



Delivery Portal User Guide

A STEP-BY-STEP GUIDE FOR DME PROVIDERS

Questions?

Email dmeprovidersupport@synapsehealth.com

DME Provide Line for Order Assistance: 888.801.9449 opt 2

March 2025

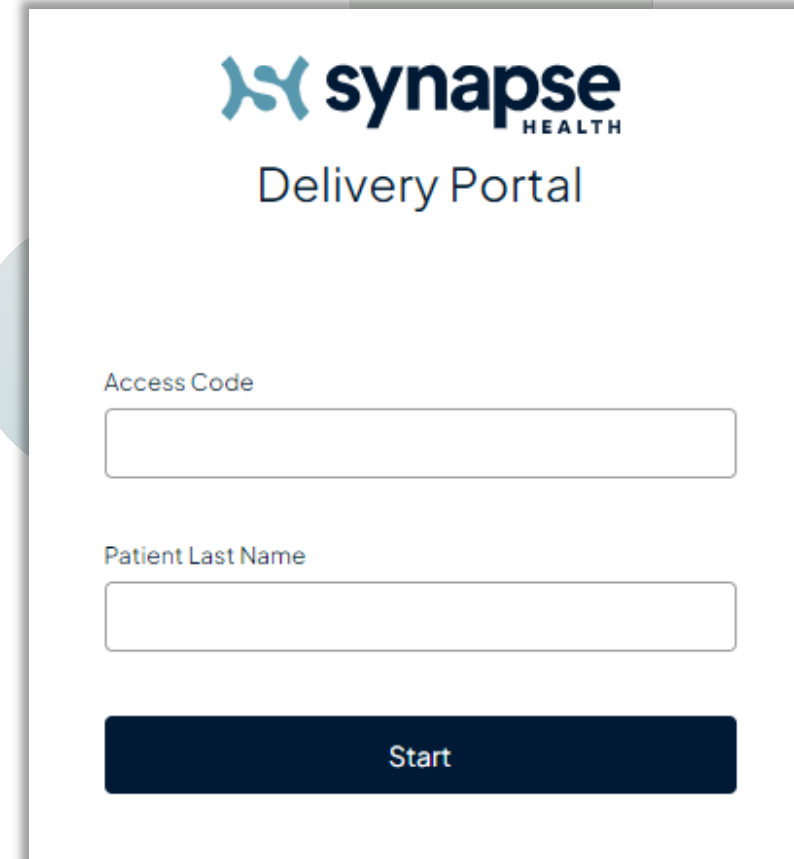
Contents


Delivery Portal Use	3
Accessing an Order	4
Order Details	5
Order Products Page	7
Signatures	8
Order Review	10
Submitting an Order	11
Service Requests	12
Maintenance Requests	16



Delivery Portal Use

- The Delivery Portal is utilized by front-line DME provider staff to **complete orders electronically** during threshold deliveries, store front pickup, as well as pickup & services requests.
- 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 must be uploaded into Fulfill. Please refer to the Fulfill User Guide.



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Delivery Portal

Access Code

Patient Last Name

Start

Accessing an Order in the Delivery Portal

Accessing is easy! No username or password is required.

Access code from the order and the patient's last name is needed to access delivery details.

Order ID: SO-B8C0A649 Pending Order

Order Details Normal


Patient Name: Albert Swann

Patient ID: 10000021

DOB: 11/28/1980

Schedule Date: 04/22/2024

Height: 65

Access Code: [IXCJXY](#) 

