Delivery Portal User Guide

A STEP-BY-STEP GUIDE FOR DME PROVIDERS

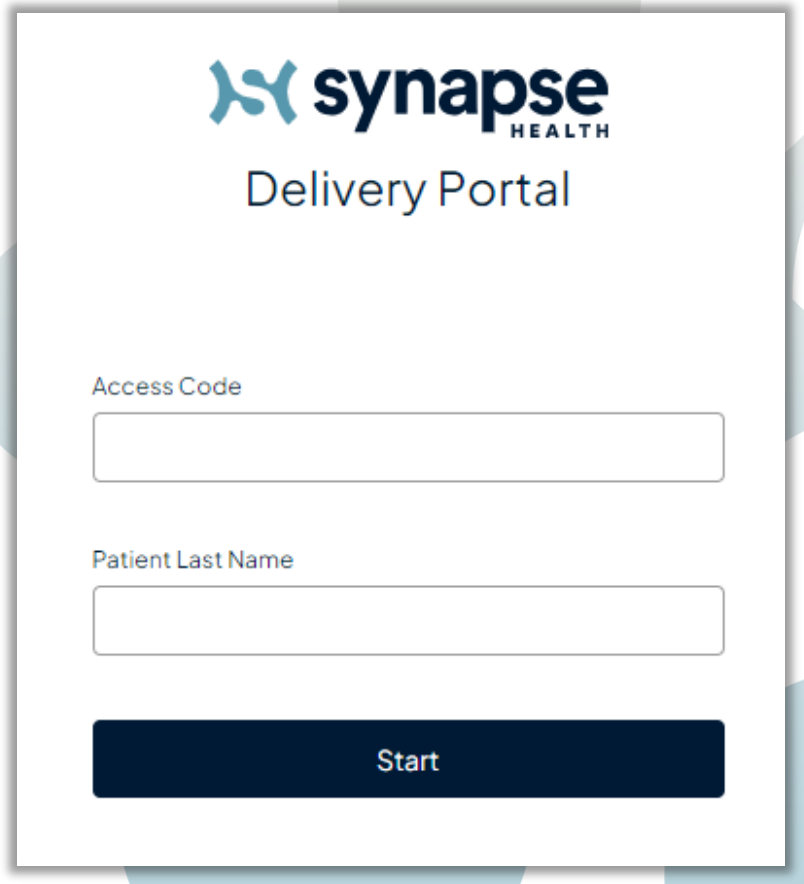
Questions?

Email dmeprovidersupport@synapsehealth.com

DME Provider Line for Order Assistance: 888.801.9449

Delivery Portal Use

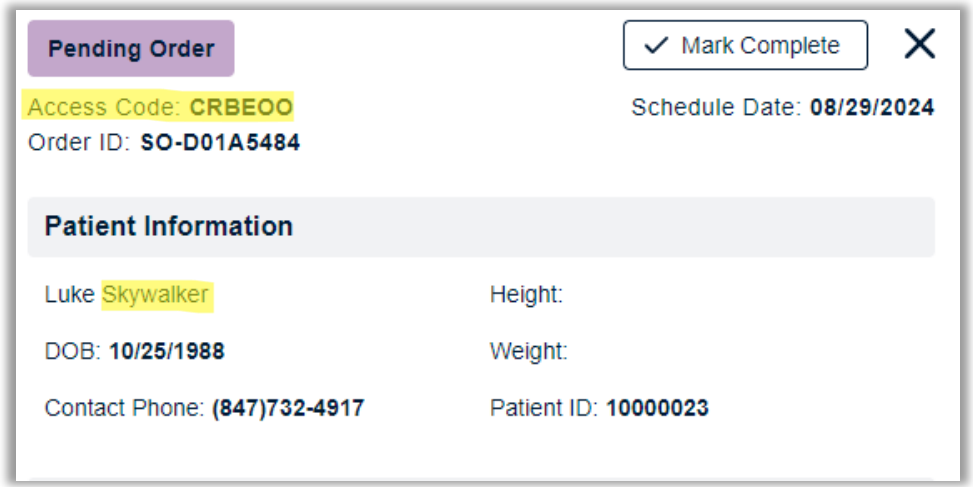
- The Delivery Portal is utilized by front-line DME staff to **complete orders electronically** during threshold deliveries or for walk-in order pickups for subcontracted orders.
- Bookmark *deliver.synapsehealth.com* for any personnel in the field or front office on smart devices, and computers.
- Paper Tickets/ Manual Order Completion: If delivery personnel do not use smart devices in the field, delivery tickets should be uploaded into Fulfill. Please refer to the Fulfill User Guide.

