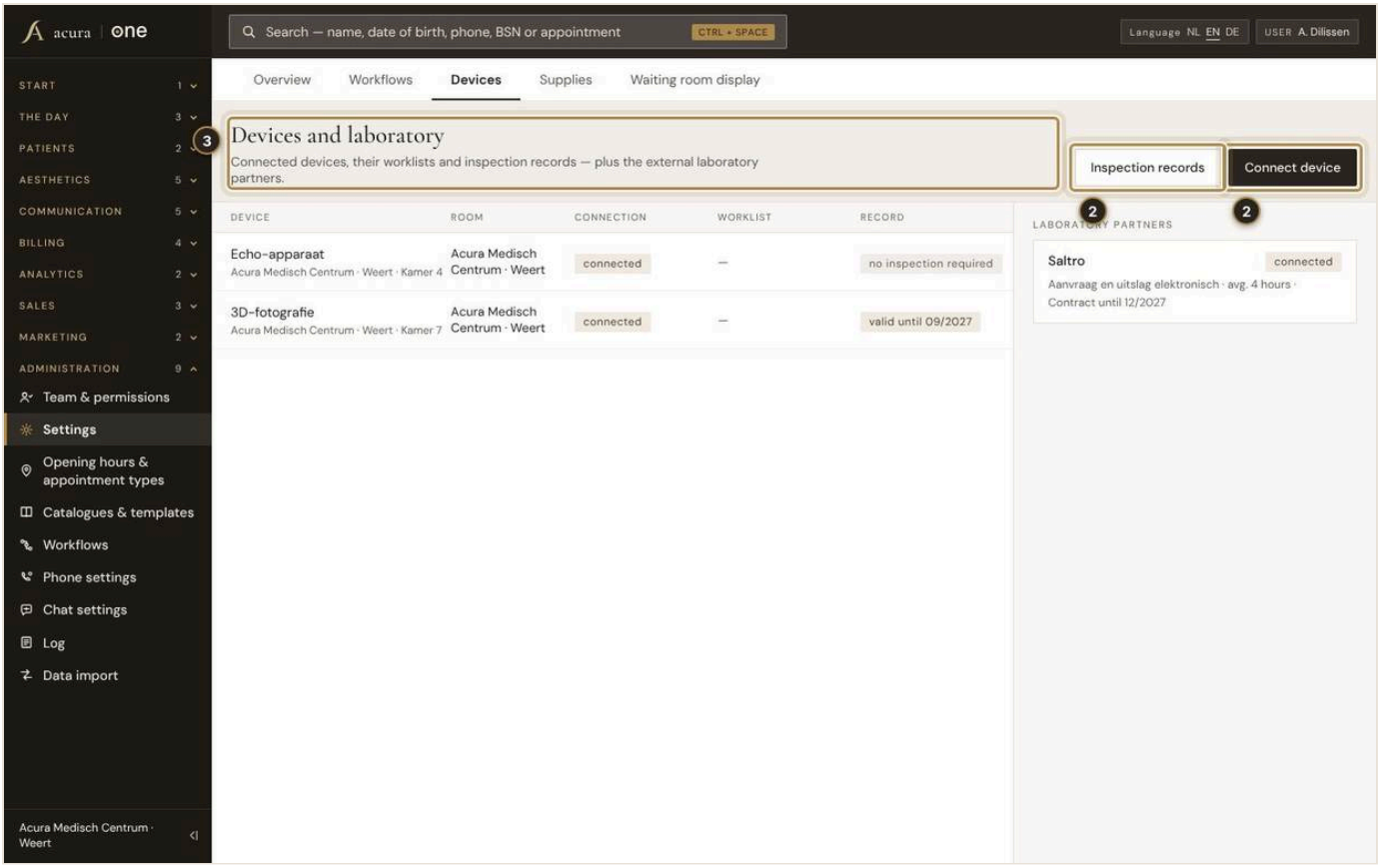


14.6 Devices and laboratory

Connected devices (ultrasound, 3D photography) with inspection records, and the laboratory partners.

WHERE TO FIND IT Main menu › Administration › Settings › tab Devices

1. The list shows each device with site, status and next inspection.
2. **Inspection records** shows the inspection history; **Connect device** registers a new device with its own device sign-in.
3. **Laboratory partners** lists the connected laboratories.

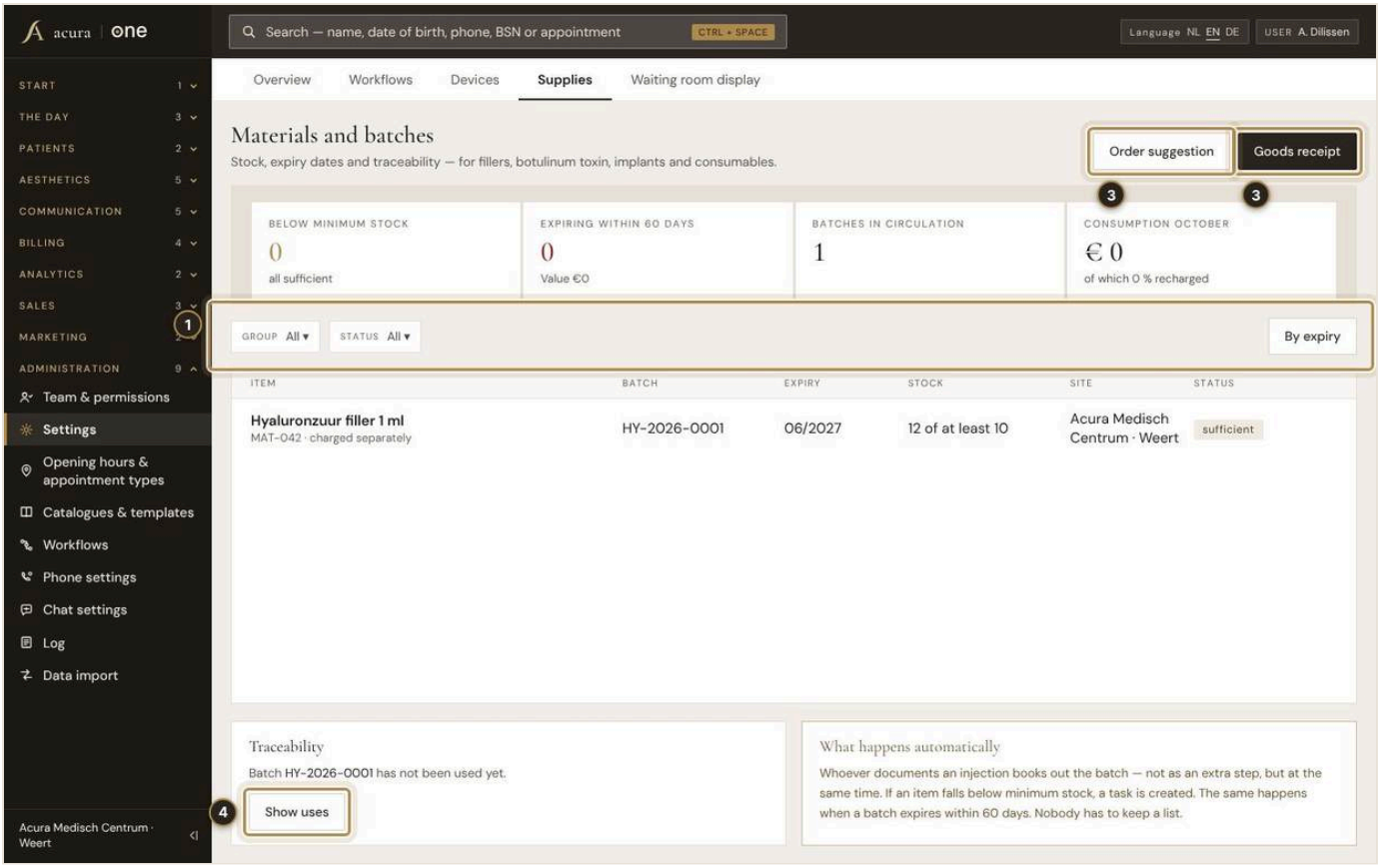


14.7 Materials and batches

Stock of injectables, implants and consumables with batch numbers and expiry dates — for traceability (which batch went into which patient).