Weight: 140

Contact: (443)256-8787

Click the hyperlink
embedded into the
Access code



Delivery Portal


Access Code

IXC-JXY

Patient Last Name

Swann

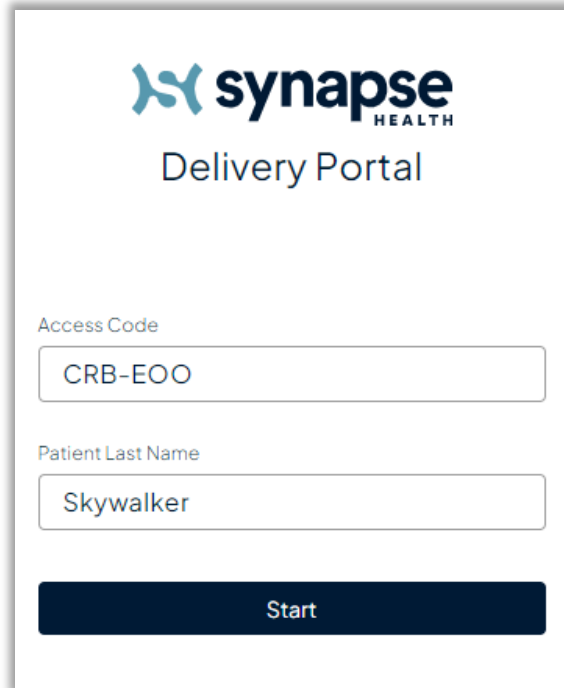
Start

 Upload file



Order Details

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



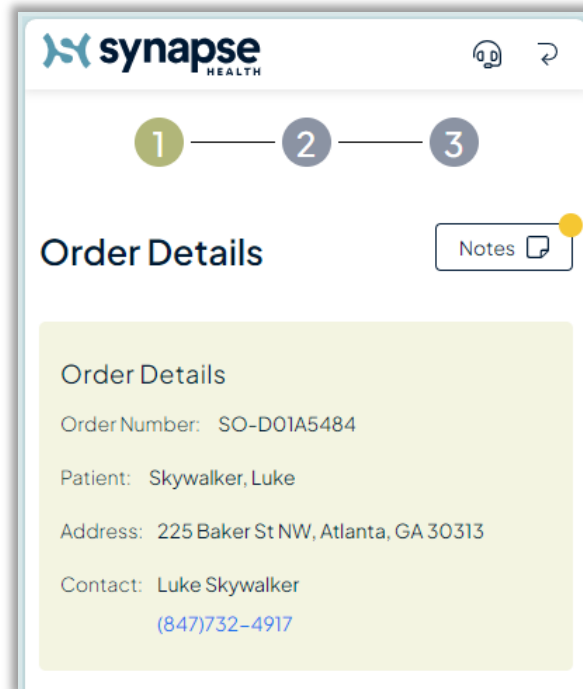
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Delivery Portal

