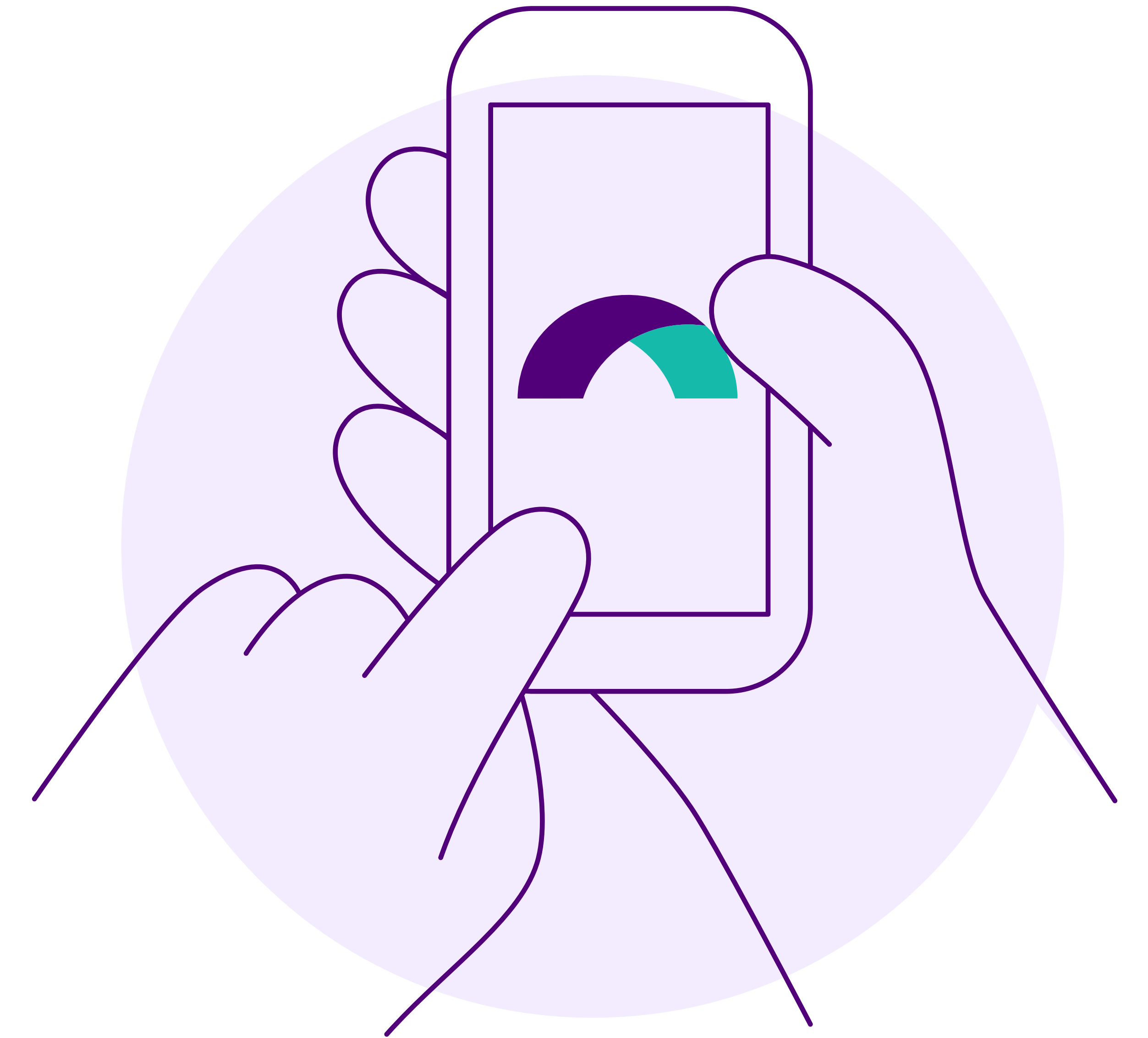


# Need Help?

We're here for you!

