

Genetics eConsults

For South Carolina healthcare providers



*Expert genetics guidance for your patients
- without waiting for an appointment.*



About Genetics eConsults

What is a genetics eConsult?

A Greenwood Genetic Center (GGC) Genetics eConsult is a secure, asynchronous consultation that allows South Carolina healthcare providers to receive patient-specific recommendations from GGC geneticists and genetic counselors through the GGC Provider Portal.

A genetics eConsult can help you:

- Determine whether a genetics referral is appropriate
- Select the most appropriate first-line genetic testing
- Interpret a genetic test result
- Identify additional evaluation or management recommendations
- Receive expert guidance within two business days

Why request a genetics eConsult?



Faster answers

Receive genetics expertise in two business days or less, helping you make timely clinical decisions.



Improve patient access

Many questions can be answered without requiring your patient to travel or wait for a genetics appointment.



Better testing decisions

Order the right test the first time and avoid unnecessary or duplicate testing.



Keep care local

Manage patients in your practice whenever appropriate while receiving expert support from genetics specialists



Secure communication

All communication occurs within the secure GGC Provider Portal and is documented for continuity of care.



How eConsults Work



Step 1

Create a GGC Provider Portal account (see below).



Step 2

Submit your patient question through the eConsult tab in the Portal.



Step 3

Attach relevant notes, lab results, family history, or other supporting documents.



Step 4

A GGC geneticist or genetic counselor reviews the case and responds within two business days.

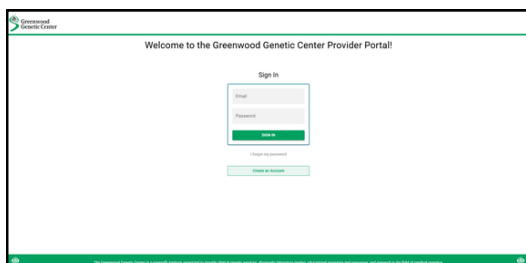


Step 5

Continue the secure conversation as needed, or refer for a genetics evaluation if appropriate.

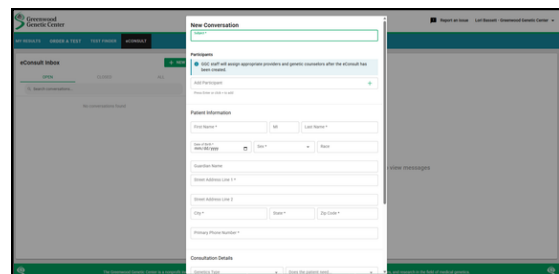
Creating your account

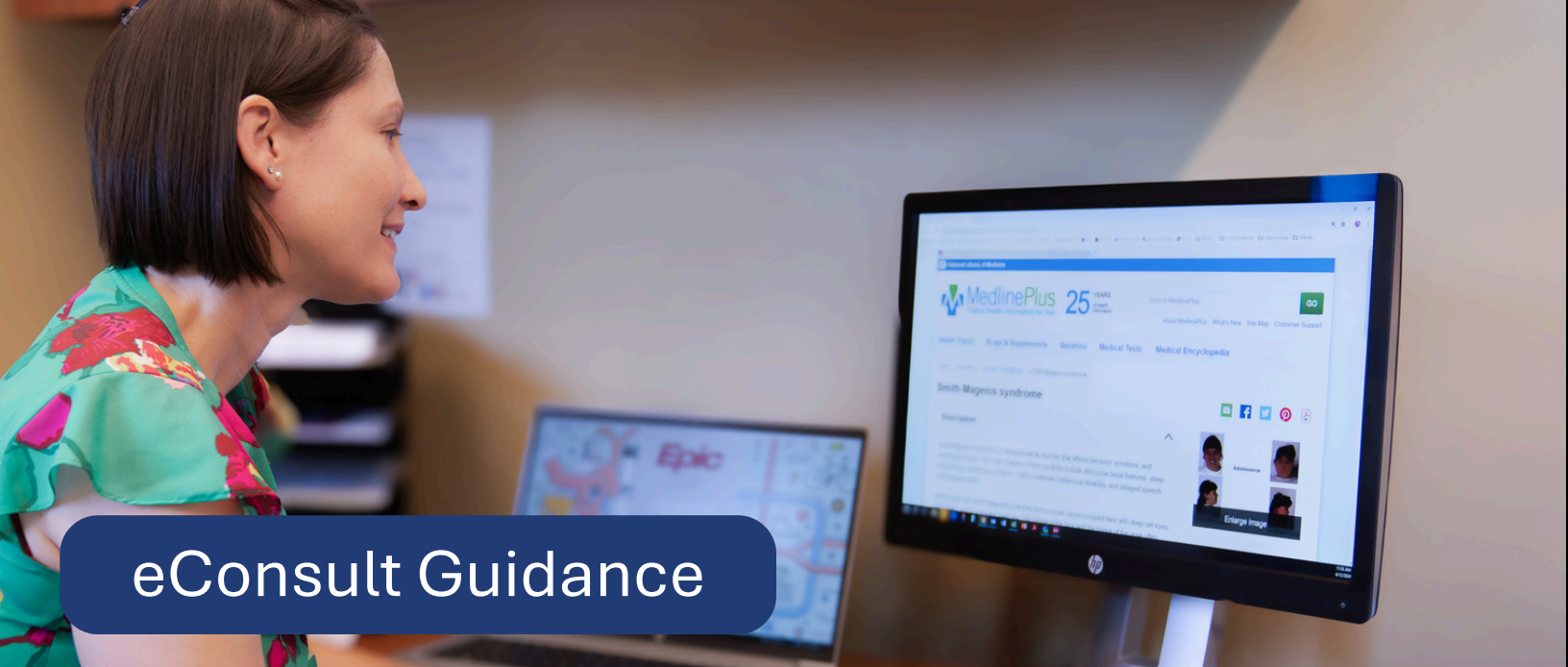
- Visit **portal.ggc.org**
- Select **Create Account**
- Complete registration
- Verify your email
- Complete multi-factor authentication
- You will receive an email when your account is approved and active.



