CARE®

www.ambrygen.com

The CARE program (Comprehensive, Assessment, Risk, and Education) is a best-in-class digital risk assessment program designed to help health systems identify patients at increased risk for breast cancer or who otherwise qualify for hereditary cancer testing. By utilizing a suite of digital tools embedded directly into existing clinical workflows, the CARE program identifies at-risk patients and provides them with personalized education while streamlining the entire genetic test ordering and results process for providers.

Solution Capabilities



DATA COLLECTION



ANALYTICS AND INSIGHT



BIDIRECTIONAL COMMUNICATION



CLINICAL DECISION SUPPORT



PATIENT EDUCATION AND CONTENT



POPULATION HEALTH MANAGEMENT

Key Features

- **Digital History Collection and Assessment:** A secure, HIPAA-compliant tool that collects and analyzes medical/family history for cancer risk factors. Patients complete it digitally before appointments, saving them time discussing family history and freeing providers from manual data collection.
- **Personalized Breast Cancer Risk Scoring:** Automatically calculates lifetime breast cancer risk using the Tyrer-Cuzick score, eliminating manual calculations and identifying candidates for early detection (e.g., breast MRIs). A "living score" updates automatically at each visit based on history and breast density.
- **Hereditary Cancer Risk Assessment and Streamlined Ordering:** Evaluates patient data with 99.5% accuracy against NCCN guidelines to determine testing eligibility, ensuring guideline-concordant care and flagging risks like Lynch syndrome or BRCA. Providers can coordinate genetic testing through Ambry in just a few clicks.
- **Pre-Test Patient Education:** On-demand materials on genetics, results, and costs let patients learn at their own pace, saving healthcare teams from delivering this education manually. On average, 82% of patients complete all modules within the CARE platform.

Key Features Cont.

- **Automated Return of Results:** Delivers genetic test results digitally via the CARE Patient Portal, reducing administrative burden and giving patients fast, convenient access. Negative/VUS results route directly to the portal; positive results trigger a workflow directing patients to their provider.
- **Telehealth Genetic Counseling Integration:** Connects patients to certified, third-party genetic counselors via telehealth at no cost, removing travel burdens and supporting health systems lacking in-house genetic expertise. Patients easily schedule appointments to discuss results without commercial influence.

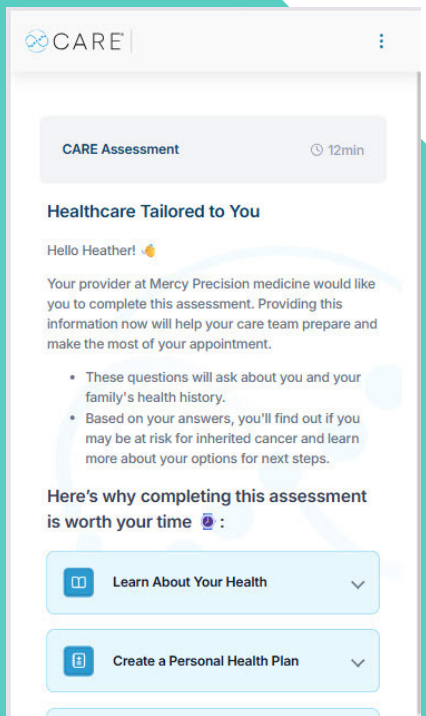
Benefits

Ambry Genetics clients can:

- Improve operational efficiency
- Reduce clinician burden
- Improve patient engagement
- Improve patient outcomes
- Enhance patient experience
- Expand access to care
- Support service line growth
- Support population health management

Measurable Impacts

The Ambry CARE Program® (Comprehensive Assessment, Risk, and Education) integrates a suite of digital health tools to help healthcare providers identify high-risk patients for certain health conditions and/or who qualify for genetic testing. CARE offers built-in resources for patient education, genetic test ordering, results reporting, and connecting patients to genetic counseling. By embedding CARE within a clinic or health system's existing workflows, healthcare teams and their patients are supported at every step. In 2026, Ambry's end-to-end program was awarded the "Best Overall Health Informatics Solution" in the 10th Annual MedTech Breakthrough Awards, a global program recognizing excellence in digital health and medical technology.



Clinical Guidelines and Standards

- NCQA (National Committee for Quality Assurance)
- CMS-aligned programs
- ADA (American Diabetes Association) guidelines
- AHA (American Heart Association) guidelines
- USPSTF guidelines
- Evidence-based / peer-reviewed protocols

Solution Type

- **Patient Engagement:** Solutions supporting education, communication, patient tools, and engagement platforms.
- **Care Management:** Solutions supporting care coordination platforms, care pathways, and workflow optimization.
- **Specialty Programs:** Solutions supporting condition-specific digital care programs.
- **Diagnostics & Assessments:** Solutions supporting risk assessments, diagnostics, and screening tools.

