

# What is telegenetics?

Telegenetics is the process of providing a genetics consultation and/or genetic counseling when the patient is in a different location than the healthcare provider. Telegenetics is a type of telemedicine that involves the use of computers and communication technologies to provide genetic care.

The telegenetics visit may occur in your home or at a medical office while the clinical geneticist (MD), genetic counselor, or other provider is in a different location. The Greenwood Genetic Center (GGC) provides telegenetics appointments with the same high quality level of care that patients receive in face-to-face visits.



## How does telegenetics work?

If you are in one of our offices, a certified telemedicine presenter will work with you during your visit. The presenter will handle all of the audio and video technology and will assist the healthcare provider with the exam as needed.

If the appointment is in your home, we will connect with you through your personal computer or mobile device. Prior to the appointment we will provide detailed instructions on how to connect. If a physical exam is needed, we will guide you through the process of using your device's camera to share the images that your provider needs to see.

Using secure teleconferencing apps, you and the healthcare provider can see and hear each other just as if you were in the same location.

If visual aids are needed for genetic counseling, the provider can share those images from their screen for you to see.

For additional information about GGC's telegenetics program, visit [www.ggc.org/telegenetics](http://www.ggc.org/telegenetics)

## Is telegenetics safe?

Yes. Telegenetics is guided by technical standards, clinical practice guidelines, and best practices through the American Telemedicine Association. It is backed by decades of research as a safe and cost-effective way to extend the delivery of healthcare. GGC only uses secure telecommunications platforms, so your private health information is not compromised.

## Is telegenetics right for me?

The goal of GGC's telegenetics program is to improve access to genetics services. Some of the benefits include:

- Convenient, high quality care closer to home
- Opportunity to protect vulnerable patients from exposure
- Less travel and time away from work/school
- Shorter wait times for an appointment
- High patient satisfaction

Over 90% of families who have received telegenetics services through the Greenwood Genetic Center have been satisfied and many request telegenetics for follow-up appointments.

## Is telegenetics covered by my insurance?

Just like in-person medical appointments, insurance coverage is dependent upon your specific policy. You should check with your insurance company to determine if our telegenetics services are covered.

Make sure to have a copy of your current insurance or Medicaid card with you at the appointment.



## How should I prepare for a telegenetics appointment?

Prepare for a telegenetics appointment just as you would for an in-person visit.

- Gather information regarding your family medical history including health issues, learning problems and genetic conditions.
- Bring a complete list of medications.
- Bring the names of current physicians or other healthcare providers.
- Bring family photos - These can be helpful to the geneticist in looking for patterns of physical features within the family.
- If genetic testing is suggested, no special preparation is needed. Blood can be drawn at your telegenetics appointment or saliva collection kits can be sent to your home.
- Have a list of questions ready to make the most of your visit.



## For more information

To learn more about the Greenwood Genetic Center's telegenetics program, please contact the office nearest you or visit [www.ggc.org/telegenetics](http://www.ggc.org/telegenetics).

### Charleston

Phone: 843-746-1001  
Toll free: 866-588-4363

### Columbia

Phone: 803-799-5390  
Toll free: 800-679-5390

### Florence

Phone: 843-746-1001  
Toll free: 866-588-4363

### Greenville

Phone: 864-250-7944  
Toll free: 866-478-4363

### Greenwood

Phone: 864-941-8100  
Toll free: 888-442-4363

You can also visit the website for the South Carolina Telehealth Alliance at [www.scta.com](http://www.scta.com)



This brochure is published by the Greenwood Genetic Center, a nonprofit institute organized to provide clinical genetic services and laboratory testing, to develop educational programs and materials, and to conduct research in the field of medical genetics.

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## Information for Patients

