

# Diagnostics – How to Order a Test in CentoPortal

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## Introduction

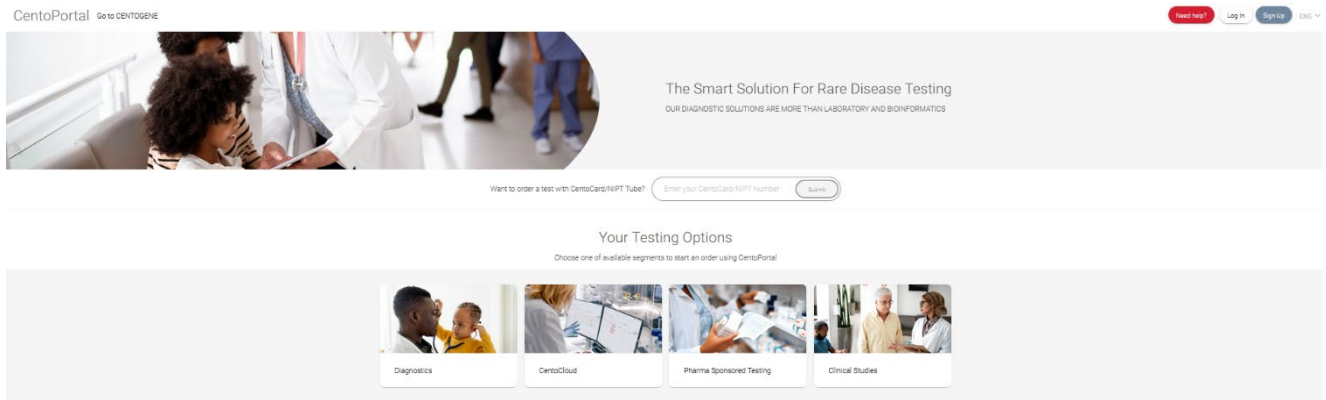
CentoPortal is CENTOGENE’s online ordering platform where you can:

- Browse CENTOGENE’s complete diagnostic portfolio and order a test in a few simple steps
- Instantly sign-up and easily create an account
- Provide the most important clinical information in a structured way
- Sign the patient consent online
- Obtain an overview of your patients and the analyses you have ordered
- Check your sample status
- Download your patients’ medical report and provide it directly to other report recipients with the highest data protection and privacy standards

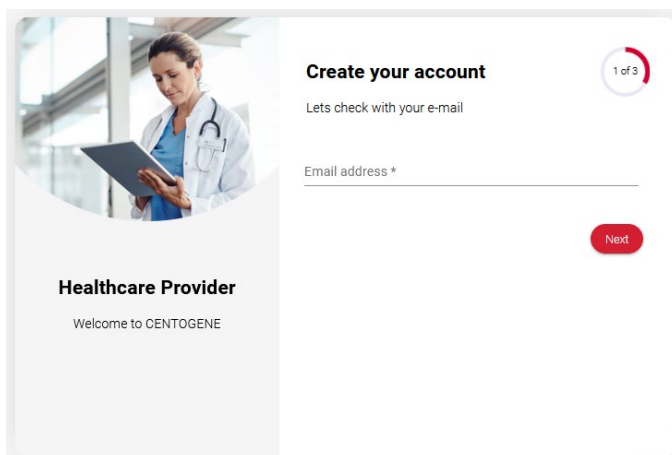
## Setting Up a User Account

To order a test for your patients and receive the medical report, create a User Account in CentoPortal by following these steps:

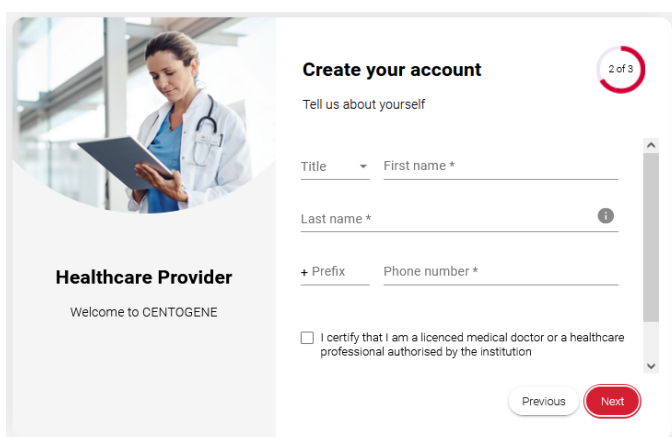
1. Go to **www.centoport.com** and click **Sign Up** in the top right corner.



