



1-800-814-9389

orders.sw@agilitihealth.com

Steps to Discharge Bariatric Rental Furniture & Equipment Duke Regional and Duke Raleigh Hospitals

Agiliti must be notified of a patient's discharge to return furniture and equipment in order to stop rental charges.

You will need to provide Agiliti with the following information:

1. Patient's name
2. Hospital, unit/department, and room number
3. A call back phone number

Follow these steps to return equipment:

Option 1 – Call Agiliti's 1-800-814-9389 phone number. You will speak to a live person to provide the information above. They will call you back for an ETA on the request.

Option 2 – Email Agiliti at orders.sw@agilitihealth.com to request furniture and equipment pick-up.

- In the subject line, type "Pick-Up".
- In the email, include:
 - Hospital
 - Patient's name and room number
 - Call back number so a local technician can provide an ETA for service