WHERE TO FIND IT Main menu › Administration › Settings › tab Supplies

1. Filter by **group**, **site** and **status** (expiring soon, reorder, sufficient).
2. The list shows stock, batch and expiry date per material.
3. **Goods receipt** books a delivery with batch and expiry; **Order suggestion** proposes what to reorder.
4. **Show uses** shows in which treatments a batch was used (traceability).

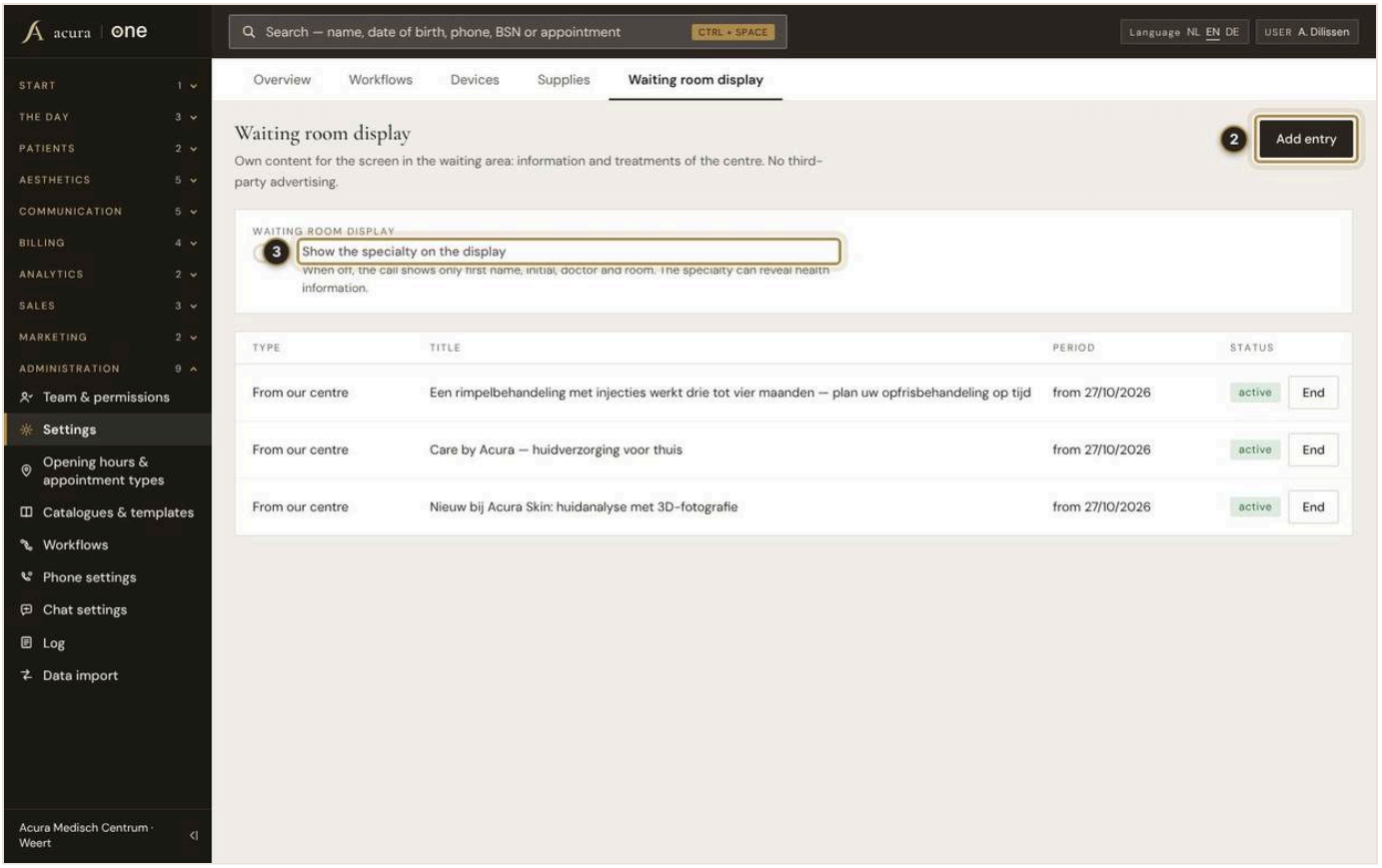


14.8 Waiting-room display

What is shown on the waiting-room screens per site: calls, delays per doctor and the clinic's own treatments with before-and-after images. No third-party advertising, no prices.

WHERE TO FIND IT Main menu › Administration › Settings › tab Waiting room display

1. Choose the **location** of the display.
2. The list shows the content items; **Add entry** adds an item (for example a treatment).
3. **Show the specialty on the display** controls whether the specialty is shown with the call.

