

Pharma Sponsored Testing – How to Order a Test in CentoPortal

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Introduction

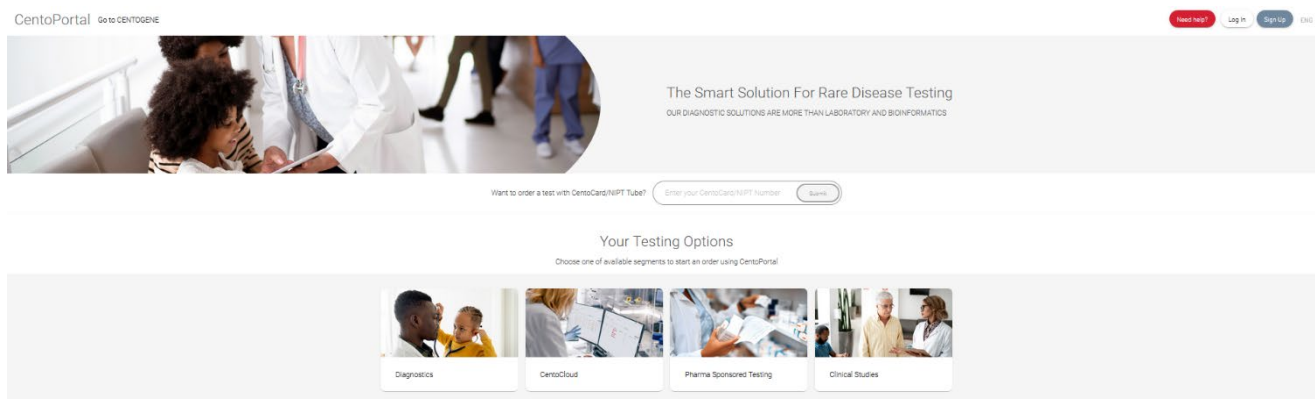
CentoPortal is CENTOGENE’s online ordering platform where you can:

- Browse CENTOGENE’s complete portfolio and order a test in a few easy 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 send 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.



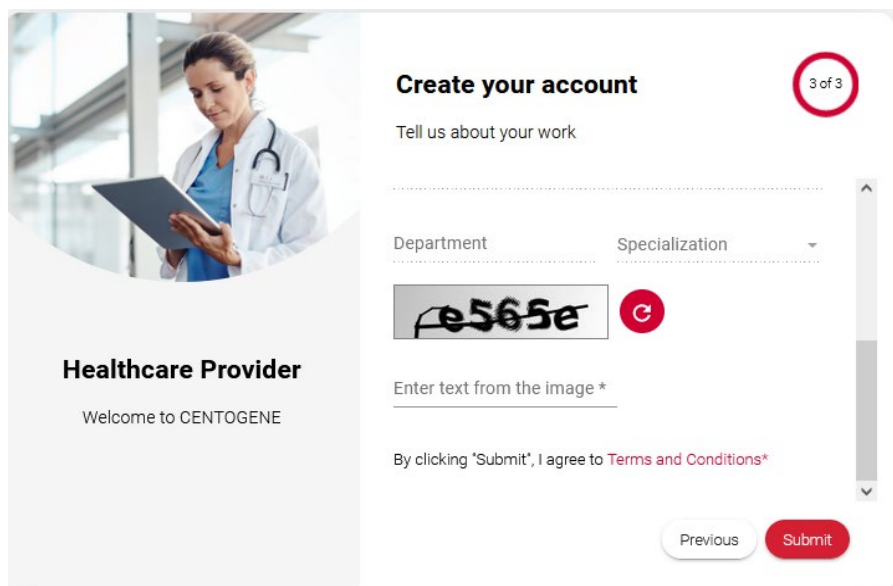
2. Enter your email address. Click **Next** to proceed.

