

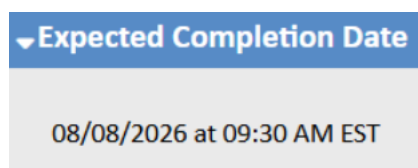
What is the Expected Completion Date feature?

The Expected Completion Date is a new feature in NeoLink® that will be available to users in both the NeoLINK Worklist and Client Dashboard views, providing a dynamic Expected Completion Date for each order. Currently, users can only view the Due Date for a given case, which is based on static published turnaround times and doesn't reflect changes that influence the actual completion date. The Expected Completion Date is powered by an AI-driven predictive model built on historical turnaround time data and operational and case-specific factors; it is not a guaranteed completion date. This enhancement is designed to provide greater visibility into order progress, improve predictability, and help clients better plan patient scheduling and downstream activities.

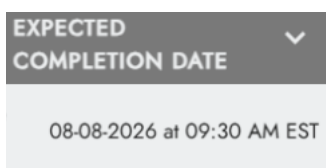
Where will I see the Expected Completion Date column?

The column will be visible on both the Worklist and Client Dashboard.

Worklist view



Client dashboard view

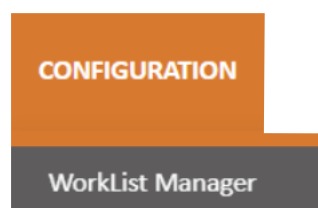
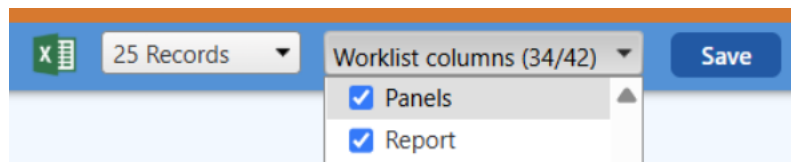


Do I need to configure the new column in my Worklists or Client Dashboard?

No. The Expected Completion Date column will be automatically added to your Worklists and Client Dashboard when the feature becomes available. No action is required. You may adjust the column position within your Worklist based on your preferences.

How can I configure columns on my Worklist or Client Dashboard?

To configure your Worklist, ensure the desired column is selected in the Worklist Columns dropdown and click Save to apply your changes. You can also drag and drop columns to reorder them, then select Save in the upper-right corner of the screen. Additional Worklist customization is available under Configuration > Worklist Manager, where you can manage available columns, Worklist types, and other settings. The Client Dashboard does not support adding or removing columns. However, users can customize their sorting preferences to organize the displayed information as needed.



What is changing with the Due Date, TAT Remaining, and ETA information displayed on the Worklist and Client Dashboard?

The existing Due Date and TAT Remaining columns will remain available and continue to function as they do today. These dates represent the published turnaround time commitment. The ETA hover-over previously displayed on the Client Dashboard will be removed and replaced with an Expected Completion Date column, which provides a more dynamic and data-driven estimate of case completion timing.

How is this displayed?

The Expected Completion Date is displayed in Eastern Time. For cases that are progressing as expected, a single date and time will be provided. For cases predicted to complete later than expected, a date and time range will be displayed to reflect the estimated completion window and associated variability in the prediction.

How often is this evaluated and updated?

It is evaluated periodically throughout the day. If new information becomes available that impacts the prediction, the Expected Completion Date will be updated to reflect the latest estimated completion date and time. If no changes affect the prediction, the displayed Expected Completion Date will remain unchanged.

Does this replace standard turnaround time commitments?

No. Existing service commitments, turnaround time expectations, and operational processes remain unchanged. The Expected Completion Date is an informational tool intended to provide additional visibility into actual expected case completion timing.

Why is it blank in some cases?

The Expected Completion Date will be blank for cases in certain steps where a completion prediction is not applicable. This includes cases that are in a Hold Case, Canceled, Converted, or Specimen in Transit step. Once a case reaches a status where a reliable completion estimate can be generated, an Expected Completion Date will be displayed.

Additionally, Expected Completion Dates for the following cases will be added in a future release: Sendouts, Consults, Morphology, FISH (tech only), and Cytogenetics. We are continuing to enhance these predictions to ensure you receive accurate and reliable completion information you can confidently use.

Accession	Case Number	Expected Completion Date	Step
7915785	FLT26-061363		Hold Case
7980813	NTP26-087559		Hold Case

Who should I contact if I have questions or feedback?

If you have questions, encounter issues, or would like to provide feedback regarding the Expected Completion Date feature, please contact your Sales Rep, Client Success Specialist, or reach a member of our Client Services team at 239-768-0600, option 3.

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