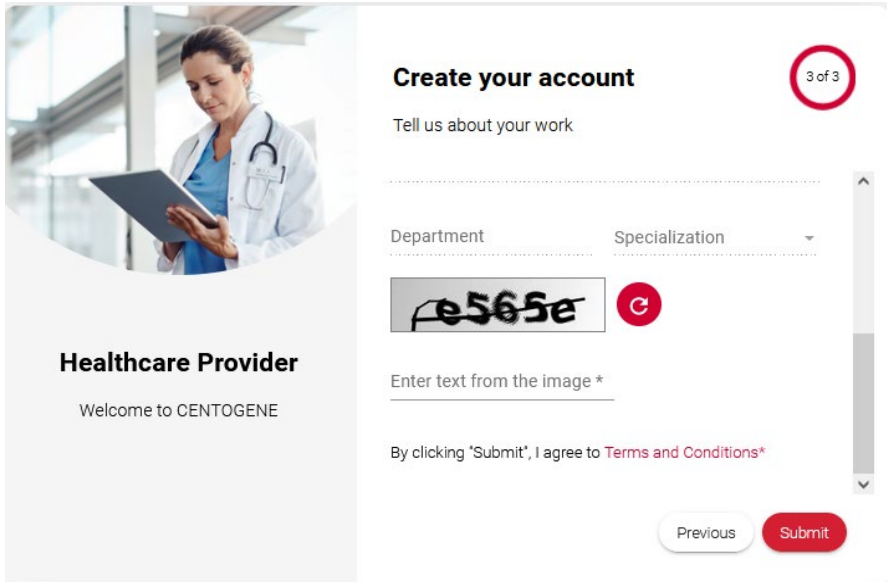
2. Enter your email address. Click **Next** to proceed.



3. Enter **Title**, **First name**, **Last name**, **Phone number** and certify status as a licensed medical doctor or a healthcare professional authorized by the institution. Click **Next** to proceed.



4. Enter work details like Country, City, Postal code, Address, Institute / Practice name, Department and Specialization.
5. Enter correct captcha text and read and agree to the **Terms and Conditions** of CentoPortal by clicking **Submit**.



**Create your account** 3 of 3

Tell us about your work

Department Specialization

e565e

Enter text from the image \*

By clicking "Submit", I agree to [Terms and Conditions\\*](#)

Previous Submit

6. You will receive an email with a **verification link**. This link is valid for 30 days upon receipt. Click the link to **verify your email address** and create a unique **username** and **password** on the page that opens after clicking the link.

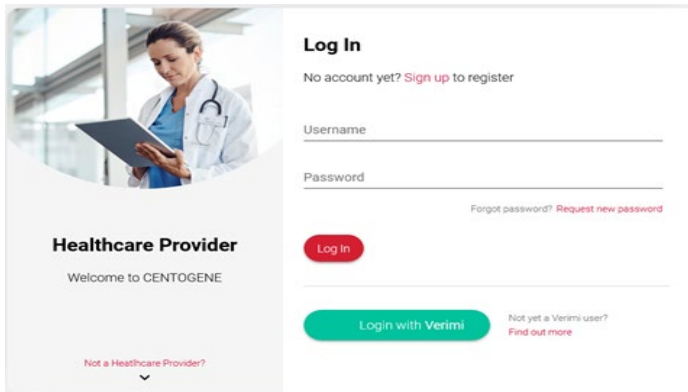
**Note:** Please make sure you take a note of your chosen username in case you need to reset your password in the future. In case the 30 days have passed before you were able to complete the account creation process, you can contact our customer support at [support@centoportal.com](mailto:support@centoportal.com).

## Ordering a Test From the Diagnostic Test Catalogue

To browse and order from CENTOGENE's diagnostic test catalogue, go to CentoPortal [www.centoport.com](http://www.centoport.com).

