

September 6, 2024

Re: OralDNA® Labs to Provide Salivary Testing Services

Dear Former Direct Diagnostic Providers,

We understand that the recent closure of Direct Diagnostics has caused major concern, and we want to reassure you that we are here to support you. The intellectual property assets of Direct Diagnostics have been transferred to OralDNA® Labs as of September 1, 2024. Our team is committed to ensuring a seamless transition and continuing to provide the high-quality salivary testing services you have come to rely on.

Our top priority is to maintain the continuity of your testing needs with minimal disruption. To facilitate this, the OralDNA® team will keep the Direct Diagnostics provider portal accessible for the next 60 days. We encourage you to access and download any patient records you may need during this period.

Our Client Success Team is available to help reactivate accounts, for former OralDNA® clients, or to assist in creating new accounts. If you are new to OralDNA® Labs, you can set up an account by completing our [New Account Setup Form](#). For returning clients, please contact our Client Success Team to reactivate your account.

Our Director of Clinical Education – Diane Larson, BSDH is here to guide you through any clinical questions and testing implementation processes to ensure your teams are fully prepared to get up and running smoothly. If you would like to schedule a virtual meeting with Diane for training or consultation – please select a date and time via her [Calendly Calendar](#). Alternatively, you can reach Diane by email [dlarson@oraldna.com](mailto:dlarson@oraldna.com) or phone 952-843-0651.

We are excited to begin this journey with you and are committed to exceeding your expectations. If you have any questions or need immediate assistance, please do not hesitate to contact us at [support@oraldna.com](mailto:support@oraldna.com) or by phone at 855-ORALDNA (672-5362). We are here to help!

Thank you for your ongoing trust and partnership. We are committed to supporting your salivary diagnostic needs and look forward to delivering even greater levels of excellence in the years to come.

Sincerely,  
OralDNA® Labs