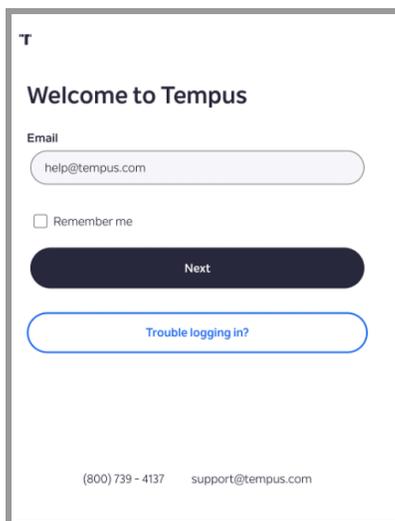


How to Place a Tempus Order

Follow this document for step-by-step instructions to activate your Tempus Hub online account and place an order.

Activate your Tempus Hub account

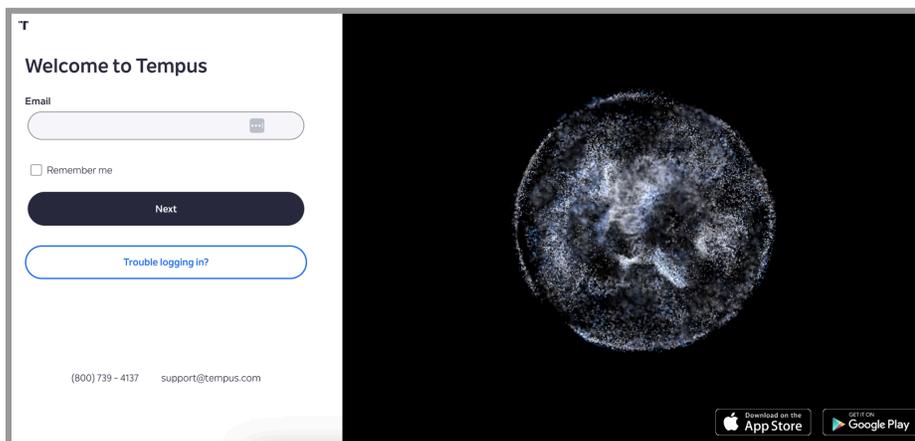
1. Follow the steps in the activation email that is sent to you to set up your account and create a password. Save your login credentials. If your activation link fails, select “Trouble Logging In” and insert your email address. If your login continues to fail, text/call/email your local representative, or email support@tempus.com.



The screenshot shows the Tempus login interface. At the top left is a 'T' logo. Below it is the heading 'Welcome to Tempus'. There is an 'Email' field containing 'help@tempus.com'. Below the field is a checkbox labeled 'Remember me'. A dark blue 'Next' button is positioned below the checkbox. Below the 'Next' button is a blue-outlined button labeled 'Trouble logging in?'. At the bottom of the page, the contact information '(800) 739 - 4137 support@tempus.com' is displayed.