Access Code
CRB-EOO

Patient Last Name
Skywalker

Start



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1 — 2 — 3

Order Details

Notes

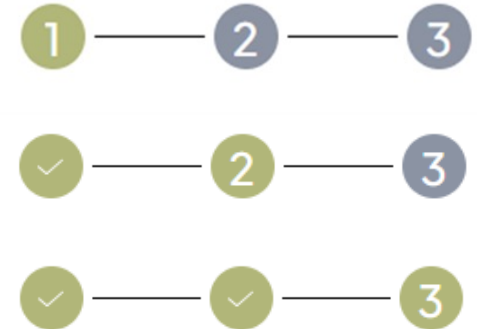
Order Details

Order Number: SO-D01A5484

Patient: Skywalker, Luke

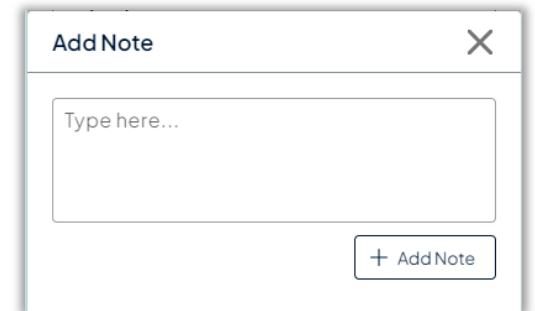
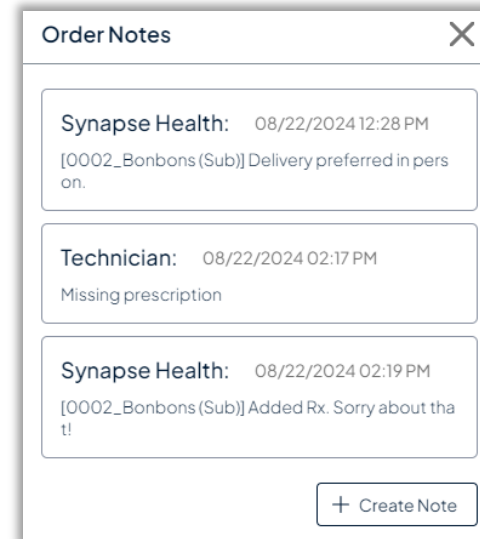
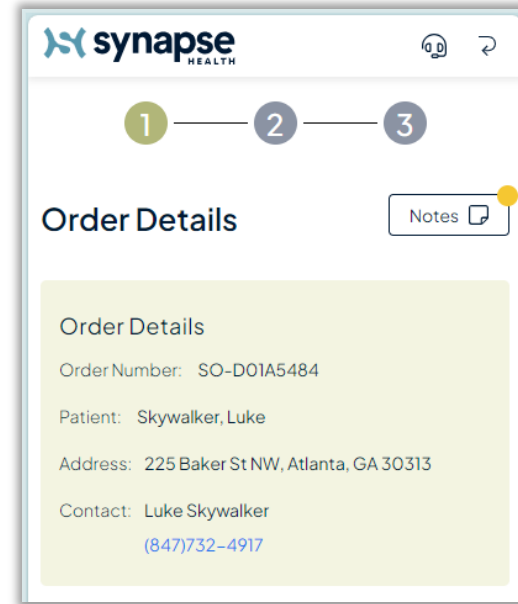
Address: 225 Baker St NW, Atlanta, GA 30313

Contact: Luke Skywalker
(847)732-4917



Order Details

- In the top right corner of the screen, easily access the DME Provider Line in the field by clicking the headset icon 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.
 - To add a message, select “+ Add Note”




Order Products Page: Deliveries/ Walk-Ins

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



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


Order Products


Negative Pressure Wound Therapy (NPWT) Device Qty: 1 


Serial/Lot No.

Manufacturer

Model

Last PM
 

NPWT Canister 300 cc with Gel Qty: 1 

NPWT Dressing Kits Qty: 1 

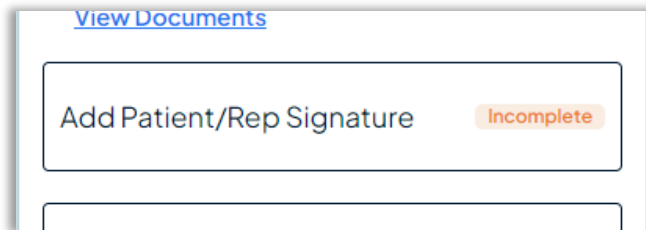
3 of 3 products

Next

Signatures

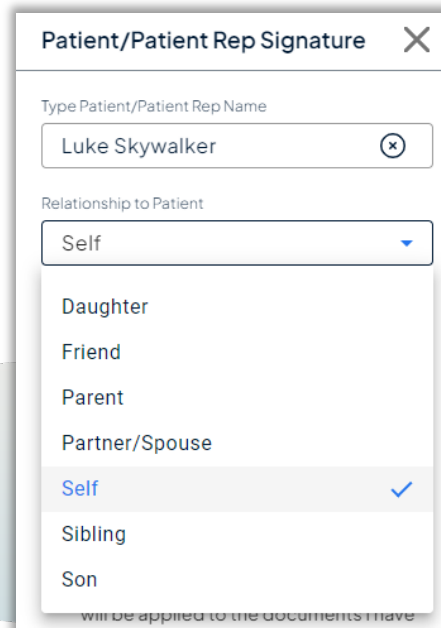
1. Click the first box to add patient or representative signature
2. Type in patient OR representative name
3. Select relationship to patient if representative is signing. If patient, select Self
4. Patient/Rep signs in open box
5. Patient/Rep checks boxes to accept
6. Click “Create” to finish signature

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



[View Documents](#)

