

# Patient Texting for GeneSight® at Home Orders

When placing an order using Ship Kit to Patient, your patients will receive text messages to:

- **Inform** them of kit status throughout the process
- **Encourage** them to return the kit quickly to ensure timely processing
- **Guide** them to schedule a free FedEx® pickup

In [myGeneSight.com](https://myGeneSight.com), provide the patient's mobile number, then select 'Yes' to have a kit shipped to the patient's address

Phone

Ship Kit to Patient

This exciting functionality will help increase remote patient compliance with completion of the GeneSight test, ensuring you get access to your patients' reports in a timely fashion.

## Text Message Timing

### Kit Shipped

Hello,

Your healthcare provider, Dr. Mark Moe, has decided to order a genetic test for you. A sample collection kit for this test is on its way to you. Kits typically arrive within 2 business days.

Questions? Visit <https://genesight.com/instructions> for more information.

Reply STOP to stop receiving notifications

### Kit Delivered

Good news!

Your genetic test sample collection kit has arrived. Please return your kit within 2 days to ensure timely processing.

Questions? Visit <https://genesight.com/instructions> for more information.

Reply STOP to stop receiving notifications

### Kit Delayed

Once we have your sample, your provider will be able to quickly access your results.

To schedule a free FedEx pickup of your sample, call our Customer Service team at 866.757.9204 or visit <https://genesight.com/instructions> for more information.

Reply STOP to stop receiving notifications

### Kit Received

Your genetic test sample collection kit has been received! Results will be available to your healthcare provider, Dr. Mark Moe, soon.

Reply STOP to stop receiving notifications

You can opt out individual patients from receiving these messages when placing an order. For more information, visit [genesight.com/genesight-at-home](https://genesight.com/genesight-at-home).

Customer Service: Phone: 866.757.9204 | [support@genesight.com](mailto:support@genesight.com) | Fax: 888.894.4344

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