



COVID-19



Keeping Patients Safe During Covid-19

We are committed to keeping our patients and staff safe during the Covid-19 outbreak. We continue to provide genetic counseling services by telehealth through a HIPAA compliant, secure video platform. We also see patients in-person at our office in Olympia, WA.

Our commitment to you is to provide the care you need as safely and conveniently as possible. If you will be coming to the Olympia office to meet one of our genetic counselors in person, this is what you can expect:

- **Screening for COVID-19 Symptoms:** You will be contacted by your clinic prior to an appointment to ask whether you are experiencing any symptoms. In addition, when you arrive for your appointment, you and anyone with you will also be asked about any cough, fever and other symptoms of respiratory virus infection that you or others in your household may have.
- **Maintaining Cleanliness:** Our counseling room, lobby and restrooms are cleaned



often with special attention to frequently touched surfaces, including door knobs, armrests and handrails. Hand sanitizer is available and we ask that you please sanitize your hands upon entering the office. Each member of our staff sanitizes their hands frequently.

- **Maintaining Distance:** Patient appointments will be spaced through the week to ensure that we have only one patient in the office at a time. We have minimal staff onsite to decrease contacts and maintain distance between staff and our patients as much as possible.
- **Masks:** All staff wear masks. All patients and anyone with them will be asked to wear a mask or cloth face covering while at our office. You may bring your own or we can provide a mask for you.
- **Hand Sanitizer:** Hand sanitizer is available and we ask that you please sanitize your hands upon entering the office. Each member of our staff sanitizes their hands frequently.

[Schedule Telehealth Appointment](#)

Questions? Visit our [FAQ's page](#).

If you need immediate assistance, please call 844.743.6384.

If you are a clinic or provider needing to facilitate Telehealth appointments for your patients, please email us at info@geneticsupport.org or call us directly at 844.743.6384.

Helpful links:

- [Guidance for older adults](#)
- [Questions about COVID-19 and Pregnancy](#)
- [Questions about COVID-19 and Cancer](#)
- [Questions about COVID-19 and Health Insurance](#)
- For COVID-19 updates, visit www.cdc.gov