

FEATURED CUSTOMER



Leading Health System Provides Expert Genetics Care to Rural Communities

Addressing the Genetics Care Gap in Northern Nevada

Renown Health, Northern Nevada's largest healthcare provider, serves an area that spans Nevada, Lake Tahoe, and eastern California, reaching over one million people across 100,000 square miles. Renown delivers desperately needed services to these remote, rural communities.

Like many similar health systems, Renown had limited in-house genetic services, with only one cancer geneticist on staff. As the need for genetic services exceeded capacity, patients often had to be referred to other health systems. This led to patients experiencing long wait times and additional burdens to receive essential and timely genetics care.



Oncology Department Pioneers Strategic Collaboration

To expand the level of services offered for patients, Renown's oncology department partnered with Genome Medical to elevate its cancer program by integrating comprehensive telehealth genetic services. The collaboration aimed to ensure patients received timely genetic counseling and testing, when appropriate, and to assist its clinicians with genetics interpretation and expertise for tumor boards.

Given the rural demographics of Renown's patient base, telehealth was an ideal solution, allowing patients to receive genetic counseling over the phone and complete genetic testing from the comfort of their homes. This not only met the logistical needs of Renown's dispersed patients but also expanded the health system's reach and strengthened its reputation across the region.

YEAR 1: ONCOLOGY GENETICS CARE DELIVERED



>650

Telehealth Genetic Counseling Sessions



>500

Genetic Tests Facilitated



Rapid Access

Genetics appointments within 1 week, 7 days a week



Convenience

Telehealth appointments from the comfort of home



Expertise

Genetic counselors with >10 years of experience on average

“By partnering with Genome Medical, Renown Health has significantly expanded its medical genetics services in northern Nevada. This collaboration has enhanced patient care accessibility through cutting-edge telemedicine solutions.”

SUSAN COX, BA-HCA, RT (T)(R)(M)
DIRECTOR OF ONCOLOGY OPERATIONS FOR THE WILLIAM N. PENNINGTON
CANCER INSTITUTE AT RENOWN HEALTH

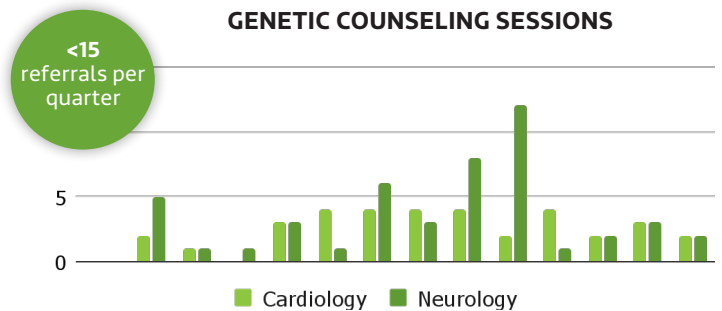
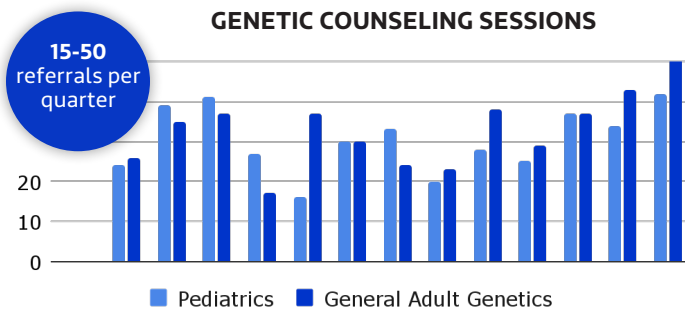
Meeting Needs Across Medical Specialities

Seeing the partnership's positive results in oncology, soon other departments began to refer patients to Genome Medical for genetic services.

As Renown faced the departure of their in-house geneticist, they needed a global solution. Genome Medical seamlessly transitioned to become their exclusive provider of genetic services with genetics expertise across multiple specialties and a flexible delivery model allowing them to absorb any volume variability month-to-month.

In pediatrics and general adult genetics, the expanded partnership met the high demand for genetics care, with referrals from those departments ranging between 15-50 patients per quarter.

In other specialties with consistent but fewer referrals, such as cardiology and neurology, Renown leveraged Genome Medical's expertise to ensure that even with lower volume, patients receive highly specialized care without a long wait.

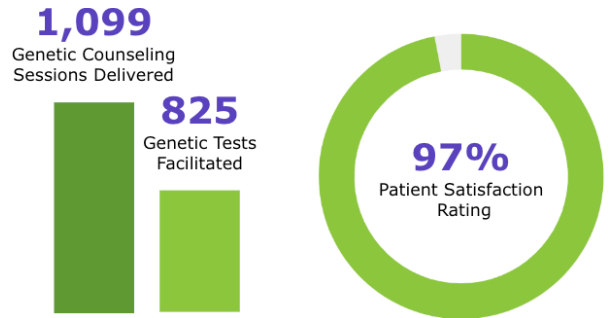


Partnership Expands Access to Genetic Services, Earns High Ratings

Since the partnership began, more than 650 Renown providers have referred patients to Genome Medical, illustrating the need for and the success of the collaboration. In addition, the genetic services have received high satisfaction rates among patients, demonstrating the quality and impact of the services provided.

Through the partnership, Renown is providing genetic counseling to more than 1,000 patients annually. This has allowed them to expand access to genetics services to more patients while also maintaining continuity of care by enabling these patients to remain within the Renown network.

RECENT YEAR HIGHLIGHTS



“The genetic counselor was amazing and the experience was easy and convenient. Thank you for this service!”

RENOWN PATIENT

GENETIC COUNSELING PER QUARTER