RESULTS YOU CAN EXPECT

Case Study

Sarah Cannon, the Cancer Institute of HCA Healthcare, aimed to improve access to precision medicine and identify high-risk cancer patients across its community clinics. By implementing the Ambry CARE Program, they successfully standardized screening protocols with strong patient engagement.

75% of patients completed assessments, identifying one-in-three as candidates for advanced surveillance and actively changing clinical management for 8% of participants.

Awards, Accolades, and Certifications

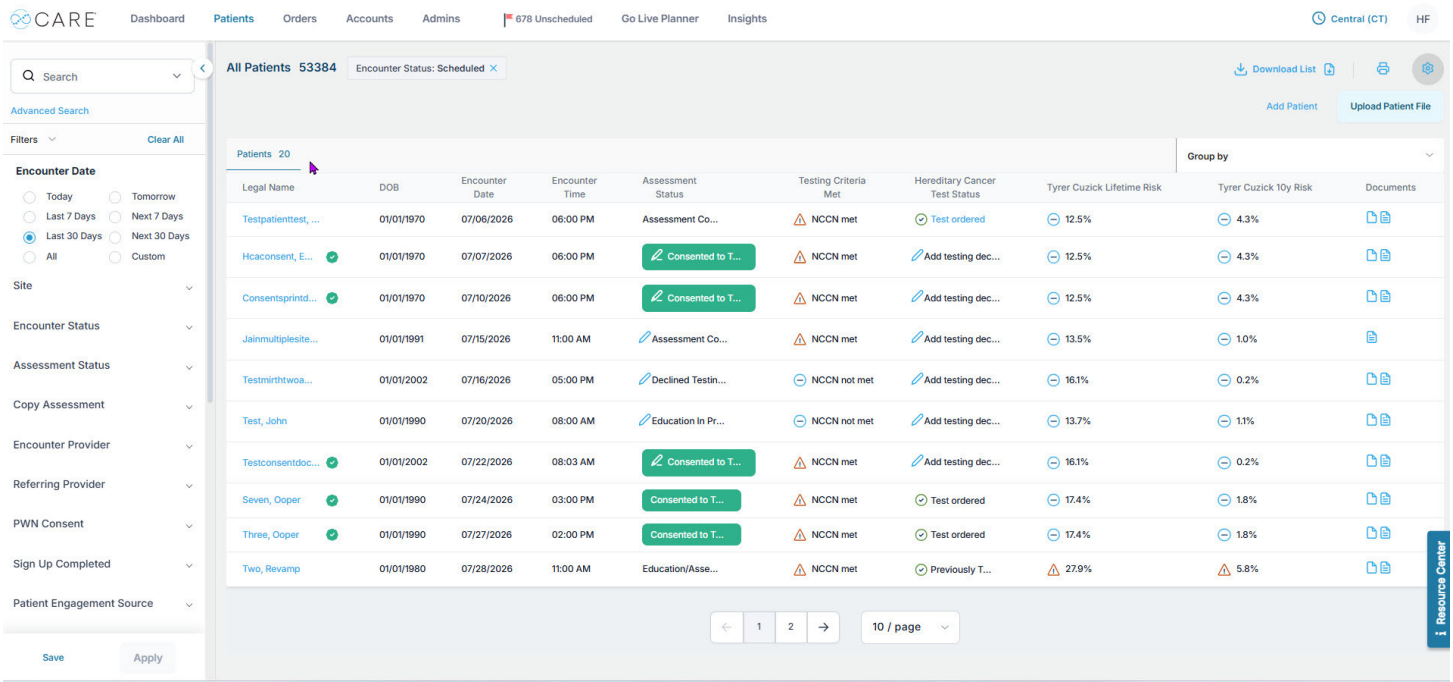
2026 Best Overall Health Informatics Solution - MedTech Breakthrough Awards

Comparably Best Place to Work Awards for 2024, including Best Company Compensation, Best CEO, and Best Company Culture.

Security, Compliance, and Certifications

HIPAA Compliant

SOC 2 Type II Certified



Integration and Workflow Fit

- Prescribed and managed within the Xealth platform
- Data and insights returned to clinical workflows (e.g., EHR, dashboards)
- Supports bidirectional data exchange
- Operates alongside clinical workflow (not embedded)

Customer Support and Operating Model

- Onboarding and implementation support
- Dedicated customer success manager
- Ongoing technical support

Business Model and Reimbursement

- Medicare reimbursable
- Medicaid reimbursable
- Covered by commercial insurance