



Dear SHSQLD Members,

We wish to draw your attention to an STI testing and treatment website named 'Better2Know' (insert link).

The SHSQ Management Committee is responding to member concerns about the potential for over-screening for pathogens which could cause health anxiety. We wish to make you aware of this website and seek your input in your Society's responsibility to take further actions and what those actions should be.

'Better 2 Know' appears to be a UK-based enterprise offering access to a "global network of sexual health doctors and specialist consultants" across four continents, and also claiming to be "Australia's leading private STI & HIV testing provider".

In summary:

1. Its "search" function which is used to locate the "nearest sexual health clinic" identifies multiple sites such as general practices or pathology collection centres.
2. 'Better 2 Know' generates a pathology form for the patient to present to the so-called "sexual health clinic" for sample collection.
3. The screen comprises tests that sexual health specialists would not routinely conduct, such as asymptomatic screening for *Mycoplasma genitalium* and *Ureaplasma urealyticum* PCR, and HSV-1/2 serology.
4. Further fees apply for results to be explained to the patient.
5. The website suggests that each of these "sexual health clinics" are part of a "established network" affiliated with the organisation.
6. Consequently, some people may have paid up to \$895 for a so-called "comprehensive STI screen", then asked to present to a pathology collection centre.
7. It has been reported that people have attended a public sector Sexual Health Clinic based on their belief that it is the centre they were referred to on the printed pathology form.
8. Similarly, some people have presented in distress to public Sexual Health Clinics seeking explanation and treatment for tests (that many would consider to be unnecessary) ordered through 'Better 2 Know'.
9. The website allows for 15-minute appointments to be made at any time and date, regardless of the site. It is not possible to identify the precise nature and address of these clinics until after payment is made.
10. The website's name is very similar to an Indigenous Sexual Health information, referral, and contact tracing site 'Better to Know'.

We wish to make you aware of this private business and seek your opinion on how your Society might responsibly take further actions and suggest what these actions should be.

Please share your thoughts about the SHSQ's response and any patient experiences to info@shsqld.com.

Yours sincerely,

Fabiola