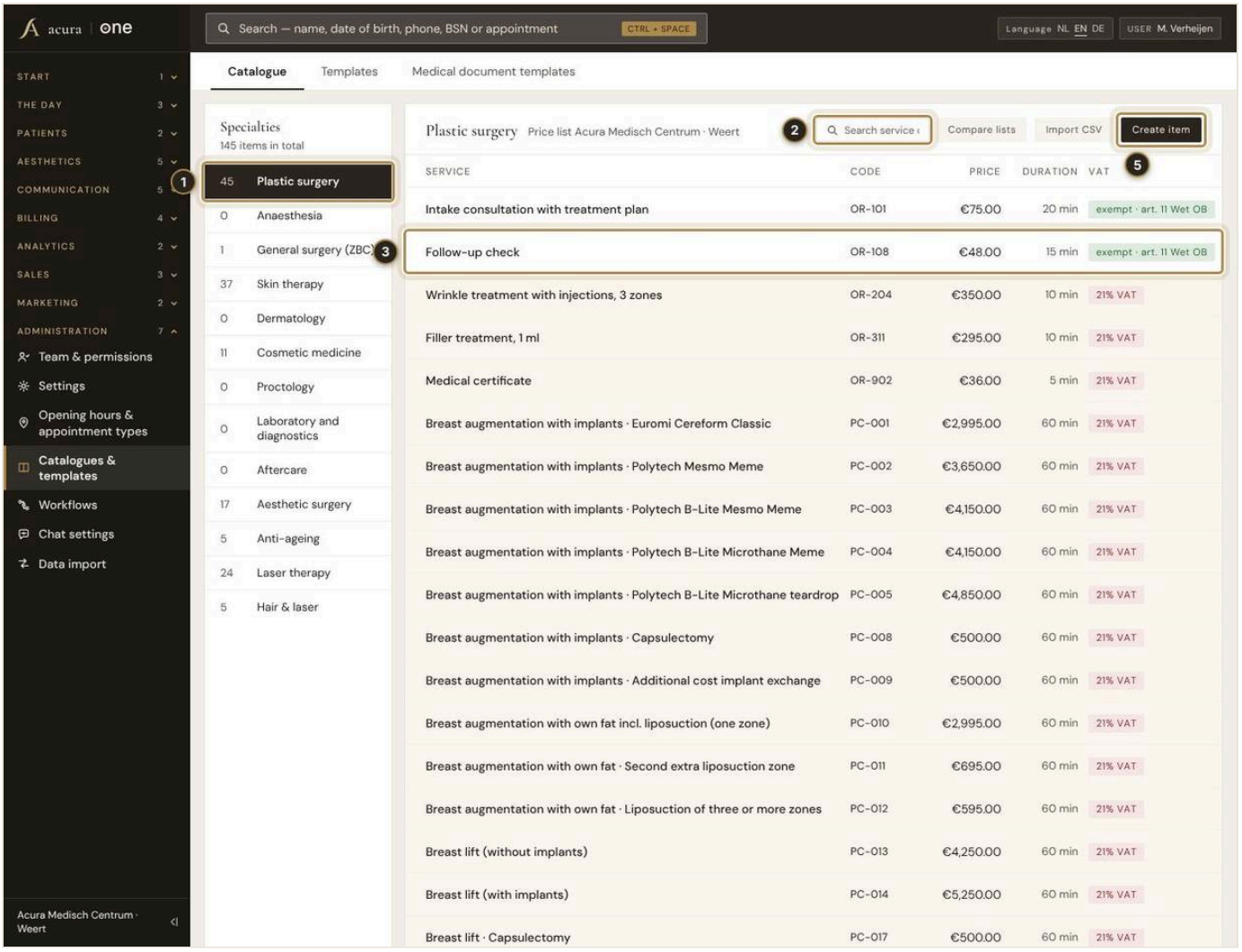


14.9 Service catalogue, prices and VAT

All services per specialty with code, price, duration and VAT treatment. Medical treatments are VAT-exempt; purely cosmetic treatments carry 21 % VAT.

WHERE TO FIND IT Main menu › Administration › Catalogues & templates

1. Choose a **specialty** on the left; the number shows how many services it contains.
2. **Search service or code** finds a service across all specialties.
3. Click a service to edit price, duration and tax code. Changes take effect from an effective date.
4. **Tax codes** explains the VAT rules; **Cosmetic treatments need a special rule** shows why cosmetic services are taxed.
5. **Create item** adds a service, **Import CSV** imports a price list, **Compare lists** compares two price lists.

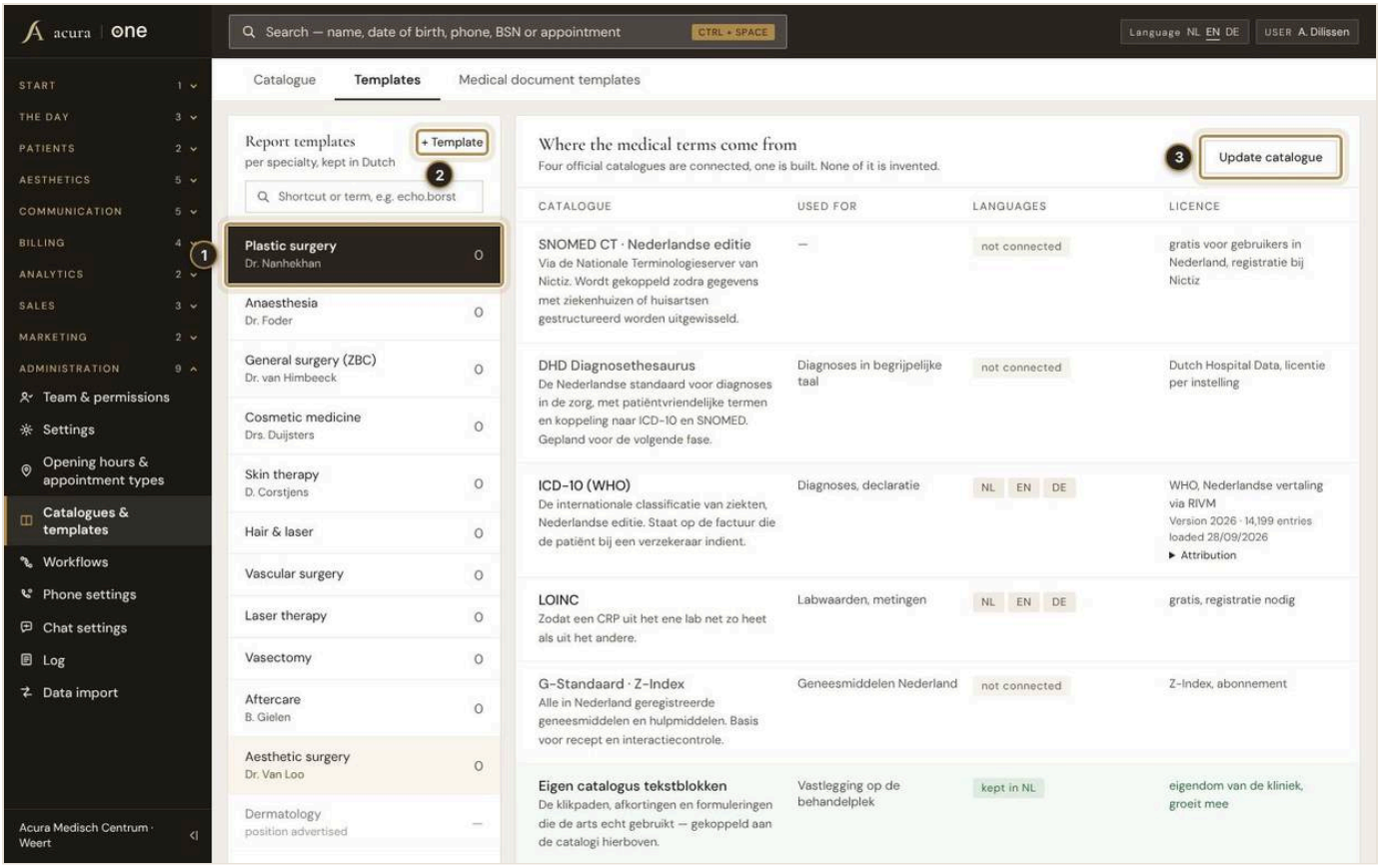


14.10 Report templates and terminology

Findings templates and text blocks per specialty, and the medical vocabulary that dictation recognises.

WHERE TO FIND IT Main menu › Administration › Settings › tab Templates

1. Choose a specialty; the number shows how many templates exist.
2. **+ Template** creates a new findings template for the specialty.
3. **Update catalogue** loads the latest version of the medical terminology.
4. The explanations on the right describe where the terms come from and which languages are supported.

