



TOO FEW GENETIC COUNSELORS, COVID IMPACTS

A large hospital system has too few genetic counselors, a workflow impacted by COVID-19, and a need to process substantial numbers of test results more efficiently. How My Gene Counsel can help.

A regional cancer center struggled to efficiently test patients, both with and without cancer, as more and more patients become candidates for hereditary cancer testing. They have a few genetic counselors, but it was impossible for them to keep up with growing patient volumes, leading to long wait times. COVID-19 introduced additional challenges since patients often preferred fewer in-person appointments, but telehealth led to sample collection delays and therefore treatment delays. The center turned to My Gene Counsel to test patients efficiently and responsibly with fewer in-person genetics interactions.

My Gene Counsel supports oncologist-initiated genetic testing by providing pre-test information about hereditary cancer testing to patients, thus standardizing testing education and informed consent, so that all candidates for testing receive the same information. My Gene Counsel also provides robust post-test information via Living Lab Reports® for all patients who have genetic testing (positive, negative, and VUS results) and for their clinicians. This facilitates an engaged conversation between oncologist and patients. The cancer center elected to refer only patients who test positive or have a variant of uncertain significance for genetic counseling.

Patients and their clinicians also benefit from critical updates from My Gene Counsel that are specific to patients' test results, including new disease risk information, medical management guideline changes, and variant reclassifications. This is keeping their patients plugged into the health system, while other systems are experiencing drop-offs in many screening and risk-reducing appointments due to COVID-19.

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