The screenshot shows the "Create your account" form, step 1 of 3. The title is "Create your account" and the subtitle is "Let's check with your e-mail". There is a circular progress indicator showing "1 of 3". The form has a field for "Email address *" and a red "Next" button. On the left side, there is a circular image of a healthcare provider and the text "Healthcare Provider" and "Welcome to CENTOGENE".

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.

The screenshot shows the "Create your account" form, step 2 of 3. The title is "Create your account" and the subtitle is "Tell us about yourself". There is a circular progress indicator showing "2 of 3". The form has fields for "Title", "First name *", "Last name *", and "+ Prefix" followed by "Phone number *". There is a checkbox for "I certify that I am a licenced medical doctor or a healthcare professional authorised by the institution". At the bottom, there are "Previous" and "Next" buttons. On the left side, there is a circular image of a healthcare provider and the text "Healthcare Provider" and "Welcome to CENTOGENE".

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**.



The screenshot shows a web form titled "Create your account" with a "3 of 3" step indicator. The form is for healthcare providers and includes a welcome message: "Healthcare Provider Welcome to CENTOGENE". The main section is titled "Tell us about your work" and contains two dropdown menus for "Department" and "Specialization". Below these is a CAPTCHA image showing the text "e565e" and a red circle with a white "C". A text input field is labeled "Enter text from the image *". At the bottom, there is a checkbox for "By clicking 'Submit', I agree to Terms and Conditions*" and two buttons: "Previous" and "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.

Ordering a Test Sponsored by a Pharmaceutical Company

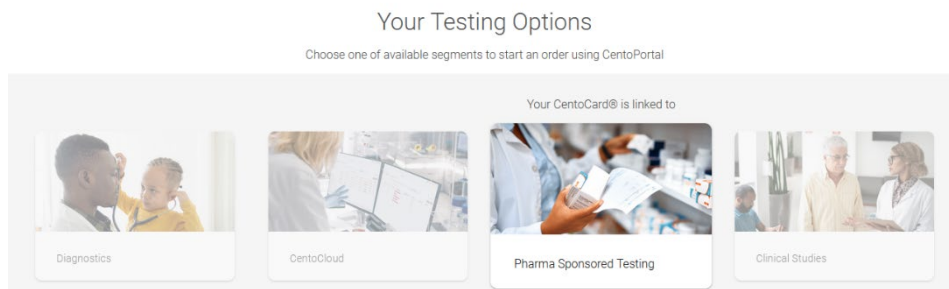
To browse and order from CENTOGENE's diagnostic test catalogue, go to CentoPortal www.centoport.com.

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 interface. On the left, there is a circular image of a healthcare provider and the text 'Healthcare Provider Welcome to CENTOGENE'. Below this 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 input fields for 'Username' and 'Password'. There is a 'Forgot password? Request new password' link. A red 'Log In' button is present. Below that 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 **Pharma Sponsored Testing**.




3. Enter the **Centocard Number** and **sample collection date** and click **Save and continue**. Your CentoCard is connected to a program sponsored by a pharmaceutical company and the system will automatically recognize this association.

The screenshot shows the 'Risk cohort screening' form. At the top, it says 'Select from our portfolio of pharma sponsored testings'. There are three icons: an information icon, a question mark icon, and an envelope icon. The CentoGene logo is in the top right. The form has two main sections: 'Material check' and 'Order summary'. The 'Material check' section has a green arrow pointing to the 'Enter CentoCard Number' field, which contains 'CG200720221'. Below it is the 'Enter sample collection date' field, which contains '10/08/2021'. There is a 'Save and continue' button. The 'Order summary' section shows 'Order requestor: Demo Test Testcenter Rostock' and 'Primary report recipient: Demo Test'. There is also a 'Material details' section.

4. Select the appropriate test from the options available for the program and click **Save and continue**. The available options depend on the associated pharma project.


