Chexout and PDPH

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NCSD Annual Meeting
November 13\textsuperscript{th}-17\textsuperscript{th}, 2017
CBOs and High School testing participants were told to call PDPH 2 weeks after testing to get their results.

In 2016, the Philly CBOs tested ~5,000 people.

In the 2016-2017 School Year, PDPH tested ~11,000 students.

STD Clinic patients were told to return a week after their testing visit in order to get their results.

In 2016, Health Center 1 had ~20,000 visits and Health Center 5 had ~5,000 visits.
Who do we text?

Anyone who requests it!

STD Clinic population is special:

- If HIV+ test associated with the visit, all texting is held.
- If patient was presumptively treated for Chlamydia/Gonorrhea, all texting is held.

Notification that your results are ready can be texted or emailed to the above information. Your username and password will allow you to pick up your results from a secure site: CIRCLE ONE: YES, TEXT ME  YES, EMAIL ME  NO, I WILL COME BACK
What do we text?

Please return to Clinic at 1400 Lombard St or 1900 N 20th St, Team C. Your test results are ready.

Please contact us to discuss your results at 215-685-6585
How do we do it?

- **CBOs/High School:**
  - Data entry required after labs entered in surveillance oddslot database
  - Ensure that phone/email are correct and record the method the patient requested

- **STD Clinic:**
  - Choice is entered upon registration
  - SAS code run daily, files uploaded to sFTP (hosted by Chexout)
  - Messages fire at 10:30am for Clinic and 2:30pm for CBOs/High School
  - PDPH staff time daily: ~5-20 minutes
Results
Pickup rate 2016

- 72% saw results
- 44% saw results

CBOs:
- Texted: 3288
- Eligible to Pickup: 2356
- Picked up: 72% saw results

High School:
- Texted: 8598
- Eligible to Pickup: 3812
- Picked up: 44% saw results
STD Clinic visits

Test Results (TR) Visit

Total Visits

Number of visits

Jan-16  Mar-16  May-16  Jul-16  Sep-16  Nov-16  Jan-17  Mar-17  May-17  Jul-17  Sep-17
STD Clinic visits

Before Chexout: ~2,214 visits/month
After Chexout: ~1,944 visits/month

Before Chexout: ~533 TR visits/month
After Chexout: ~241 TR visits/month

Test Results (TR) Visit
Total Visits
More people getting results – STD Clinic

- Before Texting: Jan 1 – Nov 6, 2016 (N=18,499 visits)
  - 33% (6,048/18,499) returned for Test Results visit within 30 days of first visit

- After Texting: Nov 7, 2016 – Sep 30, 2017 (N = 19,685)
  - 17% (3338/19685) returned for Test Results visit within 30 days of first visit
  - An additional, 5,898 (30%) picked up results from Chexout
  - Total of 47% (9,236) of patients got their results.
Texting only for CBOs

For our CBOs, all Chlamydia/Gonorrhea positives go to DIS for treatment confirmation.
Could texting get them in just a well?
Started mid-October 2017, holding for 7 days all Chlamydia/Gonorrhea positives.

Preliminary (very early) data suggest that 75% of the positives are seen in the STD Clinic within 7 days of texting, reducing the number of cases run by our DIS.
Ability to text patient’s and track what is being texted to whom
Ability to see if it goes through
Staff like having two way communications
  Slow to transition to using Chexout exclusively
  I know there is more texting going on than shown in Chexout

Hi Joe, this is Greta from the City of Philadelphia. Please call me at 215-685-6585 regarding an urgent health matter. Ref#E17-999999
Lessons Learned

Planning analysis to document success before going live

- We never thought to turn on phone logs prior to implementation

Ensuring all staff are aware of the program change and able to speak effectively regarding the product

- Patients call with questions, and staff didn’t always understand what was happening and who to refer the call to…
Conclusions

21st century!

Still requires staff time, but not nearly as much as before

Chexout staff are responsive and helpful if problems arise
Thank you!

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