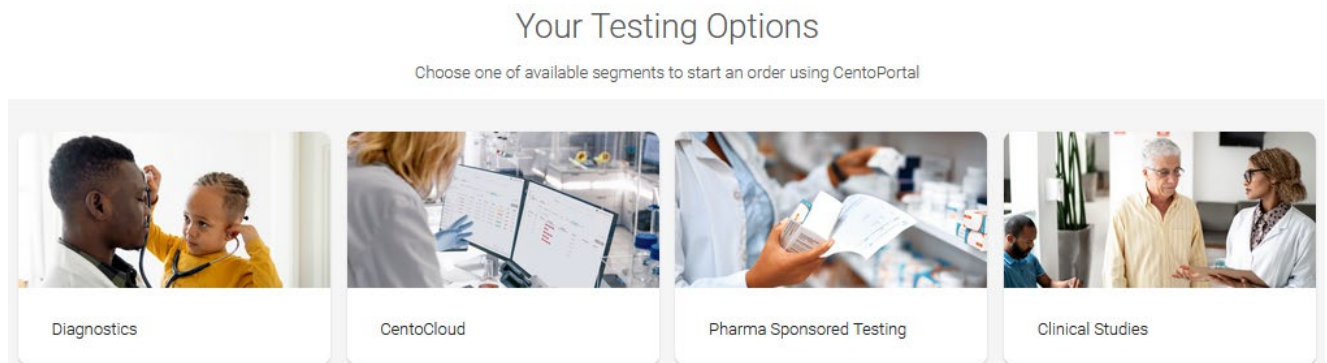
1. Log in to CentoPortal with your user credentials.

**Note:** Your username is unique and is not your email ID.



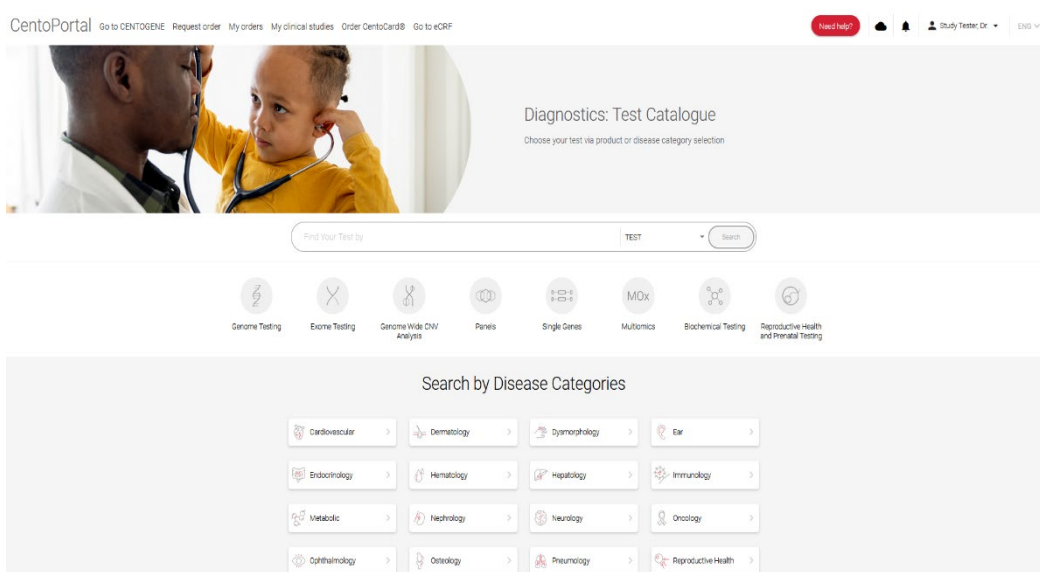
The screenshot shows the 'Log In' section of the CentoPortal website. On the left, there is a circular image of a female healthcare provider looking at a tablet. Below it, the text reads 'Healthcare Provider' and 'Welcome to CENTOGENE'. At the bottom left, there is a link 'Not a Healthcare Provider?'. The main login area includes a 'Log In' heading, a link 'No account yet? Sign up to register', and two input fields for 'Username' and 'Password'. Below the password field is a link 'Forgot password? Request new password'. A red 'Log In' button is positioned below the input fields. At the bottom, there is a green 'Login with Verimi' button and a link 'Not yet a Verimi user? Find out more'.

