Ayornish

YOUR HEALTH COMPANION

AHARNISHAM 24×7

USER MANUAL

Doctor–Clinic/Hospital Association

How a doctor joins a clinic or hospital: by asking to join, or by invitation

UM-03 · Version 1.0 · 22 Nov 2026

For: Doctors, and owners or administrators of clinics and hospitals

Checked on Ayornish UAT (test environment), 22 Nov 2026

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About this guide

Item	Detail
Guide	UM-03 · Doctor–Clinic/Hospital Association
Version	1.0 (22 Nov 2026)
Who it is for	Doctors, and owners or administrators of clinics and hospitals
Checked on	Ayornish UAT (test environment), web revision 00236-jay, 22 Nov 2026, with synthetic test doctors and a synthetic clinic. Hospitals use the same screens.
Screens	Real screens recorded in Chrome on a laptop display (1536 px wide, 125% scaling). Email addresses are masked.

Quick start

1. **Doctor asks to join:** in your doctor workspace open **Public profile**, go to **Link your clinic or hospital**, search for the clinic and choose **Request to join**. Add an optional message and choose **Send request**.
2. **Clinic answers:** the owner or administrator opens **Team**, then **Join requests pending**, and chooses **Approve** or **Reject**.
3. **Clinic invites instead:** on **Team** choose **Add Doctor**, enter the doctor's registered Ayornish email, choose Role **Doctor**, a Location and an optional Designation, then **Send invitation**.
4. **Doctor accepts:** open **My Ayornish, Invitations & affiliations** (or the notification) and choose **Accept** or **Decline**.
5. Either way, access begins only when the request is approved or the invitation is accepted. Clinical work also needs an approved doctor profile.

> **NOTE** You need an approved doctor profile to take part as a doctor (guide UM-02) and the clinic must be approved (guide UM-04 or UM-05). Hospitals use exactly the same screens as clinics.

1. Two ways to become affiliated

Route	Who starts it	Who must answer	Result
Request to join	The doctor	The clinic's owner or administrator (Approve or Reject)	The doctor becomes an Active member of the clinic team
Invitation	The clinic (Add Doctor)	The doctor (Accept or Decline)	The doctor becomes an Active member of the clinic team

In both routes nothing changes until the other side answers. You can be affiliated with more than one clinic. An independent doctor can also practise alone and never join a clinic: video consultations do not need a clinic. In-person consultations are offered only through a linked, approved clinic.

2. A doctor asks to join a clinic

1. In your doctor workspace open **Public profile** (from the menu or the profile card). Scroll to **Link your clinic or hospital**.
2. Enter the **Clinic or hospital name** (and optionally **City**) and choose **Search clinics**. Results show how many clinics were found, each with **View clinic** and **Request to join**.
3. Choose **Request to join** on the right clinic. A dialog shows **Joining as: Medical Doctor** and the clinic **Location**.
4. Optionally write a **Message** (up to 300 characters) to introduce yourself, then choose **Send request**.
5. The request is pending. You get no access until the clinic approves, and you can cancel while it is pending.

