Enterprise technology: capabilities to better serve patients and providers

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Myriad Complete

Myriad Complete is a proprietary suite of services that streamlines the genetic screening process, supporting providers and their patients.

Services include pre-test education, billing support, clear results reporting, and post-test education.

- **Education**: Resources to help education patients about Myriad products.
- **Access**: Programs to make genetic products accessible for more patients.
- **Results**: Deliver screening and testing results effectively and thoroughly.
- **Consults**: Consults from Patient Educators, who are genetic counselors, tailored to help any questions patients may have.
Enhancing the provider experience
Making it easy to track orders online

Providers can track the status of their orders and act on tests that require attention.
Creating a consistent ordering process for multiple products

The unified provider portal provides a single location for a provider to order Myriad’s clinical products and drive volume across products.
Identifying more at-risk patients
Assessing patient risk, pre-appointment

Our myGeneHistory™ assessment asks a series of guideline-driven questions that can identify if a patient is a candidate for Myriad myRisk®.

More than 3,000 patients take this assessment every week.

Assessment Results

You are a candidate for testing

Test, based on your answers, you may be a candidate for hereditary cancer testing. Your responses have been sent directly to your health care provider.

Please make sure to discuss with your health care provider.
Seamless integration with myGeneHistory™ allows providers to easily order Myriad myRisk®, resulting in a 10% increase in order volume.
Improving service with remote ordering support
Helping providers offer remote care

96% of all GeneSight® orders are submitted via our payor-compliant provider portal and over 30% opt for direct-to-patient kit shipment.
Clinics can easily schedule a FedEx pickup, leading to a **14% reduction in calls to Customer Service**. Over 350,000 pickups have been scheduled since 2018.
Supporting patients and their families
Empowering patients with information

The patient portal empowers patients with information about the general testing process, and their own personal results, so that they can make actionable decisions for themselves and their families.
Patients can easily track the status of their sample as they wait to receive their results. Nearly 60% of Myriad patients have their results automatically delivered.
In 2020, nearly 17,000 patients took advantage of our Patient Educator services and the ability to schedule on-demand consults.
Once patients have spoken with their providers or our Patient Educators, they can review their results and access educational content to better understand their options.
Integrating genetic insights into Electronic Medical Records (EMR)
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Volume via EMR has recovered from COVID impacts, and has reached all-time highs

Myriad's focus on increasing integration ensures that clinics can easily order and access results within their EMR system.

As a result, we have seen corresponding increases in order volume of >20% per clinic.
Introducing the lab of the future
Lab automation, scalability drive high quality, accuracy and efficiency for Myriad’s products

Current laboratory operations

Lab of the future

- Smaller footprint
- More efficient
- More robots
- Fully integrated

Faster turnaround time & more patients served
"Lab of the Future" leverages proprietary innovations, technology

**Quality and customer benefits**
- Minimize human error with real-time tracking of sample to report
- Reduced turn-around-time (12-36 hours faster processing)
- Faster troubleshooting and automatic recovery through redundancy
- Advanced data analytics for process optimization

**Improve operational efficiency**
- Faster product updates, quicker ability to scale
- 24/7 automated operation without need for human intervention
- Modular ability to accommodate advances in next-generation sequencing and multiple product lines
- Unified enterprise software informatics system

**Environmental benefits**
- 75% less operations footprint
- Increased utilization; reduced waste
- Emphasis on renewable consumables
State of the art robotics infrastructure feeding ultra low-cost sequence technology transforms the industry expense basis and opens the door for breakthrough products including equitable population scale screening for cancer risk.