

Exact Sciences Cologuard Bulk Ordering Integration into OCHIN Epic

Aliados Health
Promising Practice

PROMISING PRACTICE OVERVIEW

To improve colorectal cancer screening rates, Petaluma Health Center (PHC) partnered with Exact Sciences to implement bulk ordering for Cologuard through their Electronic Health Record system, OCHIN Epic. The initiative began as a pilot focused on patients covered by Partnership HealthPlan of California, with outreach and follow-up supported by Exact Sciences’ Patient Navigation Program. Building on the pilot’s success, PHC expanded the workflow to privately insured and uninsured patients with modifications. While the ordering process remains the same, all outreach for these groups is handled internally by PHC staff. This allows for greater flexibility in timing but requires coordination with health center staffing and capacity. By integrating bulk orders into OCHIN Epic and linking them directly to patients’ medical records, PHC has streamlined the ordering process, reduced duplicate orders, and strengthened follow-up efforts across all patient groups.

AIM

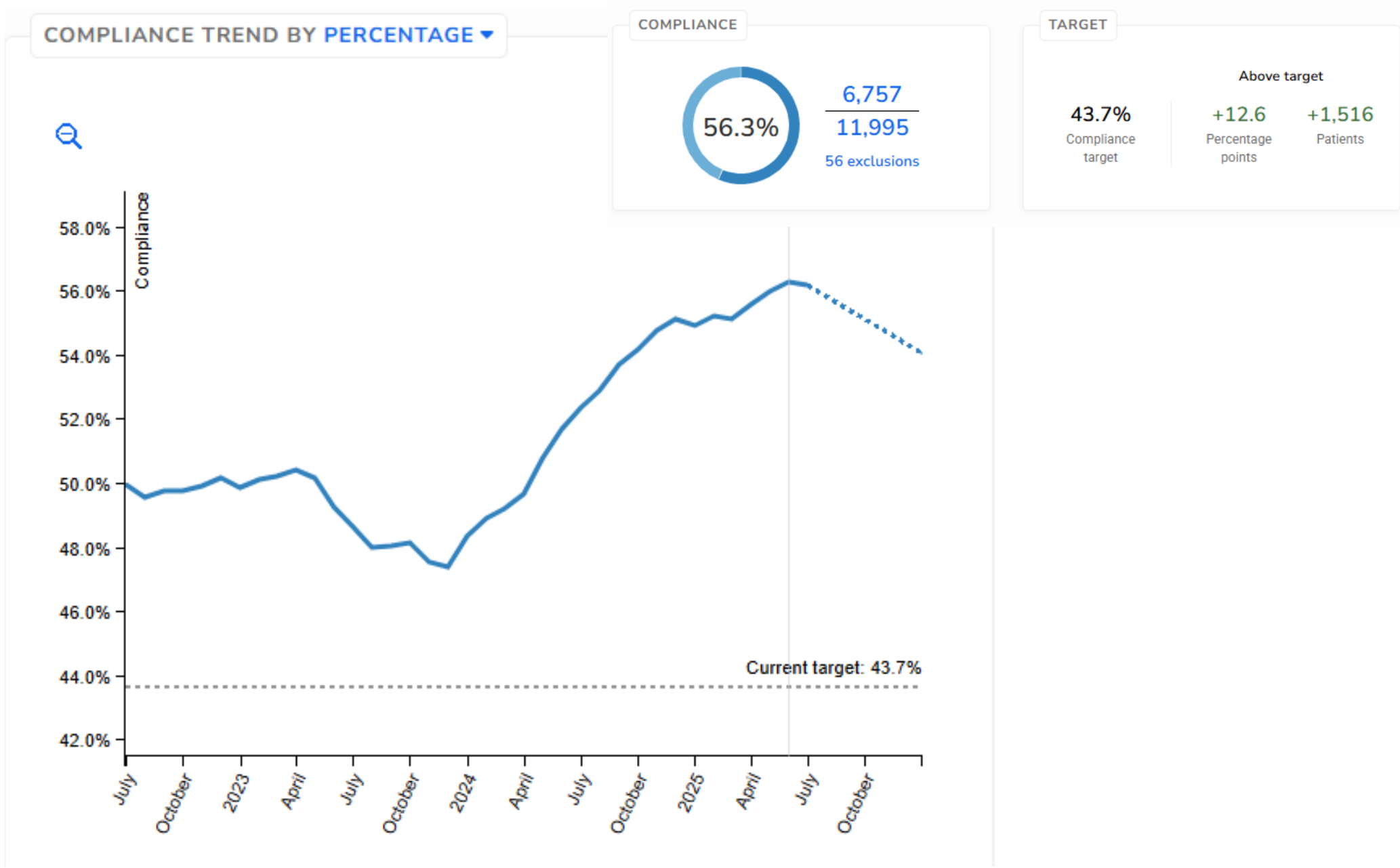
To improve colorectal cancer screening rates.

