

PRODUCT

Clinical-grade, HIPAA-compliant chatbot that delivers pre-test education and obtains consent prior to PGx testing

INDICATION

Directs patients to genetic-based medication compatibility screening for major depressive disorders, anticoagulation, chemotherapy, and pain management.

VALUE PROPOSITION

- Expands access to PGx services
- Reduces patient wait time for PGx testing
- Embodies evidence-based PGx guidelines
- Enables interaction outside of regular business hours

DEVELOPMENT STAGE

Platform is in active use at CCF's Medical Genetics & Genomics Clinic

CONTACT INFORMATION

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Pharmacogenomic Pre-Test Education and Consent Chatbot

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UNMET NEED

Pharmacogenetics (PGx) is increasingly used in clinical practice, as more providers turn to PGx testing to inform the role of genetics in response to prescribed medication for a variety of disease indications including mental health, oncology, anticoagulation, and pain management.

Prior to PGx testing, it is best practice for patients to receive pre-test education, counseling, and provide consent. However, as a niche but growing specialty, access to a PGx provider for pre-test services and test ordering is constrained by a limited number of specialized PGx providers and geographical barriers, contributing to long wait times for PGx testing and delayed patient care.

SOLUTION

A scalable, lab-agnostic PGx testing chatbot interaction platform has been developed and deployed to improve patient access to PGx testing and clinical workflows. Developed using evidence-based PGx guidelines, the PGx chatbot provides high-quality, automated, and standardized pre-test education, allowing patients to receive the pre-test counseling in a time and location that is convenient for them, as opposed to an in-person office visit during standard clinic hours. This allows for a more impactful initial encounter with the PGx provider following PGx testing to review test results and recommendations. The PGx chatbot has received high patient satisfaction scores at the Cleveland Clinic. Additionally, implementation of the PGx chatbot the PGx chatbot allows for improved clinical efficiencies and enables top-of-license practice for the PGx provider.