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Introduction

myDME is the patient portal for Synapse Health. It serves as the platform for patients to manage their Synapse Health orders and personal information. Patients can access the portal via the URL getmydme.com on any browser.

User Types

myDME portal has two types of users:

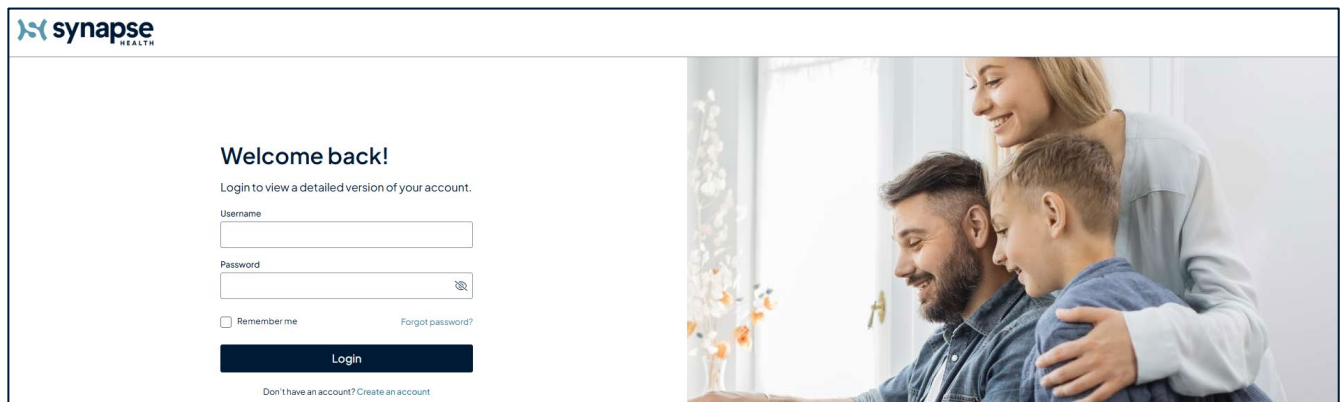
- **Account User:** A patient who has created a user account and can log into myDME portal. This user can view their PHI and PII because they authenticated their credentials.
- **Guest User:** A patient that is not logged into the myDME and can only track their orders using the SO Order Number.

Account User Overview

Creating an Account for First-Time Users

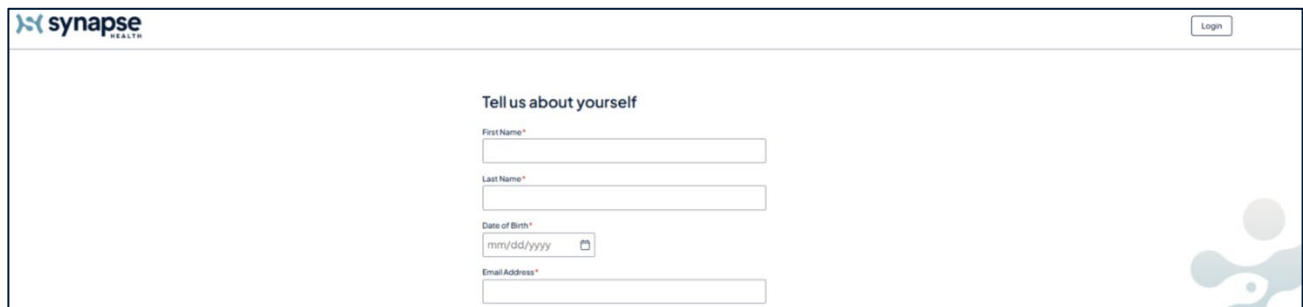
If a patient needs help signing up for an account, use the step-by-step instructions below.

1. Go to getmydme.com.
2. Select **Create an account** hyperlink.



3. Fill out the **Tell us about yourself** section with the required fields:

- First Name
- Last name
- Date of Birth
- Email Address
- Mobile Number
- Insurance Member ID



4. Then, select communication preferences and then select the **Next** button.



- Enter a valid delivery address and then select the **Next** button.

[< Back](#)

Delivery Address

Address 1*

Suite, Apt (optional)

City*

State* Zip Code*

Next

- Create a username and password to use for future logins.

[< Back](#)

Create credentials

Username*

Password*

Re-Enter Password*

Next

- Verify it's you.

[< Back](#)

Verify that it's you

Where would you like to received your security code?

In order to maintain security of patient data it is required to identify yourself with a code sent to either your email address or your mobile device.



Thank you for signing up!

Your account has been created successfully.