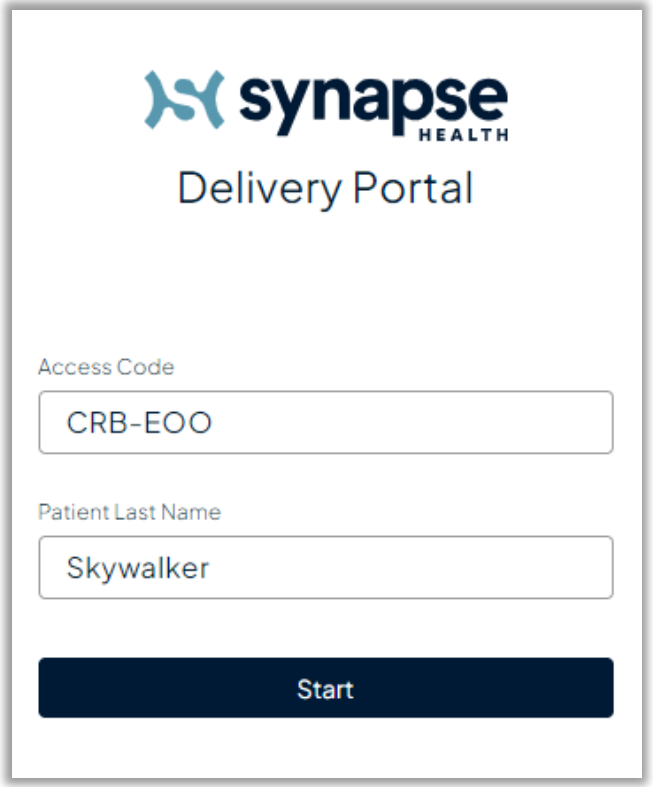


Accessing an Order in the Delivery Portal

Logging in is easy! No username or password is required.

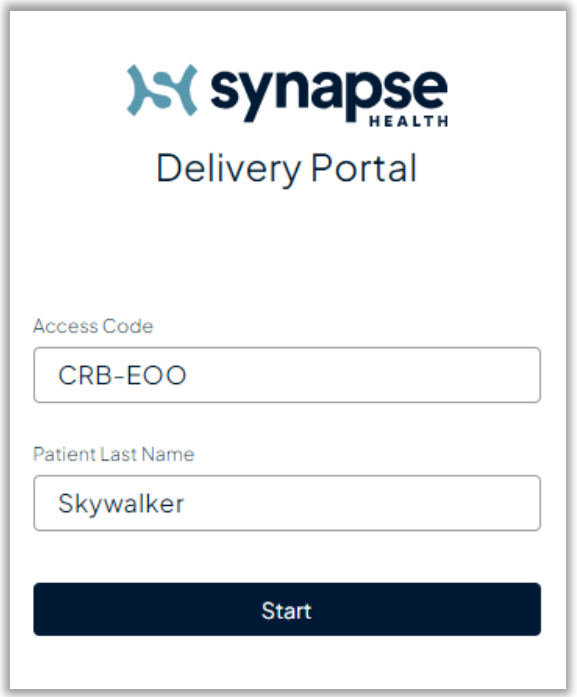
All that's needed is the access code from the order and the patient's last name.

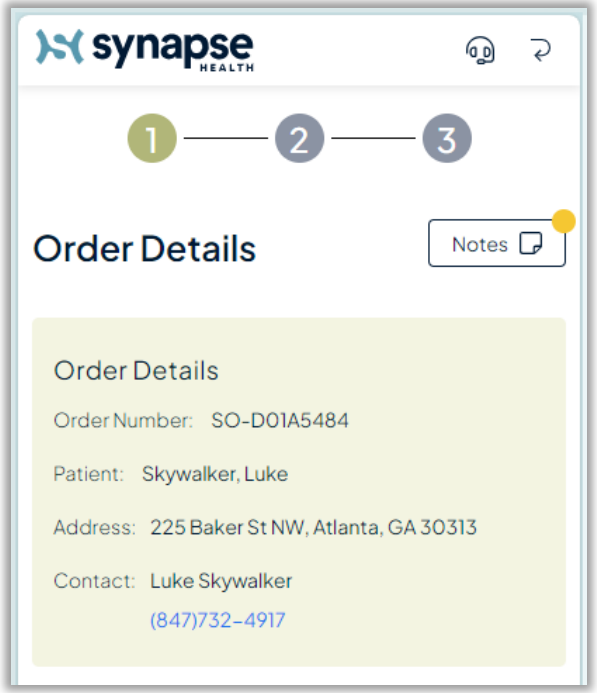




Order Details

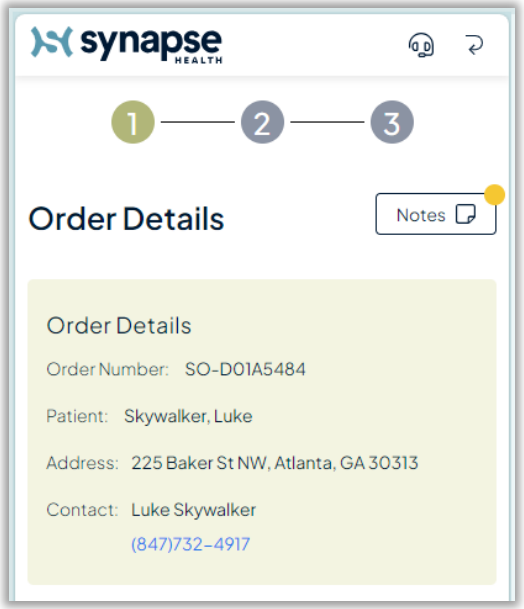
- Once the access code and patient last name have been entered, click start to bring up the order details screen.
- Access the 3 Delivery Portal pages at the top of the screen at any point.

