CENTOGENE

Diagnostics –
How to Order a Test in CentoPortal

Version: 1.0
Release date: 2022-07

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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
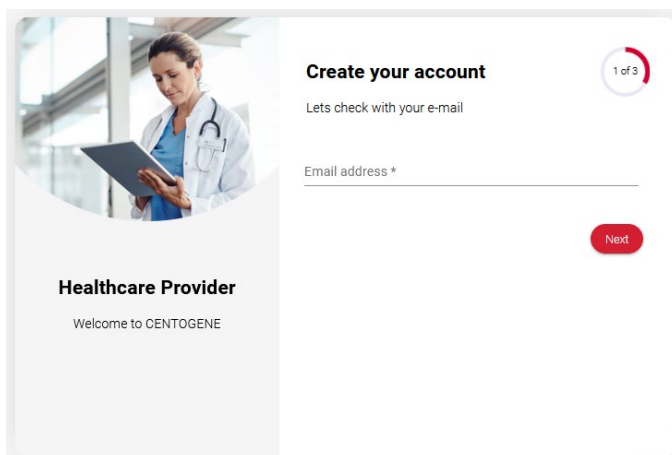
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Setting Up a User Account

To order a test for your patients and receive the medical report, create a User Account in CentoPortal by following these steps:
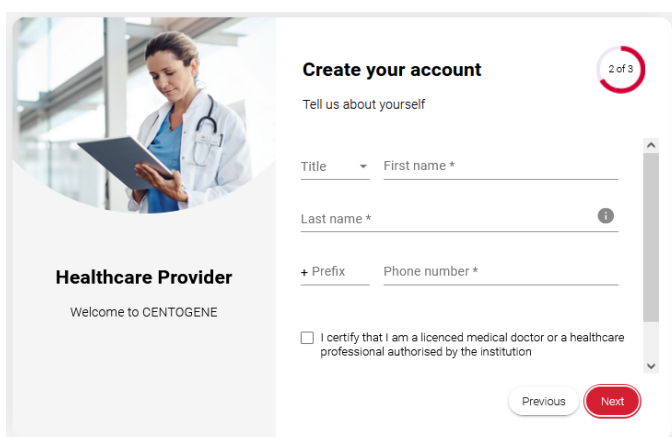
1. Go to **www.centoportal.com** and click **Sign Up** in the top right corner.
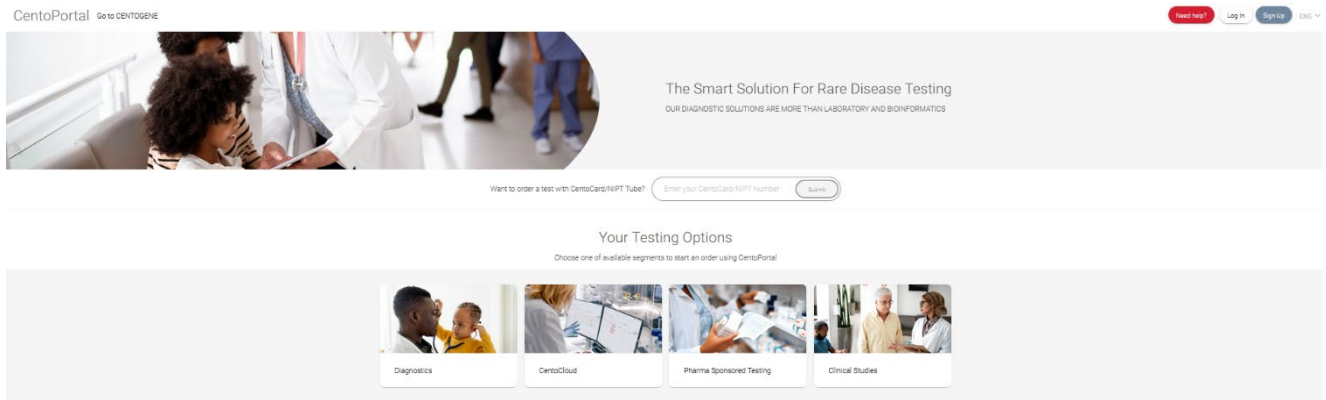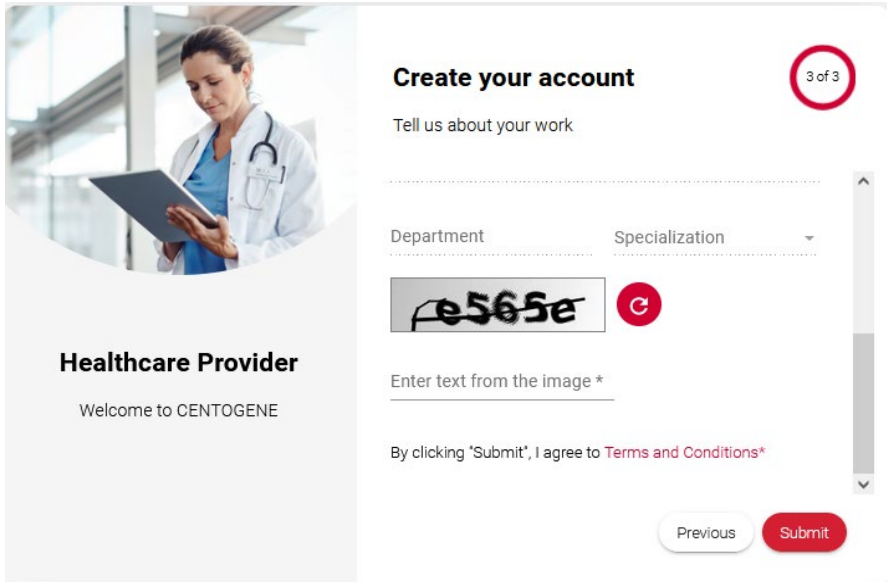