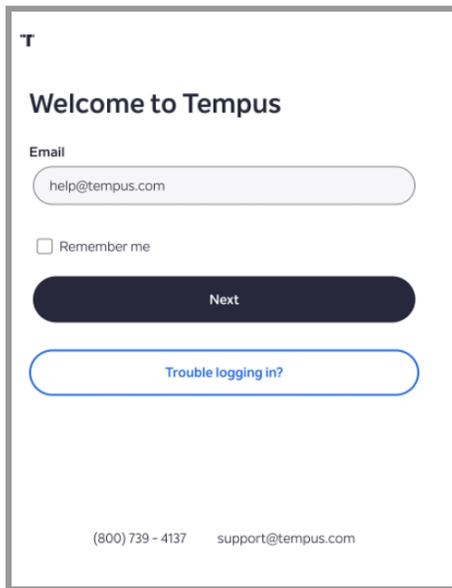
Place an order in Tempus Hub

1. Access Tempus Hub at hub.securetempus.com.



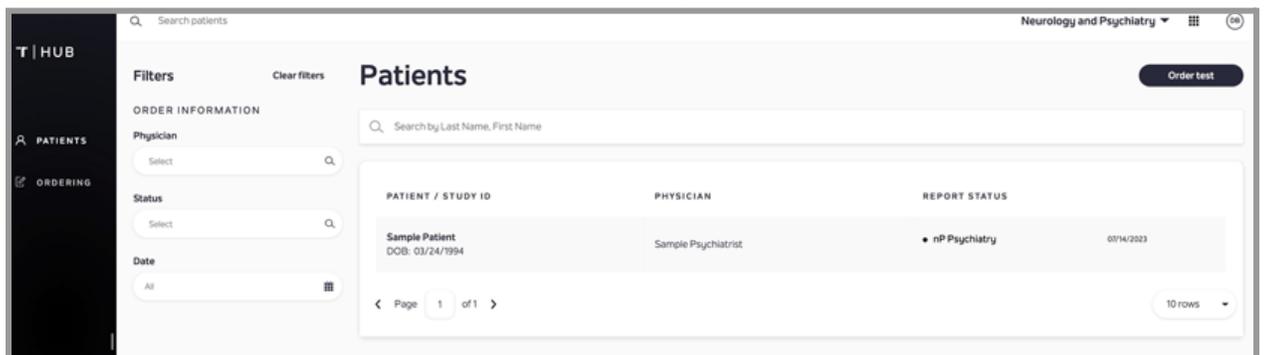
This screenshot shows the Tempus Hub login page. The left side of the page is identical to the previous screenshot, showing the 'Welcome to Tempus' login form with the email field, 'Remember me' checkbox, 'Next' button, and 'Trouble logging in?' link. The right side of the page features a large, circular, grayscale brain scan image. At the bottom right of the page, there are two buttons: 'Download on the App Store' and 'GET IT ON Google Play'.

2. Enter your login details. If you forgot your password or your password fails, select “Trouble Logging In” and insert your email address. If your login continues to fail, text/call/email your local representative, or email support@tempus.com.



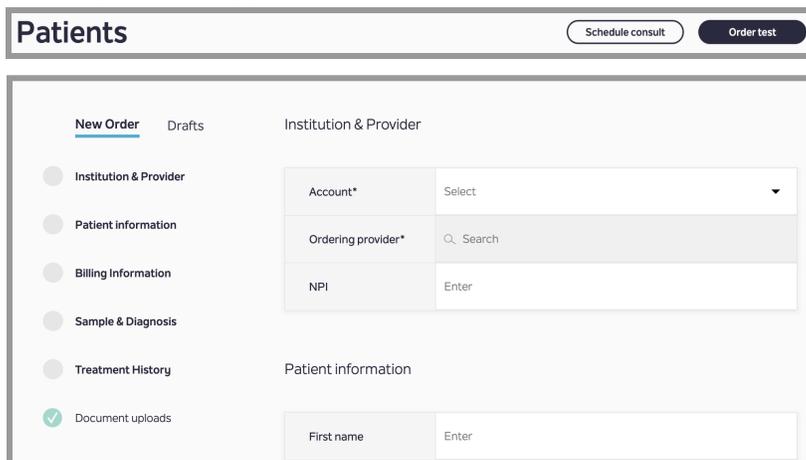
The image shows a login screen for Tempus. At the top left is a 'T' logo. Below it is the heading 'Welcome to Tempus'. There is an 'Email' field with the placeholder text 'help@tempus.com'. Below the email field is a checkbox labeled 'Remember me'. A dark blue 'Next' button is positioned below the checkbox. Below the 'Next' button is a blue-outlined button labeled 'Trouble logging in?'. At the bottom of the screen, there is contact information: '(800) 739 - 4137' and 'support@tempus.com'.

3. Save the Tempus Hub main page as a “Favorite Bookmark” to make it easy to come back to for future order and to access patient reports. If a patient or provider is not listed in Tempus Hub, email help@tempus.com or contact your local representative.



The image shows the 'Patients' page in the Tempus Hub. The page has a dark sidebar on the left with 'T | HUB' at the top and navigation options for 'PATIENTS' and 'ORDERING'. The main content area is titled 'Patients' and includes a search bar for 'Search patients' and a search bar for 'Search by Last Name, First Name'. There are filter options for 'Physician', 'Status', and 'Date'. A table displays patient information with columns for 'PATIENT / STUDY ID', 'PHYSICIAN', and 'REPORT STATUS'. The table contains one row for a 'Sample Patient' with DOB: 03/24/1994, Physician: Sample Psychiatrist, and Report Status: nP Psychiatry, dated 07/14/2023. There is a 'Page 1 of 1' indicator and a '10 rows' dropdown menu.

4. Start a new order by selecting “Ordering” from the main page left-hand side navigation, or click the “Order Test” button on the top right. If an order times out or submission fails, you may find a copy of the order under “Drafts.”



The image shows the 'New Order' form in the Tempus Hub. The page is titled 'Patients' and has buttons for 'Schedule consult' and 'Order test'. The form is divided into sections: 'Institution & Provider' and 'Patient information'. The 'Institution & Provider' section includes fields for 'Account*' (a dropdown menu), 'Ordering provider*' (a search field), and 'NPI' (an 'Enter' field). The 'Patient information' section includes a 'First name' field with an 'Enter' label. On the left side of the form, there is a vertical list of steps: 'Institution & Provider', 'Patient information', 'Billing Information', 'Sample & Diagnosis', 'Treatment History', and 'Document uploads' (which is checked with a green checkmark).

