

# Choosing a Genetic Testing Lab:

## 6 Essential Questions for Healthcare Providers

**You're busy.** Patients and medical sales teams are all vying for your attention. When approached by a genetic testing lab sales representative, you need to break through the sales noise and get to the facts, fast.

That's why InformedDNA has created six important questions to help you gather the critical first pieces of information needed in order to make the right choice for a genetic testing lab partner and your patients.

### 1 With whom is your lab accredited?

*(CAP – College of American Pathologists – and CLIA – Clinical Laboratory Improvement Amendments – are industry-standard accreditations to assure test result accuracy)*

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**Tip:** Ask the salesperson for proof of accreditation, where it can be found on their website or in other documentation. If you have questions about appropriate accreditation, your InformedDNA genetic counselor can help.



**Choose an independent, lab-agnostic provider of genetic services.**

### 2 What does your test menu include? Do the genes included on your panel tests match the genes recommended by national guidelines? *(Does the lab have the tests you typically order?)*

Tests offered:

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**Tip:** Limited options could mean ordering larger, more expensive, tests than necessary. The lab should offer the most clinically actionable test. If not, you may be able to end the conversation early.

### 3 What is your testing turnaround time? *(e.g., a typical hereditary cancer panel requires 2-3 weeks)*

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**Tip:** Ask about specific tests you would request for your patients. Don't let the conversation steer towards tests the lab may turnaround quickly but you wouldn't order.

## 4 How do you protect patient privacy and what else might my patients' information and samples be used for?

**Tip:** Patients want to know if their information or sample is used for anything other than the test and who else may have access to their sample and information. [Read this blog](#) for more information about patient legal protections for both clinical and non-clinical tests.

## 5 Which insurance providers are in-network for your lab?

- A:** If in-network, what is the policy to notify patients of cost?
- B:** If out of network, how and when does the lab bill and inform patients of cost?
- C:** What financial assistance opportunities are available for patients who cannot afford genetic testing?

**Tip:** Run this list by your office manager to see how many of your insurance providers the lab works with. If the list is too short, it may be worthwhile to consider a different lab.

## 6 Why should I choose your lab for my specific needs?

**Tip:** Keep in mind the types of tests you need and how the lab serves those needs specifically. This is the salesperson's last chance to speak directly to your testing needs and how those tests will return evidence-backed results for your patients. He or she shouldn't steer the conversation towards unrelated tests and competitive strengths that don't apply to you and your patients.



**InformedDNA is the authority on the appropriate use of genetic testing. Our board-certified genetic counselors can help determine the best lab options for each of your patients based on the recommended test, insurance status, cost, turnaround time, and more. As the largest independent, lab-agnostic provider of genetic services in the U.S., our genetics specialists provide clinical genetic counseling - both pre-test and post-test - across all specialties.**

**We also ensure appropriate test selection for your patients at high quality labs and can facilitate test ordering.**

*Take advantage of the nation's largest staff of lab-independent, board-certified genetic counselors trained in ALL genetics specialties, with coverage in every state.*

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