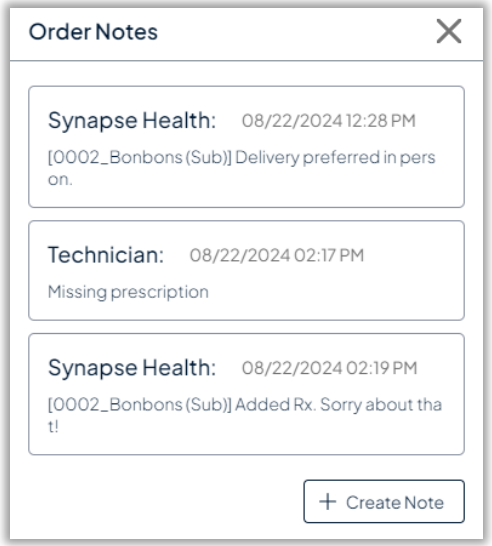


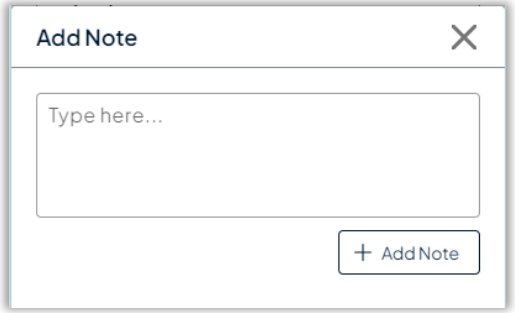


Order Details

- In the top right corner of the screen, easily access the DME Provider Line in the field by clicking the headset to call regarding any order questions or concerns.
- View patient information including order number (order ID), patient name, delivery address, and contact information.
- View any notes (including messages between the DME provider and Synapse) by clicking notes button on the top right. Notes
  - Personnel in the field can even click "+ Add Note" to add a message to the notes.



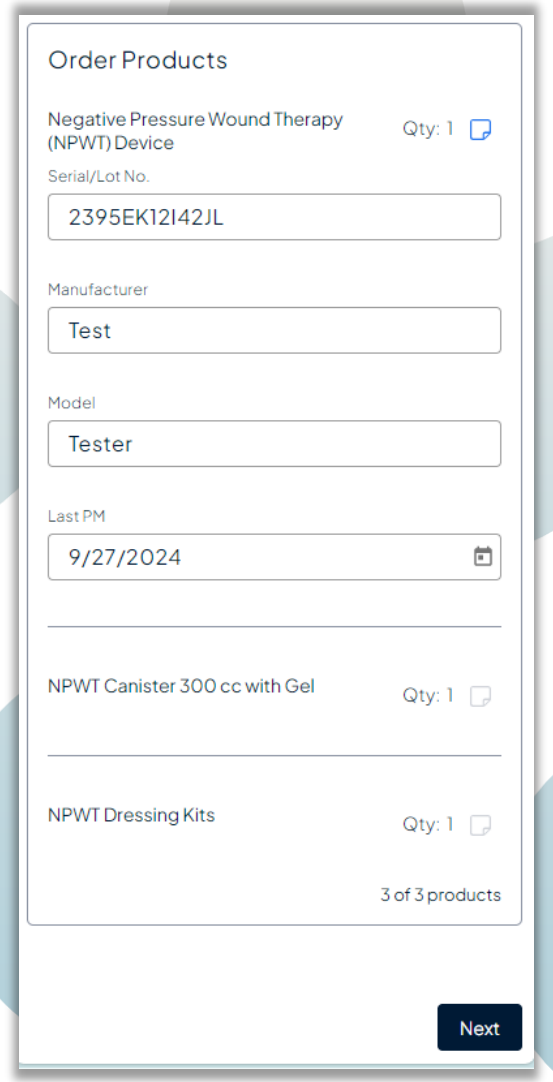




1 Page 1: Order Products Page: Deliveries/ Walk-Ins

1. Scroll down from the order details to find the products listed individually
2. Enter Serial/ Lot Number
3. Enter Manufacturer
4. Enter Model
5. Enter Last PM (Preventative Maintenance) in MM/DD/YYYY format or select on the calendar by clicking the calendar on the right side of the text box
   - If uncertain of last PM, enter today's date
6. If applicable, enter patient pin #
7. Once all lines have been filled out, click next in the bottom right side of the screen