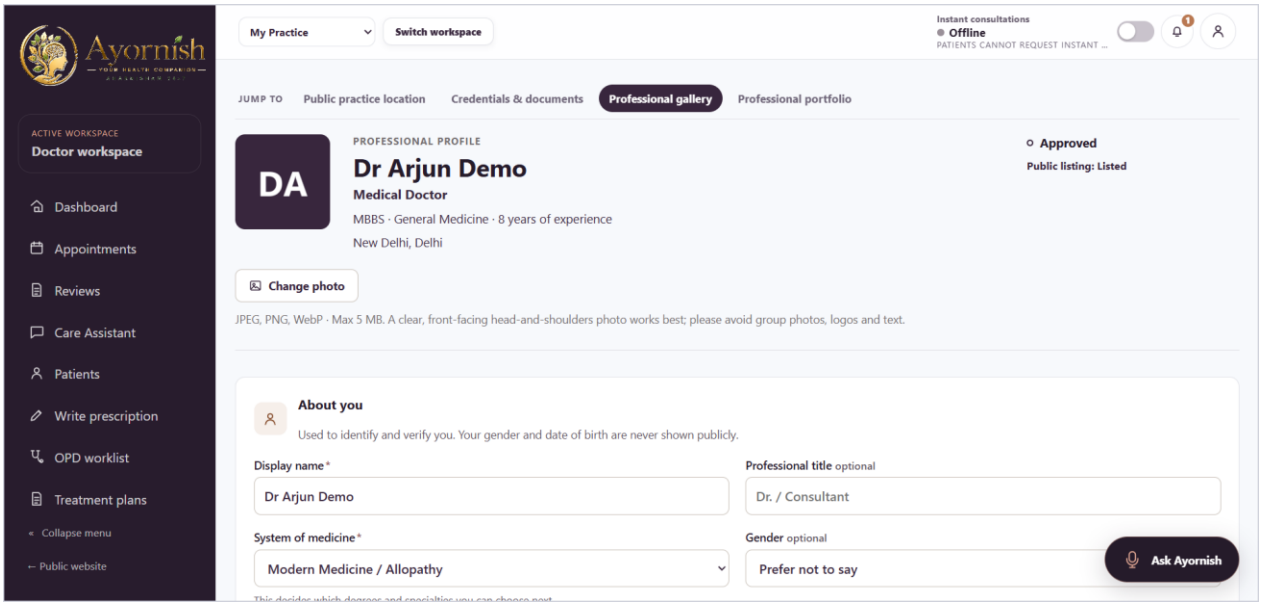

Figure 1. Public profile, Link your clinic or hospital.

1 Clinic or hospital name

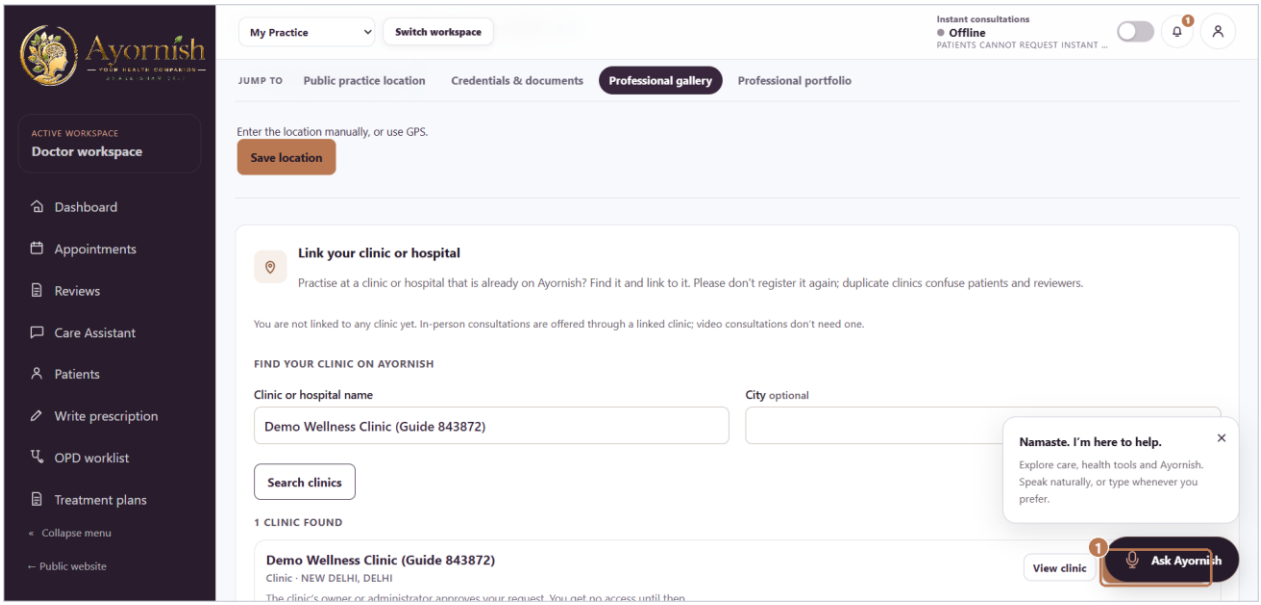

Figure 2. Search results with View clinic and Request to join.