2. On the CentoPortal home screen, choose **Diagnostics** from the Testing Options.



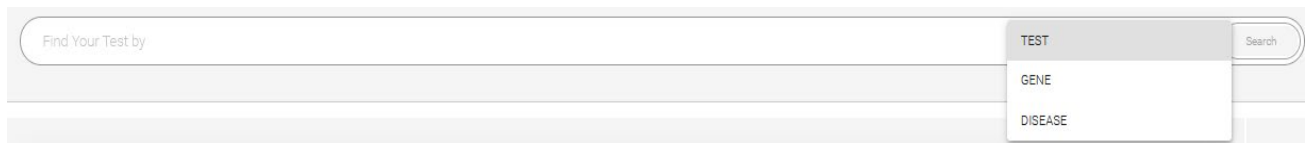
The screenshot displays the 'Your Testing Options' section. At the top, it says 'Choose one of available segments to start an order using CentoPortal'. Below this, there are four large, rounded rectangular buttons, each with a representative image and a label: 'Diagnostics' (image of a doctor examining a child), 'CentoCloud' (image of a person at a computer workstation), 'Pharma Sponsored Testing' (image of a person holding a document), and 'Clinical Studies' (image of a doctor talking to an elderly patient).

3. You can search the desired test via the analysis type menu (e.g., Genome Testing, Exome Testing, Panels etc.) or looking up available tests for the various disease categories.

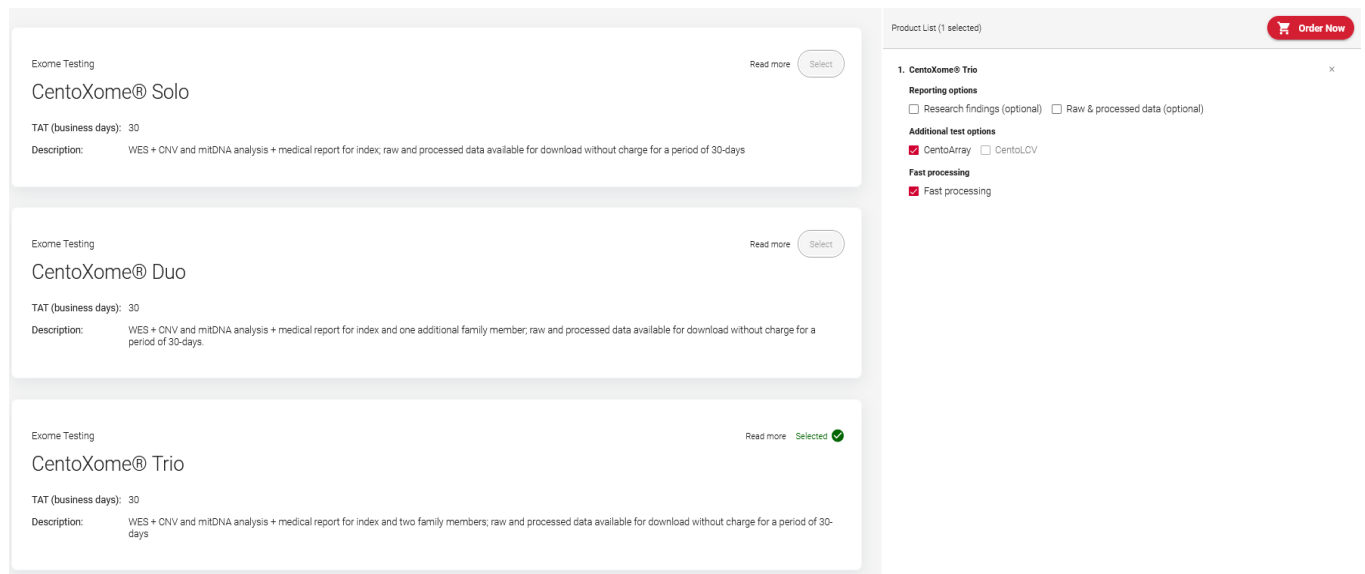


The screenshot shows the 'Diagnostics: Test Catalogue' page. At the top, there is a navigation bar with links like 'Go to CENTOGENE', 'Request order', 'My orders', 'My clinical studies', 'Order CentoCard®', and 'Go to eCRF'. A 'Need help?' button is also visible. The main heading is 'Diagnostics: Test Catalogue' with the subtext 'Choose your test via product or disease category selection'. Below the heading is a search bar with the placeholder 'Find Your Test by' and a 'TEST' dropdown menu. Underneath the search bar is a row of eight circular icons representing different analysis types: Genome Testing, Exome Testing, Genome Wide CNV Analysis, Panels, Single Genes, Multomics, Biochemical Testing, and Reproductive Health and Prenatal Testing. At the bottom, there is a section titled 'Search by Disease Categories' with a grid of 16 buttons, each representing a medical specialty: Cardiovascular, Dermatology, Dysmorphology, Ear, Endocrinology, Hematology, Hepatology, Immunology, Metabolic, Nephrology, Neurology, Oncology, Ophthalmology, Osteology, Pneumology, and Reproductive Health.