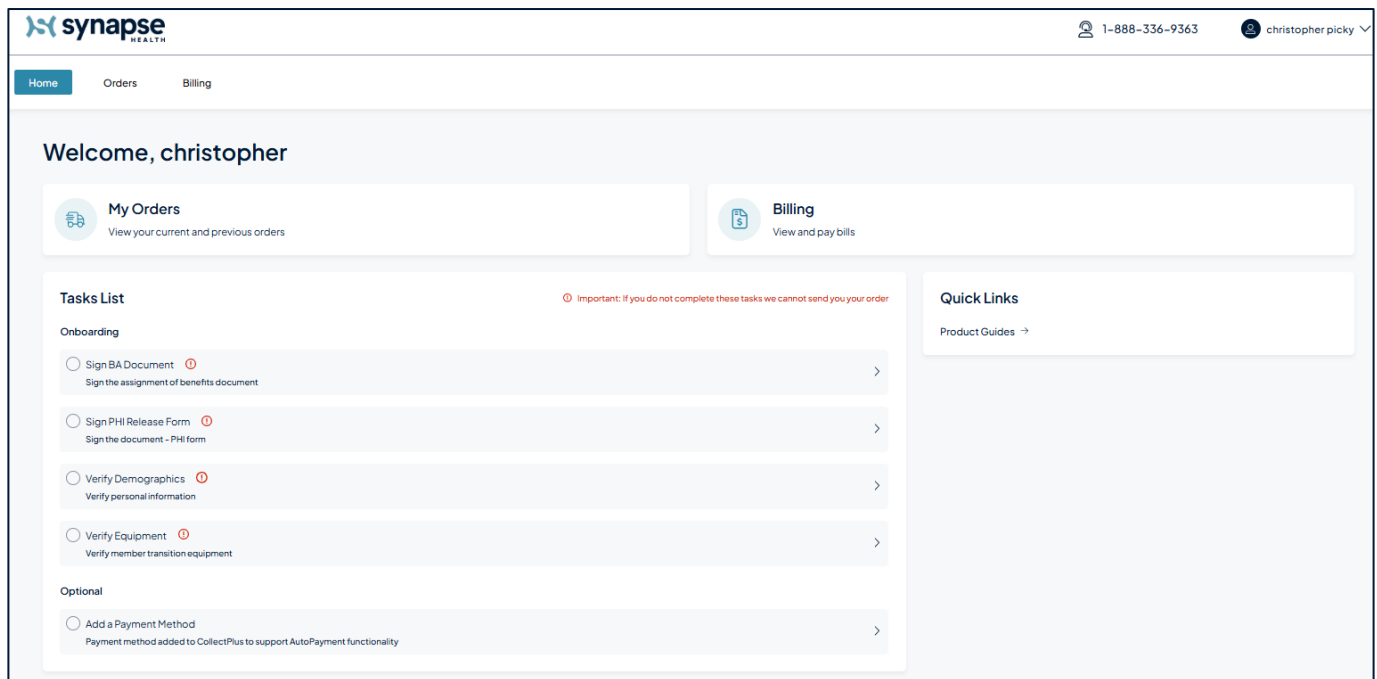
Login

Setting Up the Account

Onboarding Task List Page

The patient should complete the following tasks in the portal:

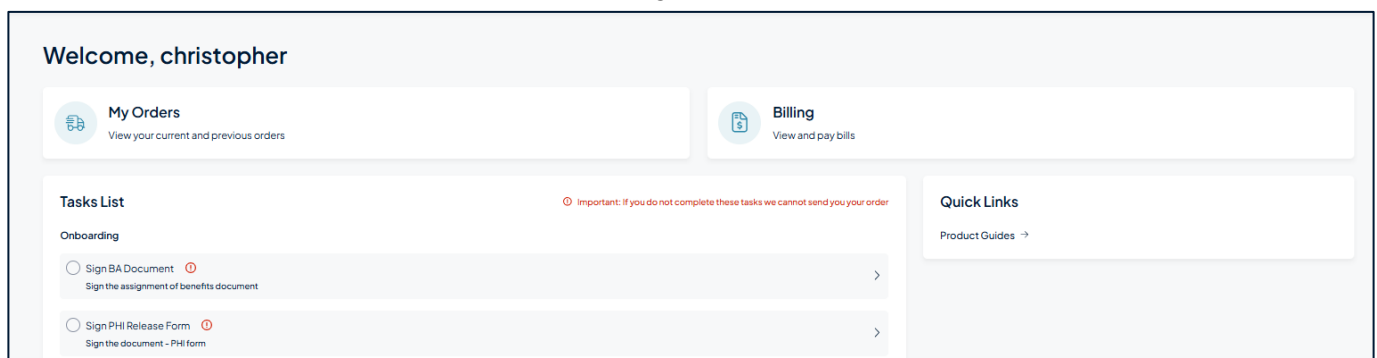
- Sign required forms (Forms required are based on order type)
- Verify their patient demographics
- Verify the equipment they have
- Add a payment method (optional)



The screenshot shows the Synapse Health myDME Portal interface. At the top, there's a navigation bar with the Synapse Health logo, a phone icon with the number 1-888-336-9363, and a user profile icon labeled 'christopher picky'. Below the navigation bar, there are tabs for 'Home', 'Orders', and 'Billing'. The main content area is titled 'Welcome, christopher'. It features two primary action cards: 'My Orders' (with a document icon) and 'Billing' (with a dollar sign icon). Below these, there's a 'Tasks List' section with a red warning message: 'Important: If you do not complete these tasks we cannot send you your order'. The tasks are categorized into 'Onboarding' and 'Optional'. The 'Onboarding' tasks include: 'Sign BA Document' (Sign the assignment of benefits document), 'Sign PHI Release Form' (Sign the document - PHI form), 'Verify Demographics' (Verify personal information), and 'Verify Equipment' (Verify member transition equipment). The 'Optional' task is 'Add a Payment Method' (Payment method added to CollectPlus to support AutoPayment functionality). To the right of the tasks, there's a 'Quick Links' section with a link to 'Product Guides'.

