

A. Order Equipment for New Patient

1. Click **New Order**
2. Fill out patient information and click **Continue**
3. Locate and select product (*see sidebar instructions*)
4. Click **Order** to order product
5. Confirm desired quantities and click **Add to Order**
 - To edit order, click **Review Order**
6. To add Delivery Instructions or to Request Callback, add notes and/or check box
7. Once reviewed and correct, click **Submit Order**
8. Watch for an email confirmation of your order

B. Add Equipment for Existing Patient

1. Click on **Rentals** tab and locate patient
2. From dropdown menu, select **Add**
3. Review/update patient info and click **Continue**

Note: Follow Steps 3-8 as detailed in Section A of this document

C. Assign Consignment/Standby Equipment to New Patient

1. Click **Consignment** in left column
2. Click **New Order**
3. Fill out patient information and click **Continue**
4. Assign product(s) to patient, paying close attention to product serial number(s); enter Rental Start Date and Discharge Date (if applicable)
5. Once reviewed and correct, click **Submit Order**
6. Watch for email confirmation of your order

D. Assign Consignment/Standby Equipment to Existing Patient

1. Click **Order** and locate patient
2. From dropdown menu, select **Assign**
3. Review/update patient info and click **Continue**

Note: Follow Steps 4-6 as detailed in Section C of this document

Locate and Select Product

1. Filter by Group, Category and/or Class

A. Accessories, Frames, Hercules, Mobility, Package, Support Surfaces, Transport

B. Category: Bariatric, Non-Bariatric, Pediatric

C. Class: Acute, Post-Acute, Homecare

2. Search by product name or number

E. Clone Order from Existing Patient to New Patient

1. Click **Expand All** to see details of existing patient orders
2. To clone an existing order, select **Copy** from dropdown menu
3. Fill out new patient information and click **Continue**
4. Review copied order
5. To add Delivery Instructions or to Request Callback, add notes and/or check box
6. Once reviewed and correct, click **Submit Order**
7. Watch for an email confirmation of your order

F. Edit Patient

This new feature allows you to edit patient name, I.D., height/weight, MRN, or other details including room, department, PO #, cost center, and more.

1. Locate existing patient
2. From dropdown menu, select **Edit Patient Info**
3. Make edits as needed, then click **Continue**

G. Return Equipment

1. Locate existing patient
2. From dropdown menu, select **Return**
3. Review/update patient info and click **Continue**
4. Select equipment to be returned, enter special notes or instructions for pickup, and Rent Stop Date.
5. Click **Submit Returns**

H. Request Service

1. Locate existing patient
2. From dropdown menu, select **Service**
3. Review/update patient info and click **Continue**
4. Select equipment needing service
5. In Special Note box, describe issue and click **Submit Service**