Add Patient/Rep Signature Incomplete



Patient/Patient Rep Signature ✕

Type Patient/Patient Rep Name

Luke Skywalker ✕

Relationship to Patient

Self ▾

Daughter

Friend

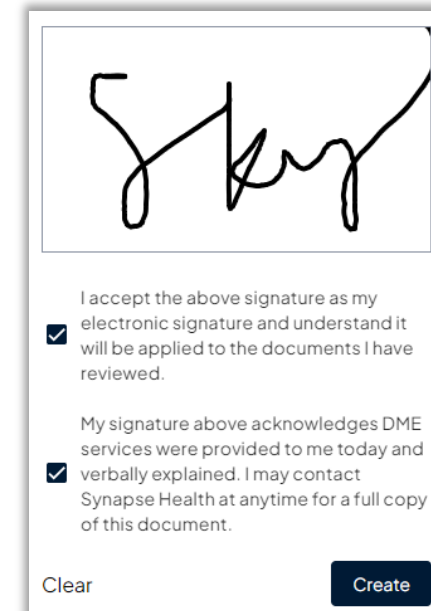
Parent


Partner/Spouse

Self ✓

Sibling

Son





I accept the above signature as my electronic signature and understand it will be applied to the documents I have reviewed.

My signature above acknowledges DME services were provided to me today and verbally explained. I may contact Synapse Health at anytime for a full copy of this document.

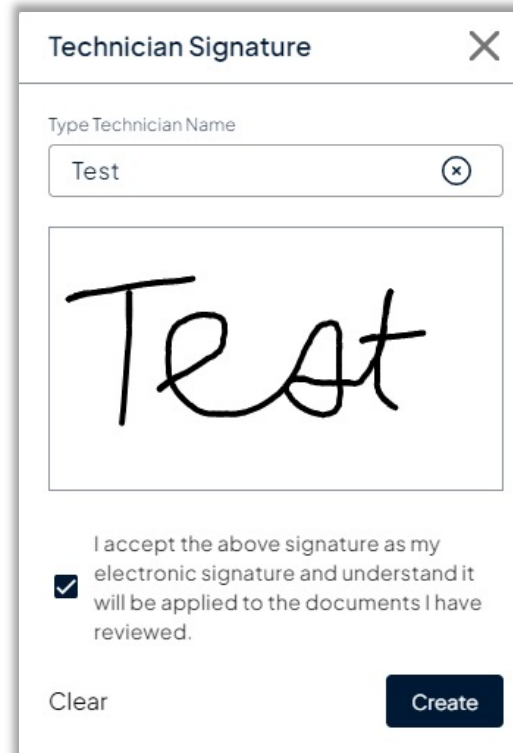
Clear Create

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



Add Technician Signature Incomplete



Technician Signature

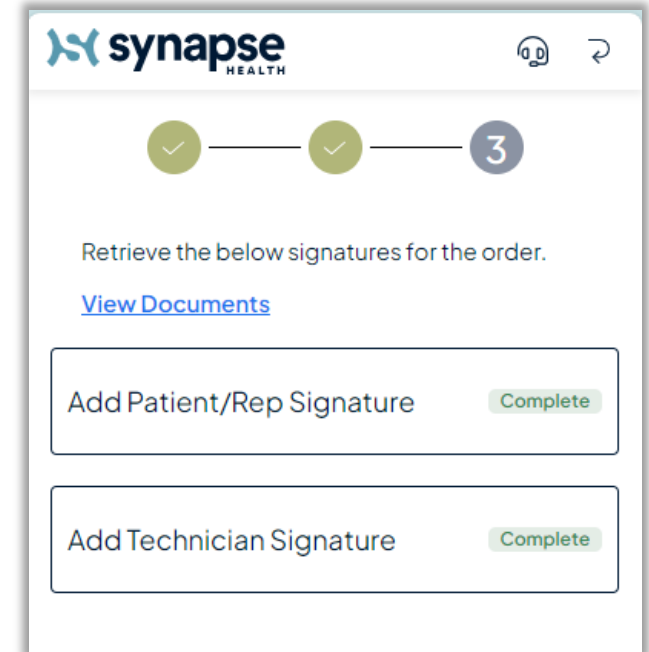
Type Technician Name

Test

Test

I accept the above signature as my electronic signature and understand it will be applied to the documents I have reviewed.

Clear Create



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Retrieve the below signatures for the order.