4. Additionally, you can also search by test name, Gene name or Disease name.

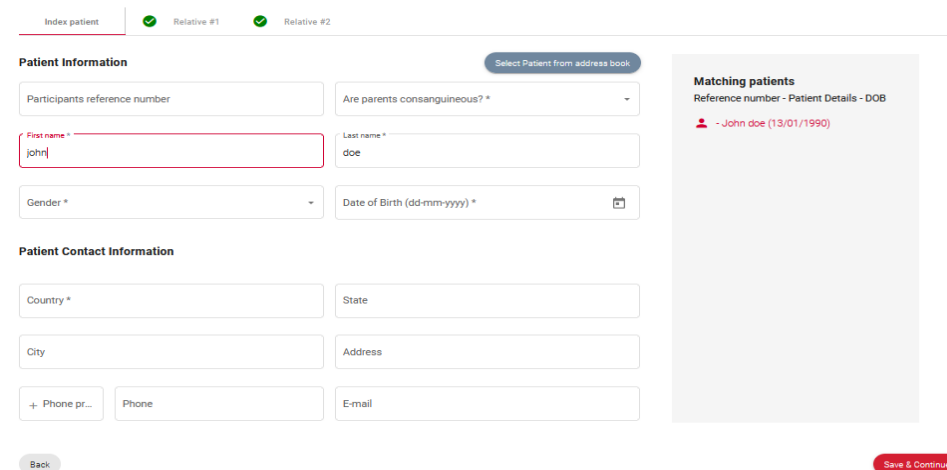


5. Select the product of your choice from the **Test catalogue** and select required additional services (e.g., Reporting options, Additional test options, etc.) from the available test options. Click **Order Now** to proceed with ordering the selected test.



6. Enter **Patient Information** for the index patient and that of additional family members where applicable. If you have previously ordered a test for the same patient, then the system will suggest the existing patient details. Click the suggested patient record to auto-complete the patient details and double-check the existing patient information carefully to ensure it is the right patient. Alternatively, continue creating a new patient and Click **Save & Continue** to proceed.

**Note:** All mandatory fields are marked with (\*).



- Provide HPO terms using the **Search symptoms** bar to describe the patient phenotype. In addition, you can specify the **Age of onset**, if known, and any treatments that the patient has already received, if any. **Click Save & Continue** to proceed.

**Diagnostics Analysis**

John doe - Index    ✓ Jane - Relative 1    ✓ Matthias - Relative 2

Search symptoms   Clinically unaffected

**Selected symptoms**  
Please document clinical symptoms for your patient to ensure the quality of the medical diagnosis

**Other information about the symptoms**

Age of onset

Treatment

---

**Additional information**

Here you can provide additional information (optional)

Attach documents such as previous reports, patient health records, insurance card. Allowed file formats: pictures (.jpeg, .png, .tiff, .bmp); documents (.doc, .docx, .rtf, .pdf), excel lists (.xlsx, .xls)

**Note:** To ensure the **highest-quality interpretation** of genetic data, we require detailed clinical information about the patient and ideally also family members. Several studies have shown that high quality clinical information improves diagnostic yield (Bertoli-Avella et al. 2020, PMID: 32860008; Köhler et al. 2019).

- Enter sample material details. If the sample material is **CentoCard** then enter the CentoCard number in the **Sample ID** field and specify the **Sample collection date**. **Click Save & Continue**.