MEASURES

Colorectal Cancer Screening (QIP 2025)

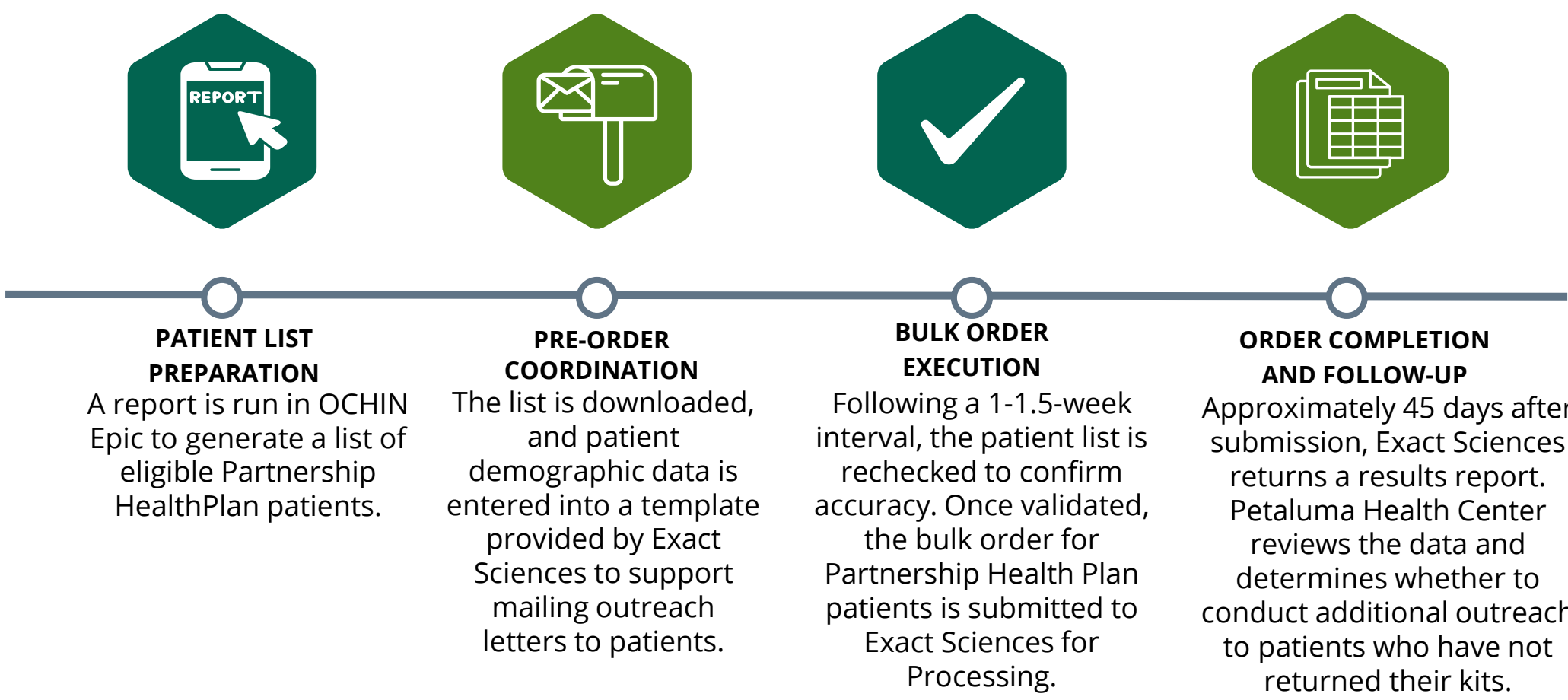
The percentage of patients aged 46 to 75 years who had appropriate colorectal cancer screening.

RESULTS TO DATE



Workflow

Placing a Bulk Order For Partnership
HealthPlan of CA Patients.



