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**Increasing Utilization of Cancer Genetic Counseling Services Using a Patient Navigator Model at a Managed Care Organization**

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**Background:** Rarely has utilization of genetic counseling for Hereditary Breast and Ovarian Cancer (HBOC) been studied separately from utilization of testing. At Kaiser Permanente Colorado, consistently only 30% of all members referred for HBOC receive GC.

**Methods:** To increase the volume of genetic counseling appointments, a Patient Navigator (PN) model was pilot tested in a randomized-controlled trial over 3 months. A total of 125 members were referred for GC (55 randomized to PN, 70 randomized to usual care).

**Results:** Utilization of genetic counseling referrals for PN-assisted members was 44%, compared to 31% in the usual care (UC) arm. The PN significantly decreased time to appointment ( $p=.002$ ), with over 80% of PN-assisted members seen for genetic counseling less than three months from referral date, compared to 32% in UC.

**Conclusions:** PN assistance shortens time from referral to appointment for HBOC GC, and can be considered an option for centers seeking to improve utilization of GC services.