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percent were very satisfied with the encounter, and 18 percent were not at all satisfied. Those reporting dissatisfaction with the discussion, were the most likely to report that their PCP's interpretation of results differed from the company's interpretation. Provider discussions focused on actionability of the results, or use in care (32 percent), primary care provider engagement or interest (25 percent), and lack of PCP engagement or interest (22 percent).

(Subscriber-1111dfe1) Research on predictors of patient satisfaction suggests that such discussions, to the degree that they incorporate patient-centered questioning techniques, explanations, and health education and information sharing, can potentially improve patient satisfaction with the PCP interaction," writes senior author Robert C. Green, M.D., from Brigham and Women's Hospital (Boston). "The ways in which companies and their advocates promote and present DTC PGT may be a factor in how consumers view these services and may have an important (and perhaps negative) effect on patient-physician interactions."

Several authors report financial ties to the diagnostics industry.

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