Once your account is active

- Select the **eConsult** tab
- Click **+New**
- Enter patient information and your question
- Upload supporting documents
- Click **Create**
- You will receive an email notification when each new message is posted.





eConsult Guidance

Best Practices for a Successful eConsult

To help us provide the most useful recommendations:

- ✓ Ask one or two focused clinical questions.
- ✓ Include your assessment and relevant history.
- ✓ Upload any prior genetic testing results, lab reports, imaging, or clinical notes when available.
- ✓ Include pertinent family history.
- ✓ Explain what decision you are trying to make.
- ✓ Obtain patient consent before submitting.

eConsults vs. Referrals

When should I submit a genetics eConsult?

An eConsult is ideal when you need guidance such as:

- Which genetic test should I order?
- Does this patient meet criteria for a genetics evaluation?
- How should I interpret this genetic test result?
- What additional workup is recommended?
- Is additional family testing recommended?

When is a genetics referral more appropriate?

A genetics consultation is generally more appropriate when:

- The patient requires comprehensive genetic counseling.
- A full diagnostic evaluation is needed.
- Ongoing genetics management is anticipated.
- A physical examination is necessary.
- Multiple complex issues require an extensive assessment.

If an eConsult identifies the need for an appointment, GGC will help facilitate the referral

Frequently Asked Questions

Who can submit an eConsult?

South Carolina healthcare providers of any primary care or specialty area who are caring for a patient who may benefit from genetics expertise are welcome to submit an eConsult.

Does my patient need to be seen by the Greenwood Genetic Center first?

No. eConsults are intended for patients who have not been evaluated by the Greenwood Genetic Center as well as those needing follow-up guidance.

Is there a cost for a genetics eConsult?

No.

Can I ask follow-up questions?

Yes. Providers can continue the secure conversation within the portal until the consultation is complete.

What information should I include?

The more information provided upfront, the faster and more specific our recommendations can be. Include as much relevant information as possible, including the clinical question, medical history, family history, previous genetic testing results, relevant lab or imaging results, and clinical notes.

Can an eConsult replace a genetics appointment?

Sometimes. Many questions can be answered through an eConsult. If a comprehensive genetic evaluation is needed, we'll recommend that and facilitate a referral.

Can I order genetic testing after an eConsult?

Yes. Our recommendations often include appropriate first-tier testing and guidance for next steps. The GGC Provider Portal will soon support lab ordering. We can also facilitate the mailing of a sample collection kit to your office or your patient's home.

Is the communication secure?

Yes. All communication occurs through the secure GGC Provider Portal which conforms to all HIPAA regulations.

Is the eConsult documented?

Yes. The GGC Provider Portal maintains a complete audit trail of communications for documentation purposes.

What if I forget my GGC Provider Portal password?

Use the password reset option on the portal login page. If you continue to experience issues, contact GGC's technical support team at labsupport@ggc.org.

What if I don't receive my account verification email?

Check your spam or junk folder. If you still don't find it, contact GGC's technical support team for assistance at labsupport@ggc.org.