1 Request to join

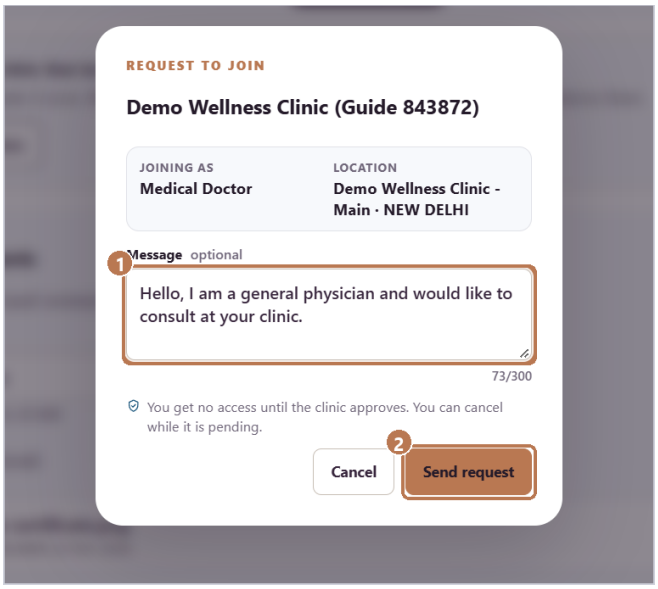

Figure 3. The Request to join dialog.

1 Message **2** Send request

> **NOTE** If the clinic is not on Ayornish, search first and then register it once (guide UM-04 or UM-05). After it is approved you can invite your doctors.

3. The clinic answers the request

1. The owner or administrator is notified and sees a number on **Team** in the side menu.
2. Open **Team** and choose **Join requests pending**. Each request shows the doctor's name, a **Verified** mark, the profession and specialty, the location, when it was requested and the message.
3. Choose **Approve** or **Reject**.
4. After **Approve** the page says the doctor **is now an active member. They have been notified.** The doctor appears under **Active members**.

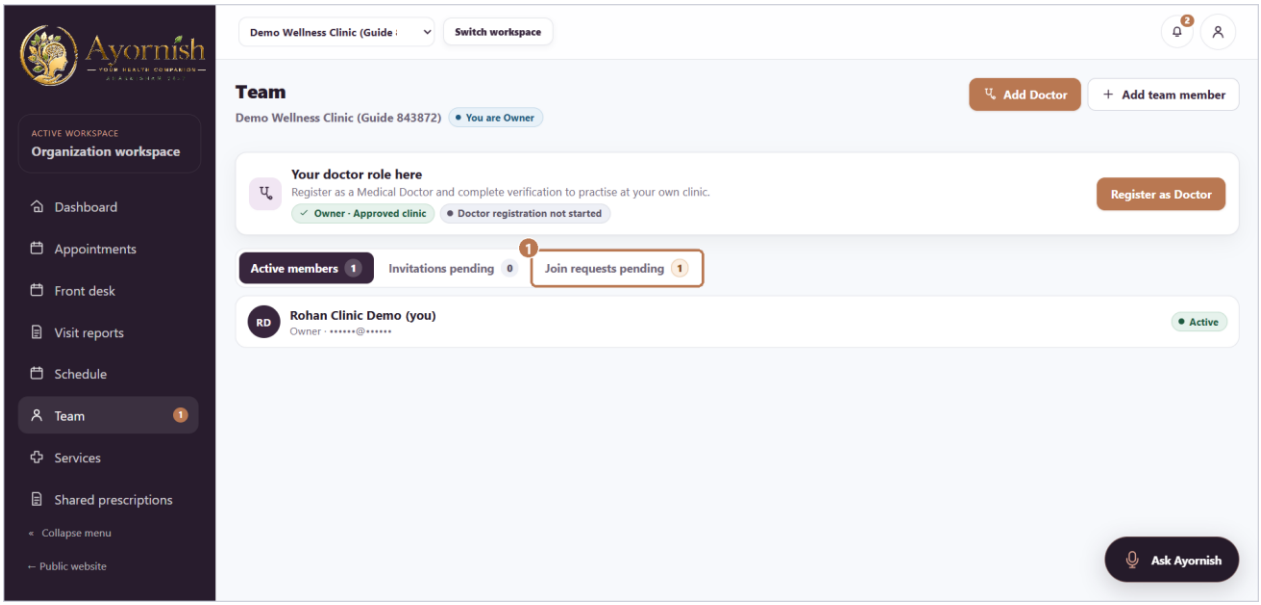

Figure 4. Team with Join requests pending.