[View Documents](#)


Add Patient/Rep Signature Complete

Add Technician Signature Complete

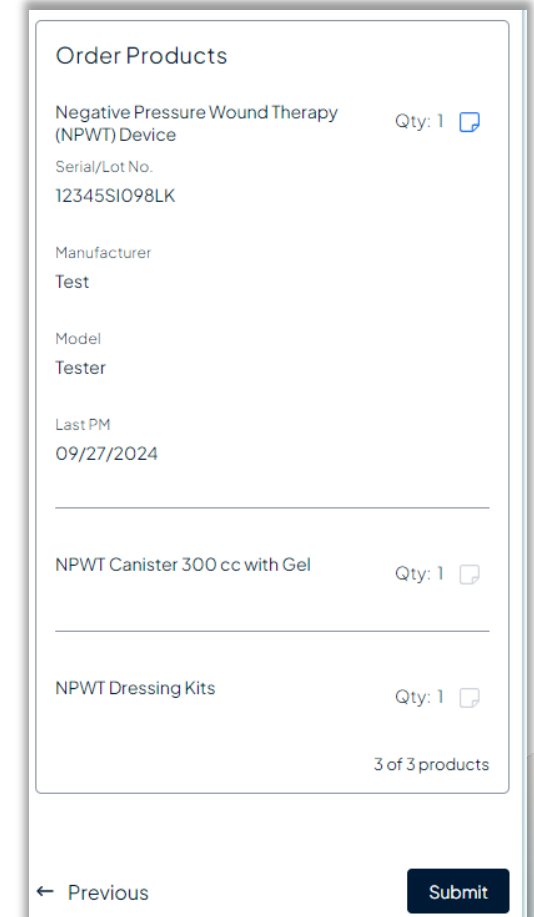
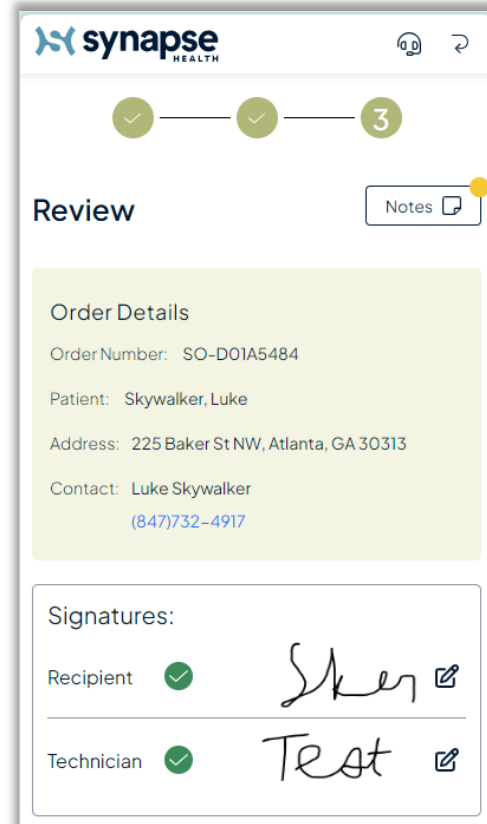
Review

- 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 corner of the screen to go back a page
- Once completed, click “**Submit**” in the bottom right corner of the screen

← Previous

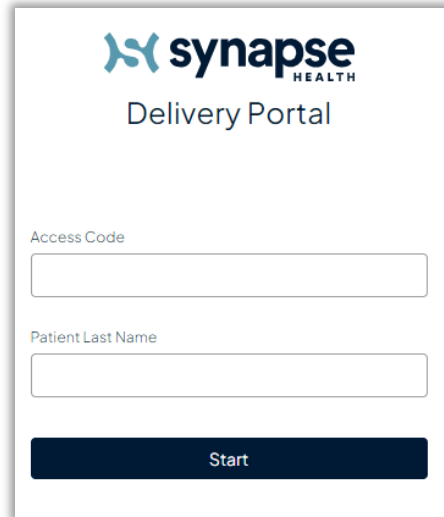


Submitting an Order/ Order Completion

- After a technician submits an order:
 - Screen will note that the order was completed.
 - The status will change to “Pending Synapse review” in Fulfill
- Technician can click “start new order” to be brought back to the Delivery screen



A screenshot of the Synapse Health interface showing an order completion message. At the top is the Synapse Health logo. Below it, the text reads "Order # SO-D01A5484 is complete." At the bottom, there is a dark blue button with the text "Start New Order" in white.