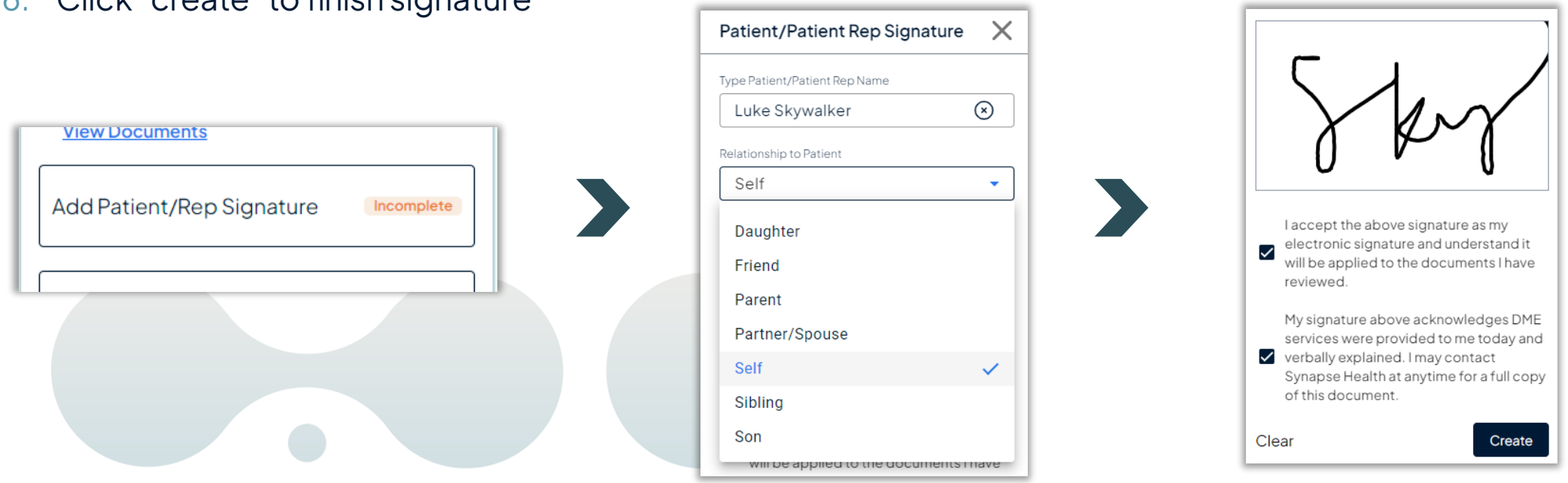
Note: If a product has a blue sticky next to the quantity, then there is a specific note associated with that item. Click the sticky note to open the note.



2 Page 2: Signatures

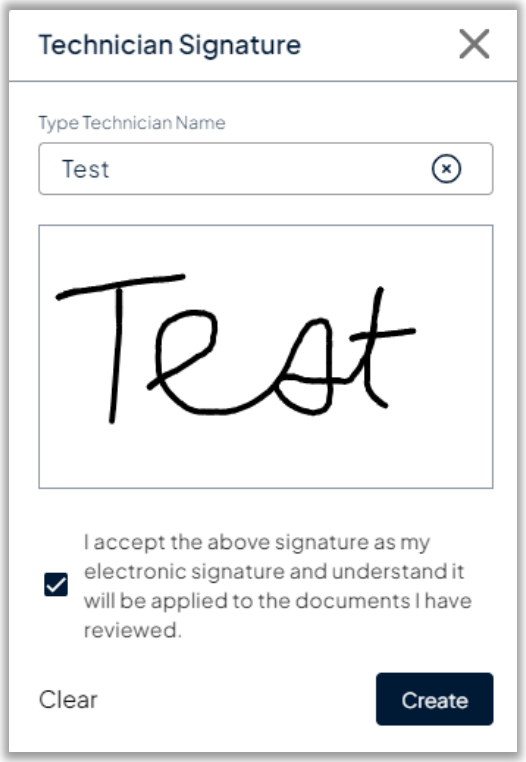
1. Click the first box to add patient or representative signature
2. Type in patient OR representative name
3. Select relationship to patient if representative is signing. If patient, select self
4. Patient/ Rep signs in open box
5. Patient/ Rep checks boxes to accept
6. Click “create” to finish signature

