

FOLLOW UP CALLING SCRIPT

☐ Hello this is Caller, I am calling from MED-GENETICS is this Patient,***pause***

Patient, I am calling **To Follow up on Your GENETIC SCREENING TEST KIT** that was mailed to you in a **BRIGHT BLUE PACKAGE**

Patient,Have you received **YOUR BRIGHT BLUE PACKET** yet?

RECEIVED

Patient,that is great, this test is only going to take us a couple of minutes to complete.

Patient,when was the last time you ate, drank, or smoked anything, other than water?

The reason I'm asking is the test does require that you do not eat, drink, smoke, or even kiss, except for water, for just 30 minutes prior to taking the test: **THIS DOES NOT MEAN FASTING**

FOR EXAMPLE: If you had already had your coffee, your breakfast, and taken your medications and it has been over 30 minutes then you are ok to complete your test NOW.

PERFECT!!!! _____ LET'S GET STARTED:

NOT RECEIVED

We mailed your **BRIGHT BLUE PACKET** on DATE and according to our records you should have received it on DATE RECEIVED
PAUSE

Patient, the package is a **BRIGHT BLUE BUBBLE WRAPPED PACKAGE**

THERE IS A BLACK LABEL that says FROM MED-GENETICS AND THIS IS TIME SENSITIVE.

*****VERIFY ADDRESS & PATIENT HOME NOT AN APARTMENT & THAT THE PATIENT IS THE ONE GETTING THEIR MAIL NOT SOMEONE ELSE*****

Patient, let's give it a couple more days and once you have received **YOUR BRIGHT BLUE PACKAGE** please call the number on the outside of the package so we can assist you in properly taking your test.



LEAVING A VOICE MESSAGE

Good morning, this is Caller, calling from med-genetics regarding your genetic test kit that was mailed to you in a **BRIGHT BLUE PACKAGE** that you should have received.

Patient, once you have received **YOUR BRIGHT BLUE PACKAGE** please call us at 800-806-7611 which is located on the outside of your package so one of our specialist will cas assist you in completing your test or answer any question you might have.

we are looking forward in hearing from you soon and hopefully benefitting your healthcare.

NO-NO WORDS.... (FREE) (MEDICARE) (DNA) (REPRESENTING THE INSURANCE COMPANY)



WHY DID I GET THIS PACKAGE OR KIT?

Because you spoke with one of your healthcare providers about this and you had requested it and we are here to help assist you in taking your test. A healthcare provider could have been your physician, your medical supply company, your pharmacy, your brace company, your diabetic supply company, etc.

HOW DID YOU GET MY INFORMATION?

It was sent to us through one of your healthcare providers from whom you requested this test.

DID MY DOCTOR ORDER THIS TEST/ WHO ORDERED THIS TEST?

Your doctor is not ordering this test per say, however a doctor that specializes in genetics or this type of testing is the one who is placing the order, however, you should share this information to benefit your health with all your doctors and they will have easy access to your results if you allow them to.

WHAT IS THIS TEST FOR?

PGX

To ensure that you are on the best meds, the right dose, or if your current meds need adjusting. This test can help your physicians see if your meds are helping or hurting you and make better decisions on any future medication they may need to put you on.

CGX

Doesn't tell if you have cancer, but if you have any genetic links to certain cancers in your family genetics (hereditary). Cancer doesn't kill people, late detection does. This is more of a screening tool to hopefully decrease your chances for you and your family members.

HOW MUCH DOES THIS COST AND WHO IS PAYING FOR IT AND HOW MUCH DOES IT COST?

- ☐ It is a fully covered benefit of your insurance, so therefore there is no out of pocket cost to you.
- ☐ I wouldn't know the costs because it is different for every patient based off your personal details such as how many meds you are taking or what type of family cancers you had because they run different tests that cost different amounts based off your patient by patient details. However, the fact that your insurance fully covers this test, which is hard these days to get anything fully covered, should show

SHOW I GET MY RESULTS AND HOW LONG DOES IT TAKE?

Because this is a new state of the art test and is complex, it takes about 2-3 months

WILL MY DOCTOR GET THE RESULTS?

Your doctor will have full access to your results and we encourage you to share these results with all your doctors. But most importantly you will be receiving your results because if we just send results to one doctor they usually don't share them with each other and we want you to have them so you can share them with all your doctors.

CAN MY GENETICS BE USED FOR ANYTHING ELSE OR SHARED WITH ANYONE ELSE?

Your GENETICS is protected by Federal Law that it cannot be held against you or used against you for your healthcare or for insurance misuse. However, your GENETICS can be used as data to help improve the science of genetics research and development only.