2. Enter your email address. Click **Next** to proceed.

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.

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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**.

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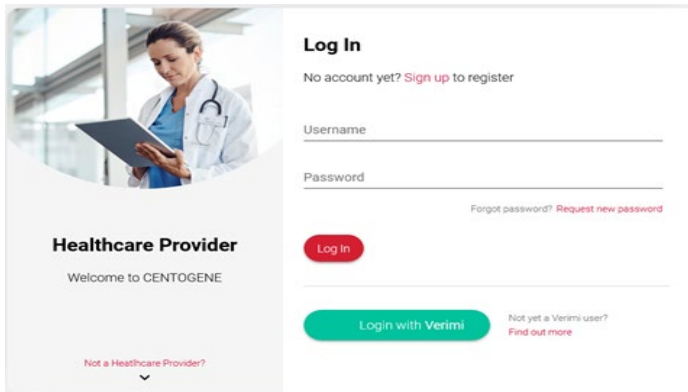
Note: Please make sure you take a note of your chosen username in case you need to reset your password in the future. In case the 30 days have passed before you were able to complete the account creation process, you can contact our customer support at **support@centoportal.com**.

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Ordering a Test From the Diagnostic Test Catalogue

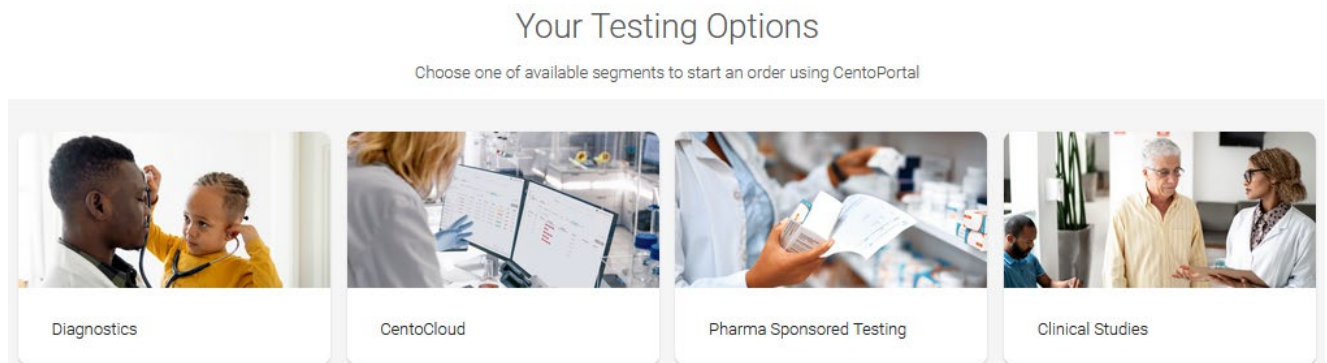To browse and order from CENTOGENE's diagnostic test catalogue, go to CentoPortal **www.centoportal.com**.

