
Invitae's experienced, board-certified genetic counselors are available by telephone to answer your patients' brief questions about genetic testing and genetic test results. Genetic counselors can be reached by calling 800-436-3037, Monday through Friday, 5:00 am to 5:00 pm Pacific.

Patients being tested for hereditary conditions associated with cancer, cardiology, or proactive health screens also have the option to schedule a more comprehensive post-test genetic counseling session specific to their own medical and family histories, if desired. They should call 800-436-3037 to schedule a comprehensive session after they receive their test results.

IS THERE A CHARGE FOR INVITAE'S GENETIC COUNSELING SERVICES?

Invitae's genetic counseling services are included in the cost of Invitae's tests.

ARE GENETIC COUNSELING SERVICES PROVIDED FOR ALL INVITAE PATIENTS?

This service currently available for patients undergoing Invitae testing for hereditary conditions associated with cancer, cardiology, or proactive health screens. It is available to patients in the US and Canada only.

HOW CAN MY PATIENT REACH AN INVITAE GENETIC COUNSELOR?

Please have your patient call our Client Services team at 800-436-3037 and ask to speak with a genetic counselor.

WHAT SHOULD MY PATIENT EXPECT WHEN THEY CALL INVITAE?

Patients may call Invitae's genetic counselors at 800-436-3037 anytime during business hours to:

- ask general questions about the genetic testing process
- briefly review their genetic test results (after you release them)
- schedule a post-test comprehensive genetic counseling session

WHAT HAPPENS DURING A COMPREHENSIVE POST-TEST GENETIC COUNSELING SESSION?

If your patient chooses to schedule a comprehensive post-test genetic counseling session, the genetic counselor will briefly review your patient's medical history, ask questions about family medical history, review information about the genetic test results and what those results may mean for your patient and their family. A detailed consult note and pedigree will be made available to both you and your patient after the post-test genetic counseling session is complete.

ARE GENETIC COUNSELING SERVICES PROVIDED IN LANGUAGES OTHER THAN ENGLISH?

Yes. Spanish-language genetic counseling is available within Invitae. We also have access to interpreters who can provide services in most languages.

Online information in the form of informational videos and FAQs are also freely available to patients at www.invitae.com/patients/resources/genetic-counseling.

For more information, please call our Client Services team at 800-436-3037 or email us at gcservices@invitae.com.