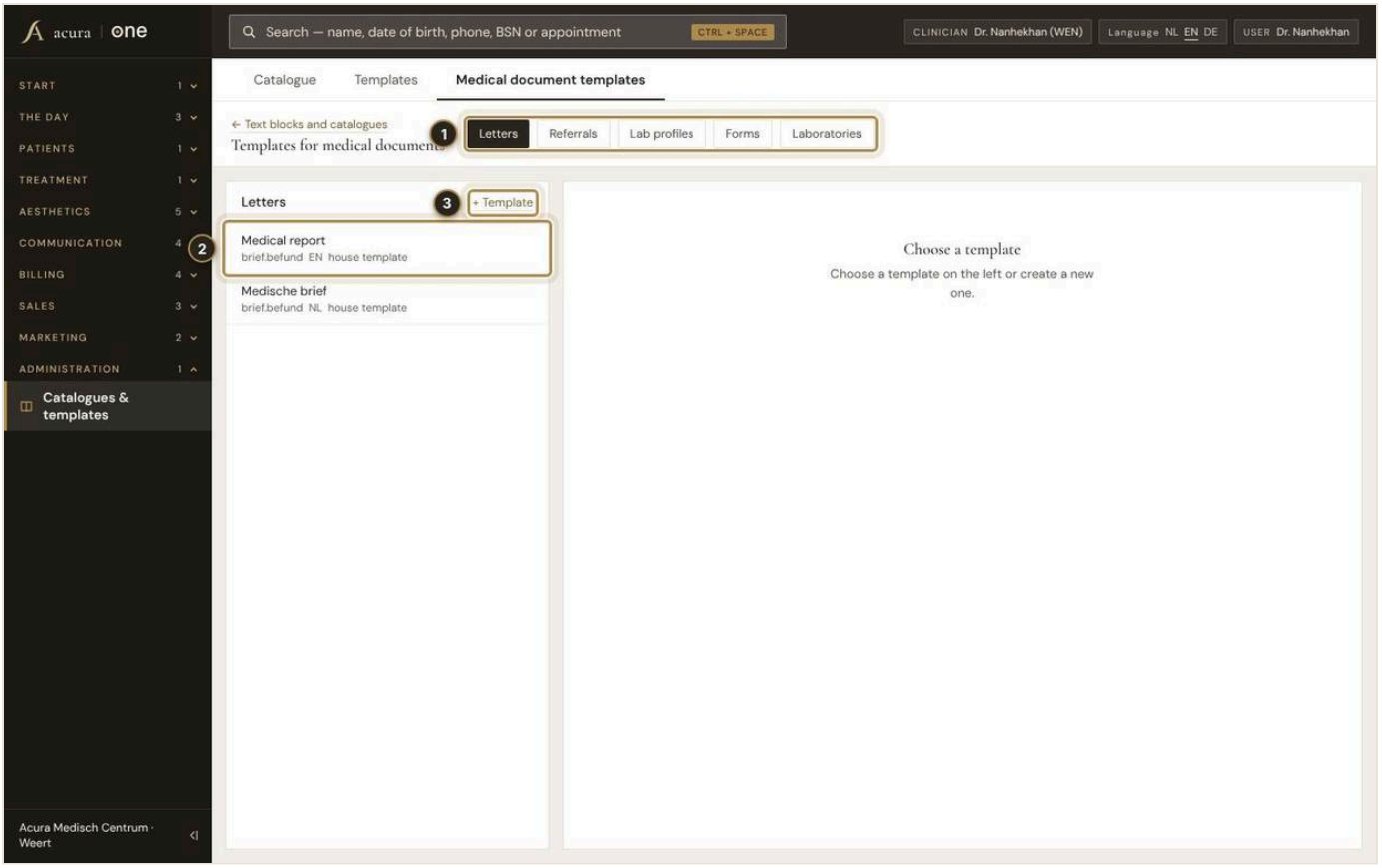


14.11 Templates for medical documents

House templates for letters, referrals, lab profiles, forms and the list of laboratories, per language.

WHERE TO FIND IT Main menu › Administration › Settings › tab Medical document templates

1. Choose the category: **Letters**, **Referrals**, **Lab profiles**, **Forms** or **Laboratories**.
2. Click a template to edit it. Each template exists per language .
3. **+ Template** creates a new template.

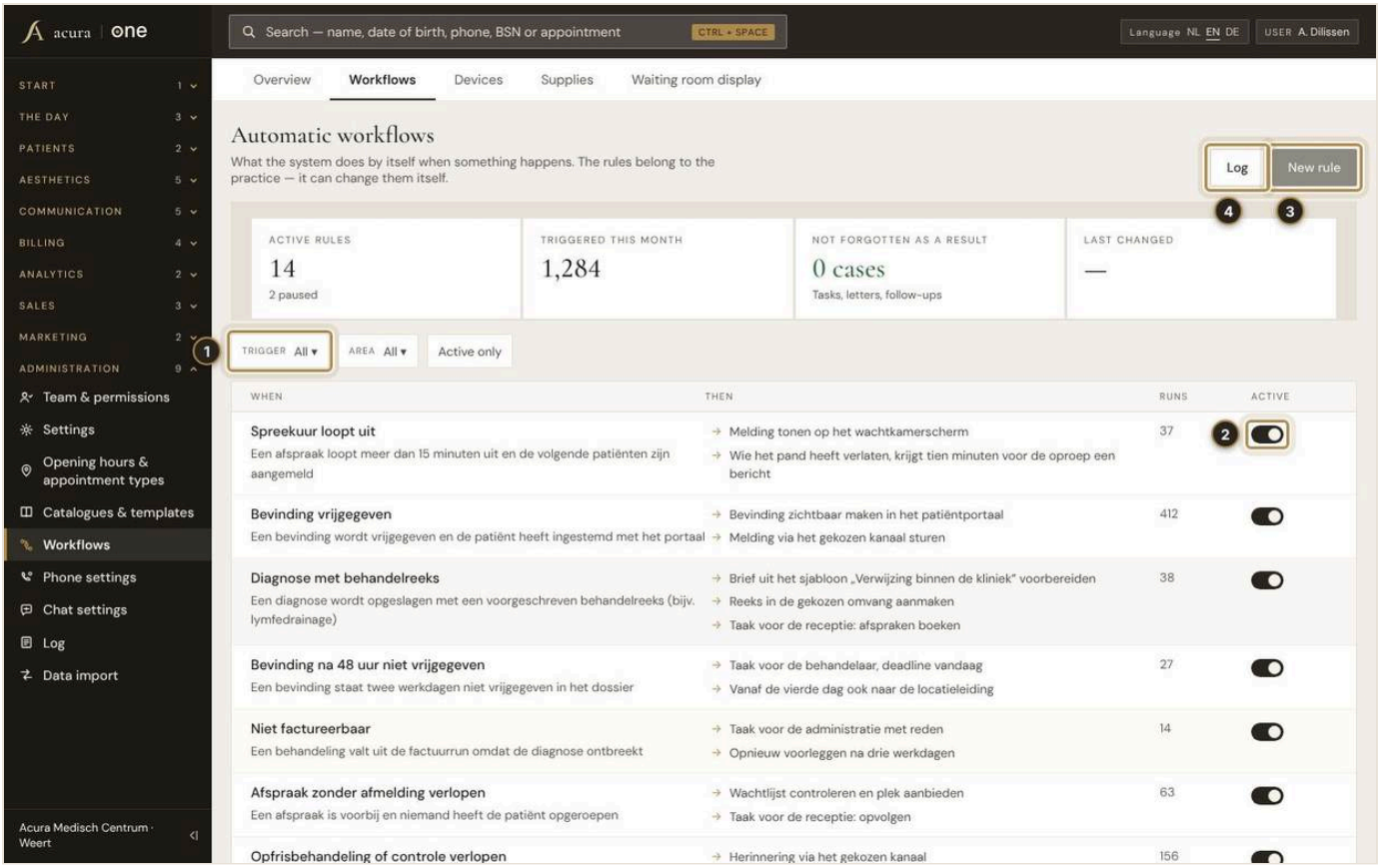


14.12 Automated workflows

Rules that run without anyone clicking: appointment reminders, tasks when a finding is not released after 48 hours, recall when a top-up is due, and more. Each rule can be switched on or off.

WHERE TO FIND IT Main menu › Administration › Workflows

1. Filter by **trigger**, **area** and **department**; **Active only** hides inactive rules.
2. Each row is a rule with trigger and action. Use the switch to turn it on or off.
3. **New rule** creates a rule from the available triggers and possible actions.
4. **Log** shows when which rule fired and what it did.
5. **What a rule may not do** lists the limits (for example no medical decisions, no deletion).