1. Log in to CentoPortal with your user credentials.

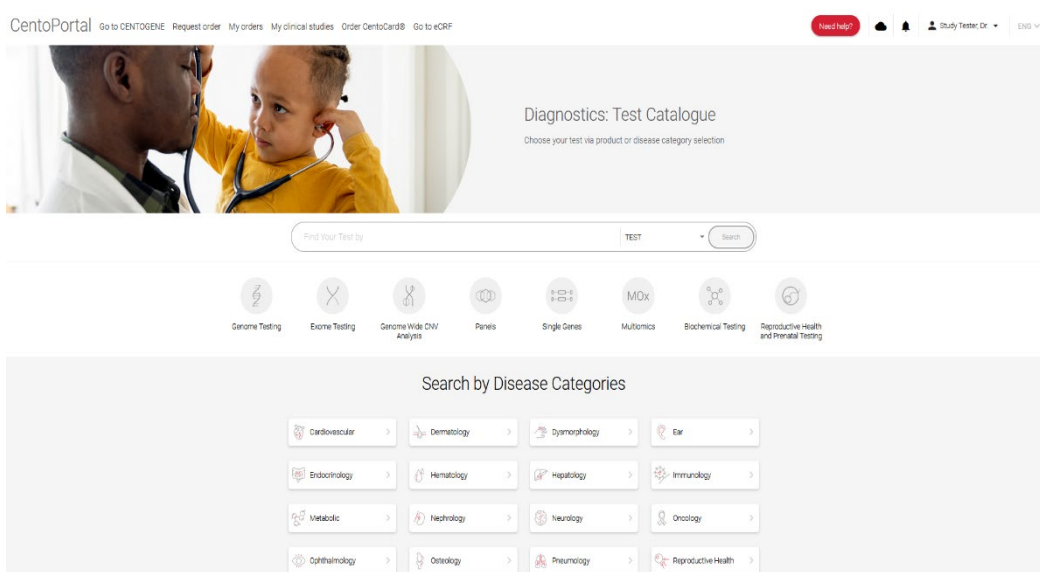**Note**: Your username is unique and is not your email ID.

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

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.