1 Join requests pending

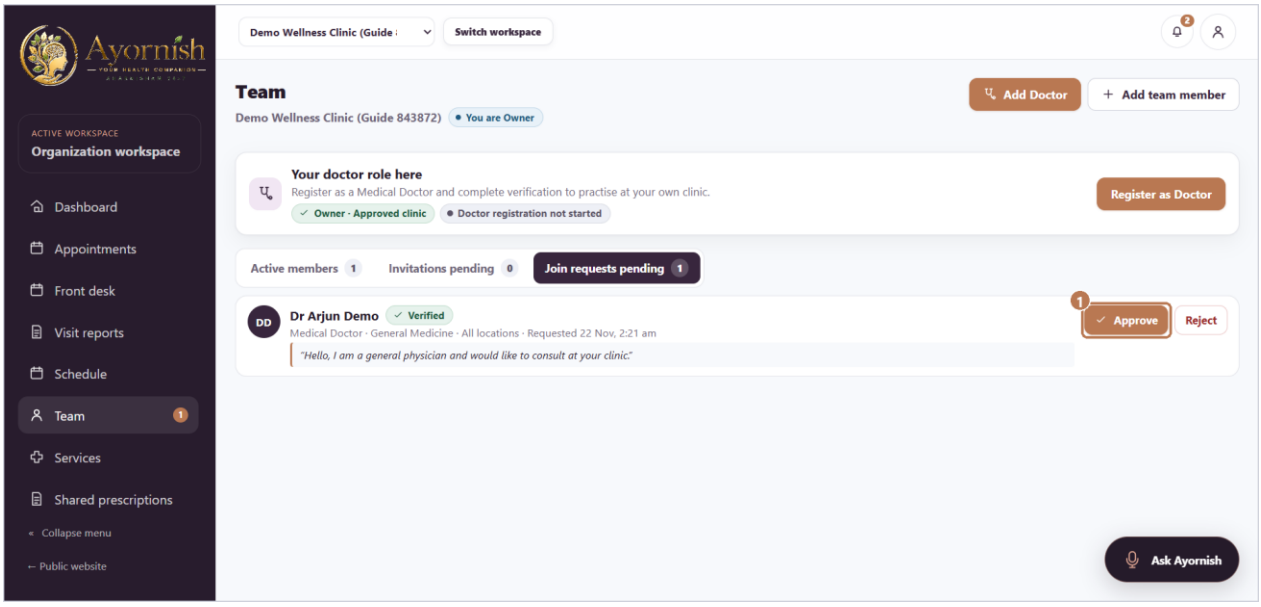

Figure 5. The request with Approve and Reject.

