

Fenway Health will be operating a new storefront operation that will provide sexual health screening for clients. This clinic concept will aim to alleviate the fear and social stigma associated with getting tested for STIs and HIV routinely while providing a high tech, self-directed platform for patient and community sexual health empowerment.

The development of the DASH Center and the collaboration of Fenway Health and Providentech is in response to the need to provide patients more direct access to sexually transmitted infection (STI) testing, decrease the time to results delivery, and streamline the patient experience from the beginning of the check in process to post visit communication, with a clear path to next steps in care, including future screenings. According to the World Health Organization (WHO), "More than 1 million sexually transmitted infections (STIs) are acquired every day worldwide," with the majority being asymptomatic or having symptoms a patient may not associate with an STI (2019).

This rampant rate of infection places immense pressure on the already stressed healthcare system to provide timely care to all patients, especially those at higher risk. Additionally, high risk patients often avoid screening due to fear of how they will be treated within a clinic; a statement from a transgender patient who once spoke at a symposium shared she often was so uncomfortable sitting in a waiting room and the eyes upon her when she was called back to the treatment area, then dreading the interaction with her provider, that she avoided seeking care at all.

The DASH center mitigates many of these barriers. Patients will be interfacing with mounted iPads in the reception area, where their identities will be verified, and they will check-in to their appointment. The DASH clinic will provide self-collected swabbing for screening of Gonorrhea and Chlamydia using the latest technology in point of care RNA diagnosis with the FDA approved CEPHEID XFINITY Machine. Syphilis, HIV and HCV testing will be done through contract with local labs. Serum will be collected by a staff member trained in phlebotomy. In addition to improving the patient experience, it decreases the resource strain on primary care by diverting screening appointments to this clinic. A study by Fenway demonstrated the DASH clinic would free up 3 provider FTEs over a one-year period if patients seeking testing could be managed in this setting, increasing access for other acute PCP visits.

Following testing, patients are sent a secured message telling them what to expect next, including expected time frame for results delivery. Results are delivered via a secure link that the patient authenticates.

Results from both GC and CT will be available in 90 minutes and will be sent to the client via a secure SMS Text Message system with linkage referral to treatment if needed. Results of serum testing will be available in 48 hours and negative results are delivered via text whereas patients

with positive results receive a message *One or more of your results needs attention. Our nurse will reach out to you at this number. We recommend abstaining from sexual activity until we review your results with you.*

Decreasing time from diagnosis to delivery of results, expedited with text delivery, not only provides immediate and appropriate care to the individual patient but also decreases the likelihood of unknowingly exposing someone else to an STI, especially when the patient is asymptomatic. Additionally, the tight integration between Fenway Health instance of CPS and Providertech will provide opportunities to ensure patients followed up with recommended care from medication management to a visit completed, with the patient communication documented within their individual record.

Phase I of this project will be as outlined above and provide only screening for asymptomatic clients. Pending success of Phase II and direction from funder, the project may move into Phase II which if institute may provide same day treatment for STI other than HIV, through DPH STI Nursing Team using algorithms. Additionally, and based on direction of funder, the site may move into Phase III to provide services for PrEP and PEP.

The collaboration between Fenway Health and Providertech joins industry leaders in community health with innovative technology solutions to automate and scale patient communication. Together these teams have developed workflows that combine the operational steps with technology to improve efficiency and patient experience. In addition to the STI results delivery, Providertech supports the Fenway Health STI initiatives with scheduled appointment confirmation and reminder, and repeat screening reminders when it is time for testing again.