

# Click & Collect PrEP and PEP Services: Preferences for Accessing Online Pre-and Post-Exposure Prophylaxis for HIV Services in Australia

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## Background:

Online pre-(PrEP) and post-exposure prophylaxis (PEP) services, where client can “Click” to access telehealth and “Collect” PrEP, PEP, and HIV self-testing (HIVST) from their preferred locations, offer rapid, lower-cost, and more equitable alternatives to traditional clinic-based care. We used discrete choice experiments (DCE) to identify preferences for online PrEP/PEP services in Australia.

## Methods:

A survey containing two DCEs was distributed via Grindr and SMS to clients who attended Melbourne Sexual Health Centre in the past 12 months. Individuals aged  $\geq 18$  years, living in Australia and without prior HIV diagnosis, completed the survey between October 2025 and March 2026. Preferences were estimated using mixed multinomial logit models.

## Results:

Overall, 403 respondents completed both DCEs, and 98 completed only the PrEP DCE. Median age was 41 years (interquartile 32-48); 73% identified as gay men and 5% as heterosexuals.

For online PrEP services, respondents preferred free services, home delivery or sexual health centres for collecting PrEP/HIVST, and telephone or video call consultations for initial prescriptions and ongoing prescriptions. They also preferred a secure PrEP client database, allowing PrEP access across locations. They disliked monthly service fees, chatbot-led initial prescribing, general practice and community-based organisations for

PrEP/HIVST collection, and single-site client data storage, requiring access from the same location.

For online PEP services, respondents preferred same-day access, pharmacy-based PEP and HIV testing, and no fee or a \$AU25 fee. They disliked the next-day access, a chatbot prescriber, receiving PEP and HIV testing via general practice or sexual health centres, and high fees (\$100 and \$350).

**Conclusions:**

Low-cost, rapid-access online PrEP and PEP services were strongly preferred. Participants favoured telehealth-supported PrEP delivery with flexible collection options. For PEP, same-day, pharmacy-based access was prioritised. Chatbot-based prescribing was not favoured. These findings support affordable, digitally enabled Click & Collect HIV prevention services in Australia.

**Disclosure of Interest Statement:**

No authors reported conflicts of interest.