1 Approve

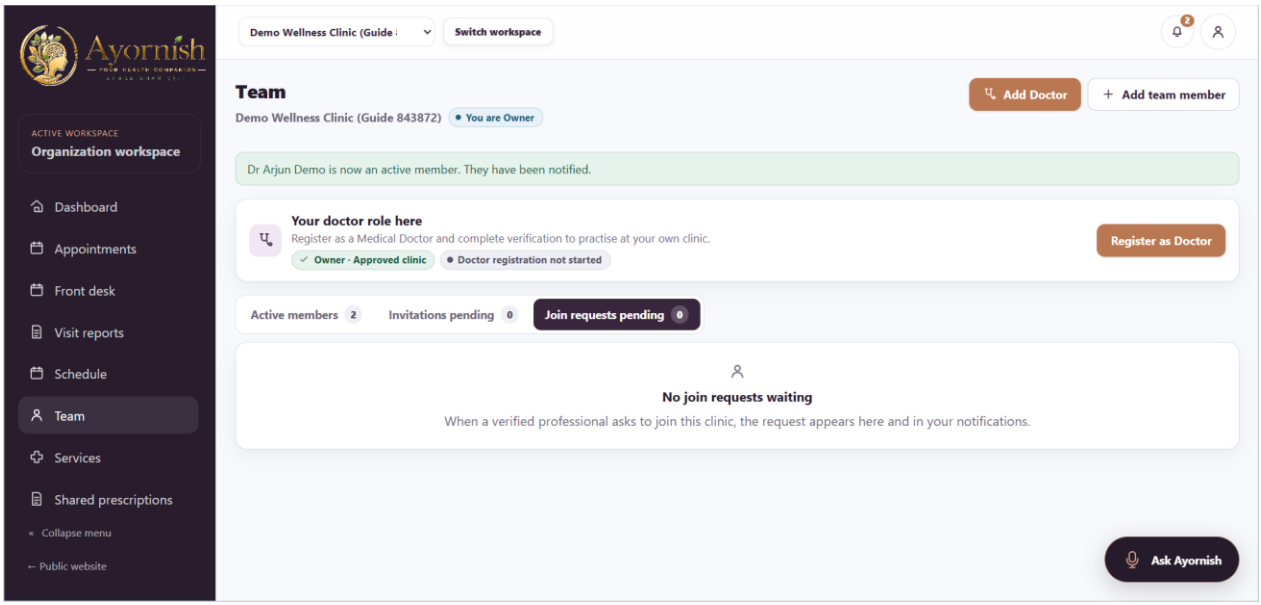

Figure 6. After approval: the doctor is an active member.

What the doctor sees

In **My Ayornish, Invitations & affiliations** the request appears under **My requests** with its status, and the clinic under **My affiliations** once approved. The workspace chooser then lists the clinic as well as the doctor's own practice.

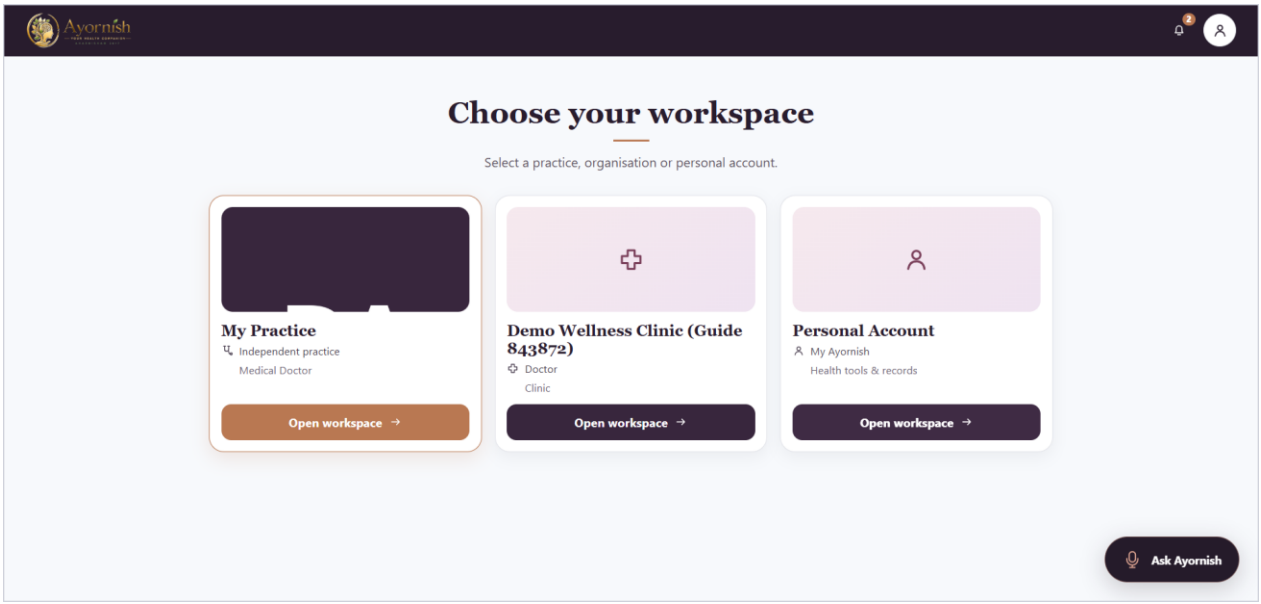

Figure 7. Choose your workspace: own practice and the clinic.

4. The clinic invites a doctor

1. On **Team** choose **Add Doctor**. (**Add team member** is for other staff.)
2. Enter the person's **Registered Ayornish email**.
3. Choose the **Role**. The list is Receptionist, Doctor, Medical Intern, Technician, Pharmacist, General staff and Administrator. Choose **Doctor**.
4. Choose the **Location** (All locations or a specific branch) and, optionally, a **Designation** such as Visiting consultant.
5. Choose **Send invitation**. The invitation appears under **Invitations pending**.

