



**Parachute  
Health**

## **What is PushBack?**

The way a Supplier CSR sends any order received (via fax or otherwise) back to the Provider Case Mgr. to update in Parachute platform and submit clean orders

## **Why is PushBack Important?**

Increases # of orders that CSRs + Sales Reps can process (vs. back-and-forth via fax)

Reduces Supplier's Held Revenue by converting Providers to digital ordering

# Clean PushBack Fax Avoids Confusion of Handwritten Text

02/27/2020 18:06 7166629238 RESPIRATORY PAGE 01/03

Free Text 2115

Logo

**Oxygen – chart note documentation request.**  
Documentation is missing from your paperwork.

We need your assistance to ensure the proper paperwork is obtained to prevent the patient from experiencing insurance coverage issues or out of pocket costs.

Patient name: U Free Text – Full Name \_\_\_\_\_ Date of birth: 9/18/24

Documentation needed

- Initial evaluation of patient within 30 days prior to starting oxygen therapy
- Diagnosis of a severe lung disease, such as COPD, diffuse interstitial lung disease, cystic fibrosis, bronchiectasis, widespread pulmonary neoplasm, or hypoxia-related symptoms that might be expected to improve with oxygen therapy are covered
- Planned course of treatment
- Other therapeutic interventions
- Results of qualifying test
- Results of prescribed therapies
- Alternative treatment measures have been tried and proven ineffective
- Medication list
- The practitioner's signature on the medical records meets CMS signature requirements

Other:  
*Please send medication list 11/30/19*

*Thank you!*

Please fax the required documentation to: Free Text 9235  
Free Text ny 14127

**WITHOUT-PARACHUTE**  
Supplier Fax Form  
Sent to Provider

Detail Logo

**Immediate Action Needed!**  
Updates are required for your patient's order.  
This order cannot be fulfilled until information is provided.

Patient Name: **Joey J.**  
Order: **Standard Wheelchair**  
Facility: **Penn Medicine**

To complete this order, go to:  
**fixDME.com/ihd362**  
Security Code: **3452**

For security purposes, this link will expire on 01/10/2020  
Powered By Parachute Health

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**WITH-PARACHUTE**  
Auto-Generated Form

- ✓ Avoid Confusion
- ✓ Improve HIPAA Compliance
- ✓ Drive Conversion – Away from Error-Prone Fax Ordering



# PushBack Oxygen Orders & Recerts

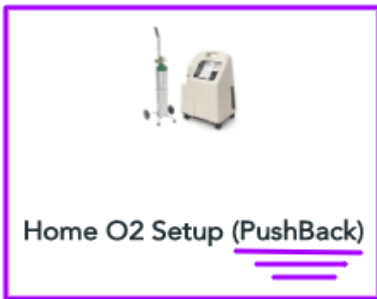
Use Parachute to PushBack Initial Orders & Recerts for Oxygen

## PushBack & Initial Oxygen Orders

Need a Full O2 Order or Part of O2 Order?  
(WOPD, F2F, CMN)

Need an Oxygen Recert Completed?

Select this Product Package



Select this Product Package



1

### Fill in Order Up Till Clinical Info

<b>Test Patient</b> Male   01/01/1980
<input checked="" type="checkbox"/> Payment
<input checked="" type="checkbox"/> Products & Services
<input checked="" type="checkbox"/> Addresses & Contacts
<input type="checkbox"/> Clinical Info
<input checked="" type="checkbox"/> Signing Clinician
<input type="checkbox"/> Review

2

### Leave Unchecked

Chart Notes <input type="checkbox"/> I don't need Parachute chart notes
Home O2 Setup (PushBack) E0431, E0443, E1390

3

### Push to Facility to Complete & Sign

Push Order to Facility
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## PushBack Directly to a Clinician

*Don't know the Referral Facility? Just send it to the Clinician.*

New Order for Bruce Wayne 04/01/1964

Select a Clinician and/or a Facility for this order.

Clinician

David Gelbard - 1234567882

Facility

Choose Facility for this Order

Create New Order

To PushBack an order without a referral facility or for Oxygen Recertifications, just enter the Clinician...

...then 'Go with the Flow' and work down the step-by-step guide.

Select where to send the order to be completed

Bruce Wayne  
Male | 04/01/1964

Payment

Products & Services

Addresses & Contacts

Clinical Info

Signing Clinician

Review

Continue

Push Order to Facility

[Request Revisions](#)  Reject Order

Are you sure you want to push back this order? This will send the order back to the facility for revision.

Push To

Fax	(212) 555-7788	David Gelbard	✕
Email	david@gmail.com	David Gelbard	✕
SMS	(212) 867-5309	David Gelbard	✕

+ Add another user, fax, email, or SMS

Vendor Followers (Optional)

Brandon Zaharoff (Order Creator) ✕

+ Add another user

Reason

Waiting on patient info  Parachute Chart Notes not required

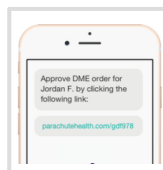
Instructions for Facility

Please complete the order

Cancel

Push to Facility

Clinician completes & submits the order



## Serving Patient Needs At A Click's Notice