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

Find Your Test by	TEST	Search
	GENE	
	DISEASE	
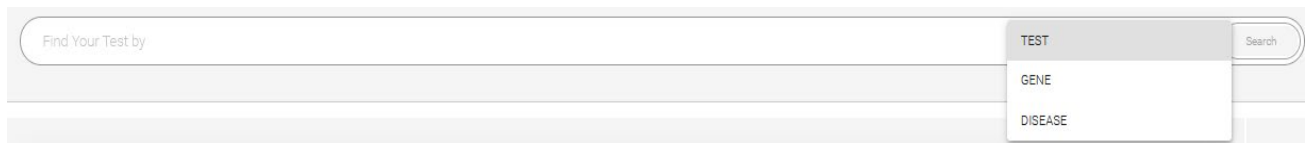
5. Select the product of your choice from the **Test catalogue** and select required additional services (e.g., Reporting options, Additional test options, etc.) from the available test options. Click **Order Now** to proceed with ordering the selected test.
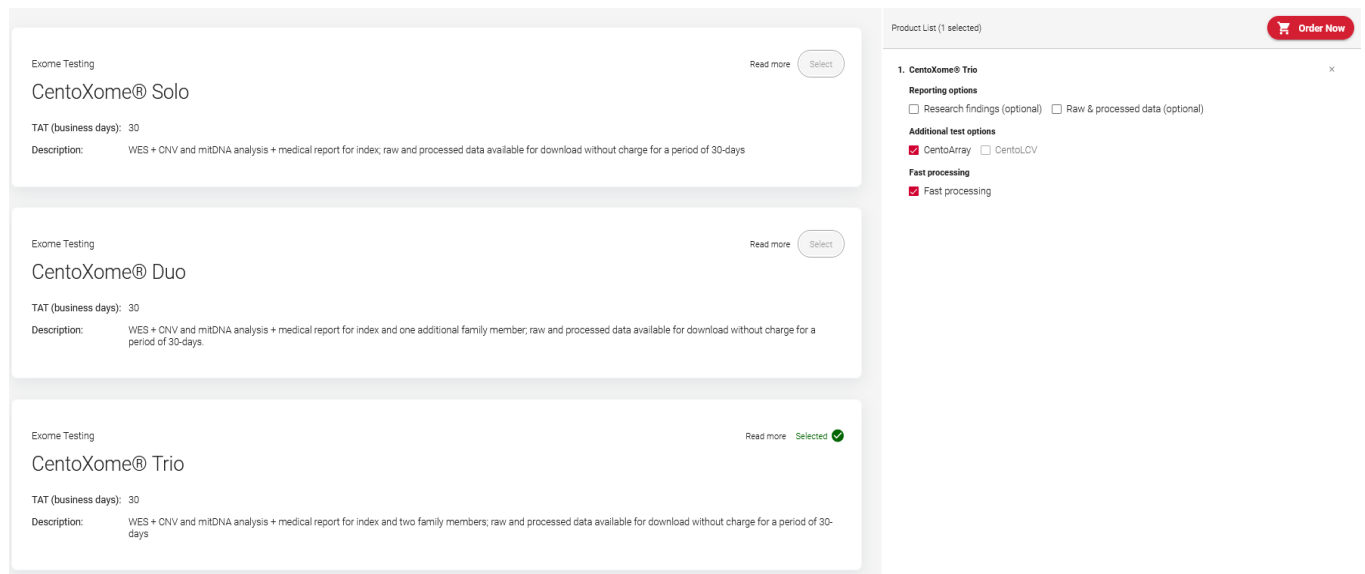
6. Enter **Patient Information** for the index patient and that of additional family members where applicable. If you have previously ordered a test for the same patient, then the system will suggest the existing patient details. Click the suggested patient record to auto-complete the patient details 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 (*).

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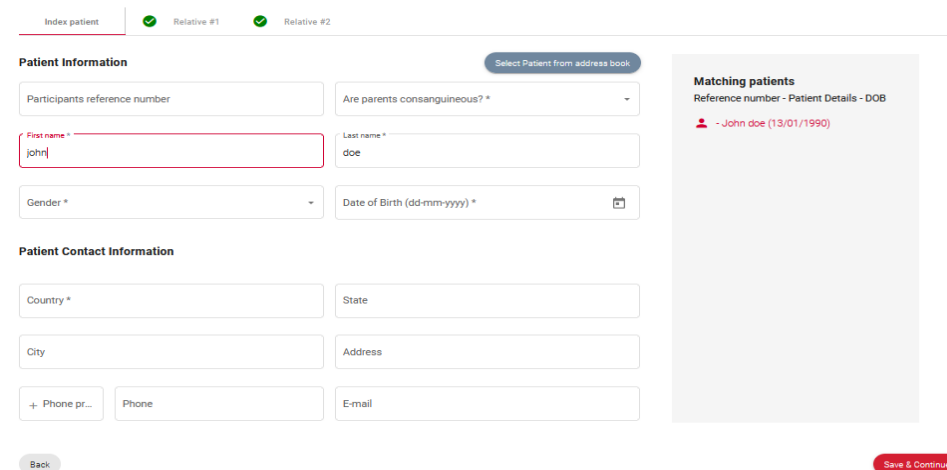
7. Provide HPO terms using the **Search symptoms** bar to describe the patient phenotype. In addition, you can specify the **Age of onset**, if known, and any treatments that the patient has already received, if any. **Click Save & Continue** to proceed.

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).

8. 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**.

