Notification of Failure

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| --- | --- | --- | --- |
| **TO:** | {{TableStart:Case}}{{Contact Name: Salutation 1}} {{Contact Name: First Name 1}} {{Contact Name: Last Name 1}}{{TableEnd:Case}} | **FROM:** | Genomic Health - Customer Service |
| **FAX:** | {{TableStart:Case}}{{Contact Name: Fax 1}}{{TableEnd:Case}} | **FAX:** | 650-362-6487 |
| **PHONE:** | {{TableStart:Case}}{{Contact Name: Main Phone 1}}{{TableEnd:Case}} | **PHONE:** | 877-662-6897 |
| **SUBJECT:** | Notification of Failure | **DATE:** | {{Today}} |

Dear {{TableStart:Case}}{{Contact Name: Salutation 1}} {{Contact Name: Last Name 1}}{{TableEnd:Case}},

This fax is to notify you that the specimen for your patient has failed in our lab. Details are as follows:

**Order**:  {{TableStart:Case}}{{Order\_ID}}  
**Patient Initials**: {{Patient\_Initials}}

**DOB**: {{DOB\@ MM/dd/yyyy}}{{TableEnd:Case}}  
**Reason for Failure**: {{CASE\_OSM\_SUBTYPE}}

Per the pathology report, there are no additional specimens suitable for testing. As such, there is no resubmission available.

Should there be another sample available or if you have further questions, please contact our Customer Service group directly.

For further questions please contact our Customer Service group by phone at **877-662-6897** or via email at **customerservice@genomichealth.com**.

Kind Regards,

Genomic Health, Inc. ®

Customer Service

Telephone: 877-662-6897

Facsimile: 650-362-6487