Analysis method

Select your testing options Select specific test




Disease A / Project A

Read more > Select




Disease B / Project B

Read more > Select



Disease C / Project C

Read more > Select



Disease D / Project D

Read more > Select

← Back ✓ Save and continue


5. Click on **Create patient** and enter the patient data. If you have previously ordered a test for this patient, please search for the patient using the search function. The system will suggest matching previously created entries from which you can select the correct person. Please proceed carefully here to avoid duplicate entries. Then click on **Save & Continue** to proceed.

Search for the Existing patient

Patient details

Search for an existing patient or create a new patient

1 Search for patient ✓ Create new patient

QCreate patient

← Back ✓ Save and continue

Alternatively, create a new patient

1 Patient details

Search for an existing patient or create a new patient

Search for patient 2 Create new patient

Patient details
Enter required information in order to continue

Field is required Field is required

Field is required Required (DD/MM/YYYY)

Field is required Field is required

Patient contact information
Enter required information in order to continue

Field is required

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) Attach file

Note: All mandatory information is marked with (*).

- In the **Clinical details** section, select the symptoms present in the patient in the recommended list of clinical symptoms. In case you do not find the desired clinical symptom in your list, click **Add more details** and search and select from the broader HPO catalogue.

3 Clinical details

Choose from recommended symptoms list covering the most frequent manifestations in the selected risk cohort

Asymptomatic
 Abnormality of the nervous system
 Bone pain
 Growth delay
 Recurrent fractures
 Abnormal bleeding
 Anemia
 Epilepsy
 Hepatosplenomegaly
 Thrombocytopenia

Could not find the symptom you are looking for?

In case you cannot find a symptom or you want to customize your selection click "Add more details" below

[Add more details](#)


[← Back](#) [Save and continue](#)

In case this is a clinical support program, and if clinical symptoms are not set up for the program, please select **Not applicable** and click **Save and continue**.

3 Clinical details

Choose from recommended symptoms list covering the most frequent manifestations in the selected risk cohort

Not applicable



- 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.

- Download your patients’ medical report and 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.

Note: You can also use the “Manage team” functionality in CentoPortal to add delegate team members to your account. Delegates can place orders on your behalf and access the medical reports afterwards, please refer to Appendix 1 for further instructions.

Confirm the consent and click **Finish order**. The consent step is unique as per the agreement within the program.

✔
Consent form

Download PDF

PLEASE READ THIS STEP THROUGH CAREFULLY AND SELECT CHECKBOXES

Physician representation and patient consent:

1. Confirmation of informed consent of the patient regarding ordered genetic analysis

By pressing the confirmation button at the end of this page, I agree and confirm that the patient was duly informed, that all questions of the patient have been answered and that the patient had the necessary time to consider his/her decision (alternatively that consent was given by a legal guardian) and that the patient's respective signature on file.

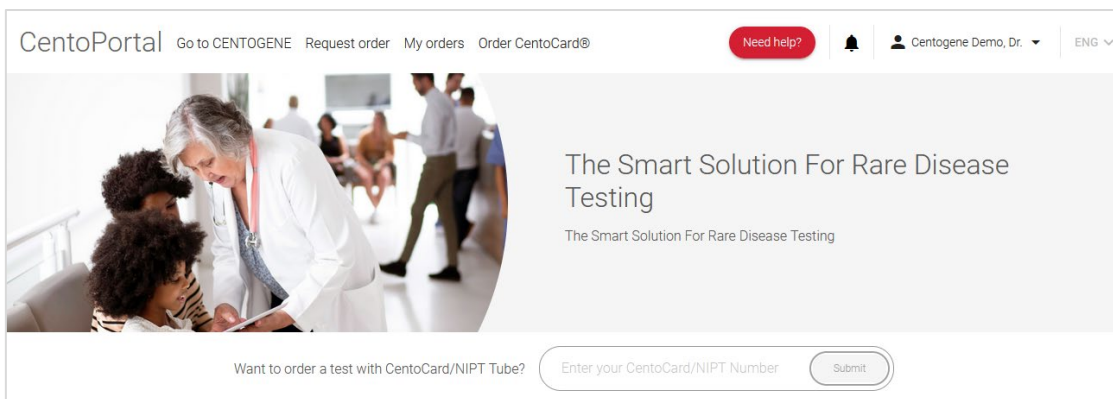
- The patient until now has not exercised his/her right "not-to-know" and I will immediately forward any request of the patient to have the genetic analyses results eliminated.
- I will ensure that test results will be interpreted to the patient in an appropriate manner and with accompanying adequate counseling by us/me.
- I agree that my own personal data is stored in CENTOGENE's databases for organizational and invoicing purposes.