5. The “Order Progress” bar on the left side of the window tracks your form completion. **All required fields throughout the order form will be marked with an asterisk.**

Additional notes for successful order completion:

- Sections do not need to be completed in order.
- Sections that are successfully completed will be checked in green.
- Missing information within a section will stay as a gray circle.
- Incorrect information within a section will be flagged with a red exclamation point with detail next to the field, within the form.

The image shows three screenshots of the 'New Order' progress bar. Each screenshot has 'New Order' and 'Drafts' tabs at the top. The progress bar consists of six items: Institution & Provider, Patient information, Billing Information, Sample & Diagnosis, Treatment History, and Document uploads. In the first screenshot, all items are marked with a gray circle. In the second screenshot, all items are marked with a green checkmark. In the third screenshot, 'Sample & Diagnosis' is marked with a red exclamation point, while all other items are marked with a green checkmark.

6. **Institution and Provider.** Select Clinic and Provider information from the drop down. If you miss a field, the page will let you know with an error next to the missing required field. If the ordering provider is not listed, email, text or call your local representative or email support@tempus.com.

The screenshot shows the 'Institution & Provider' form with the following fields filled:

Account*	Sample Psychiatry Clinic, 600 West Chicago Avenue, Chicago, IL, US, 60...
Ordering provider*	Sample Psychiatrist
NPI	1234567899

The screenshot shows the 'Institution & Provider' form with the 'Account*' field highlighted in red. The 'Ordering provider*' field has a search icon and the text 'Search'. The 'NPI' field has the text 'Enter'. To the right of the form, there is a red message: 'Required: Review for more information'.

7. **Patient Information.** Complete all required fields that are identified with an asterisk.

Patient information			
First name*	Jane	Email*	email@none.com
Middle name	Enter	Street address*	123 Anyplace
Last name*	Doe, '	Unit / Suite	Enter
Date of birth*	01/01/2001	City*	Miami
Medical record number	Enter	Zip code*	33199
Race	Select	Country*	United States
Ethnicity	Select	State*	Florida
Sex*	Female	Primary phone*	2392392399
		Alternate phone	### ### ###

Enroll this patient in Tempus PRO now[Ⓜ]

8. **Billing information.** Select the patient's bill type. Additional fields may appear if "Insurance" is selected as a bill type.

Bill Type*	Self Pay (\$295)
Sample & Diagnosis	<ul style="list-style-type: none"> Self Pay (\$295) Insurance Direct clinic billing

9. **Complete the additional fields if "Insurance" is selected as the Bill Type.** Note that "Insurance Type" is a required field and must reflect whether the patient is using "Public/Government" insurance or "Private/Commercial." If "Public/Government is selected" then be sure to complete the "Treatment setting field."

Billing Information	
For more information about our financial assistance program visit access.tempus.com	
Bill Type*	Insurance
Insurance Type*	Private / Commercial
Primary insurance	Select
Policy number	Enter
Group number	Enter
Patient relationship to policy holder	Select
Policy holder name	First Last or First Middle Last
Policy holder date of birth	MM/DD/YYYY

Insurance Type*	Private / Commercial
Primary insurance	Public / Government

10. **Sample & Diagnosis.** Select the preferred sample collection method and the appropriate ICD-10 codes. If a sample is collected in the clinic, a field will pop up to select the sample pick-up time in the clinic.

Sample & Diagnosis	
Sample collection*	Ship a kit to the patient's address
ICD-10 diagnosis submitted by ordering physician*	Sample collected at clinic Patient took a kit home
Additional diagnosis	Enter

Sample collection*	Sample collected at clinic
Date of collection*	05/31/2024

11. **Treatment History.** All three questions under Treatment History need to be completed. Specific medication names need to be provided for medications that have failed to work for the patient, or medications currently prescribed. Medications under consideration may be selected as a drug class. None or Other may also be selected.

