

FEATURED CUSTOMER



Seamless Integration of Genetics Service Enables Health System to Meet Growing Demand

Need for Genetics Support



OhioHealth is a not-for-profit health system based in Columbus and the Central Ohio area spanning 50 Ohio counties. It has a long history of promoting teamwork to ensure every patient receives the highest quality of care possible.

With the upcoming launch of a new Huntington Disease multidisciplinary clinic and its Genetic Counseling Program already supporting multiple specialties across many locations, OhioHealth knew it needed additional support to uphold its high standard of care and meet the growing demand for genetics services in the region.

Teaming-Up With a Telehealth Genetics Service

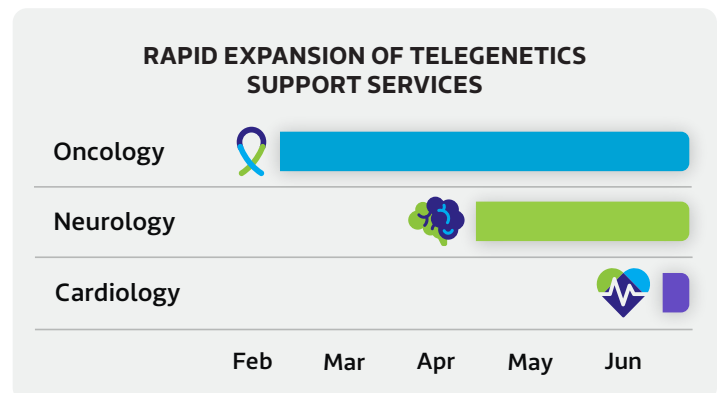
OhioHealth partnered with Genome Medical's team of experienced genetic counselors to provide telehealth genetic counseling and genetic test ordering as an extension of their internal genetics team.

After early discussions the two teams collaborated to identify the many areas where Genome Medical could support the OhioHealth Genetic Counseling Program across specialties:

- **Neurology:** Needed neurogenetics expertise to help launch the new Huntington Disease multidisciplinary and offer comprehensive neurogenetic counseling services to their patients.
- **Oncology:** Needed overflow support for the increase in patients identified as at-risk for hereditary cancer conditions, leading to a growing backlog with some patients waiting 6-8 months for an in-office appointment.
- **Cardiology:** Needed overflow support for one internal counselor managing all cardiogenetics needs.

Telehealth appointments through Genome Medical enabled OhioHealth to offer genetics services to patients in the comfort of their own homes, cutting down on significant travel for some patients; and appointments available in less than one week.

In addition, patients could use their health insurance for the service, as Genome Medical is an in-network provider for many health plans.



Delivering a Seamless Patient Journey



“I was very impressed with this experience. I was put at ease and learned so much. Thank you!”

OHIOHEALTH PATIENT

With its patient-first approach, OhioHealth wanted to ensure that whether a patient saw an internal genetic counselor or a Genome Medical genetic counselor the patient would have a similar, high-quality experience.

Together, the OhioHealth Genetic Counseling Program and Genome Medical developed custom operating procedures for each specialty that Genome Medical would support. Genome Medical would triage patients to OhioHealth specialists, as needed, and would connect them with the many OhioHealth resources at their disposal: support groups, fitness programs, patient education and more.

With the foundation in place and Genome Medical’s highly experienced counselors, patients served through the partnership gave the experience high satisfaction scores.

Partnership Meets OhioHealth’s Evolving Needs

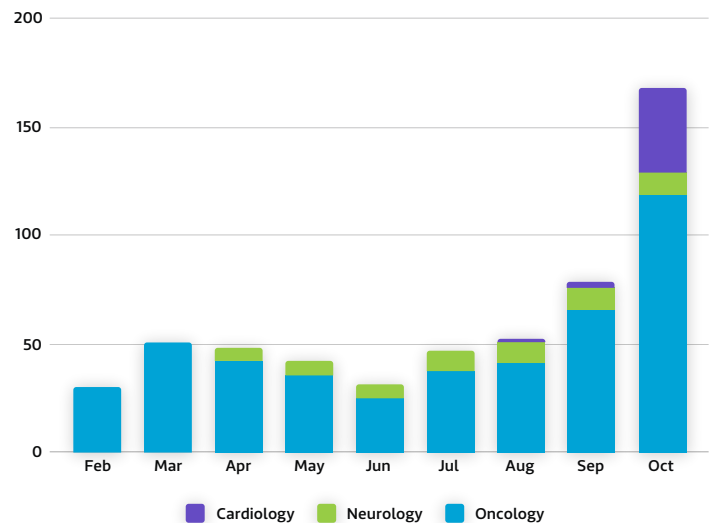
Within just five months of the partnership, Genome Medical launched genetic counseling and test ordering support for three specialty areas. Genome Medical has delivered over 520 genetic counseling sessions and facilitated over 445 genetic test orders for OhioHealth patients.

After successfully reducing the oncology patient backlog, Genome Medical is helping OhioHealth maintain short wait times for the steady flow of new patients.

With the partnership’s success, OhioHealth plans to continue to expand Genome Medical support to additional specialties in the future, such as psychiatric and medical genetics.

The seamless integration of the Genome Medical team and services has enabled OhioHealth to extend genetics care to more patients.

GENETIC COUNSELING SESSIONS DELIVERED PER MONTH



“Our collaboration with Genome Medical has felt like an extension of our program rather than working with a third party due to their tailored approach. We can trust that our patients will receive the same high standard level of care as they would at OhioHealth.”

EMALINE WISE
PROJECT MANAGER AT OHIOHEALTH

Learn more at [GenomeMedical.com](https://www.genomemedical.com).
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