

Hospital Discharge DME Order Information

Synapse Health simplifies the durable medical equipment (DME) process, giving hospitals access to a single point of accountability across the DME order process.

We're here to support timely, hassle-free delivery so your patients can get home safely, and your team can stay focused on care.

**We offer flexible ordering options to align with
your workflows and expedite discharges**

Directly from one of our DME provider partners

Synapse Health Connect Portal: connect.synapsehealth.com

Fax: 1.888.518.4433

Email: neworder@synapsehealth.com

EHR: Reach out to your Hospital Success Manager to learn more

For order-related questions and escalations

 **24/7 Hospital Order Line:** 1.888.368.5004

- **Qualifications Team:** hospitalprogram@synapsehealth.com
 - **Hospital Success Managers:** hospitalsuccess@synapsehealth.com
 - **Connect Portal:** connect.synapsehealth.com
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For general support

Please call 1.888.33.MYDME. Synapse Health provides on-call support 24/7, beyond our normal business hours below.

Weekdays: 8:00 AM – 8:00 PM ET

Weekends: 8:30 AM – 5:30 PM ET