



Improving the process for providing normal results at Canberra Sexual Health Centre (CSHC)

## Authors

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## Background

- Prior to 2016 patients attending CSHC did not routinely receive negative STI and BBV results
- Patients requesting results were advised to phone the clinic
- Taking the call, retrieving the file, getting a clinician to call the patient back and speaking with the patient was a laborious process
- The process was inefficient with lots of incoming and outgoing calls

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## Methods

- Patients and staff were surveyed as to whether SMS for delivery of negative results was an acceptable alternative to phone calls
- Baseline file audit undertaken:
  - Patients advised how they would receive results
  - Number of patients who received their negative results within 2 weeks
  - Length of time from testing to receiving negative results
  - Number of phone calls to advise patients of results

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## Intervention

- Staff education
- Changes to history form to include SMS as option for receiving results
- A password protected clinic smart phone used to SMS results:
  - 3 identifiers - first name, DOB
  - Message from 'the clinic'
  - multiple templates available to suit various results

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## Results

### Baseline: Jan 2015

- 359/709 (51%) received results within 2 weeks
- 62% of patients received results
- average length of time to receive results 7 days
- 291/566 patients tested required return calls for negative results

### Post: June 2015

- 568/572 (99.3%) received results within 2 weeks
- 100% of patients received results
- average length of time to receive results 3.5 days
- 44/695 patients tested required return calls for negative results

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## Conclusion

Intervention has had many significant positive and efficiency outcomes for both patients and staff at CSHC

Easily reproducible for other clinics who may not have software available to SMS

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