← Back
✔ Finish order

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).



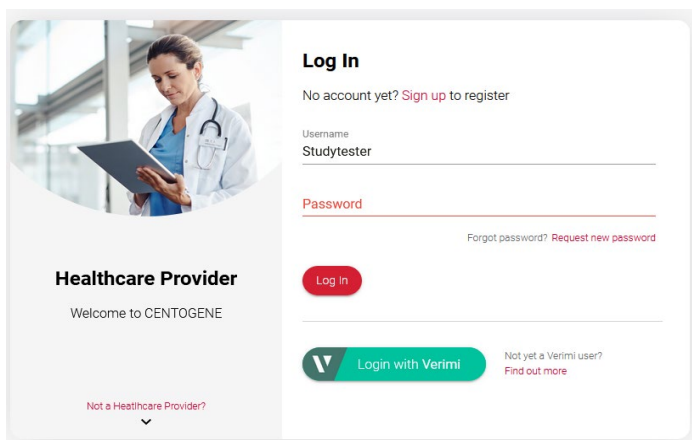
2. In the order overview, if you want to download a report then click the link provided under the column **Reports**

Centogene Demo, Dr. | My orders | Order CentoCard® | Go to eCRF

Centogene ID	Analysis requested	Order status	Order date	Patients	Patients ref ID	Patient DOB DD/MM/YYYY	Materials	Reports	Date report sent
62958281	Centogene® Genome Solo	Report ready	29/04/2022	C. Erto Klaut	CC66	19/04/2008	n/a		n/a
62958229	Centogene® Rare Disease Panel	Report ready	18/03/2022	Centogene Test1	n/a	12/02/1952	n/a	Final (ER 2565012)	18/03/2022

Forgot Your Password

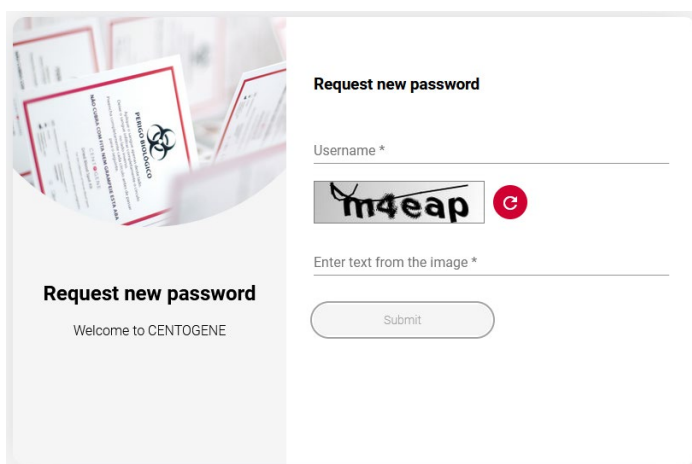
1. In case you forgot your password click **Request new password**.



The screenshot shows the 'Log In' page for Healthcare Providers. On the left, there is a circular image of a healthcare provider in a white coat looking at a tablet. Below the image, the text reads 'Healthcare Provider' and 'Welcome to CENTOGENE'. At the bottom left, there is a link 'Not a Healthcare Provider?' with a downward arrow. On the right, the 'Log In' section includes a link 'No account yet? Sign up to register'. Below this is a 'Username' field with the text 'Studytester' entered. A 'Password' field is empty. A link 'Forgot password? Request new password' is located below the password field. A red 'Log In' button is positioned below the password field. At the bottom, there is a green 'Login with Verimi' button with a 'V' icon, and a link 'Not yet a Verimi user? Find out more'.