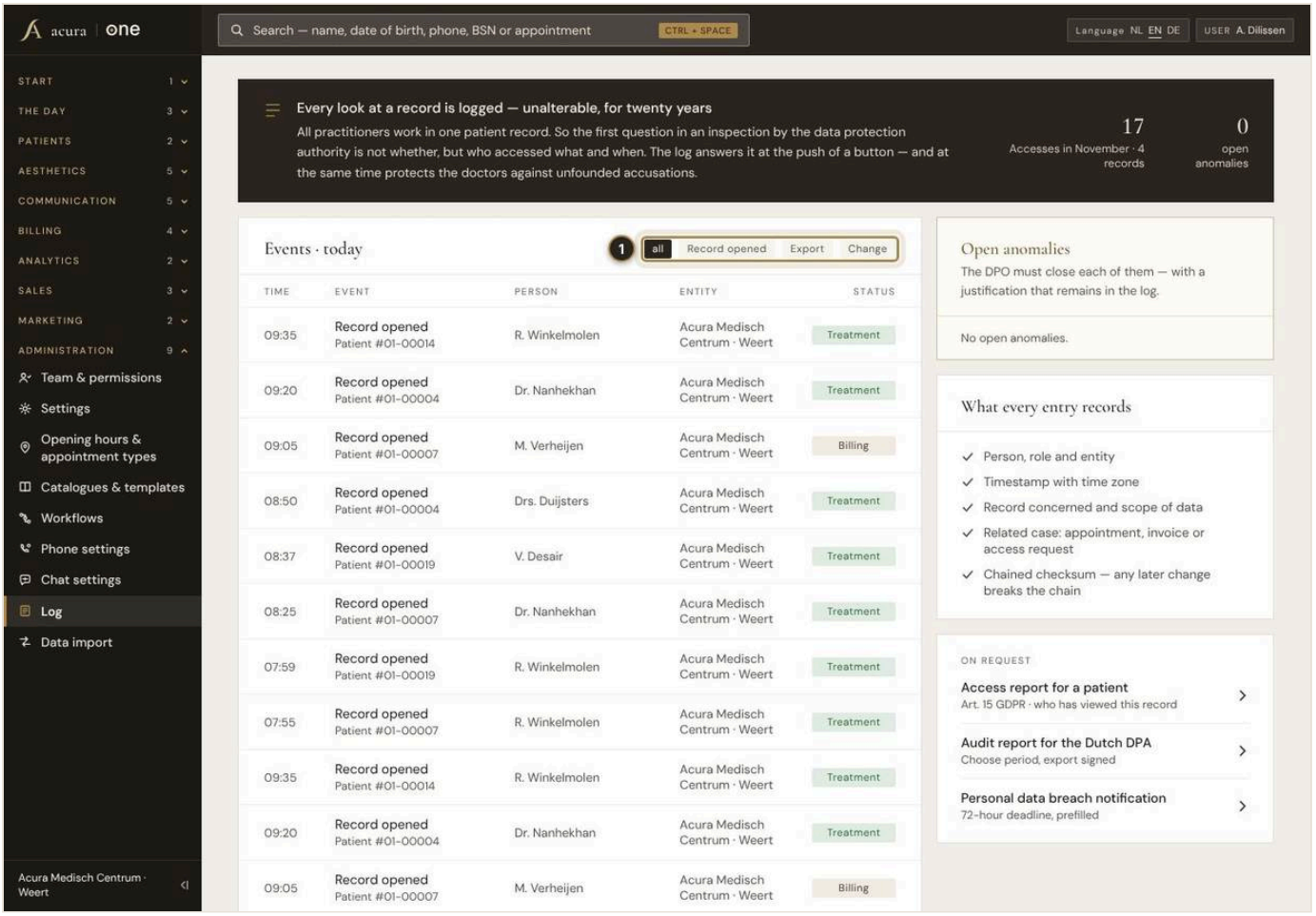


14.13 Access log

Every look at a record is logged — unalterable, with a chained checksum. From here the access report for a patient, the audit report for the data protection authority and a data breach notification are produced.

WHERE TO FIND IT Main menu › Administration › Log

1. Filter the events (**all**, **Record opened**, **Change**, **Export**).
2. Each entry records who opened which record, when, from where and for what purpose.
3. **Open anomalies** lists unusual accesses (for example a record opened without an appointment) that need review.
4. **On request**: create an **Access report for a patient** (Art. 15 GDPR), an **Audit report for the data protection authority** or a **Personal data breach notification** (72-hour deadline, prefilled).


acura | one
Search — name, date of birth, phone, BSN or appointment
CTRL + SPACE
Language NL EN DE
USER A. Dilissen
START 1
THE DAY 3
PATIENTS 2
AESTHETICS 5
COMMUNICATION 5
BILLING 4
ANALYTICS 2
SALES 3
MARKETING 2
ADMINISTRATION 9
Team & permissions
Settings
Opening hours & appointment types
Catalogues & templates
Workflows
Phone settings
Chat settings
Log
Data import
Acura Medisch Centrum · Weert
Every look at a record is logged — unalterable, for twenty years
All practitioners work in one patient record. So the first question in an inspection by the data protection authority is not whether, but who accessed what and when. The log answers it at the push of a button — and at the same time protects the doctors against unfounded accusations.
17
Accesses in November · 4 records
0
open anomalies
Events · today
1
all
Record opened
Export
Change
TIME
EVENT
PERSON
ENTITY
STATUS
09:35 Record opened Patient #01-00014 R. Winkelmolen Acura Medisch Centrum · Weert Treatment
09:20 Record opened Patient #01-00004 Dr. Nanhekhan Acura Medisch Centrum · Weert Treatment
09:05 Record opened Patient #01-00007 M. Verheijen Acura Medisch Centrum · Weert Billing
08:50 Record opened Patient #01-00004 Drs. Duijsters Acura Medisch Centrum · Weert Treatment
08:37 Record opened Patient #01-00019 V. Desair Acura Medisch Centrum · Weert Treatment
08:25 Record opened Patient #01-00007 Dr. Nanhekhan Acura Medisch Centrum · Weert Treatment
07:59 Record opened Patient #01-00019 R. Winkelmolen Acura Medisch Centrum · Weert Treatment
07:55 Record opened Patient #01-00007 R. Winkelmolen Acura Medisch Centrum · Weert Treatment
09:35 Record opened Patient #01-00014 R. Winkelmolen Acura Medisch Centrum · Weert Treatment
09:20 Record opened Patient #01-00004 Dr. Nanhekhan Acura Medisch Centrum · Weert Treatment
09:05 Record opened Patient #01-00007 M. Verheijen Acura Medisch Centrum · Weert Billing
Open anomalies
The DPO must close each of them — with a justification that remains in the log.
No open anomalies.
What every entry records
Person, role and entity
Timestamp with time zone
Record concerned and scope of data
Related case: appointment, invoice or access request
Chained checksum — any later change breaks the chain
ON REQUEST
Access report for a patient
Art. 15 GDPR · who has viewed this record
Audit report for the Dutch DPA
Choose period, export signed
Personal data breach notification
72-hour deadline, prefilled

CHAPTER 15

Taking over data from the old system

FOR Management and administrators

When you switch to acura one, the data from the old system is taken over in trial runs first. Duplicates and unclear cases are shown to a person, and nothing is switched over until the reconciliation report is correct.