**Diagnostics Analysis**

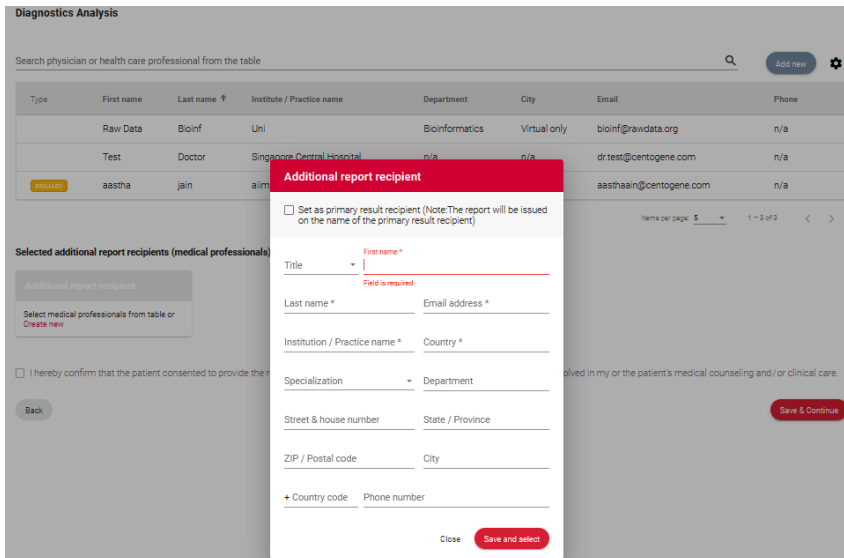
John doe - Index    Jane - Relative 1    Matthias - Relative 2

**Document material details**

Sample type \*     Sample ID \*     Sample collection date \*

Tick the box if this is an add-on request. Kindly contact our customer support team at customer.support@centogene.com to check if CENTOGENE have enough sample material in-house for the patient

9. In the next step, you can authorize additional healthcare professionals involved in the clinical care of your patient to receive a copy directly with the highest data protection and privacy standards. Additionally, you can make the additional healthcare professional a primary recipient. You can also make an additional healthcare professional (i.e., the medical report will be issued in the name of the primary recipient) by selecting the corresponding option in the **Additional result recipient** dialog box. Click **Save and continue** to proceed.
- Note:** In all cases, patient consent needs to be in place for each additional result recipient.



10. Next, provide relevant billing information for the order. Choose from the available options and provide additional details where required:

#### Diagnostics Analysis

Please select the invoice recipient. Hint: If its insurance pay or institution pay (e.g., billing department), then select other payer. You can also select it as default payer to avoid re-typing details for each order

- Use my details for invoicing
  Institutional Payer
  Self pay (Patient/Relative)
  Insurance Payer

#### Invoice recipient

Title  
Dr.      First name  
Study

Last name  
Tester

Email  
asdds@test.de

Phone  
05050123

+ Country code

#### Invoice address

Institute / Practice name  
Rostock AKH

Department  
Department

Country  
Afghanistan (افغانستان)

State / Province

State

City  
bebebe

Address  
Address

Zip / Postal code  
12345

Back

Save & Continue

- **Use my details for invoicing** – If the invoice should be issued with the details provided for the CentoPortal account from which the test is ordered.
- **Institutional Payer** – If the invoice needs to be issued to a certain recipient in a department responsible for invoices, you can choose this option. Enter the corresponding details and make it the default invoice recipient if desired.
- **Self-pay (Patient / Relative)** – If the invoice should be issued to the patient or a relative of the patient.
- **Insurance Payer** – Enter details of the insurance provider if the invoice should be issued to them.


Click **Save & Continue** to proceed.

