



## Online Testing Frequently Asked Questions

### **1) Do you pay for online testing?**

No, this trial is free for patients and the kits have free postage back to the laboratory.

### **2) Why is this only a trial?**

We have been given extra funding to run a short trial, patients will be asked after the trial to give their views of online testing.

### **3) How long will I have to wait for results?**

Results will be sent by text or email 7 days after you have posted the kit back to the laboratory.

### **4) Is online testing confidential?**

Only the Swish services has access to your results. You can choose to have your GP as an emergency contact on the testing site, but this is not mandatory.

### **5) When should I do the tests?**

Please complete the samples in the kit as soon as it arrives, however please do not send samples on a Friday or before a bank holiday weekend as this will delay them arriving in the laboratory.

### **6) Who manages the results?**

All positive and negative results are managing by the clinical team at Swish.

### **7) Where will I need to go for any treatments or further tests?**

You will need to attend a Swish clinic for any treatments, vaccinations or further tests.

### **8) I can't get enough blood for the sample given in the kit?**

Please contact Swish for a blood test.

### **9) The online site is telling me to contact Swish for vaccinations?**

Due the answers you gave on the website, you might be eligible for vaccinations at Swish, please contact Swish to book an appointment to discuss this.

**10) The online site is telling me to contact Swish for a syphilis test?**

Due to the answer you gave to the syphilis question, you need further blood tests, we can book you an appointment for a blood test at Swish.

**11) My address is outside Somerset why can't I have an online test?**

This online trial is only for Somerset residents; however, you are very welcome to attend one of our clinics for a STI screen.

**12) I would like condoms?**

- Condoms are available for young people 13-19 through the Somerset C-Card scheme [click here](#) for more information on this.
- If you are over 19 you can order online [click here](#) for more information on this
- Condoms are also available by visiting one of the Swish clinics