

IMPROVING THE PROCESS FOR PROVIDING NORMAL RESULTS AT CANBERRA SEXUAL CENTRE

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Background: Prior to 2016 patients who attended Canberra Sexual Health Centre (CSHC) for sexually transmissible infection (STI) and blood borne virus (BBV) screening did not routinely receive negative pathology results. Patients wanting results were advised to telephone CSHC. Retrieving the file, getting a clinician to phone back and actually contacting the patient was usually an inefficient and laborious process involving numerous incoming and outgoing phone calls.

Methods: Patients and staff were surveyed to ascertain whether SMS for delivery of negative results was an acceptable alternative to patients phoning the clinic for results.

Baseline audit was undertaken:

- how many patients received their negative test results within a 2 week period
- length of time from testing to patients receiving results
- number of attempts made to notify patients of negative results
- patient preference in how to receive their results

Intervention: A password protected clinic mobile phone was used to SMS results with first name, DOB and “the clinic”.

Results: Survey results demonstrated that staff and patients found SMS to be the preferred option for results delivery.

Baseline audit over 4 weeks:

- 359/709 (51%) patients received results within 2 weeks
- average length of time to receive results was 7 days
- 38% of patients did not receive results
- 291 phone calls were made to notify patient results
- 138/172 (80%) of surveyed patients preferred SMS to receive results.

Post intervention data over 4 weeks:

- 568/572 (99.5%) of all patients received their results
- Average length of time to receive results decreased by 50% to 3.5 days.

Conclusion: This intervention has had many significant positive and efficiency outcomes for both patients and staff at CSHC.