Notification of Failure

|  |  |  |  |
| --- | --- | --- | --- |
| **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 appears to be additional specimens that may be suitable for testing. We will contact {{TableStart:ORSpecimenSubmitting}}{{Account}}{{TableEnd:ORSpecimenSubmitting}} in regards to the specimen failure to confirm if a resubmission is available.  

Feel free to visit the online portal as any resubmissions will be viewable online. For further questions, please contact our Customer Service group directly.

Kind Regards,

Customer Service

Genomic Health, Inc. ®

**Onco*type* DX® Prostate Cancer Assay**

Phone:  877-ONCOTYPE (877-662-6897)

Fax:  650-362-6487

Email:  [customerservice@genomichealth.com  
Web](mailto:customerservice@genomichealth.comWeb):  [http://www.oncotypedx.com](http://www.oncotypedx.com/)