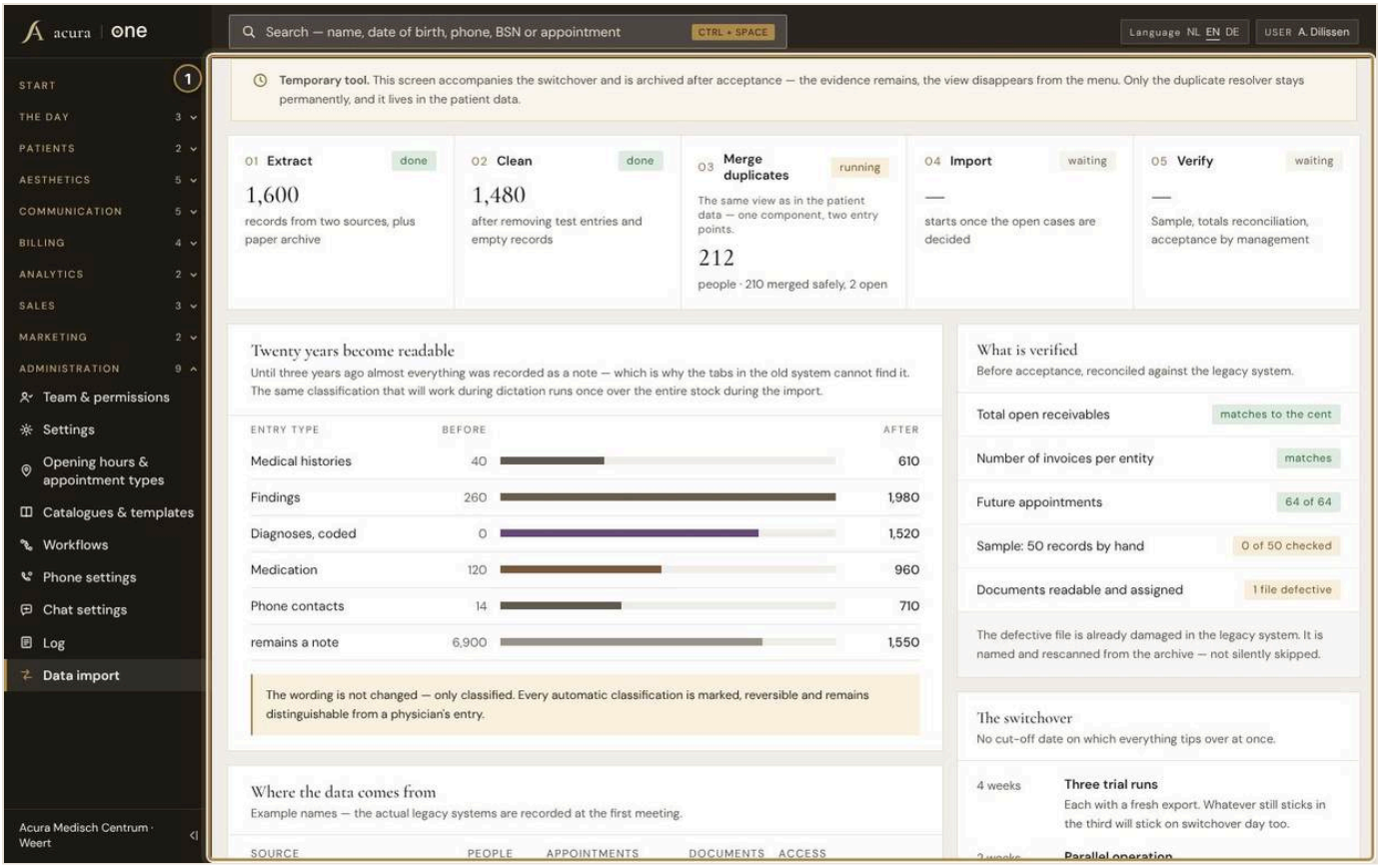
15.1 Data migration

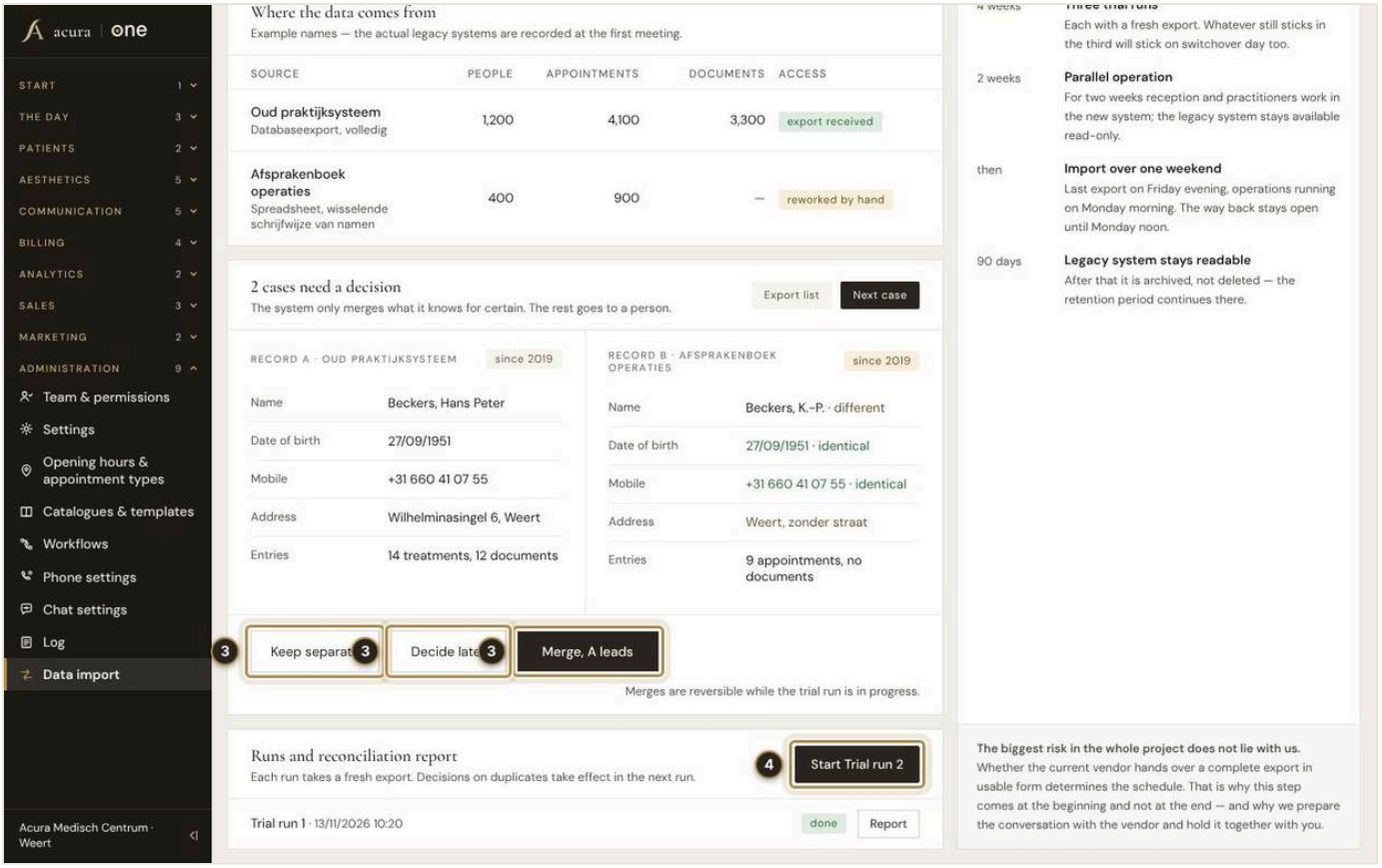
15.1 Data migration

The switchover from the previous system: where the data comes from, cases that need a decision (for example possible duplicates), trial runs and the reconciliation report.