Treatment History

Medications that have failed to work for this patient*

Sertraline x Vilazodone x

Medications that this patient is currently prescribed*

Fluvoxamine x Citalopram x Fluoxetine x

Medications that are being considered for starting treatment, augmenting treatment and/or dosing changes*

Buprenorphine x Deutetrabenzazine x Dextromethorphan and Quinidine x
Lofexidine x Methadone x Milnacipran x Naltrexone x Propranolol x
Tetrabenzazine x Valbenazine x

- Antidepressants
- Antipsychotics
- Anxiolytics
- Mood Stabilizers and Anticonvulsants
- Hypnotics
- ADHD Stimulants and Non-stimulants
- Other Psychotropics
- Additional Medications with Clinical Guidelines
- Other
- None

Save This Order For Later
Create order

Treatment History

Medications that have failed to work for this patient*

Sertraline x Vilazodone x

Medications that this patient is currently prescribed*

Fluvoxamine x Citalopram x Fluoxetine x

Medications that are being considered for starting treatment, augmenting treatment and/or dosing changes*

Buprenorphine x Deutetrabenzazine x Dextromethorphan and Quinidine x
Lofexidine x Methadone x Milnacipran x Naltrexone x Propranolol x
Tetrabenzazine x Valbenazine x

Have you made a personalized decision to order the test for this patient taking into account factors such as the patient's diagnosis, the patient's other medical conditions, other medications the patient is currently taking, clinical considerations based on the mechanism of action, side effects, and basic science related to the medication(s) being considered, the patient's past medical history and pertinent family history, and the patient's preferences and values?*

Yes No

12. **Document uploads.** This is an optional field. This section is drag and drop enabled. You have the option to upload insurance card images from charts, chart notes or clinical history.

Document uploads

Drop or select document uploads here

Create order

13. **Complete order.** Click the “Create Order” button to complete submitting the order. You will receive confirmation if your order has been successfully placed.

Create order

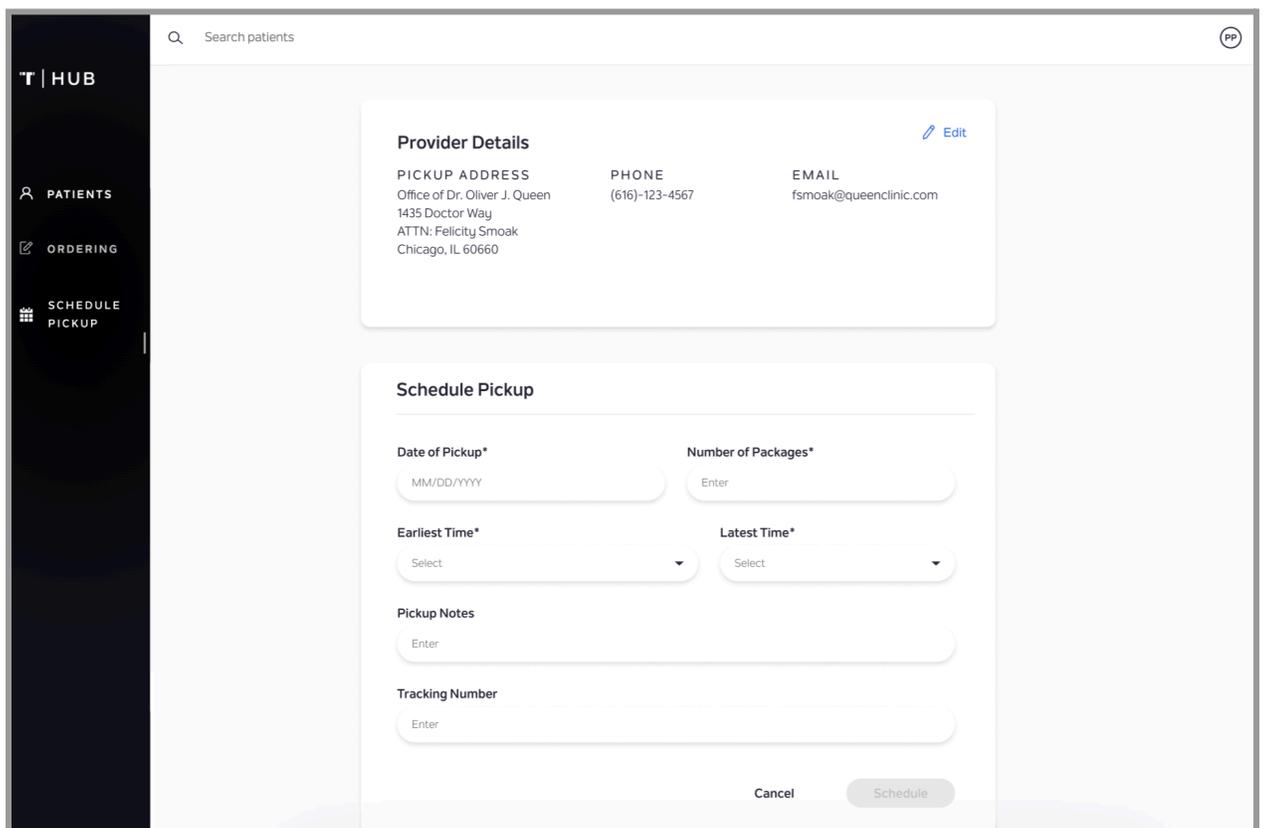
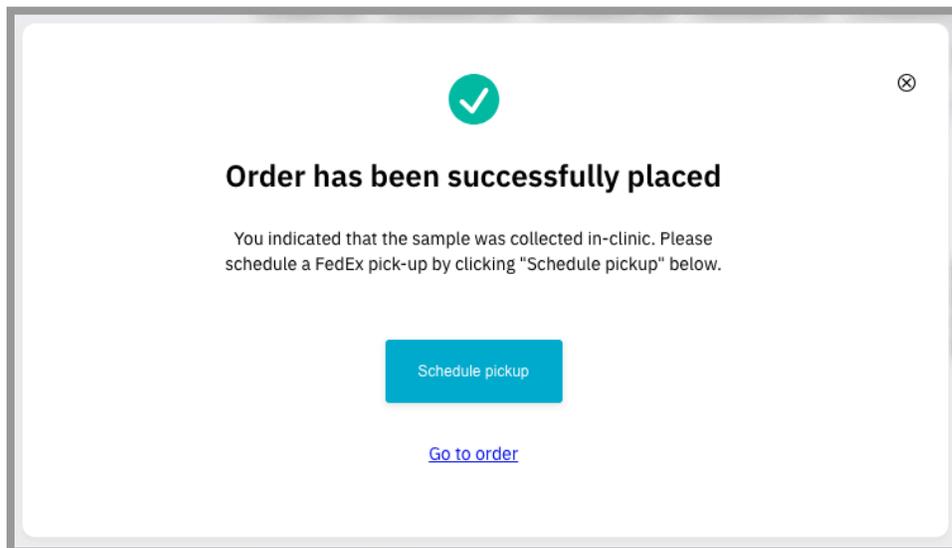
Order has been successfully placed