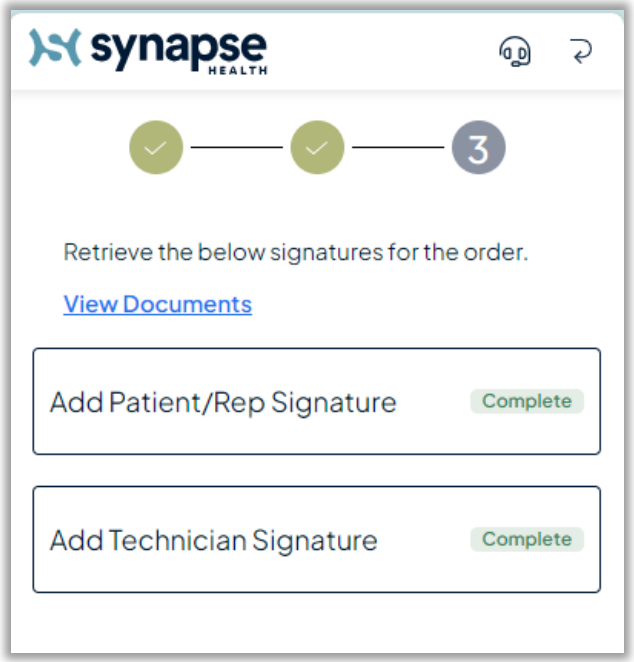
Note: If doing virtual set-ups for respiratory products, RTs should sign N/A for the patient signature.



2 Page 2: Signatures

1. Click the second box
2. Type technician name
3. Technician signs name
4. Accept signature with check box
5. Click “create”
6. Option to click “view documents” to view delivery packet
   - Synapse can also mail or email a copy





3 Page 3: Review

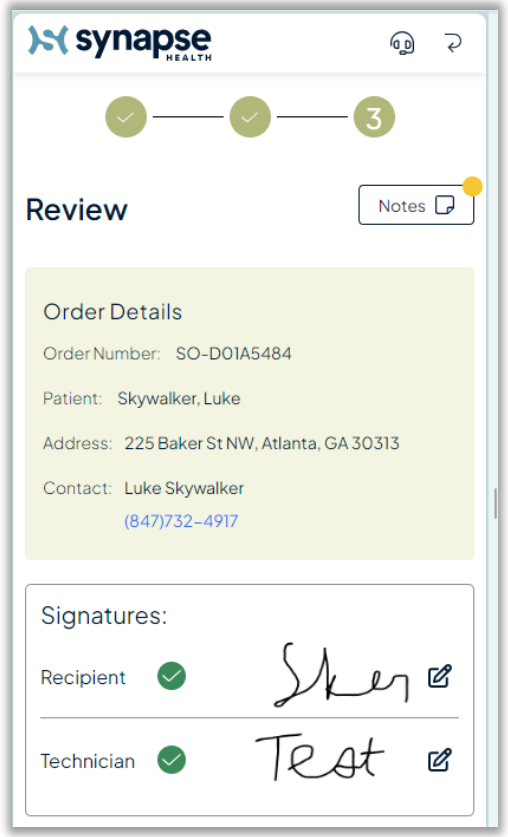
- Review Order Details, Signatures, and Order Products for accuracy.
- If you notice any discrepancies:
  - Click the first or second check box to go back to the first or second page, respectively

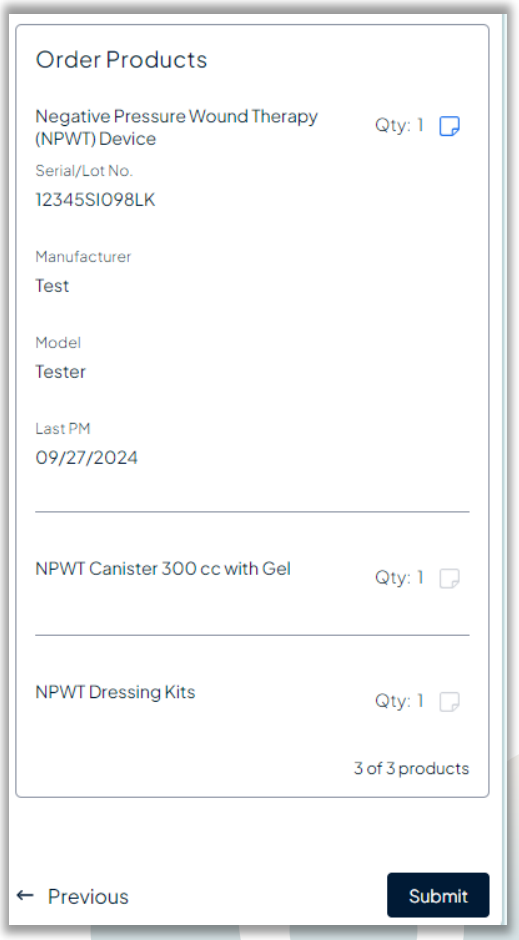
  - Click the note pad next to the signatures to edit a signature

  - Click the previous button in the bottom left corn of the screen to go back a page

    ← Previous

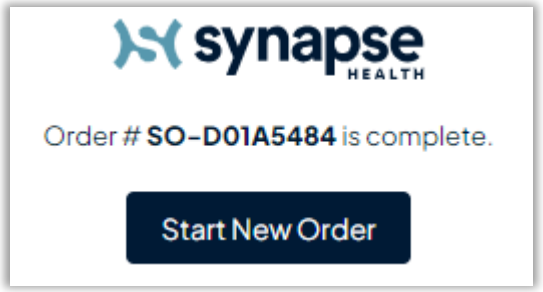
- Once completed, click “submit” in the bottom right corner of the screen