Actions Taken

Integrated Order Tracking Via Ochin Epic:

Petaluma Health Center (PHC) transitioned from manual tracking to centralized order management through their Electronic Health Record System. All Cologuard orders are now tied to the patient’s medical record number, eliminating duplicate orders and enabling better visibility across teams

Adaptation of Bulk Ordering for Privately Insured and Uninsured Patients:

While the original pilot focused on Partnership HealthPlan of CA patients, Petaluma Health Center (PHC) has implemented a similar workflow for privately insured and uninsured patients using OCHIN Epic. The same ordering and tracking process is followed, but all outreach responsibilities fall on the health center.

Customized Outreach Letters in Ochin Epic:

Petaluma Health Center configured OCHIN Epic to suppress automatic order printing and instead trigger a customized letter informing privately insured patients they will be receiving a Cologuard kit by mail. The health center is then responsible for mailing out the letter before patients receive their kits.

Efforts to Support Uninsured Patients:

Bulk ordering is more complex for uninsured patients. Petaluma Health Center continues to refine report filters to identify uninsured patients. Eligible patients are often captured during in-person visits.

LESSONS LEARNED

Bulk Order Workflow Can Be Replicated Across

Insurance Types: With modifications, bulk ordering workflows designed for Partnership HealthPlan Patients can be adapted for privately insured patients. However, because outreach is not supported externally for these groups, health center-led outreach coordination is critical.

OCHIN Epic Reports Require Manual Workarounds:

Isolating non-Partnership patients without capturing those with programs like Family Pact and Every Woman Counts is a challenge. Manual report review and filter customization are necessary to ensure accuracy before placing orders.

Attestation Integration Improved Uninsured Workflow:

Recent updates to the Exact Sciences interface with Epic enabled attestation questions for the Patient Assistance Program to be embedded directly into lab orders. This ensures patients below 200% of the Federal Poverty Line are automatically enrolled without additional manual verification. This has helped streamline access and reduce billing errors.

Exact Sciences Follow-up Report: Approximately 45 days after the shipment of Cologuard kits. Petaluma Health Center receives a report from Exact Sciences containing patient information and listing patients who have received kits. This helps health center staff identify those who haven’t returned kits and decide whether to conduct their own outreach

Order Timing Impact Coverage: Coverage is determined by the date the Cologuard order is placed, not when the test is completed. If a patient has active insurance at the time of the order, it will still apply even if the test occurs later in the year.

Colorectal Cancer Screening: Choosing the Right Test

Are you
45-75
years old?

**Time to get screened
for colorectal cancer.**



1 in 20

people in the U.S. are
diagnosed with colorectal
cancer in their lifetime.



9 out of 10

people **survive** colorectal
cancer when testing
happens **early**.

Family history of colorectal cancer can affect the testing options available to you.

Talk with your provider about the best choice for you.

	FIT	Cologuard	Colonoscopy (Gold Standard in Screening)
What is it?	Checks for blood in your stool 	Check your stool for blood DNA that is not normal 	Checks for polyps (small growths) in your colon that can become cancer 
How do I complete the test?	- At-home test - No prep needed - Uses a water sample from your stool - Mail the test to the lab or return it to AltaMed 	- At-home test - Delivered to your door - No prep needed - Collect a stool sample - Mail the kit to the lab 	- Out-patient procedure - Your provider will refer you to a trusted specialist near you - Prep needed - you must clear your colon by using a laxative before the test 
How often should it be repeated?	 Every year if test result is normal	 Every 3 years if test result is normal	 Every 10 years if findings are normal
Things to Consider	You will need a colonoscopy if your result is not normal 	You will need a colonoscopy if your result is not normal 	- Calls for anesthesia - Specialist will remove any small growths found and send them for further testing - You will need a ride to and from the visit

Detección del cáncer de colon y recto: elige la prueba adecuada

¿Tienes entre
45 y 75
años?

Es hora de hacerte una prueba de detección de cáncer de colon y recto.



1 de cada **20**

personas en los E.U. es diagnosticada con cáncer de colon y recto en su vida.



9 de cada **10**

personas **sobreviven** al cáncer de colon y recto cuando la detección **se realiza temprano**.

Los antecedentes familiares de cáncer de colon y recto pueden afectar las opciones de detección disponibles para ti.

Habla con tu proveedor(a) sobre la mejor opción para ti.