Sign and Submit Paperwork

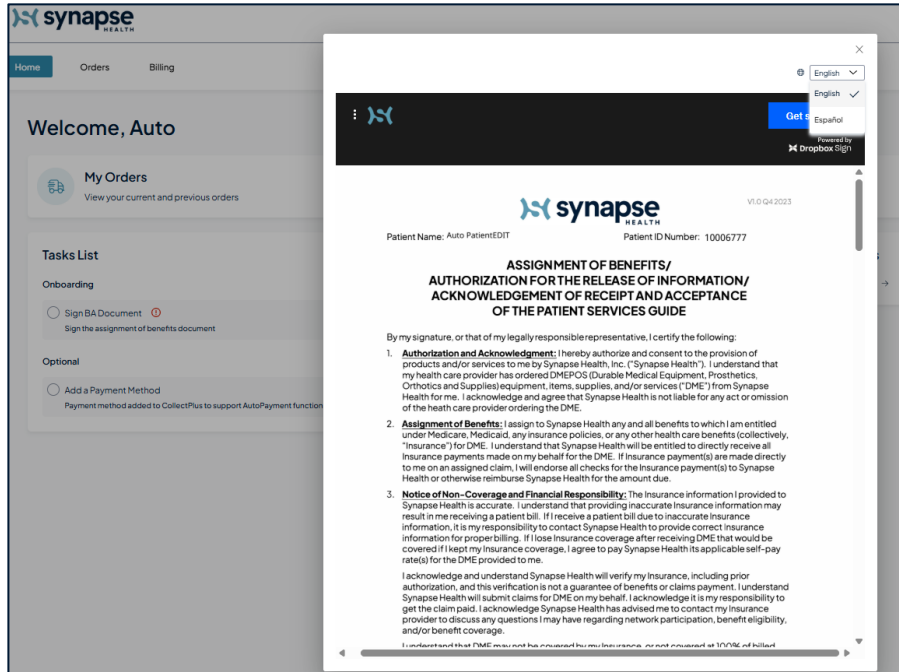
The paperwork required listed is based on the order type. The patient is required to fill out and submit the paperwork listed on their onboarding task list.



This is a partial screenshot of the same Synapse Health myDME Portal interface, focusing on the 'Tasks List' section. It shows the 'Onboarding' tasks: 'Sign BA Document' and 'Sign PHI Release Form'. The 'Optional' task 'Add a Payment Method' is not visible in this view. The 'Quick Links' section is also visible on the right.

Filling out the documentation

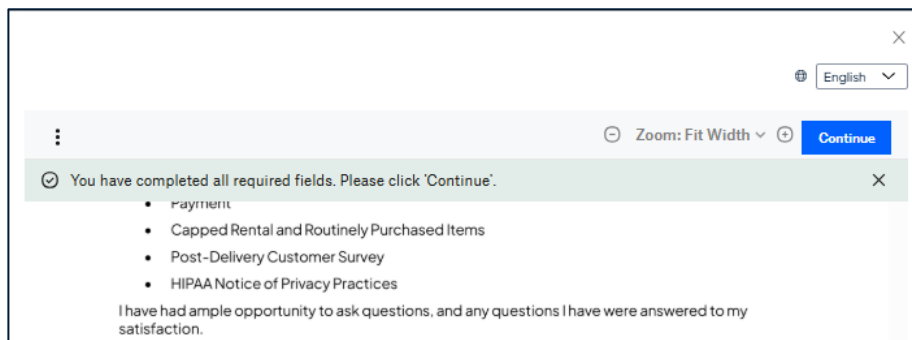
1. Patients can choose English or Spanish forms.



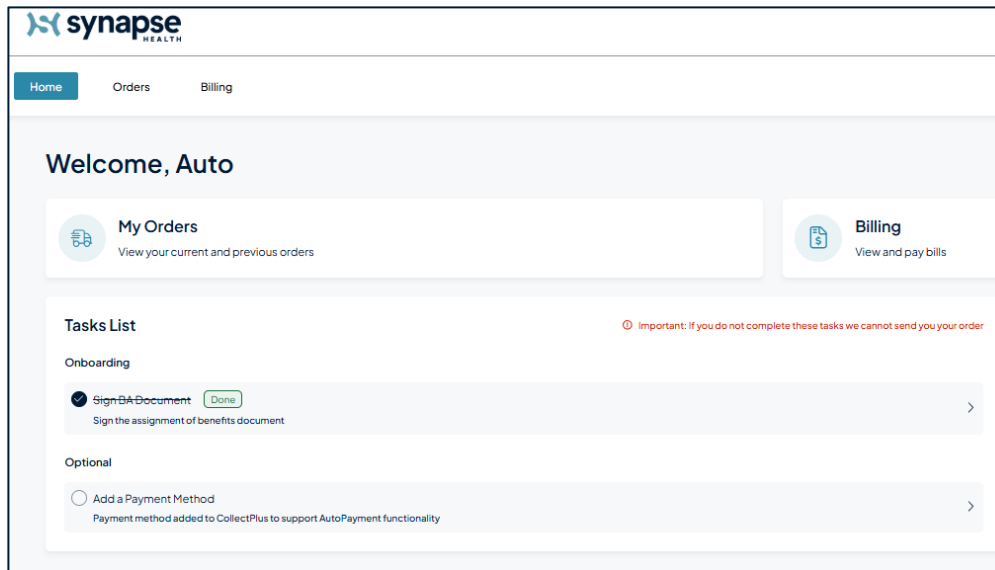
2. In the required fields, patients can sign or type their signature.



3. Once complete, a green banner will appear indicating all required fields are filled out. Select the **Continue** button.