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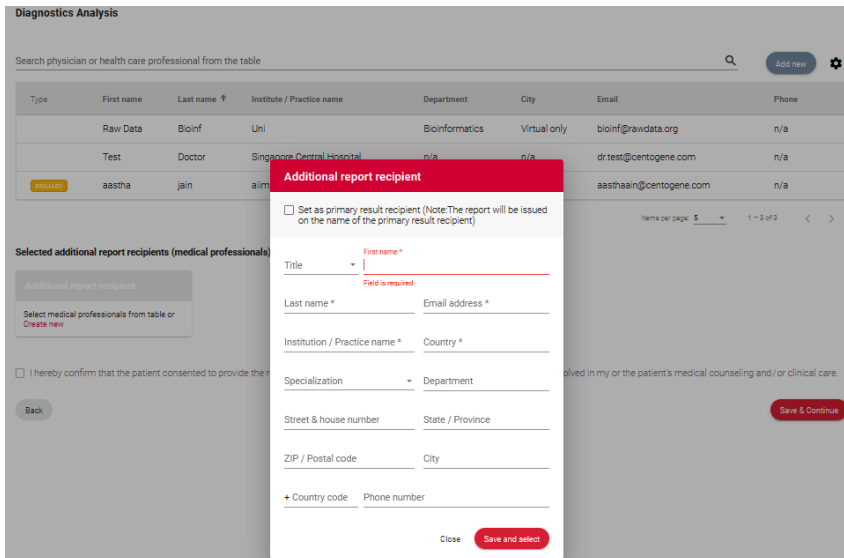
10. Next, provide relevant billing information for the order. Choose from the available options and provide additional details where required:

- **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.
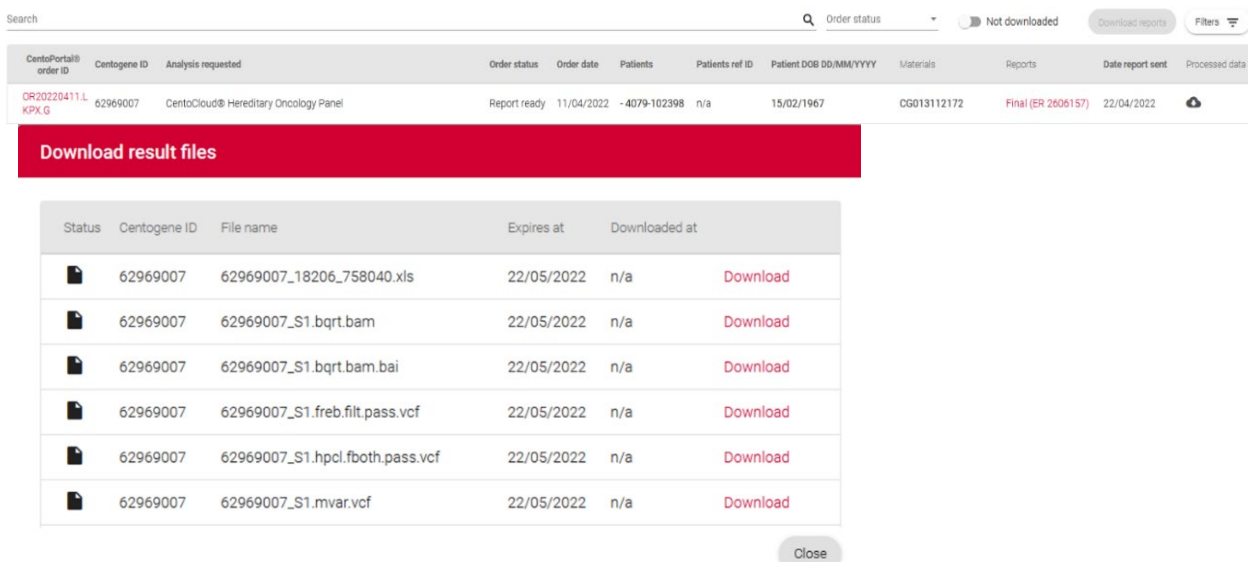
    Click **Save & Continue** to proceed.

11. 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.

12. 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.

1. 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).

2. 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.

3. 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.