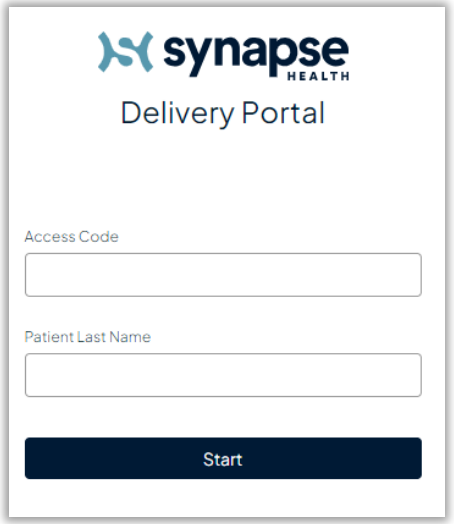




Submitting an Order/ Order Completion

- After a technician submits an order:
  - Screen will note that the order has been completed.
  - The status will change to “pending Synapse review” in Fulfill
  - The status will flip to completed within 24–48 hours once the Fulfill Team has confirmed with the patient that the order has been completed and there are no concerns.
- Technician can click “start new order” to be brought back to the Delivery login screen





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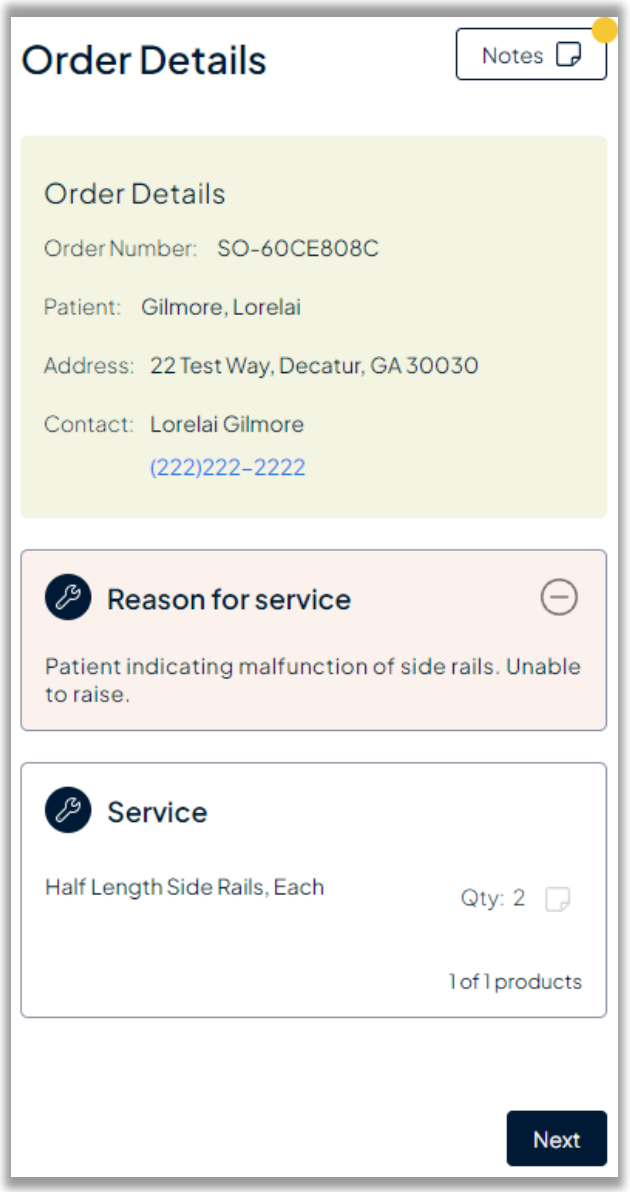
Service Requests

