

GeneDx genetic counseling support

GeneDx offers genetic counseling services at no additional charge for patients with exome or genome testing.* Services include education and support options for both pre-test and post-test.

Pre-Test Education

GeneDx offers a patient consent education video to help inform patients about exome and genome testing and the consenting process.

Patients have the option of scheduling a brief Q&A with a licensed genetic counselor after watching the video.

The video can be accessed at: genedx.com/patient-education-consent



Or scan the
QR code

Post-Test Counseling

GeneDx offers post-test education and counseling when requested, either at time of order or when results are returned.

For patients with non-negative results:

We will reach out to the patient to schedule post-test counseling with a licensed genetic counselor. Sessions cover education about results, guidance on emotional and social concerns, and help connecting with resources and support groups.

For patients with negative results:

We will email an educational handout to the patient and ordering provider.

Requesting post-test counseling



Step 1: Place an order

Place an exome or genome order in one of two ways:

- GeneDx Provider Portal
- Paper Test Requisition Form (TRF)



Step 2: Request genetic counseling

Complete the required genetic counseling referral form, using either the main referral form or the rapid & ultraRapid referral form, found at genedx.com/forms.

Submit the completed form and any relevant medical documents to the email or fax on the form.



Step 3: Test results and follow-up

Patients with negative results will be emailed an educational handout.

Patients with non-negative results will be contacted to schedule a counseling session with a licensed genetic counselor.



Step 4: Consultation Summary

For patients with non-negative results who have a post-test counseling session, a consultation summary will be sent to the ordering provider.

Learn more at genedx.com/genetic-counseling-services

Questions?

We're here to help! Contact our patient counseling team at PatientCounseling@GeneDx.com or 833-436-3832.

*GeneDx manages referral to third party genetic counselors when required by insurance. Some insurance providers may mandate referral to an independent genetics professional, in which case the billing will be directed to the patient's insurance.