4. The form will mark as complete on their onboarding checklist.

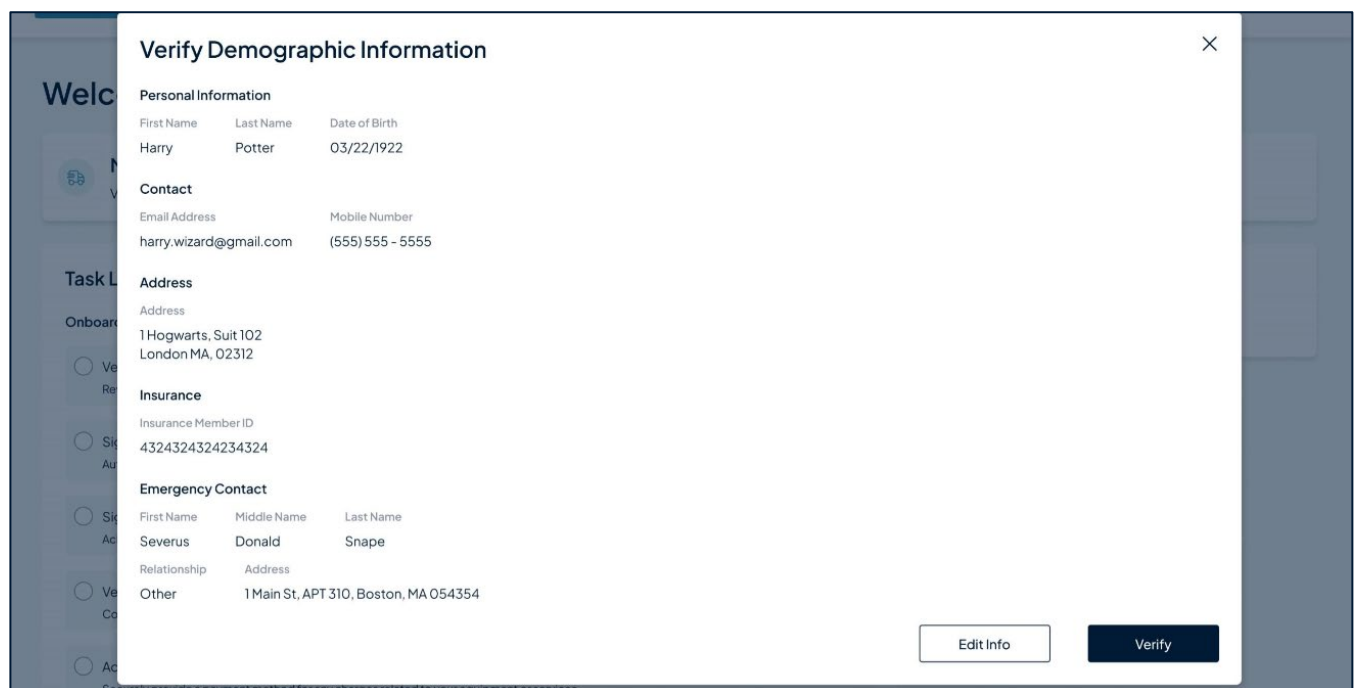


The screenshot shows the myDME Portal dashboard for a user named 'Auto'. The dashboard includes a 'Welcome, Auto' message, 'My Orders' and 'Billing' sections, and a 'Tasks List' section. The 'Tasks List' section is divided into 'Onboarding' and 'Optional' tasks. The 'Onboarding' task is 'Sign BAA Document' with a 'Done' button, indicating it is complete. The 'Optional' task is 'Add a Payment Method'.

Verify Demographic Information Page

Sync patient demographic information between patient portal and Niko. Note created in Niko with every update.

- When the Verify Demographic window opens, **verify the information is correct.**
 - If correct, select the Verify button.
 - If incorrect, select the Edit info button.



The screenshot shows the 'Verify Demographic Information' window. It contains the following information:

Personal Information		
First Name	Last Name	Date of Birth
Harry	Potter	03/22/1922

Contact	
Email Address	Mobile Number
harry.wizard@gmail.com	(555) 555 - 5555

Address

Address
1 Hogwarts, Suit 102
London MA, 02312

Insurance

Insurance Member ID
4324324324324324

Emergency Contact		
First Name	Middle Name	Last Name
Severus	Donald	Snape
Relationship	Address	
Other	1 Main St, APT 310, Boston, MA 054354	

Buttons: Edit Info, Verify

Editing Patient Demographics

If a patient wants to update their insurance demographics, they should call Synapse Health for help. A patient can edit both their personal information and communication preferences.

My Profile

Personal Information
Communication Preferences

Personal Information

If you would like to update your insurance please call us at 1-888-336-9363

Personal Details

First Name*

Middle Name

Last Name*

Auto

PatientEDIT

Home Phone

Work Phone

Ext.

Other

(888) 888-8888

(222) 222-2222

(...) ---*----

Date of Birth*

1/1/1990

Billing Address

Address*

Address Text Street-EDIT

City*

State*

Hudson

NC

☐ My shipping address is different from billing address

Facility ⓘ

Facility Name

Address

City

State

My Profile

Personal Information
Communication Preferences

Communication preferences

Synapse Health would like to contact you regarding your order. These communications may include: order delivery updates and tracking, billing information, and emergency notification related to the services we provide. Please be aware that Synapse Health will never sell your information.

If any of the contact information listed below is incorrect please send us an [email](#) or call us at [1-888-33MYDME](#)

Synapse Health email and text message communication may include Personal Health Information (PHI). PHI may include information such as Tracking Number, Order Number, and the name of supplies or device you are receiving.