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.

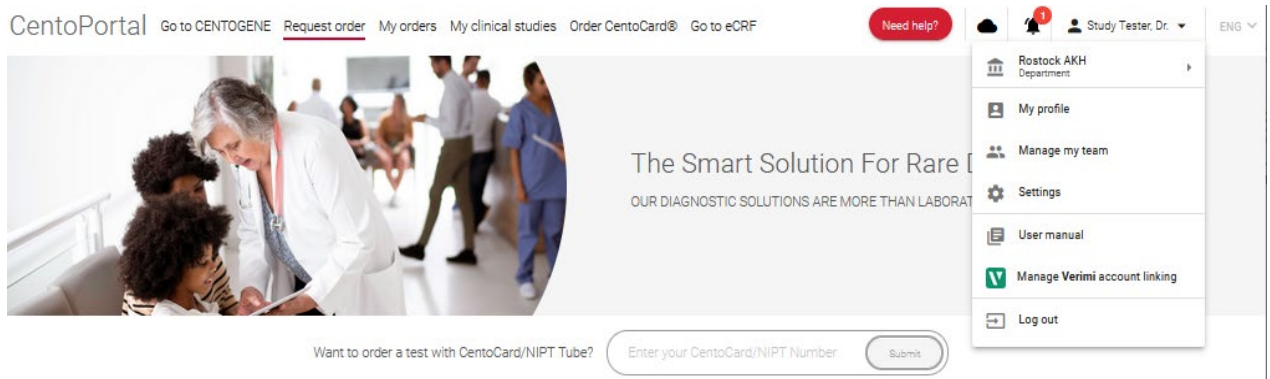


The screenshot shows the 'Request new password' page. On the left, there is a circular image of several medical forms, one of which has a biohazard symbol. Below the image, the text reads 'Request new password' and 'Welcome to CENTOGENE'. On the right, the 'Request new password' section includes a 'Username *' field with the text 'm4eap' and a red 'G' icon. Below this is a field labeled 'Enter text from the image *'. A 'Submit' button is located below the text entry field.