A screenshot of the Synapse Health Delivery Portal login screen. At the top is the Synapse Health logo. Below it, the text reads "Delivery Portal". There are two input fields: "Access Code" and "Patient Last Name". At the bottom, there is a dark blue button with the text "Start" in white.



Service Requests



Service Request: Order Details Page

1. Access the Delivery portal similarly for a normal delivery, with access code and patient last name
2. Review order details, including reason for service and item needing servicing
3. View order level notes or messages with the “notes” button
4. Select “Next” to move to the second page

Order Details

Notes

Order Details

Order Number: SO-60CE808C

Patient: Gilmore, Lorelai

Address: 22 Test Way, Decatur, GA 30030

Contact: Lorelai Gilmore
[\(222\)222-2222](tel:(222)222-2222)

Reason for service

Patient indicating malfunction of side rails. Unable to raise.

Service

Half Length Side Rails, Each Qty: 2

1 of 1 products

Next

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

← Back order details

Step 1 of 1

Service Order

Original Product(s) Name *

Half Length Side Rails, Each

Was I able to service product? *

No Yes

Additional Comments:

Fixed railing

Was the product exchanged? *

No Yes

Additional Comments:

← Previous Next



← Previous

Next

Retrieve the below signatures for the order.

Add Patient/Rep Signature Complete

Add Technician Signature Complete

← Previous Next

Service Request Completion

- As with other deliveries, review the order on the order review page.
- Once service has been completed, click the “Submit” button to complete the order.

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Review Notes

Order Details

Order Number: SO-60CE808C

Patient: Gilmore, Lorelai

Address: 22 Test Way, Decatur, GA 30030

Contact: Lorelai Gilmore
(222)222-2222

Signatures:

Recipient ✓ *Lorelai Gilmore* ✎

Technician ✓ *Teach* ✎

Reason for service −

Patient indicating malfunction of side rails. Unable to raise.

Service +

Half Length Side Rails, Each Qty: 2 ✎

1 of 1 products

← Previous Submit

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Order # **SO-60CE808C** is complete.

Start New Order



Pickup Requests



Pickup Requests

- Pickup requests will be pushed to DME providers in the Fulfill portal the same way new orders are.
- To complete pickup requests, the DME provider **must** process the request through the delivery portal by verifying order details, adding the necessary signatures, and submitting the request.

The screenshot shows the 'Order Details' screen in the Synapse Health Fulfill portal. At the top, there is a progress indicator with three steps: 1 (active), 2, and 3. Below the progress indicator, the 'Order Details' section contains the following information: Order Number: SO-2CDC49FB, Patient: Tester, McNally, Address: 1234 Test Drive, Winona, MN 55987, and Contact: McNally Tester (111)111-1111. A 'Notes' button is located to the right of the order details. Below this, the 'Pickup' section shows a 'Standard Front Wheeled Walker' with a quantity of 1. A 'Next' button is at the bottom right.

The screenshot shows the signature collection screen in the Synapse Health Fulfill portal. The progress indicator shows step 1 as complete (checked) and steps 2 and 3 as active. Below the progress indicator, the text reads 'Retrieve the below signatures for the order.' There are two input fields: 'Add Patient/Rep Signature' and 'Add Technician Signature', both with an 'Incomplete' status indicator. A 'Previous' button is at the bottom left and a 'Next' button is at the bottom right.

The screenshot shows the 'Review' screen in the Synapse Health Fulfill portal. The progress indicator shows steps 1 and 2 as complete (checked) and step 3 as active. Below the progress indicator, the 'Order Details' section contains the same information as the first screenshot. Below this, the 'Signatures' section shows two rows: 'Recipient' with a green checkmark, a handwritten signature, and an edit icon; and 'Technician' with a green checkmark, a handwritten signature, and an edit icon. Below the signatures, the 'Pickup' section shows the 'Standard Front Wheeled Walker' with a quantity of 1. A 'Previous' button is at the bottom left and a 'Submit' button is at the bottom right.

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: fulfillmentDispatchTeam@synapsehealth.com
- DME Provider Line: 888.801.9449 opt 2
 - This line routes during business hours 8am-8pm Eastern.

User Access or General Supplier Questions*:

- Email: dmeprovidersupport@synapsehealth.com



*Not to be used for urgent order questions

deliver.synapsehealth.com