Though our email communications are encrypted, Synapse Health is not able to encrypt text messages, meaning that PHI communicated via text message may be intercepted or accessed by an unauthorized party. Synapse is unable to assure the confidentiality of information communicated via text message.

Email

bhumika.keshwala@synapsehealth.com

Phone

(626) 632-6090

I agree to receiving Synapse Health email communications:

☒ Yes - By selecting this answer, I agree that I have read Synapse Health's [Terms & Conditions](#).

☐ No

I agree to receiving Synapse Health text message communications at the mobile phone number listed above:

☒ Yes - all text message communications, even those including Personal Health Information (e.g., order number type of products, etc.). By selecting this answer, I agree that I have read Synapse Health's [Terms & Conditions](#).

☐ Yes - only text message communication that does not contain Personal Health Information. By selecting this answer, I agree that I have read Synapse Health's [Terms & Conditions](#).

☐ No

Verify Equipment

The portal will display the equipment the patient currently is renting or receiving resupply for. This information is from their previous supplier and based off the documentation they shared. Patients will be asked to:

- Verify “yes” or “no” to the equipment listed.
- If they answer no, the patient will have to provide the date the equipment was picked up.
- If they answer yes, the patient will have to provide the prescribing doctor for the equipment.

Validate Your Equipment

Please review and confirm if the following equipment is in your possession.

Semi-Electric Hospital Bed

Do you have this item?

☐ Yes
 ☒ No

When Equipment Was Picked Up*

mm/dd/yyyy

CPAP Device

Do you have this item?

☒ Yes
 ☐ No

Do you still have supplies for this item?

☒ Yes
 ☐ No
 ☐ N/A

Are you still receiving these supplies?

☒ Yes
 ☐ No

Prescribing Doctor*

Select a Prescriber

Last Delivery Date of Supplies

mm/dd/yyyy

Heavy Duty Wheelchair

Do you have this item?

☒ Yes
 ☐ No

Do you still have supplies for this item?

☐ Yes
 ☒ No
 ☐ N/A

Prescribing Doctor*

Select a Prescriber

Adding Additional Equipment

A patient can add additional equipment before selecting submit. They will have to provide the equipment name and their desired pickup date.

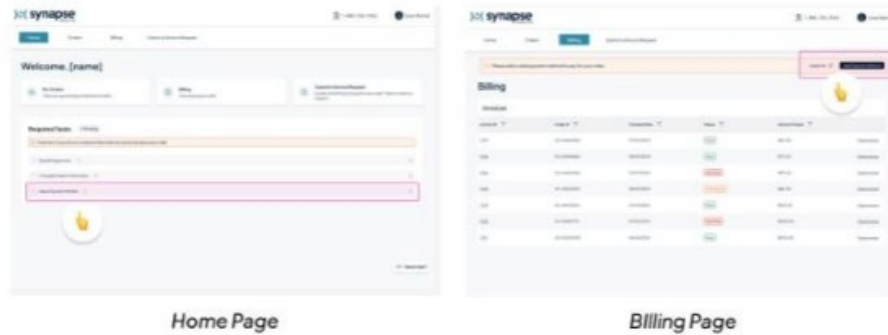
Additional Equipment

☐ Yes, I have additional equipment
 ☒ No additional equipment

Submit

Add payment method

- 1 Navigate to the "Billing" or "Home" page and click the "Add a Payment Method" button.



- 2 You will be automatically redirected to the Collect+ landing page, where you should select "Autopay" from the left-hand navigation.



- 3 Fill out all required fields in the "Autopay" section (except "Payment note to provider", this is optional) and click "Next".

Select a payment method

Autopay is used to pay on current balances or to authorize payment on future charges. A payment method is saved and the plan stays active until it is canceled.

A payment plan can be scheduled. The payment will be charged to the saved payment method on the account. If the selected day of the month does not exist, payment will be processed on the last day of the month (example: if April 31 is selected, it will be processed April 30). A charge will be processed only if a balance is due.

One-time Payment

Autopay

Enter Amount to Pay Today: \$

Maximum Amount to Charge: \$

Schedule:

On:

Begin Payment Plan:

Email for E receipt and E Notification:

Payment Note to Provider:

(Maximum 300 characters)

You have the option to enter "0" in the "Pay Today" field.

We suggest entering \$250.00

Select "Once a month" from the dropdown list

Always Select 20 (for the 20th of each month)

Enter today's date - Your payment plan will not begin until you have an active invoice.

Enter your email address

Payments starting today will begin on the next schedule date.

Next Cancel

If you're unsure about this transaction or need to request a refund, please contact our billing office.

Do not click the Back button or refresh the page on any page after clicking "Next". Doing so may result in duplicate charges.

- 4 Review your payment details and click on "Make Payment" button to proceed.



- 5 A pop-up window will appear prompting you to enter your credit card information. Once all required fields are complete, click the "Save" button to finalize your payment.
If scrolling doesn't work, use your keyboard's "Tab" key to move through the fields.