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Forgot Your Password

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

Log In

No account yet? Sign up to register

Username
Studytester

Password

Forgot password? Request new password

Log In

Login with **Verimi**   Not yet a Verimi user?
Find out more

Healthcare Provider

Welcome to CENTOGENE

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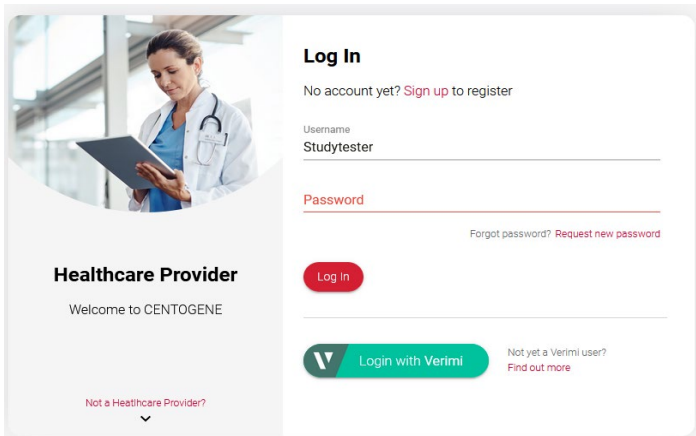
2. Enter your **Username** and enter text from the image and click **Submit**. You will receive a link to your registered account email address. Click the link and follow the onscreen instructions to create your new password**.** In case you do not remember your **Username** please click **Need help?**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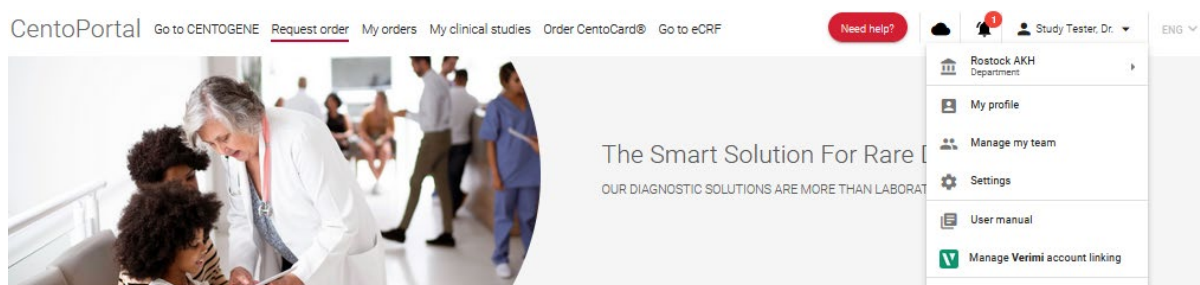
    Note: Your username is unique and is not your email ID.

Request new password

Username *

m4eap

Enter text from the image *

Submit

Request new password

Welcome to CENTOGENE
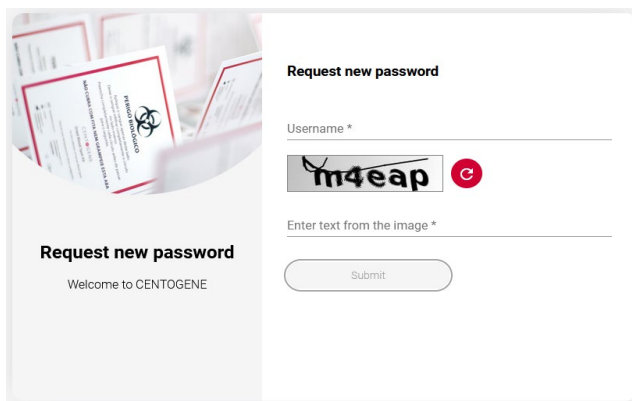
Manage and Invite Your Team

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**.

CentoPortal   Go to CENTOGENE   Request order   My orders   My clinical studies   Order CentoCard®   Go to eCRF

Need help?   Study Tester, Dr.   ENG

The Smart Solution For Rare [

OUR DIAGNOSTIC SOLUTIONS ARE MORE THAN LABORAT

Rostock AKH
Department

My profile

Manage my team

Settings

User manual

Manage **Verimi** account linking

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2. 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**.

3. 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.centoportal.com**.

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

Phone: +49 (0)381 80 113 - 417	Email: **support@centoportal.com**	CENTOGENE GmbH Am Strande 7 18055 Rostock Germany
Fax: +49 (0)381 80 113 - 401	**www.centogene.com**	