

CASE STUDY

Community Cancer Center Uses Telegenetics to Expand Care, Overcome Staffing Challenges

Problem

A regional cancer center in Eastern North Carolina was struggling to keep up with the increasing demand for genetic services. With limited genetic counselors in this rural area, and difficulty recruiting, it had a growing backlog and long wait times.

GENETICS STAFFING SHORTAGE

1

Part-time genetic counselor

HIGH PATIENT DEMAND

200+

Patients waitlisted for genetics appointments

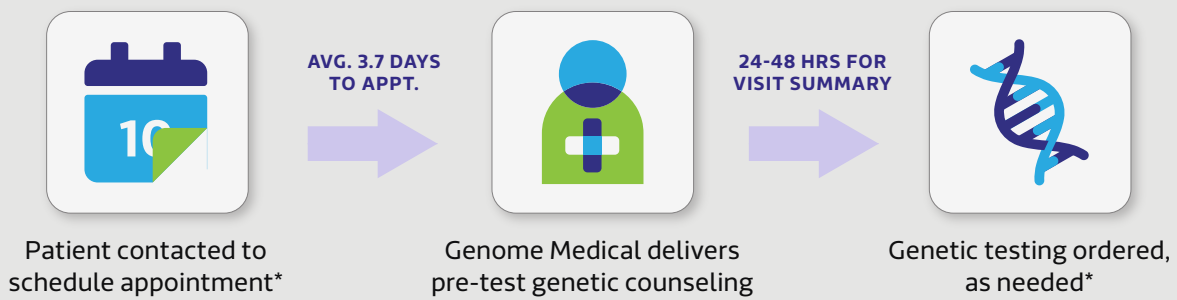
DELAYED CANCER CARE

9

Months wait time to see a genetic counselor

Solution





Seeking to improve access to genetic counseling for its diverse and dispersed patient population, the cancer center partnered with Genome Medical to provide telehealth genetic counseling support. The integrated workflow included:



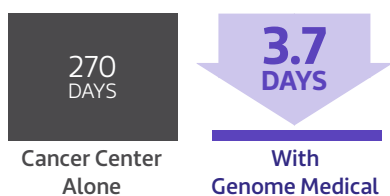
*May be performed by clinic or Genome Medical.

Results

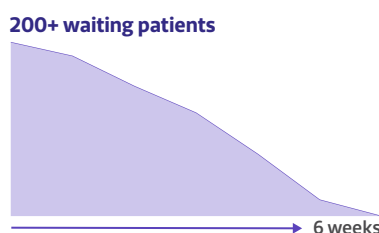
Through the partnership the cancer center provided:

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Increased staff
 Large team of highly experienced genetic counselors
- 
Faster access
 Appointments available within one week
- 
Expanded availability
 Appointments 7 days a week, evenings & weekends
- 
Expanded reach
 To diverse populations, removing travel and other access barriers

REDUCED PATIENT WAIT TIME



ELIMINATED GENETIC COUNSELING BACKLOG



OFFERED EVENING & WEEKEND APPOINTMENTS