	FIT	Cologuard	Colonoscopia (Estándar de oro en detección)
¿Qué es?	Revisa si hay sangre en tu popó 	Detecta sangre y ADN anormal en tu popó 	Busca pólipos (pequeños crecimientos) en el colon que pueden convertirse en cáncer 
¿Cómo realizo la prueba?	• Prueba casera • No requiere preparación • Utiliza una muestra de agua de tu popó • Envías la prueba al laboratorio por correo o la regresas a AltaMed 	• Prueba casera • Se envía a tu puerta • No requiere preparación • Recoges una muestra de popó • Envías el kit al laboratorio 	• Procedimiento ambulatorio • Tu proveedor(a) te dará una referencia a un especialista confiable cerca de donde vives • Se requiere preparación – debes vaciar tu colon usando un laxante antes del procedimiento 
¿Con qué frecuencia debe repetirse?	 Cada año si el resultado de la prueba es normal	 Cada 3 años si el resultado de la prueba es normal	 Cada 10 años si los hallazgos son normales
Cosas para considerar	Necesitarás una colonoscopia si tus resultados no son normales 	Necesitarás una colonoscopia si tus resultados no son normales 	• Requiere anestesia • El especialista eliminará los crecimientos pequeños encontrados y los enviará para realizar más pruebas. • Requiere transporte hacia y desde la consulta

Dear [Patient Name],

According to your healthcare provider, it's time for you to screen for colon cancer. [Provider group or clinic name] has ordered Cologuard[®] for you.

Cologuard is an easy-to-use screening test. You can collect a sample at home and then ship it back to our lab for testing. There is no cost for Cologuard as a Partnership HealthPlan of California member.

Here is what you can expect next:

- Your Cologuard kit will arrive at your home in a few days.
- Follow the instructions inside the kit. You can also visit **Cologuard.com/why** or scan the QR code for a helpful video.
- Return the kit to UPS[®]. There is a prepaid shipping label included.



The Cologuard test is only for people who are 45 years or older at average risk of getting colon cancer. You may not be eligible for the Cologuard test if you have:

- Adenomas, inflammatory bowel disease, or certain hereditary syndromes
- A personal or family history of colorectal cancer

If you have completed a Cologuard kit within the last three years, you may not receive a Cologuard kit as part of this program as you are up to date with your screening. If you already have a Cologuard kit, please use it to collect your sample and return it as soon as possible. Your result is usually ready within two weeks.

Have questions? We're here to help 24/7.

- Call **1-844-340-1594**
- Visit **Cologuard.com/why**

Sincerely,
Exact Sciences Laboratories

Indications and Important Risk Information

Cologuard is intended to screen adults 45 years of age and older who are at average risk for colorectal cancer by detecting certain DNA markers and blood in the stool. Do not use if you have had adenomas, have inflammatory bowel disease and certain hereditary syndromes, or a personal or family history of colorectal cancer. Cologuard is not a replacement for colonoscopy in high-risk patients. Cologuard performance in adults ages 45-49 is estimated based on a large clinical study of patients 50 and older.

The Cologuard test result should be interpreted with caution. A positive test result does not confirm the presence of cancer. Patients with a positive test result should be referred for colonoscopy. A negative test result does not confirm the absence of cancer. Patients with a negative test result should discuss with their doctor when they need to be tested again. False positives and false negative results can occur. In a clinical study, 13% of people without cancer received a positive result (false positive) and 8% of people with cancer received a negative result (false negative). Rx only.

Dear Valued Patient:

Regarding: Stool Collection Test for Colon Cancer Screening (Cologuard®)

At the Petaluma, Rohnert Park and Coastal Health Center our mission is to provide “prevention-focused health care to the communities we serve.” Studies have found that testing is an important step in keeping your body cancer free. In our effort to keep *you* healthy, we are asking that you complete the Cologuard® Colorectal-Cancer Screening test that your provider ordered.

Cologuard® is an easy-to-use screening test that is good for three years. The test looks for altered DNA and/or blood that could be signs of precancerous growths or colorectal cancer and can be done in the comfort and privacy of your own home. Once you collect the sample you can ship it back to the lab for testing.

Here is what you can expect next:

- Your Cologuard kit will arrive at your home in a few days.
 - If you did not receive it within 2 weeks of receiving this letter, your kit has expired, or you lost it and need a new one, call the Customer Care Center at **1-844-870-8870**. They are available 24/7 to answer your questions.
- Follow the instructions inside the kit to properly complete it. You can also visit **Cologuard.com/use** or scan the QR code for a helpful video.
 - Return your sample within 1-2 days of collection.



Once you’ve collected your sample you can return the Cologuard® collection kit by scheduling a UPS pick up or you can drop it off at one of the UPS locations found in the enclosed “Cologuard® Return Instructions” (This includes the Petaluma and Rohnert Park Health Center lab - see the enclosed instructions for days and times).