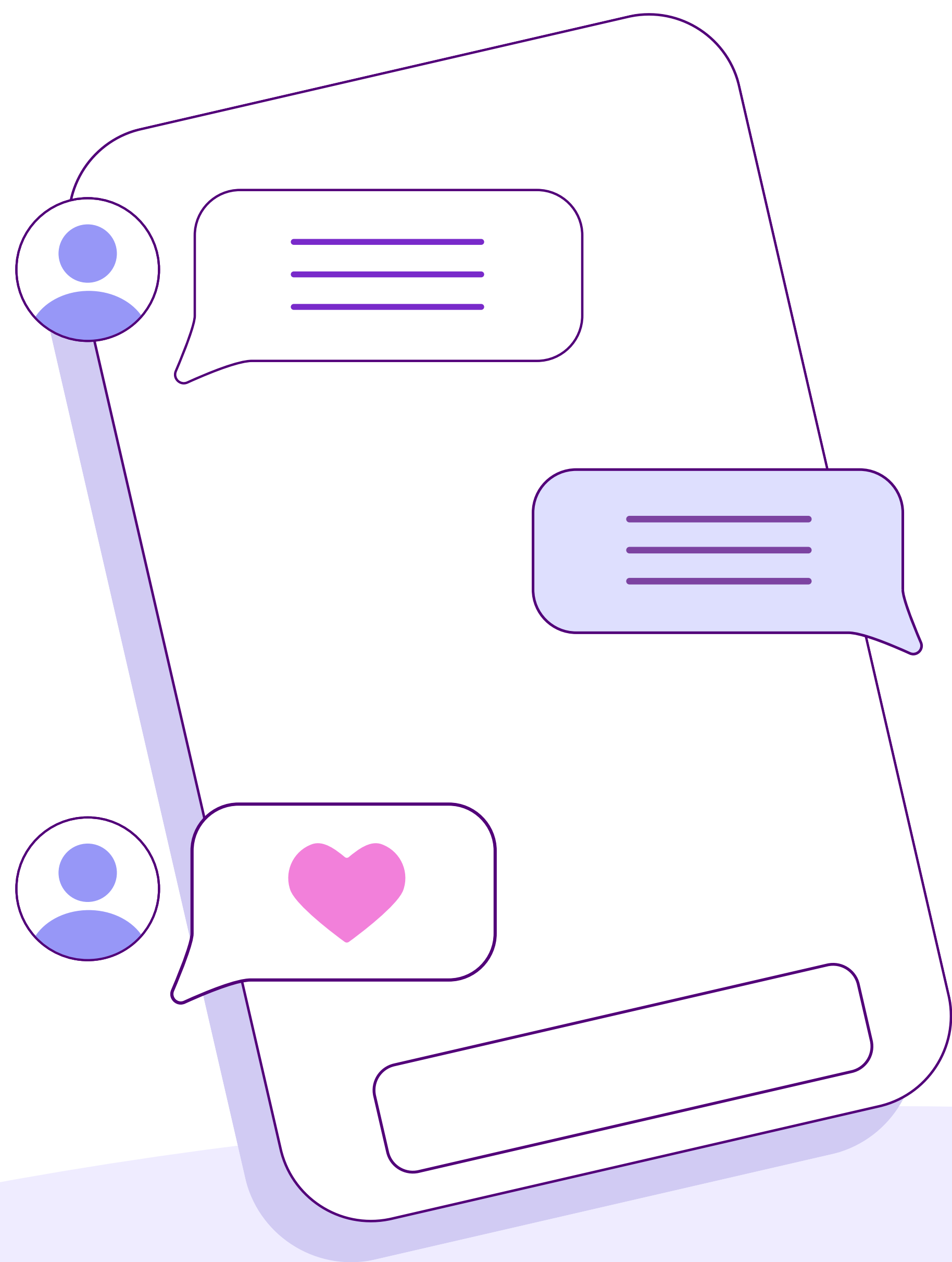
 [support@parachutehealth.com](mailto:support@parachutehealth.com)

 [www.my.parachutehealth.com](http://www.my.parachutehealth.com)



## Track-My-Order by Parachute Health

A simple way to check on  
your medical supply order  
– right from your phone



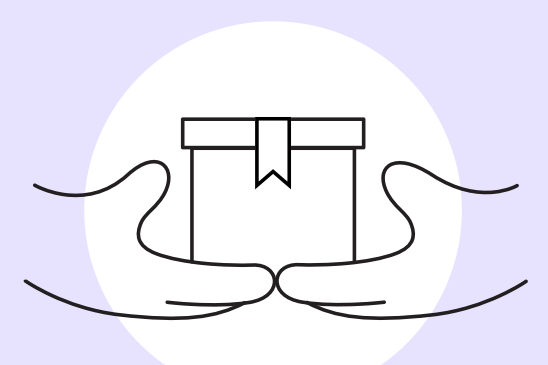
Parachute Health

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# Why It Matters

Doctors and care teams use Parachute Health to order your medical supplies quickly and easily. But patients are often left wondering what's going on. That's why we built Track-My-Order so you can:



Know what was ordered



See who's delivering it



Track your order from start to finish








Avoid unnecessary phone calls and delays



# How It Works

1. After your doctor places the order, you'll get a text message from Parachute Health.
2. The text includes a secure link to your Order Tracker.
3. Enter your last name and date of birth to log in.
4. That's it — no app, no password!

## You'll see:

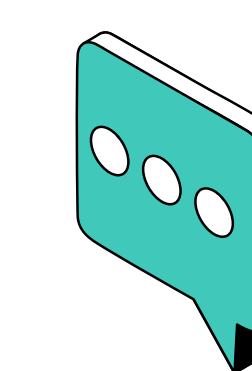
-  The product(s) ordered
-  Supplier name & phone number (once accepted)
-  Shipping address and insurance info
-  Order status: Submitted, In Progress, Completed, or Canceled
-  Shipping updates (if available)

## Waiting on a signature?

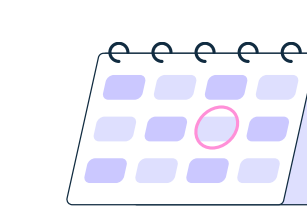
Track-My-Order now shows if your doctor still needs to sign the order – so you know what's happening without needing to call your supplier.

*Note: Access ends 60 days after the order is placed.*

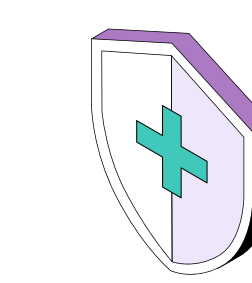
# Good to Know



You'll receive one text message with your tracking link



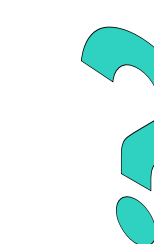
Messages are sent between 9 AM and 8 PM from (888) 344-2640



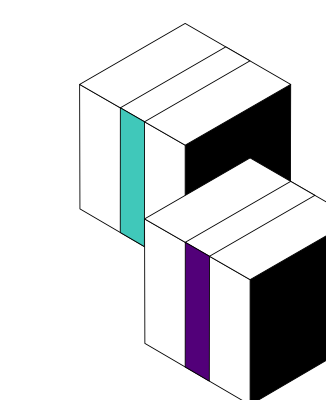
Text replies aren't monitored



Lost the message? Your doctor can resend the link (once)



Have multiple orders? You'll get one tracking message per day



Multiple shipments? View them all in one place

**If your preferred language is Spanish, you'll receive your message in Spanish!**