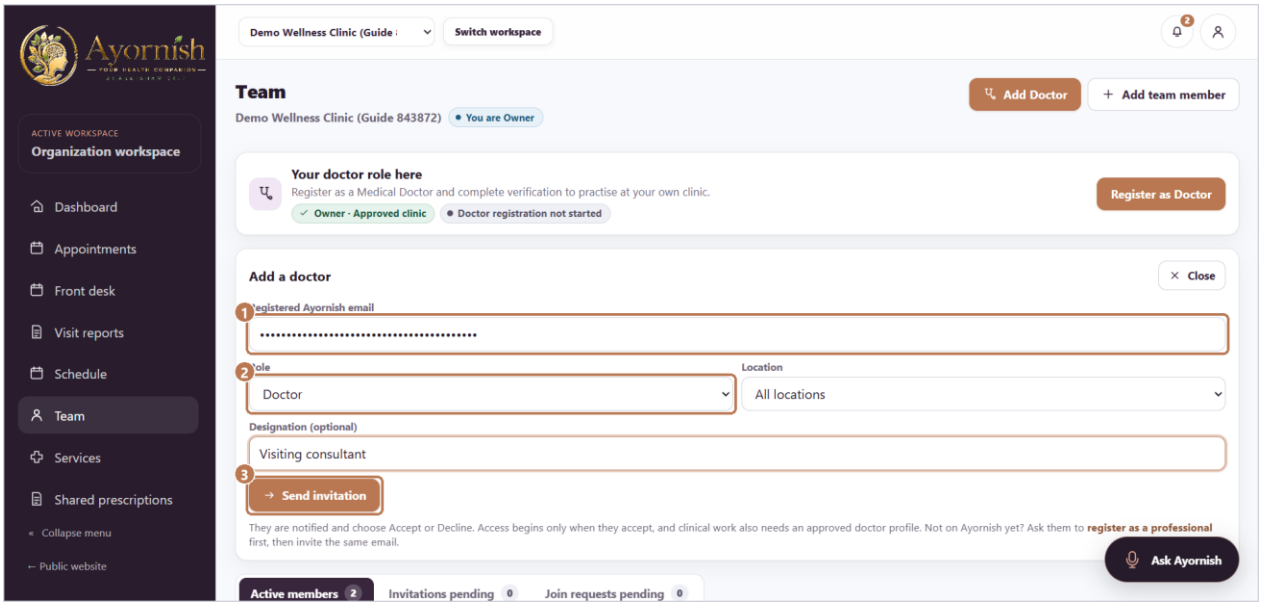

Figure 8. Add a doctor: email, role, location and designation.