The results for your Cologuard® Colorectal-Cancer Screening generally take 1 to 2 weeks to complete. Your care team will notify you with your results.

If you have questions about completing this important and life-saving test, please call us at (707) 559-7500 for assistance or send us a non-urgent message using the [MyChart patient portal](#).

Sincerely,

Your Petaluma Health Care Team

Petaluma Health Center
1179 North McDowell Blvd
Petaluma, CA 94954

Rohnert Park Health Center
5900 State Farm Drive,
2nd Floor
Rohnert Park, CA 94928

Point Reyes Community
Health Center
3 Sixth Street
Point Reyes Station, CA
94956

Bolinas Community
Health Center
88 Mesa Road
Bolinas, CA 94924

Estimado Paciente Valioso:

Con respecto a: Prueba de recolección de heces para la detección de cáncer de colon (Cologuard®)

En Petaluma, Rohnert Park y Coastal Health Center, nuestra misión es brindar "atención médica centrada en la prevención a las comunidades a las que servimos". Muchos estudios han encontrado que las pruebas son un paso importante para mantener su cuerpo libre de cáncer. En nuestro esfuerzo por mantenerlo/a saludable, le pedimos que complete la prueba de detección de cáncer colorrectal Cologuard® que le ordenó su proveedor.

Cologuard® es una prueba de detección fácil de usar que es válida durante tres años. La prueba busca ADN alterada y/o sangre que podrían ser signos de crecimientos precancerosos o cáncer colorrectal, y se puede realizar en la comodidad y privacidad de su hogar. Una vez que colecciona la muestra, puede enviarla de vuelta al laboratorio para analizar.

Esto es lo que puede esperar a continuación:

- Su kit Cologuard llegará a su casa en unos días.
 - Si no recibió su kit, su kit se ha expirado o lo perdió y necesita uno nuevo, llame al Centro de Atención al Cliente al **1-844-870-8870**. Están disponibles las 24 horas del día, los 7 días de la semana para responder a sus preguntas.
- Siga las instrucciones dentro del kit para completarlo correctamente. También puede visitar **Cologuard.com/use** o escanear el código QR para ver un video útil.
 - Devuelva su muestra dentro de 1-2 días de la recolección.



Una vez que haya recolectado su muestra, puede devolver el kit de Cologuard® programando una recolección de UPS o puede dejarlo en una de las ubicaciones de UPS. Esta información se encuentra en las "Instrucciones de devolución de Cologuard®" adjuntas (esto incluye el laboratorio del Centro de Salud de Petaluma y Rohnert Park; consulte las instrucciones adjuntas para conocer los días y horarios).

Los resultados de la prueba de detección de cáncer colorrectal con Cologuard® generalmente tardan de 1 a 2 semanas en completarse. Su equipo de atención le notificará los resultados.

Si tiene preguntas sobre cómo completar esta importante prueba que salva vidas, llámenos al (707) 559-7500 para obtener ayuda o envíenos un mensaje no urgente a través del portal para pacientes [MyChart](#).

Sinceramente

Su equipo de atención médica de Petaluma

Petaluma Health Center
1179 North McDowell Blvd
Petaluma, CA 94954

Rohnert Park Health Center
5900 State Farm Drive,
2nd Floor
Rohnert Park, CA 94928

Point Reyes Community
Health Center
3 Sixth Street
Point Reyes Station, CA
94956

Bolinas Community
Health Center
88 Mesa Road
Bolinas, CA 94924

Cologuard Return Locations

PETALUMA HEALTH CENTER

Using the prepaid UPS label, ship the box back to Exact Sciences Laboratories within 24 hours of collections. Schedule a contact-free UPS pick-up by calling 1-844-870-8870 or visit cologuard.com/UPS. *Con la etiqueta prepagada de UPS, envíe la caja de vuelta a Exact Sciences Laboratories dentro de las 24 horas posteriores a la recogida. Programe una recogida de UPS sin contacto llamando al 1-844-870-8870 o visite cologuard.com/UPS.*

Below you will find a list of local UPS store drop off places and latest drop off times. *A continuación, encontrará una lista de los lugares de entrega de las tiendas UPS locales y los horarios de entrega más recientes.*

You can also go to <https://www.ups.com/dropoff/?loc=locale> to find a local UPS store or call 1 (800) 742-5877. *También puede ir a <https://www.ups.com/dropoff/?loc=locale> para encontrar una tienda UPS local o llamar al 1 (800) 742-5877*

