





32% of GetCheckedOnline clients who needed to get tested did not proceed to testing. Reasons for not testing provide ways we can improve this STBBI testing service.

To increase testing completion, implementers should focus on addressing challenges with submitting specimens at a lab (e.g., by implementing self-collected sampling kits) and not being motivated to go to a lab (e.g., by sending reminders).



Reasons individuals initially engaging with an online sexuallytransmitted and blood-borne infection (STBBI) testing service do not test: implications for service design and implementation

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