WHERE TO FIND IT Main menu › Administration › Data import

1. The five stages at the top show the progress of the migration: **Extract**, **Clean**, **Merge duplicates**, **Import**, **Verify**.
2. **Where the data comes from** shows the sources (previous systems, paper archive) and volumes.
3. **Cases need a decision**: compare record A and B and choose **Merge, A leads**, **Keep separate** or **Decide later**; **Next case** moves on.
4. **Runs and reconciliation report**: start the next trial run and open the **Report**. **What is verified** lists the reconciliation checks before acceptance.
5. **The switchover** describes the plan for the day of the switch, site by site.


acura | one
Search — name, date of birth, phone, BSN or appointment
CTRL + SPACE
Language NL EN DE
USER A. Dilissen
START
THE DAY 3
PATIENTS 2
AESTHETICS 5
COMMUNICATION 5
BILLING 4
ANALYTICS 2
SALES 3
MARKETING 2
ADMINISTRATION 9
Team & permissions
Settings
Opening hours & appointment types
Catalogues & templates
Workflows
Phone settings
Chat settings
Log
Data import
Acura Medisch Centrum · Weert
Temporary tool. This screen accompanies the switchover and is archived after acceptance — the evidence remains, the view disappears from the menu. Only the duplicate resolver stays permanently, and it lives in the patient data.
01 Extract done
1,600
records from two sources, plus paper archive
02 Clean done
1,480
after removing test entries and empty records
03 Merge duplicates running
The same view as in the patient data — one component, two entry points.
212
people · 210 merged safely, 2 open
04 Import waiting
—
starts once the open cases are decided
05 Verify waiting
—
Sample, totals reconciliation, acceptance by management
Twenty years become readable
Until three years ago almost everything was recorded as a note — which is why the tabs in the old system cannot find it. The same classification that will work during dictation runs once over the entire stock during the import.
ENTRY TYPE BEFORE AFTER
Medical histories 40 610
Findings 260 1,980
Diagnoses, coded 0 1,520
Medication 120 960
Phone contacts 14 710
remains a note 6,900 1,550
The wording is not changed — only classified. Every automatic classification is marked, reversible and remains distinguishable from a physician's entry.
What is verified
Before acceptance, reconciled against the legacy system.
Total open receivables matches to the cent
Number of invoices per entity matches
Future appointments 64 of 64
Sample: 50 records by hand 0 of 50 checked
Documents readable and assigned 1 file defective
The defective file is already damaged in the legacy system. It is named and rescanned from the archive — not silently skipped.
The switchover
No cut-off date on which everything tips over at once.
4 weeks Three trial runs
Each with a fresh export. Whatever still sticks in the third will stick on switchover day too.
Where the data comes from
Example names — the actual legacy systems are recorded at the first meeting.
SOURCE PEOPLE APPOINTMENTS DOCUMENTS ACCESS


acura | one
START 1
THE DAY 3
PATIENTS 2
AESTHETICS 5
COMMUNICATION 5
BILLING 4
ANALYTICS 2
SALES 3
MARKETING 2
ADMINISTRATION 9
Team & permissions
Settings
Opening hours & appointment types
Catalogues & templates
Workflows
Phone settings
Chat settings
Log
Data import
Acura Medisch Centrum · Weert
Where the data comes from
Example names — the actual legacy systems are recorded at the first meeting.
SOURCE PEOPLE APPOINTMENTS DOCUMENTS ACCESS
Oud praktijksysteem
Databaseexport, volledig
1,200 4,100 3,300 export received
Afsprakenboek operaties
Spreadsheet, wisselende schrijfwijze van namen
400 900 — reworked by hand
2 cases need a decision
The system only merges what it knows for certain. The rest goes to a person.
Export list
Next case
RECORD A · OUD PRAKTIJKSYSTEEM since 2019
Name Beckers, Hans Peter
Date of birth 27/09/1951
Mobile +31 660 41 07 55
Address Wilhelminasingel 6, Weert
Entries 14 treatments, 12 documents
RECORD B · AFSPRAKENBOEK OPERATIES since 2019
Name Beckers, K.-P. · different
Date of birth 27/09/1951 · identical
Mobile +31 660 41 07 55 · identical
Address Weert, zonder straat
Entries 9 appointments, no documents
3
Keep separat
3
Decide late
3
Merge, A leads
Merges are reversible while the trial run is in progress.
Runs and reconciliation report
Each run takes a fresh export. Decisions on duplicates take effect in the next run.
4
Start Trial run 2
Trial run 1 · 13/11/2026 10:20
done
Report
Each with a fresh export. Whatever still sticks in the third will stick on switchover day too.
2 weeks Parallel operation
For two weeks reception and practitioners work in the new system; the legacy system stays available read-only.
then Import over one weekend
Last export on Friday evening, operations running on Monday morning. The way back stays open until Monday noon.
90 days Legacy system stays readable
After that it is archived, not deleted — the retention period continues there.
The biggest risk in the whole project does not lie with us.
Whether the current vendor hands over a complete export in usable form determines the schedule. That is why this step comes at the beginning and not at the end — and why we prepare the conversation with the vendor and hold it together with you.

CHAPTER 16

Help, manual and guided tour

FOR Everyone

acura one explains itself. A short guided tour shows the most important areas, this manual is available inside the system, and short explanations sit directly on the pages.