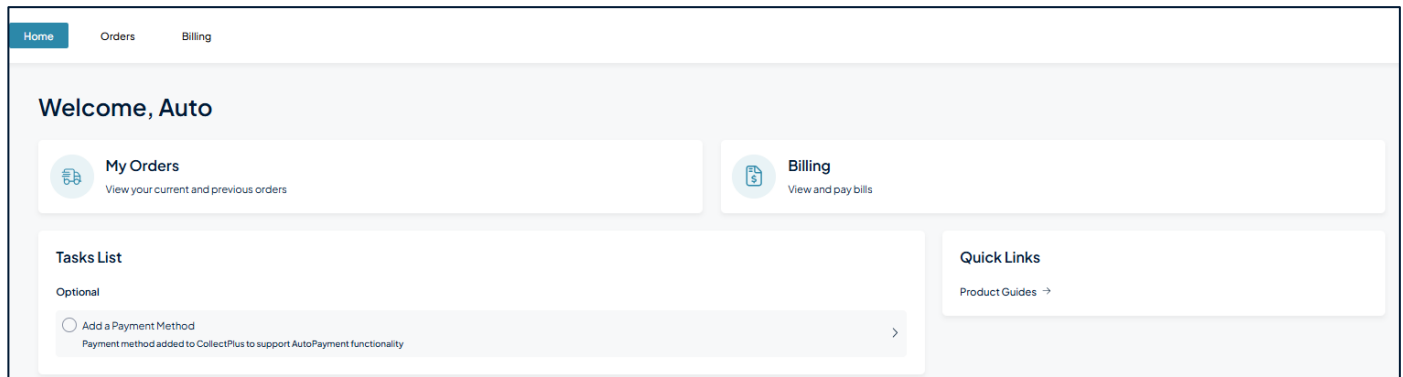


- 6 Finished! Now you have successfully set-up autopay.

myDME Interface

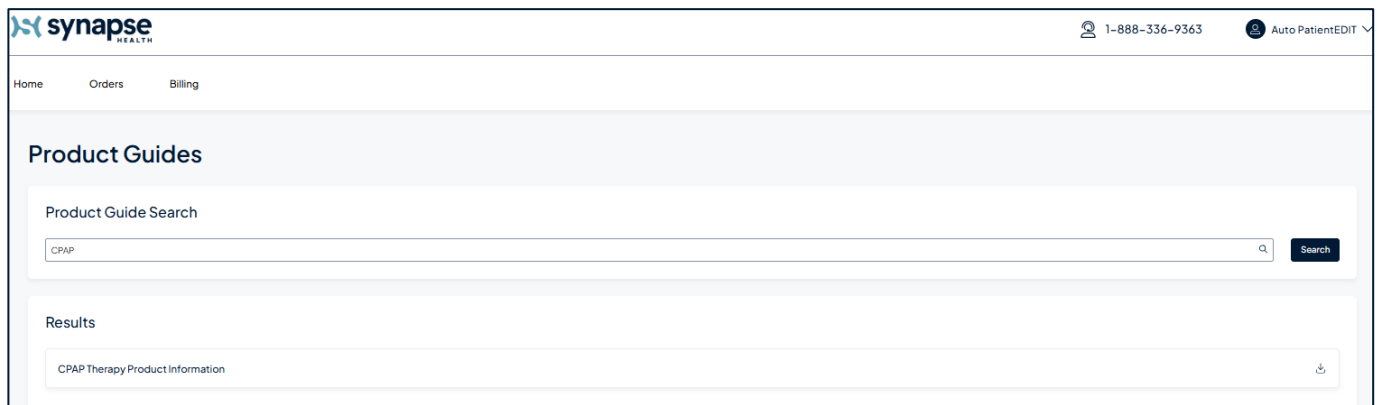
Once a patient completes their account sign up and onboarding, they can log in to their account and click through the following information.

Home Page

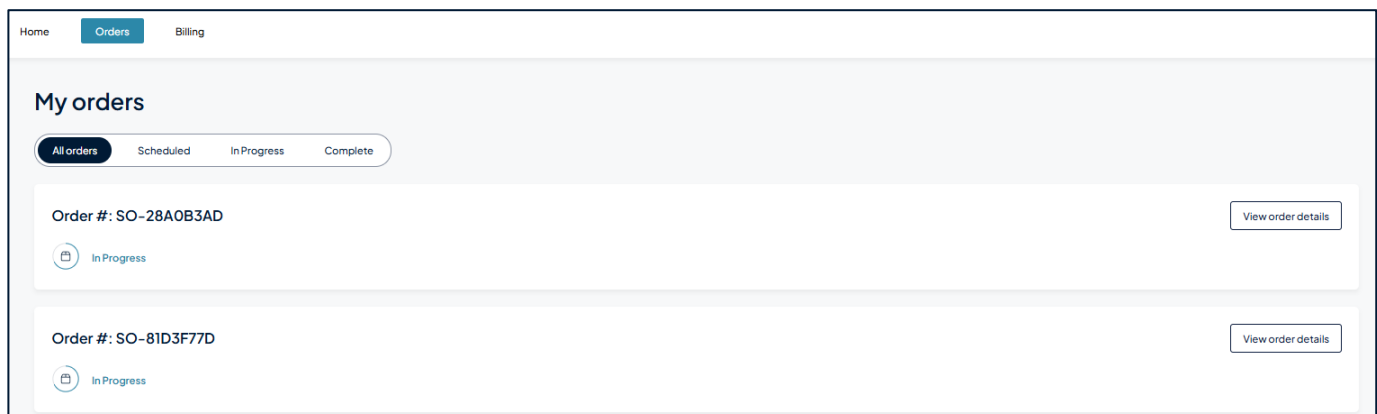


Quick Links

Access the product guides from the “Quick Links” section of the home page.



