

Now Online: New Referral Guidelines and Tools for Referring Providers

Visit the Genetics [“Refer a Patient”](#) webpage at [Seattlechildrens.org](http://Seattlechildrens.org).

## Contact Us:

To speak with one of our providers about:

- Diagnosis and treatment options: please call 206-987-7777 (Provider-to-Provider Line)
- Referrals, including clinical questions, locating or expediting a referral: please call 206-987-2080 (Clinical Intake Nurses)

## Send referrals to:

**Online:** Use eReferral, an alternative method to submit a referral and track its status

**Fax:** 206-985-3121 or toll free 866-985-3121

**Phone:** Clinical Intake Nurses at 206-987-2080 or toll free 866-987-2080

# Clinical Genetics

updated 9-2019

## Open to New Referrals: Yes

### Access situation: Long wait times

The wait time for a patient to be seen in Clinical Genetics is almost one year.

### Changes we are making to improve specialty care access

- **New scheduling processes** to improve efficiency and access.
- **A redesigned internal triage process** to identify those patients who need specialty services most urgently. Our team reviews referrals daily. *Please submit as complete a referral as possible, with all relevant documentation and chart notes, to help us with this process.*

### New referral guidelines

- **We are seeing new patients through age 17 only.** If your patient is 18 or older, we ask that you refer them to an adult Genetics provider.
  - There are resources within our community, such as the University of Washington Division of Medical Genetics, whose wait times are shorter than ours. The phone number for Medical Genetics at UW is 206-598-4030.
- **We are deferring referrals for patients with Kaiser insurance.**
  - Kaiser Permanente has excellent clinical genetics services, and patients are much more likely to have their genetic testing covered by their insurance by using those services. The phone number for Genetics at Kaiser is 206-326-2525.
- **We are requiring referrals from PCPs or other healthcare providers** rather than allowing self-referrals.
- **We are routing patients with specific diagnoses to our other appropriate service lines** prior to being seen in Genetics.
  - Certain patients will benefit from an evaluation in another service line (e.g. Ophthalmology) prior to being seen in Genetics. We will provide guidance via fax-back for these cases.
- **We are discontinuing seeing some diagnoses** previously seen in Genetics.
  - Guidelines will be provided via fax-back for caring for these patient populations. The complete list of diagnoses will be available soon on the [“Refer a Patient”](#) page on the Genetics website.

### Tools to help referring providers

- We will provide guidelines for a patient’s care via fax-back in the event they are returned to their PCP for a condition we no longer see.