

TeleTesting Process

Prior to the Test

1. An interested client will call the testing phone number or email the testing email
2. The assigned TeleTester (TT) will check email and voicemail and contact interested client.
3. The TT will explain the process of the Tele-Testing program to the prospective client over the phone/via email. TT will also make sure the client has access to GoToMeeting/video chat. If not, we can do a phone call session. TT will ask client what types of tests they would like (HIV, GC/CT urine/rectal/oral) and explain each test.
4. If the client is interested, then the TT will email the electronic forms link to the client for them to fill out. The client can call in if they have questions regarding the electronic forms.
5. After the client has filled out the information, the tester will reach back out to the client (phone call or email) regarding appointment time, timeframe in which they will receive the test, GoToMeeting number and tracking information for the package.
6. Staff will package client's test depending on testing needs
 - a. Fingertstick
 - i. Testing package (includes test strip and tube of solution)
 - ii. Test stand
 - iii. Lancet
 - iv. Band-Aid
 - v. Gauze pad
 - vi. Alcohol pad
 - vii. Collection loop
 - b. Oral Swab
 - i. Testing package (includes test strip and tube of solution)
 - ii. Test stand
 - c. Type of GC/CT test (urine/rectal/oral) or all 4
 - I. Urine cup for urine test
 - II. Labels with name and DOB written on them.
 - d. All tests should include
 - i. Condoms/lube
 - ii. Flier with all services offered
 - iii. Directions for each test
7. The package should be mailed out that same day.
8. For HIV and STI testing, kit will be mailed in larger envelope, with HIV test inside the thermal envelope inside, unsealed, but with zip-lock portion sealed. Return FedEx label will be placed on the thermal envelope

Day of Test

1. The Tester will welcome the client, confirm the client's information and ask them to agree to the video chat agreement.
2. Once the client confirms identity and accepts, the chat room will be locked to ensure privacy/confidentiality
3. The TT will ask questions to better understand the client's needs and reasons why the client is wanting or needing to get tested
4. The TT will walk the client through how to test themselves, whether it be a fingerstick or oral swab, rectal/oral swab, or urine test.
5. While the test is working, the TT will discuss any questions, concerns or referrals the client may need or has.



6. Once the test is done, the client will show the TT what the results are, and referrals/warm hand-offs or further discussions can be had or made.
 - a. If a client is positive, contact the EIS person immediately. Ask if the client is comfortable with the EIS coming into the meeting.
7. For STI testing, client will be instructed how to label specimens, and put them into the sandwich bag with paper towel, then put that bag into the thermal envelope and seal.
8. TT will contact FedEx for same day/next day pick up and instruct client to put the envelope outside their door/outgoing mail for FedEx pick up.
9. After, the TT will fill out the Daily Testing Form based on the electronic forms and the discussions that the TT has with the client.
10. Assigned staff will be entering information into Access. Assigned staff will collect received envelopes at the center, print out packet, and take specimens to county for testing.
11. Assigned staff will share positive lab results with TT who tested client. TT will contact client and notify them of positive result (this MUST be done via phone).
 - a. TT will explain what a positive result means and where to get treated.

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