The UPS Store (707) 795-1328
1390 N McDowell Blvd G., Petaluma, CA
Latest drop off: 4:30 PM

The UPS Store (707) 763-5005
911 Lakeville St., Petaluma, CA
Latest drop off: 4:00 PM

UPS Access Point (707) 778-6722
365 E Washington St., Petaluma, CA (inside CVS)
Latest drop off: 3:00 PM

UPS Access Point (707) 766-9418
1359 N McDowell Blvd., Petaluma, CA (inside Michael's)
Latest drop off: 12:00 PM

UPS Alliance Shipping Partner (707) 762-3131
207 S McDowell Blvd., Petaluma, CA (inside Staples)
Latest drop off: 3:00 PM

Petaluma Health Center (707) 559-7500
1179 N. McDowell Blvd., Petaluma, CA
Lab Area
Latest drop off: Monday, Wednesday, Friday at 4:00 PM

Petaluma Health Center
1179 North McDowell Blvd
Petaluma, CA 94954

Rohnert Park Health Center
5900 State Farm Drive,
2nd Floor
Rohnert Park, CA 94928

Point Reyes Community
Health Center
3 Sixth Street
Point Reyes Station, CA
94956

Bolinas Community
Health Center
88 Mesa Road
Bolinas, CA 94924

Cologuard Return Locations

ROHNERT PARK HEALTH CENTER

Using the prepaid UPS label, ship the box back to Exact Sciences Laboratories within 24 hours of collections. Schedule a contact-free UPS pick-up by calling 1-844-870-8870 or visit cologuard.com/UPS. *Con la etiqueta prepagada de UPS, envíe la caja de vuelta a Exact Sciences Laboratories dentro de las 24 horas posteriores a la recogida. Programe una recogida de UPS sin contacto llamando al 1-844-870-8870 o visite cologuard.com/UPS.*

Below you will find a list of local UPS store drop off places and latest drop off times. *A continuación, encontrará una lista de los lugares de entrega de las tiendas UPS locales y los horarios de entrega más recientes.*

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The UPS Store (707) 586-1180
6366 Commerce Blvd., Rohnert Park, CA
Latest drop off: 4:00 PM

The UPS Store (707) 584-1515
959 Golf Course Dr., Rohnert Park, CA
Latest drop off: 4:00 PM

UPS Access Point- Inside CVS (707) 586-3494
6378 Commerce Blvd., Rohnert Park, CA
Latest drop off: 3:00 PM

Rohnert Park Health Center (707) 559-7500
5900 State Farm Drive, 2nd Floor, Rohnert Park, CA
Lab Area
Last drop off: Monday, Wednesday, Friday at 4:00 PM

Petaluma Health Center
1179 North McDowell Blvd
Petaluma, CA 94954

Rohnert Park Health Center
5900 State Farm Drive,
2nd Floor
Rohnert Park, CA 94928

Point Reyes Community
Health Center
3 Sixth Street
Point Reyes Station, CA
94956

Bolinas Community
Health Center
88 Mesa Road
Bolinas, CA 94924

Cologuard Return Locations

POINT REYES AND BOLINAS HEALTH CENTERS

Using the prepaid UPS label, ship the box back to Exact Sciences Laboratories within 24 hours of collections. Schedule a contact-free UPS pick-up by calling 1-844-870-8870 or visit cologuard.com/UPS. *Con la etiqueta prepagada de UPS, envíe la caja de vuelta a Exact Sciences Laboratories dentro de las 24 horas posteriores a la recogida. Programe una recogida de UPS sin contacto llamando al 1-844-870-8870 o visite cologuard.com/UPS.*

Below you will find a list of local UPS store drop off places and latest drop off times. *A continuación, encontrará una lista de los lugares de entrega de las tiendas UPS locales y los horarios de entrega más recientes.*

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UPS Drop Box (800) PICKUPS/ 800-742-5877

City Center Building
1701 Novato Blvd., Novato, CA
Last Drop off: 3:40 PM

UPS Access Point- Inside CVS Store

2035 Novato Blvd., Novato, CA
Last Drop off: 3:00 PM

The UPS Store (415) 899-1686

936 7th St, B, Novato, CA
Last Drop Off: 4:00 PM

The UPS Store (415) 456-9446

2100 4th St, C, San Rafael, CA
Last Drop Off: 4:30 PM

Petaluma Health Center
1179 North McDowell Blvd
Petaluma, CA 94954

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