16.1 The guided tour

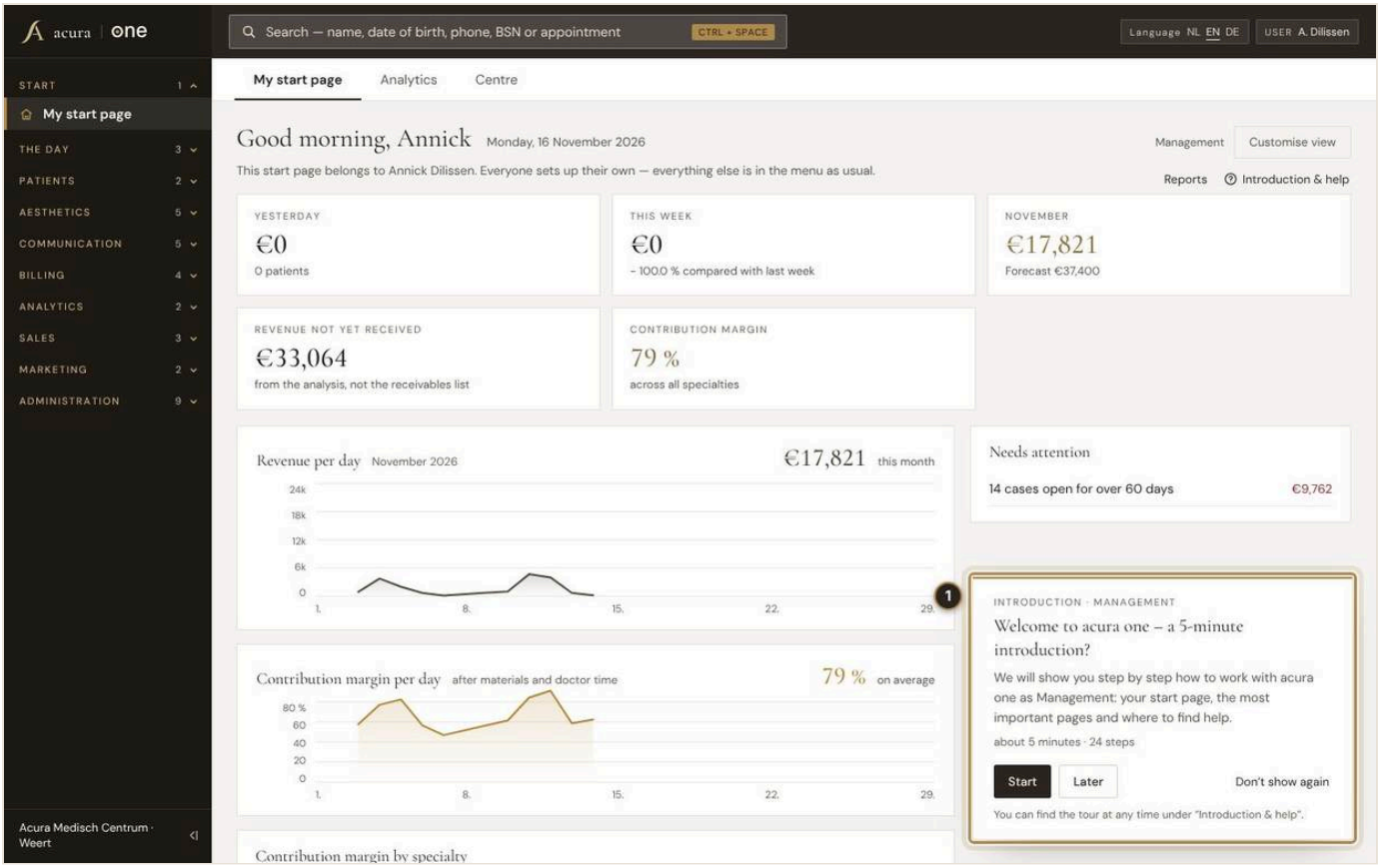
16.2 This manual inside acura one

16.1 The guided tour

On your first sign-in acura one offers a short tour of about three minutes. It shows the most important areas step by step.

WHERE TO FIND IT Offered after the first sign-in · restart under Help

1. After your first sign-in a small window appears: **Welcome to acura one**.
2. Click **Start tour** to follow it, or **Later** to postpone it.
3. Each step highlights one area and explains it in two sentences. Click **Next** to continue.
4. You can restart the tour at any time under **Help**.



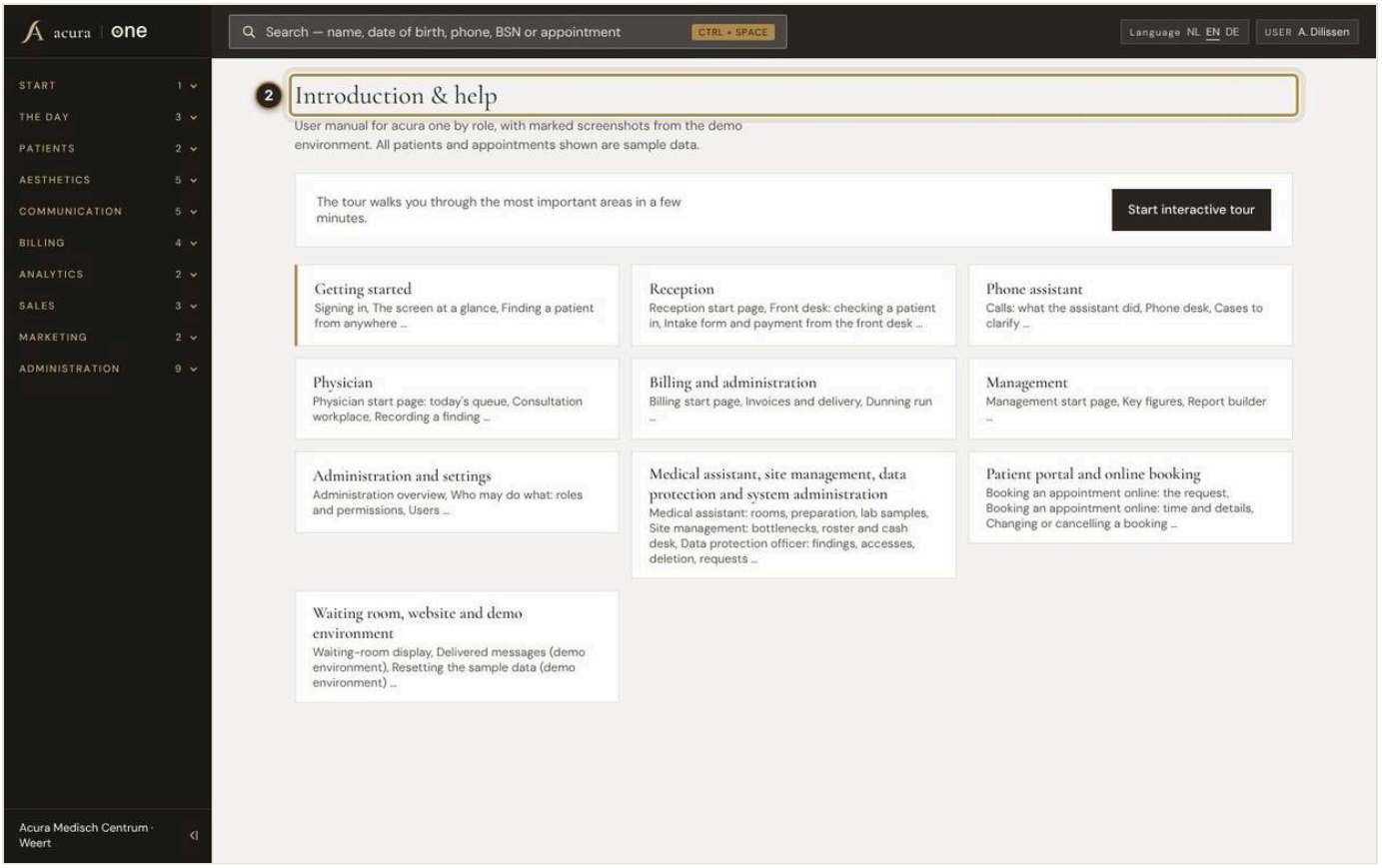
16.2 This manual inside acura one

This manual is also available inside acura one, chapter by chapter, with all screenshots.

WHERE TO FIND IT Help (bottom right) · Introduction & help

1. Click **Help** at the bottom right of the screen (in a practice: **Introduction & help** on your start page).
2. The help page lists the chapters of this manual. Click a chapter to read it.
3. The search on the help page finds every function by keyword.

> GOOD TO KNOW
>
> The manual is updated together with acura one, so the screenshots always match your system.


acura | one
Search — name, date of birth, phone, BSN or appointment
CTRL + SPACE
Language NL EN DE
USER A. Dilissen
START 1
THE DAY 3
PATIENTS 2
AESTHETICS 5
COMMUNICATION 5
BILLING 4
ANALYTICS 2
SALES 3
MARKETING 2
ADMINISTRATION 9
Acura Medisch Centrum · Weert
2
Introduction & help
User manual for acura one by role, with marked screenshots from the demo environment. All patients and appointments shown are sample data.
The tour walks you through the most important areas in a few minutes.
Start interactive tour
Getting started
Signing in, The screen at a glance, Finding a patient from anywhere …
Reception
Reception start page, Front desk: checking a patient in, Intake form and payment from the front desk …
Phone assistant
Calls: what the assistant did, Phone desk, Cases to clarify …
Physician
Physician start page: today's queue, Consultation workplace, Recording a finding …
Billing and administration
Billing start page, Invoices and delivery, Dunning run …
Management
Management start page, Key figures, Report builder …
Administration and settings
Administration overview, Who may do what: roles and permissions, Users …
Medical assistant, site management, data protection and system administration
Medical assistant: rooms, preparation, lab samples, Site management: bottlenecks, roster and cash desk, Data protection officer: findings, accesses, deletion, requests …
Patient portal and online booking
Booking an appointment online: the request, Booking an appointment online: time and details, Changing or cancelling a booking …
Waiting room, website and demo environment
Waiting-room display, Delivered messages (demo environment), Resetting the sample data (demo environment) …