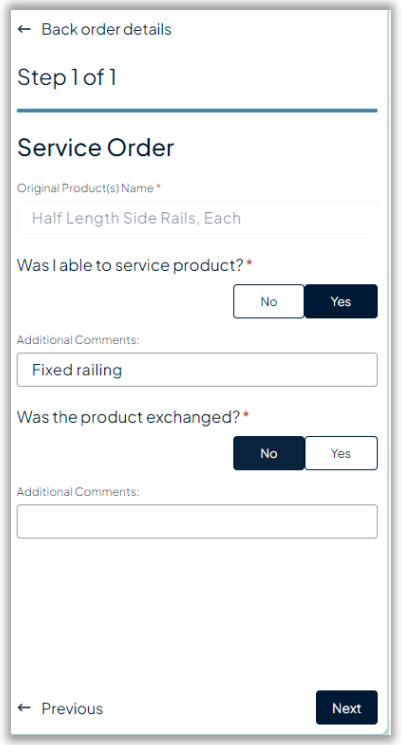
Service Request: Order Details Page

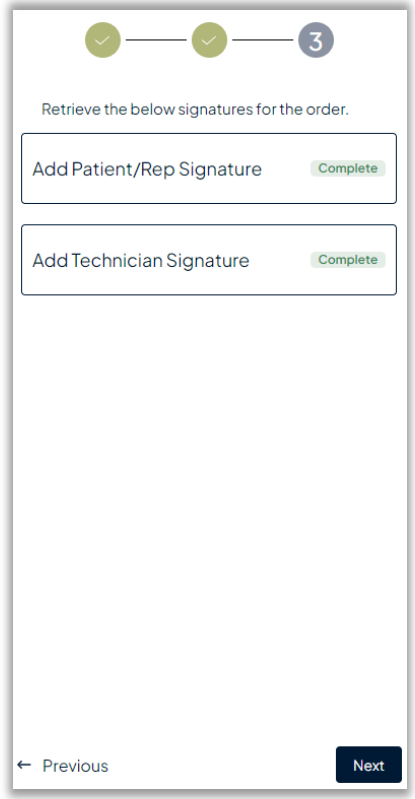
1. Log into Delivery the same way you would for a normal delivery, with the access code and patient last name
2. Review order details, including the reason for service and item that needs serviced
3. View order level notes or messages with the “notes” button
4. Select “next” to move to the second page



Service Request: Service Order Page and Signatures

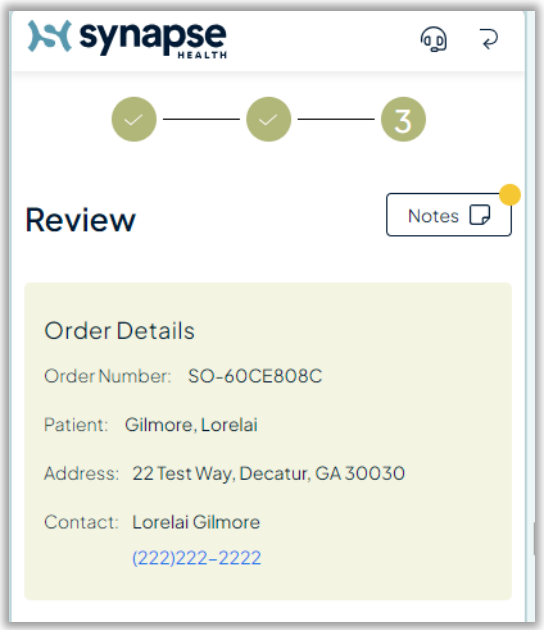
1. Service technician will complete service order page by noting:
   - Were they able to service the product?
   - Was the product exchanged?
2. Add comments if applicable
3. Click “next”
4. Complete signatures
   - See page 8 of guide for more information on signatures
5. Click “next” once signatures are completed

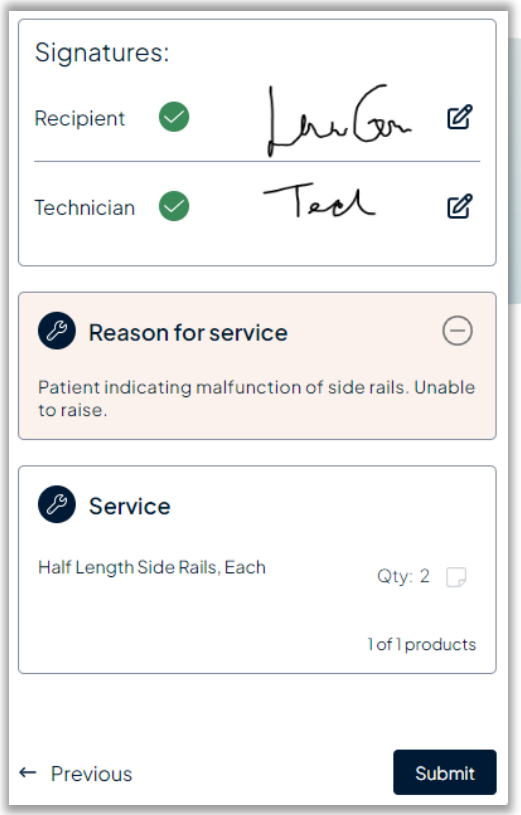


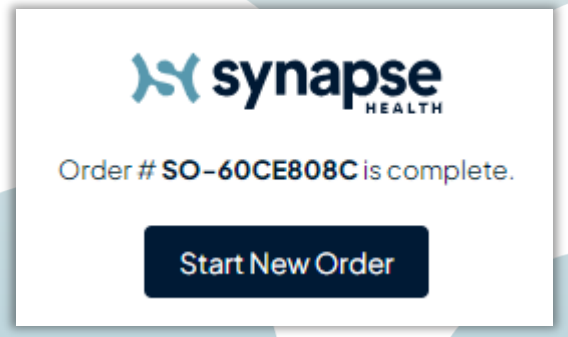


Service Request Completion

- As with other deliveries, review the order on the order review page.
- Once everything is confirmed, click the “submit” button to complete the order.