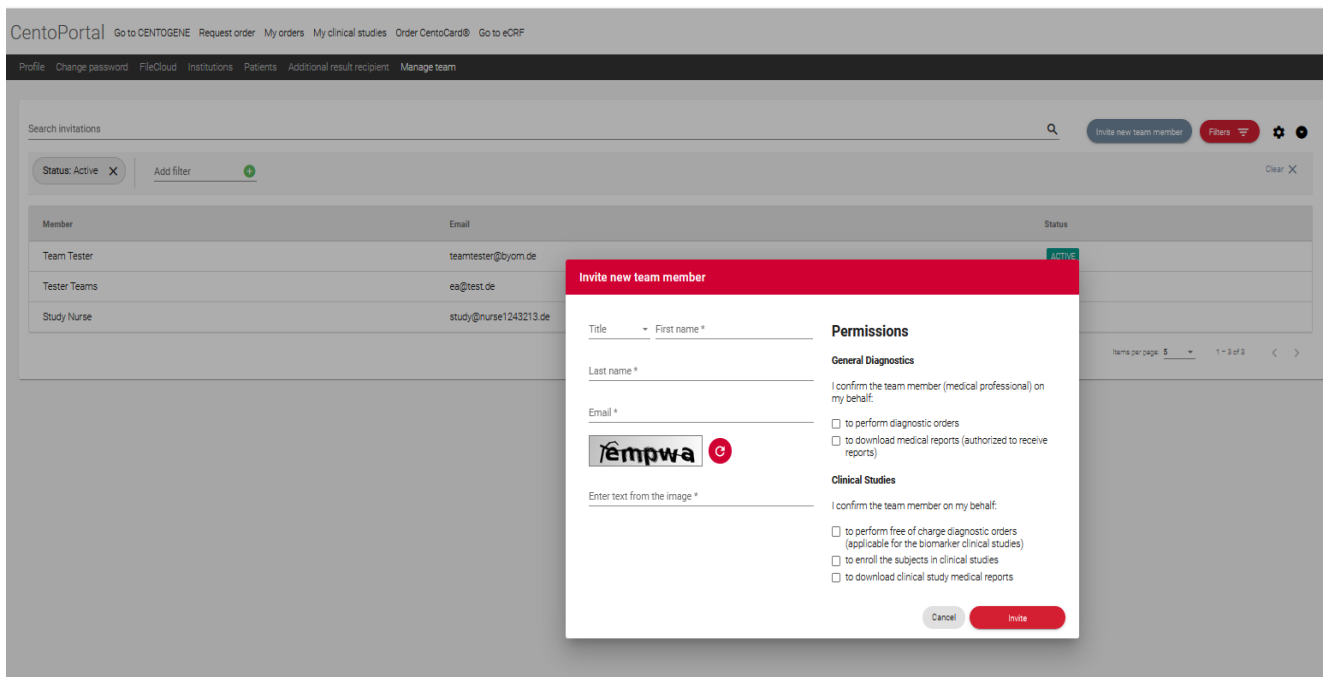
Manage and Invite Your Team

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**.



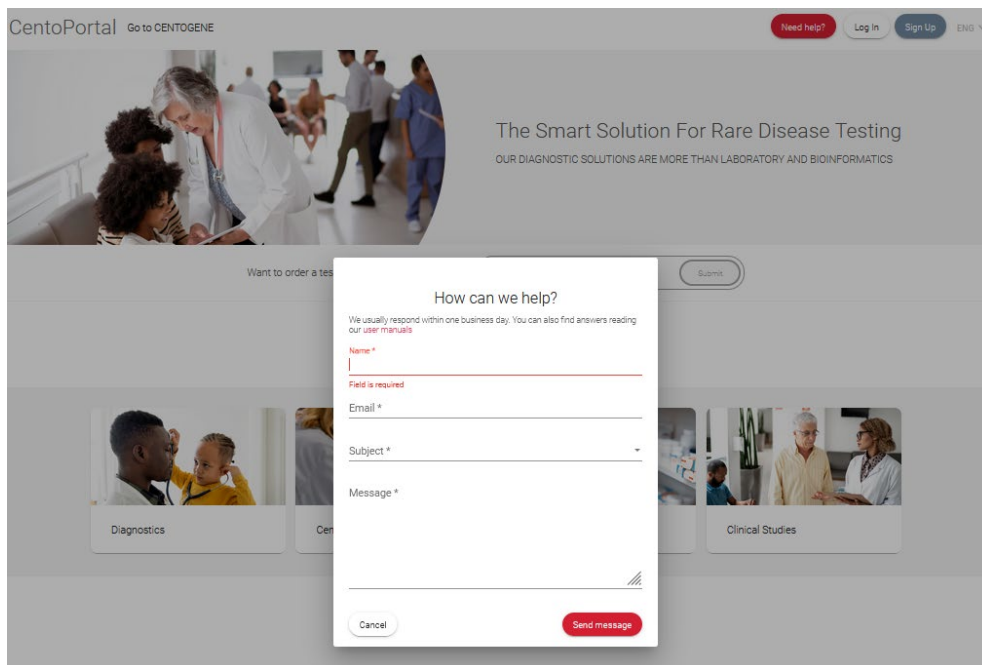
2. Click **Invite new team members** and enter their details in the dialog box that opens. Under **Permissions**, select all the applicable permissions you would like to assign to your team members, then click **Invite**.




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	