1 Registered Ayornish email **2** Role **3** Send invitation

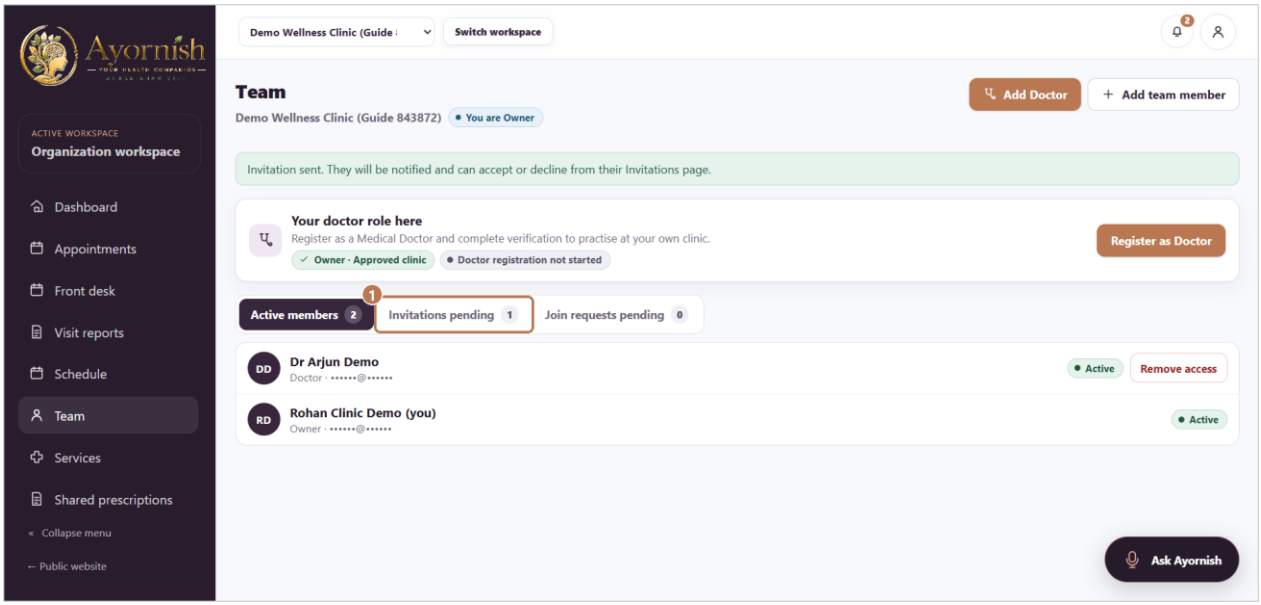

Figure 9. The invitation is pending.

1 Invitations pending

> **NOTE** The person is notified and chooses Accept or Decline. Access begins only when they accept, and clinical work also needs an approved doctor profile. If they are not on Ayornish yet, ask them to register as a professional first, then invite the same email.

5. The invited doctor answers

1. The doctor gets a notification. Open **My Ayornish, Invitations & affiliations**.
2. Under **Waiting for you** the invitation shows the clinic, the role (**Invited as Doctor**), the designation and who invited you, with the status **Invitation received**.
3. Choose **Accept** to join or **Decline** to refuse.
4. After **Accept** a message confirms **You joined the clinic as Doctor** and offers **Open doctor workspace**.

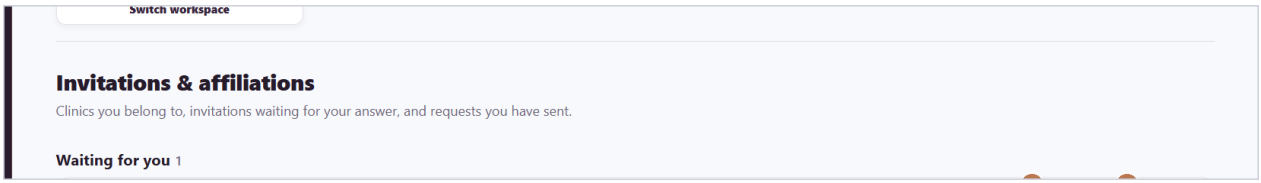

Figure 10. Waiting for you: Accept or Decline.

1 Accept **2** Decline

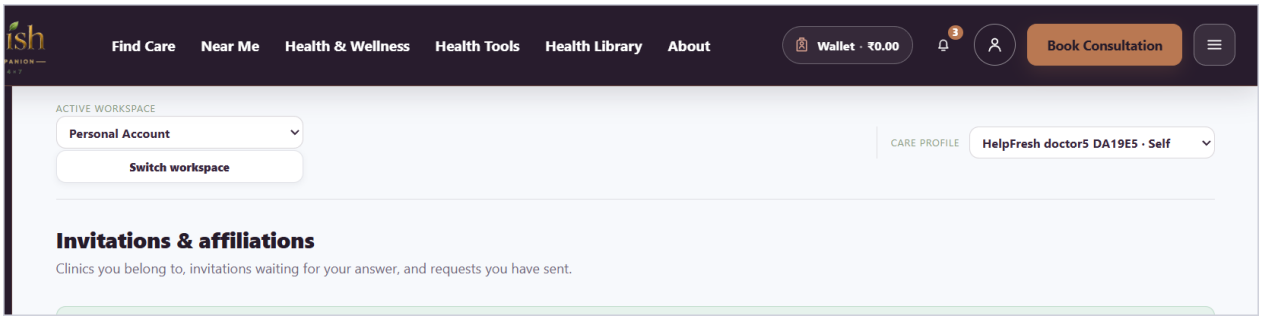

Figure 11. After Accept the doctor is a member.