You may place another order or view the status of your order in Tempus HUB

Place a new order

[Go to order](#)

14. **Order Pickup.** If you indicated that the sample is collected in the clinic, upon submission, you will be prompted to schedule a FedEx pickup. You may choose your preferred date and time for pickup, and provide the necessary package information.



15. **Completed orders and drafts.** Once the order has been created, it will appear in your patient list. If the order fails or does not appear in the patient list, check the draft orders under Ordering→ New Order→ Drafts. If the order fails or does not appear in the patient list, check the draft orders by opening the Online Ordering page again. It is on the left side of the ordering form under "Drafts"

New Order **Drafts**

Search

NAME
DOB

TESTS nP

DRAFT 12-07-2023

NAME tempus test
DOB 03-24-1994

TESTS nP

DRAFT 12-05-2023

Track the status of your order

1. You may track the status of your order in real-time, and also see an estimated report delivery date. Navigate to “Order tracking” on the patient’s order.

The screenshot shows the 'Order Tracking' page for a patient named 'Sample Patient' (Born 03/24/1994, Sample Psychiatrist). The page is divided into several sections:

- Order Progress:** Shows '2 OF 2 TESTS DONE' with a progress bar. Below this, 'TEST DETAILS' and 'ORDER DETAILS' are visible. The order is 'nP PGx #np-order-1 | nP PGx | Ordered Jul 18, 2024'. A 'SAMPLES' section shows 'Saliva' collected on Jul 01, 2022, and received on Jul 03, 2022, with a 'SEQUENCED' status.
- TEST TRACKING:** A timeline showing the order status: 'ORDER PROCESSED' (Jul 1, 2022), 'SAMPLE RECEIVED' (Jul 1, 2022), 'LAB PROCESSING' (Jul 3, 2022), 'GENETIC REVIEW' (Jul 4, 2022), and 'REPORT DELIVERED' (Jul 4, 2022). The current status is 'COMPLETE'.
- Tracking History:** A list of events:
 - Monday, July 4, 2022:
 - 9:30 AM: Report delivered
 - 9:00 AM: Genetic review is complete
 - Sunday, July 3, 2022:
 - 11:00 AM: Our geneticist is reviewing the case
- Required items:** A checklist of items that have been accepted: Patient Information, Consent, Sample Received, Billing Preference, Billing information, Provider NPI, and Provider Signature.
- Footer:** A note stating 'It may take longer for information sent via fax or mail to be reflected above. If other items are required for your order, Tempus will contact you.' and contact information: 'If anything appears to be incorrect, please contact Tempus Support. Fax: (800) 893-0276'.