



HillromTM

HILLROM RENTAL: EASY ONLINE ORDERING

Hillrom Rental* is an easy-to-use online ordering site, helping you manage the day-to-day usage of your Hillrom therapy rental equipment.



TO REGISTER A NEW USER:

Go to the sign-in page at rental.hillrom.com and register as a new user. You'll typically receive verification in 24-48 hours.

01

FIND THE RIGHT PRODUCT FOR THE RIGHT PATIENT

- Advanced search and filtering functions
- In-depth product pages with interactive 360° photography
- Step-by-step bed selection guide

02

PLACE ORDERS EFFICIENTLY

- 24/7 ordering process for booking deliveries, removals and repairs
- Ability to schedule delivery windows
- Create favorites lists
- A streamlined checkout process sends you email confirmations of all transactions for easy record-keeping
- Integrated storage management helps you keep track of the rental equipment you have on site.
- Administrator rights give you control over all your authorized users and shipping locations.

03

RELIABLY TRACK USAGE

- Comprehensive reporting dashboard:
- Current and historical order records
 - Invoices and account history
 - Real-time equipment bill on/off and patient tracking
 - Preventive maintenance reports
 - Search functionality
 - Download usage and spend data directly into an Excel spreadsheet



FINDING A PRODUCT

There are many ways to search for products in the new Hillrom Rental store.

Search and Filter:

- To explore products by name, item number or description, use the magnifying glass icon in the top right corner of the site.
- Access the whole catalogue by clicking PRODUCTS from the header and use the filters to narrow down the products listing. You can filter by Category, Product Line, Features and Mattress Type.

Note: You can use the Learn More icon to understand more about these categories and their components.

Navigate:

- Search by category off the PRODUCTS drop down by selecting EXPLORE BY CATEGORY or choose the specific category desired from the list.
- Once on a product page, where applicable, there will be related items to the current product. Click on these items to be directed to the corresponding product page.

Bed Selector:

- Use the guided process to select key features and functions for the desired product.
- Bed Selector can be accessed from the homepage or the PRODUCTS menu drop down.

Favorites:

- Manage multiple favorites lists for relevant ship to accounts and choose products directly from those lists.
- Once signed in, favorites can be accessed from the profile icon in the top left.

PLACING AN ORDER

1. Once a product is identified, click ADD TO CART.
Reminder: a cart is unique to a single patient and a single ship to location. If the ship to is changed, all items in the cart will be removed.
2. Fill in patient information in the pop-up window before proceeding to the cart or continuing to browse. (Items with asterisks are required).
3. Once in the cart, choose delivery method for each line item in the cart. Choose either; "Hillrom will deliver" or "I will pull from storage myself."
 - a. If Hillrom will deliver:
 - i. Choose the desired delivery date and time below patient information. Your delivery date and time will default to the earliest available; you may set a later date and time if necessary.
 - ii. If desired, you can also select to receive ETA updates via phone call or text message to the phone number you specify.
 - b. If you will pull from storage yourself, a pop-up will open with the available serial numbers in your storage inventory. You can select from the available list or type in an alternate serial number. A billing start date must also be selected.
4. Once all required sections are complete, click PROCEED TO ORDER REVIEW to see a summary of the order. Review all components, check the terms and conditions box at the bottom of the page and then click COMPLETE ORDER to submit the order.
5. You will receive an order confirmation email once the order is submitted.

CREATING AND USING A FAVORITES LIST

1. Once a product is identified, click "Add to List".
2. A pop-up window will either allow you to choose the name of a new list or select from an existing list.
3. From the person icon on the top right of the page, you can navigate to your "Favorites lists."
4. The list shown will be the default list. You can toggle to different lists using the drop down and can rename a list by clicking the "rename button". You also have the option to delete all lists that are not default lists.
5. On desktop view, rearrange the order of the items on the list by selecting the paper icon on the right to drag items to a different location on the list.

ORDER HISTORY

1. From the ORDERS drop down in the header bar, select ORDER HISTORY.
2. From ORDER HISTORY, you will see all open and closed work orders for 6 months for the ship to account you are currently using. (**Note:** you can change the ship to selection from the truck icon in the site header.)
3. You can search by patient name or serial number of the product, or filter by date range and order status.
4. The default view of the results shows the patient name, room number, product name, status, billing start date, PO number and order number.
5. Click SHOW MORE for a specific row to view additional details related to the order and days on rent.
6. Export the results by selecting EXPORT in the top right, which will download a CSV file with order details.

INVOICES

1. From the ORDERS drop down in the header bar, select INVOICES.
2. Find an invoice for a selected account by searching for the invoice number and patient name and/or filter by status and date range. (**Note:** You can change the ship to selection from the truck icon in the site header.)
3. For each returned result, you can see the invoice number and a link to the invoice PDF with patient name, invoice date, amount due, due date, status, discounted amount and discounted due date.

SERVICES REQUESTS

1. Select the SERVICES button from the header bar.
2. You will see all open work orders for the ship to account you are currently using. (**Note:** You can change the ship to selection from the truck icon in the site header.)
3. Search for work orders by patient name or serial number of the product, or filter by date range and order status.
4. For each open order, depending on the products included, you will be given the option to request a removal, repair, move or sheet change.
5. Select the blue button for the appropriate service.
6. Then select the product you want the service performed on and click CONTINUE.
7. A pop-up will display to request additional information pertinent to the service being requested.
8. Click SUBMIT to complete the request. You will get an order confirmation email once the order is submitted.

PROFILE MANAGEMENT

1. From the drop down associated with your profile name, use the profile person icon and select "My Profile."
2. From this page, you can update the phone number and department, change the email address or reset your password.

FACILITY ADMINISTRATOR

What is a Facility Administrator?

The Facility Administrator (Admin) is the person (or people) who can manage users and associated ship to accounts. The Hillrom Help Desk is always available to help your Administrator with any questions.

Do you have to have a Facility Administrator?

No. However, the Facility Admin role provides the user with the ability to add, delete and modify users in Hillrom Rental anytime. Contact the Hillrom Rental Help Desk at 1-888-484-6848 to set up the role.

Where is this feature located?

Once you log into the site, it will be located under your profile. All you need to do is click USER MANAGEMENT.

CREATE USER

1. Select ADD USER.
2. Fill out the pop-up window with the required user information. Once activated, the user will receive an email to set their password.
3. Once created, the new role will be shown in the list of users where you can toggle to make them "Active." **Note:** make a user inactive to suspend their ability to log into the site.

ASSIGN USER TO EXISTING SHIP TO ACCOUNTS

1. Expand the SHOW MORE menu to see assigned ship to accounts and add/remove additional ship to accounts if needed. **Note:** only ship to accounts that have been associated with the Facility Admin can be assigned to users. Contact Hillrom Customer Support to associate new ship to accounts with the Facility Admin.
2. You can also assign the user's default ship to which will be the default location whenever the user logs in.



HillromTM

Learn more at rental.hillrom.com.

Hill-Rom reserves the right to make changes without notice in design, specifications and models. The only warranty Hill-Rom makes is the express written warranty extended on the sale or rental of its products.