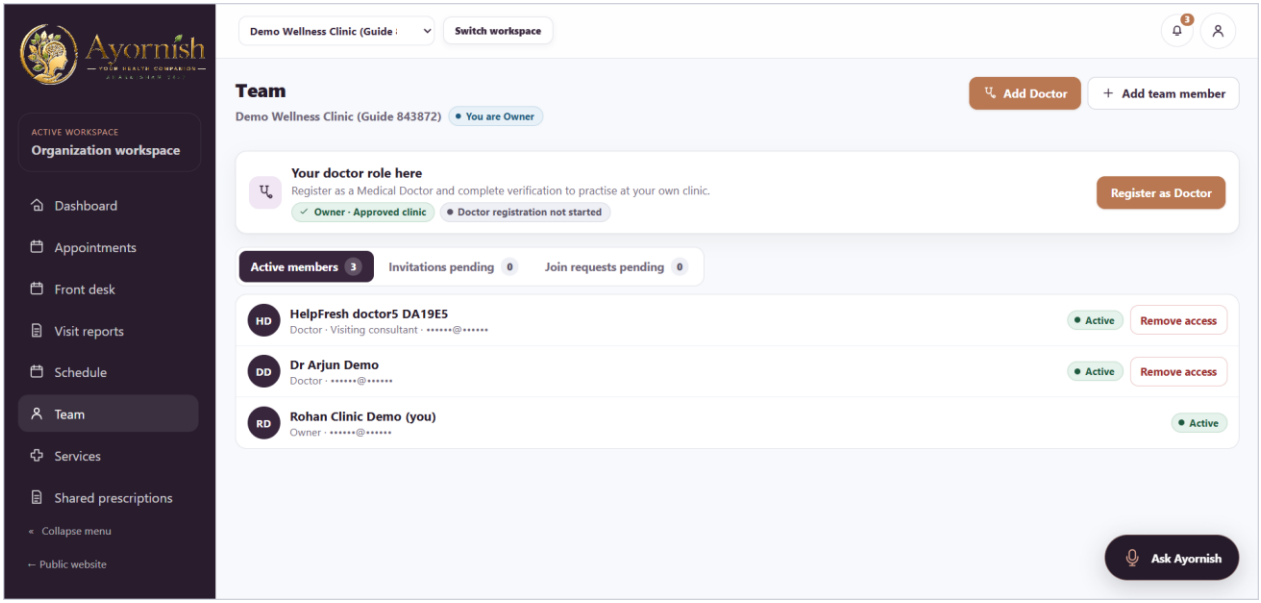

Figure 12. The clinic's Team page lists the active members with their roles.

6. Statuses and permissions at a glance

Status	Meaning
Request pending	The doctor has asked. The clinic has not answered. The doctor has no access.
Approved / Active	The clinic approved the request, or the doctor accepted the invitation. The doctor is a member of the clinic team.
Invitations pending	The clinic invited someone who has not yet answered.
Invitation received	What the invited doctor sees until they Accept or Decline.
Reject / Decline	The request or invitation was refused. No affiliation is created.
Remove access	The owner or administrator ends a member's access from the Team page.

A member's access depends on the role given. Doctors work in the doctor workspace and the clinic's workspace appears in their workspace chooser. Owners and administrators manage Team, Services, Schedule and the rest of the organization.

> **NOT VERIFIED** Not performed in this test: Reject, Decline, cancelling a pending request, and Remove access. They are described from the buttons and messages on the screens. Notification e-mails were not checked; the in-app bell count was seen to change. Associations at a hospital use the same screens, and were not repeated for a hospital.

Common problems and what to do

What you see	Why	What to do
No clinic is found when searching	The name is spelled differently, or the clinic is not on Ayornish or not yet approved.	Search with fewer words, or add the city. Please do not register a clinic that already exists; ask the clinic to invite you instead (**Or ask the clinic to invite you**).
Several clinics have a similar name	Clinic names are not unique.	Check the City and use **View clinic** before choosing **Request to join**.
Request to join is no longer offered	A request to that clinic is already pending or approved.	Open **My Ayornish, Invitations & affiliations** and look under **My requests**. You can cancel a pending request.
The invited doctor does not see the invitation	The email is not the one registered on Ayornish, or the person has no account yet.	Check the email. A person who is not on Ayornish must register first (guide UM-01, then UM-02), and you invite the same email.
Clinical work also needs an approved doctor profile.	The doctor has joined, but their own profile is not approved.	Complete and submit the doctor application (UM-02) and wait for Admin approval.
A doctor should no longer have access	They left or the clinic ended the affiliation.	The owner or administrator opens **Team** and chooses **Remove access** beside the member.

Related guides

- UM-02 Medical Doctor Registration & Profile
- UM-04 Clinic Registration
- UM-05 Hospital Registration
- UM-09 Doctor Consultation Workflow