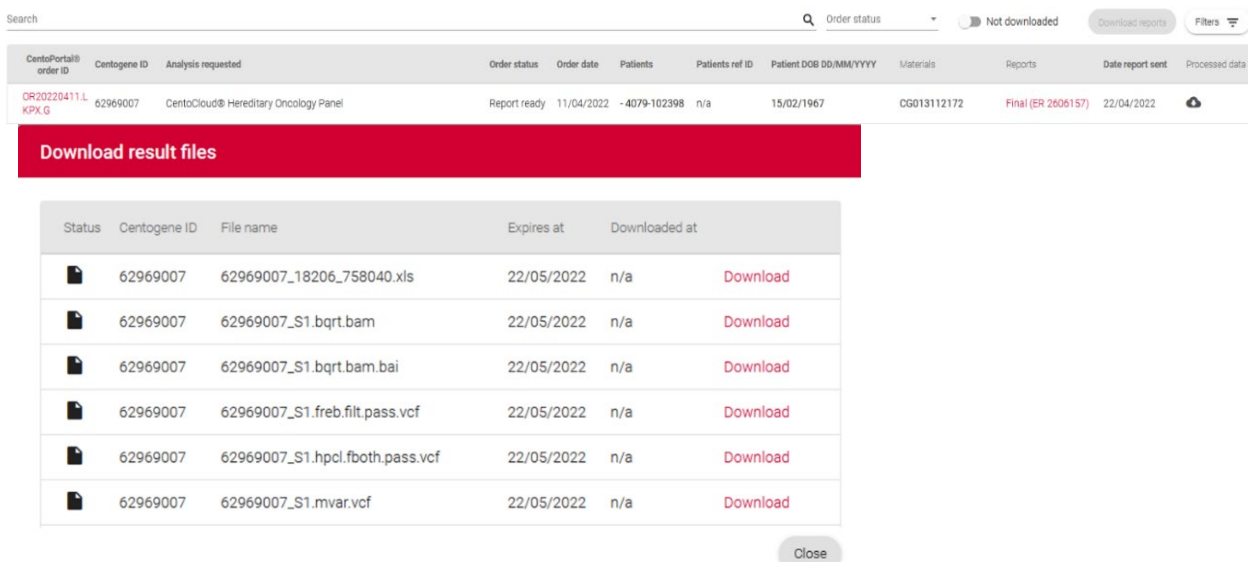
- In the next step of the order workflow, confirm that the patient has consented to this analysis and whether additional consent is granted for secondary findings, carriership finding, and research use, where applicable.
- Review all entries made in the order overview displayed in the last step of the order process. Use the **Back** button to return to a previous step and make amendments. If all the details appear correctly, click **Submit** to place the order.

This completes the ordering process. You, and any additional recipients specified during the order process, will receive an email notification to the provided email address once the results are available for download in CentoPortal.

## Downloading Results

When the results of an analysis are available, you receive an email notification to your registered email address. Follow the steps below to download the results.

- Log into your CentoPortal account and select **My Orders** from the main menu to view your existing orders. To quickly locate a specific order, use filters or the free search feature (e.g., search by patient name, date of birth, CentoCard number or order status).
- In the order overview, if you want to download a report then click the link provided under the column **Reports**. Additionally, in case of CentoXome or CentoGenome if you have ordered to receive processed data, you can click the  icon in the **Processed data column** to see the available result files for your order. The **Download result files** window opens.



The screenshot shows the CentoPortal interface. At the top, there is a search bar and navigation options like 'Order status' and 'Not downloaded'. Below this is a table with columns: CentoPortal® order ID, Centogene ID, Analysis requested, Order status, Order date, Patients, Patients ref ID, Patient DOB DD/MM/YYYY, Materials, Reports, Date report sent, and Processed data. One order is listed with ID 'OR20220411.L KPX.G' and Centogene ID '62969007'. The 'Reports' column shows 'Final (ER 2606157)' and the 'Date report sent' is '22/04/2022'. Below the table, a red banner says 'Download result files'. A modal window is open with a table of files for download:

| Status | Centogene ID | File name                       | Expires at | Downloaded at |
|--------|--------------|---------------------------------|------------|---------------|
|        | 62969007     | 62969007_18206_758040.xls       | 22/05/2022 | n/a           |
|        | 62969007     | 62969007_S1.bqrt.bam            | 22/05/2022 | n/a           |
|        | 62969007     | 62969007_S1.bqrt.bam.bai        | 22/05/2022 | n/a           |
|        | 62969007     | 62969007_S1.freb.filt.pass.vcf  | 22/05/2022 | n/a           |
|        | 62969007     | 62969007_S1.hpcl.fboth.pass.vcf | 22/05/2022 | n/a           |
|        | 62969007     | 62969007_S1.mvar.vcf            | 22/05/2022 | n/a           |

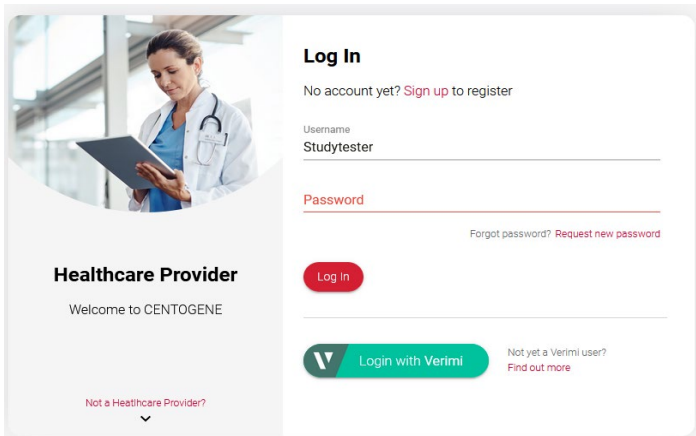
A 'Close' button is located at the bottom right of the modal window.