Orders Page



Billing Page

[Home](#)
[Orders](#)
[Billing](#)

Please add a valid payment method to pay for your order
[Guide Me](#)
[Add Payment Method](#)

Billing

Invoices

Invoice #	Order #	Created Date	Status	Amount Owed	
007	SO-65464565	09/01/2024	Paid	\$65.00	View invoice

Niko Health <> myDME Portal Integration

Tags

The myDME Portal Integration will update the tag on the patient account depending on where the patient is at in the portal onboarding process.

Tag	Tag meaning
Onboarding Complete	Patient has completed the onboarding in Patient Portal
Onboarding Not Started	Patient has NOT completed the onboarding in Patient Portal
Onboarding in Progress	Patient has started, but NOT completed the onboarding in Patient Portal

Custom Fields

Patient Portal Created

- We validate patient exists in Niko by checking their Name, DOB & Member ID
- We pull address from Niko for patient to verify
- They create login credentials and set up Multi-Factor Auth
- We store when they created an account in a custom Niko field

Patient Portal Account Created: True	Patient Portal Account Created Date: Thu, 22 May 2025 18:39:37 GMT
---	---

PHI Field / PHI Release Form

- Will only show task to patients who have a threshold order
- PDF uploaded to documents tab on patient level when signed

Custom field in Niko shows when PHI release was signed

PHI Release Signed: True	PHI Release Signed Date: Tue, 27 May 2025 17:49:43 GMT
PHI - Voicemail: -	Primary Language: ⓘ -

Guest User Overview

Order Status Tracking

myDME portal order tracking features are integrated with Aftership – a third-party shipping aggregator. It provides a real-time delivery status as well as estimated delivery dates for mail order with proper tracking numbers.

Guest User Directions

1. Go to www.getmydme.com.
2. From the log in screen, guest users will go to “Enter your Order No. and track as guest” in the lower left of the page.

Welcome back!

Login to view a detailed version of your account.

Username

Password

☐ Remember me [Forgot password?](#)

Login

[Don't have an account? Create an account.](#)

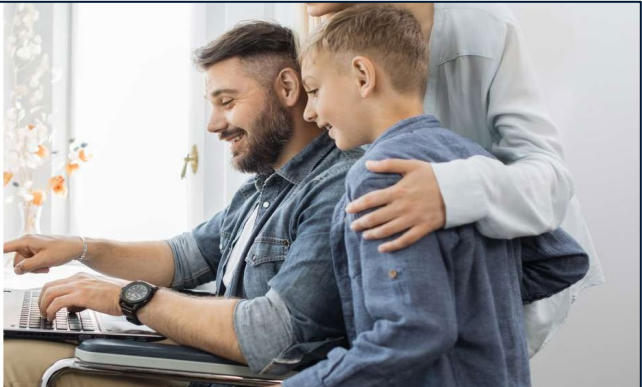
or

Enter your Order No. and track as guest

Order No. ⓘ

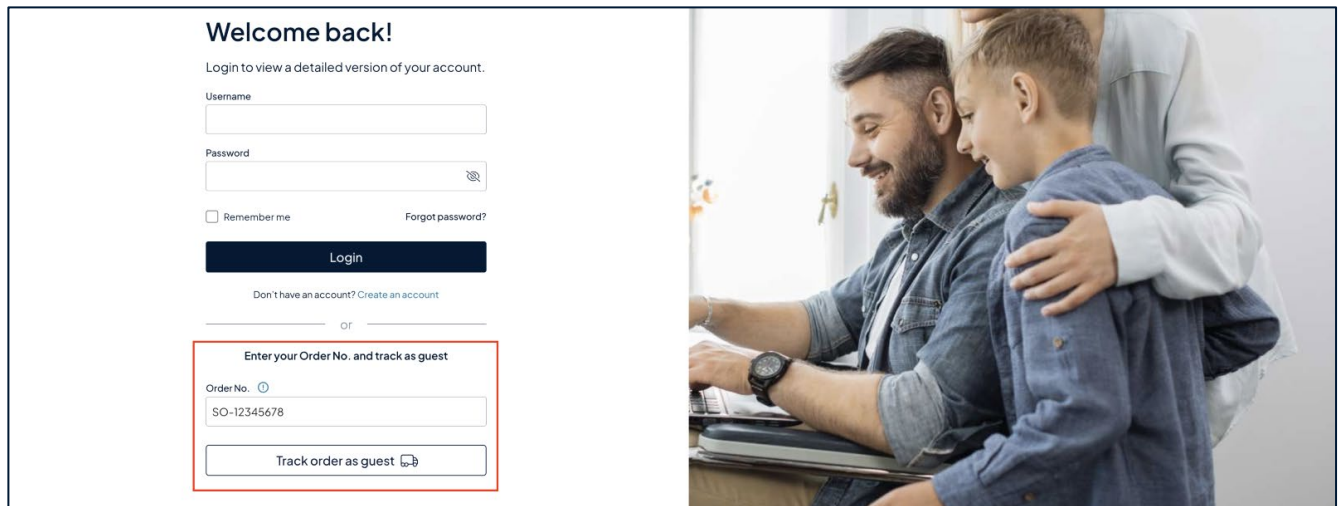
SO-

Track order as guest ⓘ



3. In the Order No. field, the guest user will need to enter the **8-digit alphanumeric order number without the SO**. E.g. SO-12345678 – The guest will enter 12345678.

- Once the 8 digits are entered, the guest user will select the **Track order as guest** button.

