

Information for health professionals

13 HEALTH Webtest online testing service

13 HEALTH Webtest is a free, confidential urine test for genital chlamydia and gonorrhoea that can be ordered through the Webtest website.

The test is available to Queenslanders aged 16 years and older. A Medicare card is not needed to order a 13 HEALTH Webtest.

Results are provided by 13 HEALTH by email, SMS or phone. People with positive results will receive a call from 13 HEALTH and are advised to contact their GP or sexual health clinic to be treated as soon as possible. Data from this service is de-identified and aggregated to monitor and improve the service.

This service is not intended to replace existing STI testing and treatment processes. It provides an additional option for people who are unlikely or unable to attend a GP or sexual health clinic to be tested for genital chlamydia and gonorrhoea.

13 HEALTH Webtest is part of a broader aim to stop the rise of STIs and promote better sexual health amongst young Queenslanders.

Suitability/Risk assessment

The order process includes a 4-question sexual health risk assessment that asks people if they are experiencing symptoms or have been advised by a sexual partner to get tested. If users answer 'yes' to either of these questions, they are advised to see a health professional to be tested as part of a more comprehensive sexual health check.

Testing process

Users will complete the online order form and download (or ask to be posted) a pathology request form, which is then taken to a pathology collection centre where a urine sample is provided.

Consent and conditions

Before ordering the test, users confirm that they understand the test is only for chlamydia or gonorrhoea in urine and does not replace a more comprehensive sexual health check. The Webtest website promotes regular (annual) sexual health checks by a health professional.

The test is voluntary and users can choose not to submit a urine sample after ordering a Webtest. If a result is not received 2 weeks after the test is ordered, 13 HEALTH will send a discreet SMS to remind the user to submit their urine sample for analysis.

Pathology testing

13 HEALTH Webtest requires users to provide a first-catch urine sample that is tested for chlamydia and gonorrhoea using the Nucleic Acid Amplification Testing (NAAT) or

polymerase chain reaction (PCR) method as per standard pathology laboratory processes. The test looks for the genetic material of the bacteria causing the infection and is very sensitive. Most pathology laboratories in Australia use dual NAAT methods for chlamydia and gonorrhoea.

Requesting practitioner and results

The Senior Medical Officer, Health Contact Centre (13 HEALTH) is the requesting practitioner and Queensland Health funds this service.

Pathology results are reviewed by the Senior Clinical Staff, Health Contact Centre. All pathology results are followed up by trained Webtest staff at 13 HEALTH.

People with normal (negative) results receive an SMS or email. People with positive results are contacted by phone call and supported to attend a health service for treatment and a more comprehensive sexual health check. Webtest staff also discuss options for telling sexual partners and can provide a referral letter to take to a health service.

13 HEALTH calls, reminders and follow up

13 HEALTH Webtest calls are scheduled at various times of day from 8am to 8pm, 7 days a week. If 3 call attempts have been unsuccessful, an SMS is sent to let people know Webtest is trying to make contact. People can reply with the best contact time or call 13 HEALTH and ask for the Webtest team.

For positive results, the Webtest team will call again about a week later to offer further support for treatment and notifying sexual partners. 13 HEALTH also sends a 3-month reminder SMS to all people with a positive chlamydia or gonorrhoea result to encourage retesting to detect re-infection.

Webtest users can nominate contact preferences, which can also include email. If phone and email is unsuccessful to advise positive results a letter is sent.

Notifying positive results

Chlamydia and gonorrhoea are notifiable conditions listed under Schedule 1 of the [Public Health Regulation 2018](#). Positive results are notified by the laboratory to the Notifiable Conditions System as per standard practice.

People who present after a 13 HEALTH Webtest

The person presenting to you may have received a letter, an SMS or call from 13 HEALTH, or may have a referral letter from the service indicating a positive result.

A useful resource is the Australian STI Management Guidelines for Use in Primary Care, available at www.sti.guidelines.org.au.

For those with a positive chlamydia and/or gonorrhoea test result, quick treatment is desirable. Immediate treatment is not recommended for all sexual contacts, instead offer testing and await results.

It would be appreciated if after your discussion you could arrange additional testing as indicated.

For positive gonorrhoea results

For positive gonorrhoea results, please obtain culture samples from genital and non-genital sites prior to treatment. Reduced susceptibility to the first line treatment for gonorrhoea is emerging in urban Australia and is being monitored closely.

Testing of partners

As you are conducting a more thorough clinician-led dialogue around all STIs and sexual health including partner notification, it would be appreciated if you could confirm the partner is aware of the need for testing and treatment.

Emphasis on regular checks and safe sex

As part of your regular interaction with a patient, it would be appreciated if you could stress the importance of regular sexual health checks and safe sex, as people are often not aware that immunity to new infection is not provided by previous infection and treatment.

If you are concerned about treatment or that the patient may be experiencing problematic repeat infections, please seek advice from or refer them to a sexual health clinic.

For more information about 13 HEALTH Webtest

For 13 HEALTH processes and more detailed follow-up questions in relation to testing or a patient, please contact 13 HEALTH (13 43 25 84), ask for the Webtest team and identify yourself as a health professional.

For a summary of the Webtest service, including information about the ordering process and privacy, visit 13 HEALTH Webtest (www.health.qld.gov.au/13health/webtest).