

# Advancing Precision Care with MyOme Support



## Customer Success & Patient Support

Our Customer Success team partners with you and your staff to ensure a smooth onboarding, streamline workflows, and address operational needs. Meanwhile, our Patient Support team is dedicated to helping patients navigate a seamless MyOme experience.



## Clinical Consult Support

Expert consultations on complex cases and result interpretation to guide informed decisions from the MyOme Clinical Affairs team and our clinical support partner.



## Genetic Counseling with DNAvisit

Access board-certified genetic counselors for clear, personalized insights into genetic results.



## MyOme Provider Portal

Manage orders, track samples, and access reports—all in one secure, easy-to-use platform. Visit [providers.myome.com/login](https://providers.myome.com/login)



## Additional Resources

We are committed to helping providers communicate complex topics by providing videos, materials, and other resources to enhance the patient experience.

## A Seamless Workflow for Providers and Patients

### Ordering Process



#### ORDER

Healthcare providers complete the Test Requisition Form (TRF) on your health system's interface.



#### COLLECT

MyOme accepts blood, saliva and buccal samples. Collection kits are provided by MyOme.



#### SHIP

Collection kits can be sent to your office or directly to your patient. Once collected, kits are returned to our lab using a pre-paid FedEx package.



#### RESULTS

Results are returned through MyOme's secure portal.



### Turn Around Time

#### myome | Proactive Health SINGLE-GENE RISK™

- From initial sample, approximately 6 to 8 weeks.
- For previously processed sample, approximately 2 to 4 weeks.

#### myome | Proactive Health MEDICATION RESPONSE™

- From initial sample, approximately 6 weeks.
- For previously processed sample, approximately 24 to 48 hours.



### Billing

MyOme offers flexible billing options, allowing you to bill your patient's insurance, the patient directly, or your practice if you have an institutional contract.

## Resources and Support

### SUPPORT AND COMMUNICATION

**FAQs** | A comprehensive compilation of frequently asked questions tailored for new providers.

### ORDERING GUIDANCE

**How to Place an Order** | A brief guide or visual reference for placing orders seamlessly.

### EDUCATION AND TRAINING

**Understanding Results** | A brief overview or annotated example of interpreting MyOme results.

**Sample Reports** | Annotated examples of MyOme's test results to familiarize providers with the format and insights provided.

**Patient Experience** | Insights into how MyOme enhances the patient journey.

**Privacy & Security** | Key points on how MyOme safeguards data and complies with industry standards.



Contact [support@myome.com](mailto:support@myome.com) to get started.