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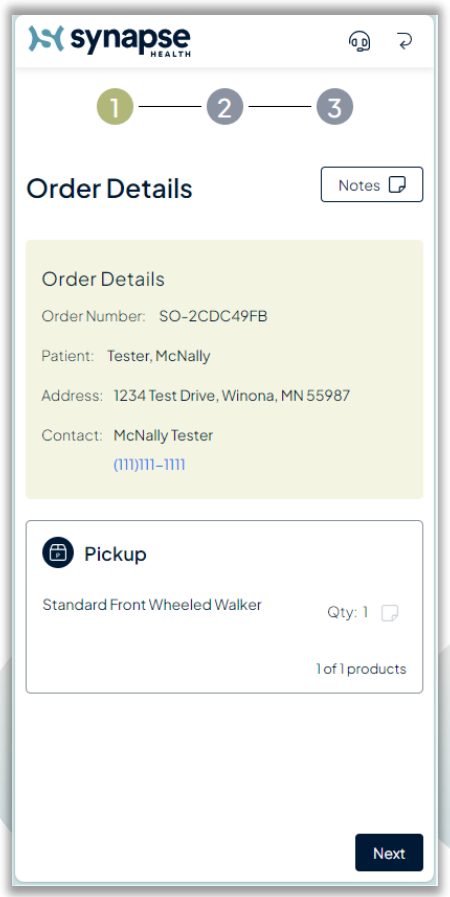
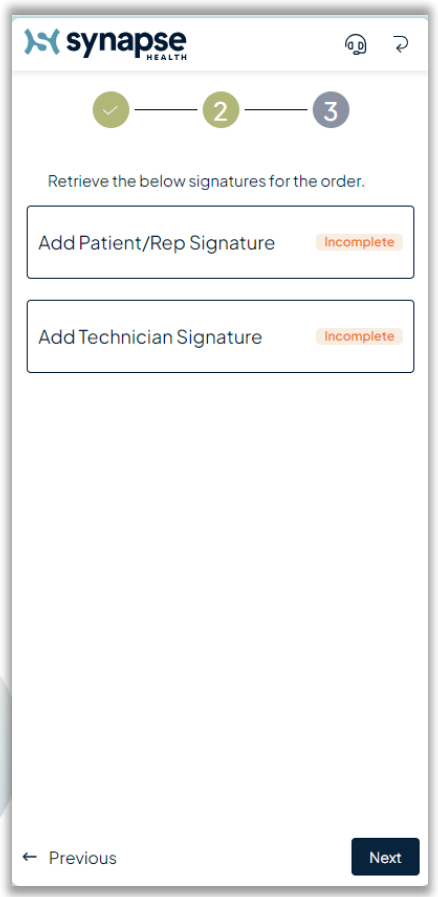
Pickup Requests

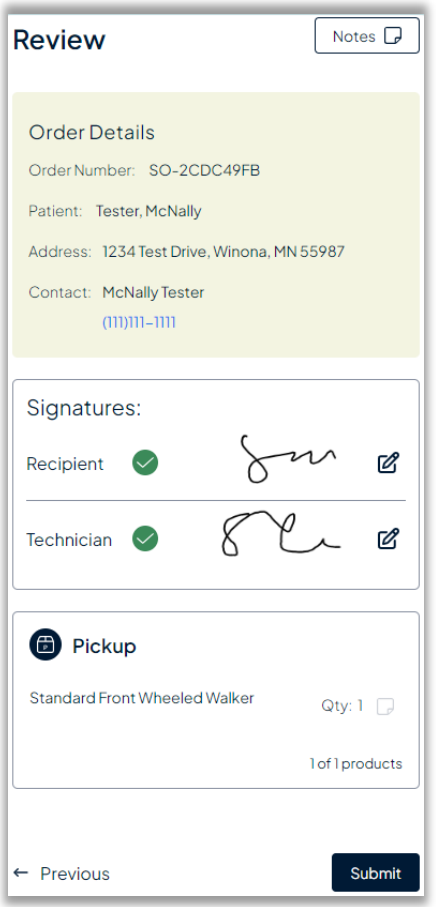
Pickup Requests

Pickup requests will be pushed to DME providers in the Fulfill portal the same way new orders are.

They can be completed by confirming order details, adding signatures, and reviewing before submitting.







Have A Question? Need Help?

Our operations team is available to provide support for any problems along the way!

Order Related Fulfillment Issues or Questions:

- Email: fulfill@synapsehealth.com
- DME Provider Line: 888.801.9449
  - This line routes directly to our Customer Connect Center & they will get you directly to the Fulfillment team during business hours 8am-8pm Eastern.
  - After hours, this line will route initially to our answering service if selecting same day delivery. You will then be dispatched to an on-call employee.

User Access or General Supplier Questions:

- Email: dmeprovidersupport@synapsehealth.com