- In the **Download result files** window click **Download** for each of the files you want to download to your system. When you have downloaded all the desired result files, click **Close** to return to the order overview.



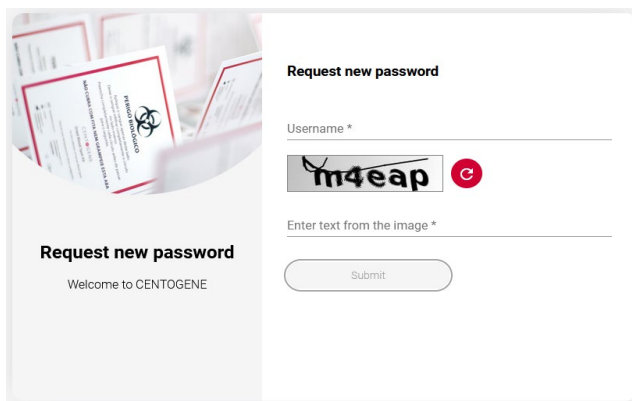
## Forgot Your Password

1. In case you forgot your password click **Request new password**.



2. Enter your **Username** and enter text from the image and click **Submit**. You will receive a link to your registered account email address. Click the link and follow the onscreen instructions to create your new password. In case you do not remember your **Username** please click **Need help?** in the top menu and contact CENTOGENE.

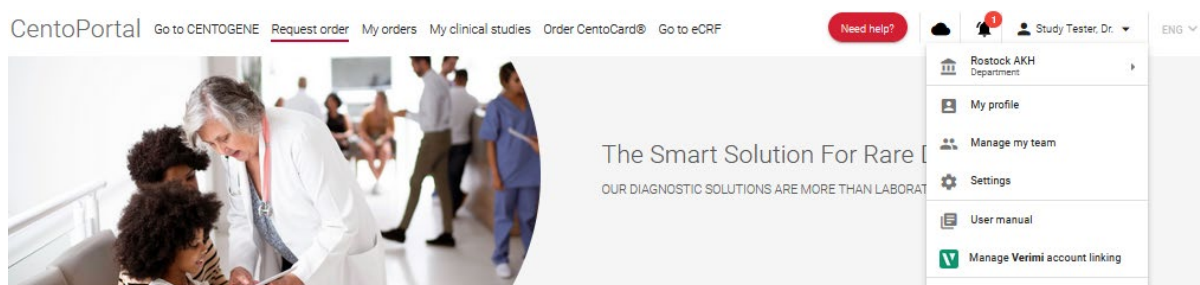
**Note:** Your username is unique and is not your email ID.



## Manage and Invite Your Team

You can invite team members who can complete all the steps of an order on your behalf except the consent step. By using this option, you only need to complete the consent step and submit the previously created order. Follow these steps to set up and manage your team:

1. Go to your profile and select **Manage my team**.




- Click **Invite new team members** and enter their details in the dialog box that opens. Under **Permissions**, select all the applicable permissions you would like to assign to your team members, then click **Invite**.

- The respective team member will receive an email with a link to create their own CentoPortal account. By using this dedicated link, their account will now be connected to your account with the appropriate permissions.

## Support and Customer Service

If you have questions about any of our services provided via CentoPortal or require support with using our ordering platform, you can contact us at any time by clicking **Need Help?** in the top right menu of CentoPortal [www.centoport.com](http://www.centoport.com).

Alternatively, you can contact us via one of the below channels.

|                                |   |  |
|--------------------------------|---|--|
| Phone: +49 (0)381 80 113 - 417 | Email: <a href="mailto:support@centoport.com">support@centoport.com</a> |  CENTOGENE GmbH<br>Am Strande 7<br>18055 Rostock<br>Germany |
| Fax: +49 (0)381 80 113 - 401   | <a href="http://www.centogene.com">www.centogene.com</a>                |  |