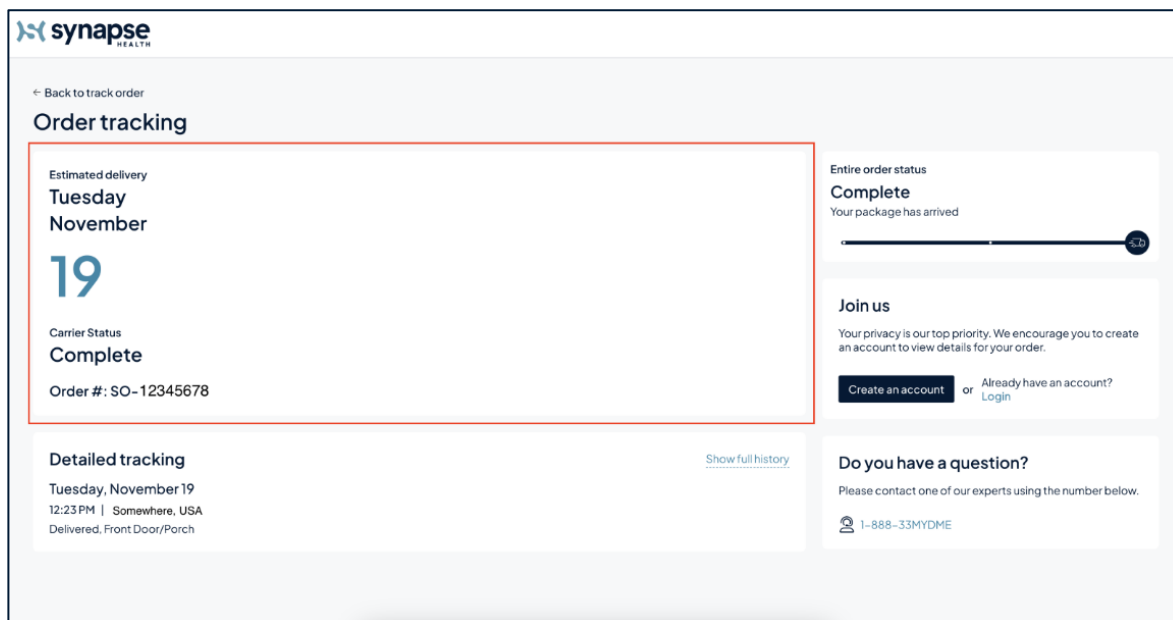


- If the SO order number is valid, myDME portal will show the guest user the latest order tracking information.

Guest Order Tracking Page

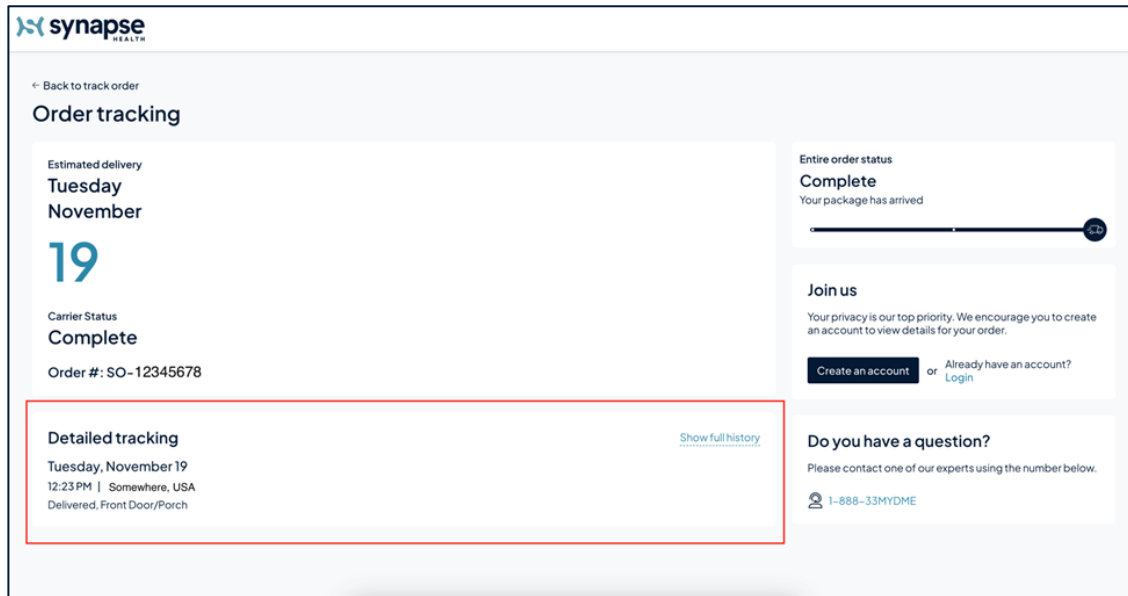
Estimated Delivery Section

This section provides the user with the latest information about their delivery status of a specific package with a potential estimated delivery date pulled directly from the shipping carrier.



Detailed Tracking Section

This section provides the user with the full tracking details of a specific package, and it can be expanded (by clicking “Show full history”) to show previous information and carrier checkpoints / status.



synapse
HEALTH

← Back to track order

Order tracking

Estimated delivery
Tuesday
November
19

Carrier Status
Complete

Order #: SO-12345678

Entire order status
Complete
Your package has arrived

Join us
Your privacy is our top priority. We encourage you to create an account to view details for your order.

Create an account or Already have an account? Login

Do you have a question?
Please contact one of our experts using the number below.

1-888-33MYDME

Detailed tracking

Tuesday, November 19
12:23 PM | Somewhere, USA
Delivered, Front Door/Porch

[Show full history](#)