

# Exome and genome ordering checklist

When placing an order with GeneDx, please follow each of these steps:

- **Obtain informed consent** from the patient and/or their legal guardian
- **Upload or include any relevant clinic notes** at the time of order
- **Select either institutional or patient pay** for payment
- **Sign every test order**, either on the paper test requisition form (TRF) or electronically via the Provider Portal
- **Write the date of collection** on the sample tube
- **Clearly label the sample tube(s) with two (2) identifiers** that match the test requisition form such as:
  - Full Name
  - Date of Birth (mm/dd/yyyy)
  - MRN/Specimen ID
- **Ship the sample** with signed Commercial Invoices (4 copies) and shipping label
  - Choose the appropriate invoice for your sample type: blood, buccal, extracted DNA, or amniotic fluid
  - Place documents within the clear envelope provided in the kit and affix to the package
  - When shipping multiple tests, please consolidate all samples together in a single package whenever possible



Note for Rapid tests: please use the yellow shipping bag and be sure to e-mail the Rapid team ([rapidtesting@genedx.com](mailto:rapidtesting@genedx.com)) and copy (CC) your account manager when submitting a sample for rapid testing.

- If you are arranging shipping yourself, please ship the sample with signed Commercial Invoices (x4) to the following address:
  - **ATTN: Accessioning**  
GeneDx, 207 Perry Parkway, Gaithersburg, MD 20877. United States
  - **Phone:** +1 888-729-1206
  - Fillable commercial invoices are available at [genedx.co/xus](https://genedx.co/xus)

For self-pay tests:

- **Provide the patient or legal guardian's phone number and/or email** in case GeneDx needs to contact them directly regarding billing (self-pay tests only)
- A GeneDx representative will reach out to the patient for credit card payment before test results are released. Include information for person responsible for payment in the order form:
  - Full Name
  - Contact Information: Phone number and/or e-mail address
  - Mailing Address

For any questions, please reach out to your account managers and our client services team at [international@genedx.com](mailto:international@genedx.com).

The information described here applies to all international orders placed excluding Canada.

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