

Shout-It-Now Test & Treat Solution

A revolution in the identification & initiation onto
treatment of HIV+ clients.

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Shout-it-Now, established in 2007, has a highly successful track record of offering mobile community based HIV testing services in Ekurhuleni. Leveraging technology extensively, we are a largely paperless organisation, making us efficient and our results easily & accurately measurable. Our business model has focused on the first of the 90|90|90 goals and to date we have performed over 1 million HIV tests. In our current model, those who test HIV+ are referred to the govt clinic system via our Links to Care call centre, for further medical examinations and ART initiation.

Today, while HIV and AIDS remain the biggest social issue facing the youth of South Africa, the challenge has evolved. We have found that 90% of our clients can answer the top 10 questions about HIV and AIDS with ease, and 91.7% of respondents interviewed in a recent study believe that they should be tested at least once every 3 months. For this reason, we have extended our focus to what is most needed - convenient testing and treatment solutions, incorporating ART initiation into our model, and addressing the second component of the common 90|90|90 goal.

Our revolutionary new approach sees us migrating from mobile tents, with their large footprint, intensive resource requirements and limited flexibility, to a truly mobile solution – customised vehicles.



The first of these, an attractive branded equipped with 7 touchscreen kiosks boasting the latest in user-friendly audio-visual software, will be able to process up to 250 clients per day in previously inaccessible areas. The testing truck,

which can be set up in as little as 15 minutes, is manned by only 3 HCA's who will recruit clients, perform the physical tests and conduct the reading thereof at a customised reader station in the rear of the truck.

Equipped with a powerful generator, lighting and awnings, this truck is able to operate day or night, taking our services to people when and where they need them. The instructional audio-visual aids are concise, engaging and available in Zulu, English & Sepedi, while sophisticated biometric equipment identifies and tracks clients.



The Testing Truck is equipped with a PA system and loud speakers to attract and entertain passing foot traffic. Large feather banners extending 3m above the roof will provide added visibility from a distance. Clients need only their cellphone, their fingerprints and 10 minutes of their time to test with us, with results sent via sms. For those

clients who indicate a positive reaction on their initial HIV test, we now introduce our second customised – though unbranded – Treatment Truck.

Our Treatment Truck enables us to expand our services to critical ART initiation for those who qualify. Clients who indicate positive are led to this second truck where a doctor and HCA will provide confirmatory testing, pre-ART initiation and, where applicable, issue clients with their first 1 to 3 month supply of medication. Critical adherence education will be delivered in a similar audio-visual format to the Testing Truck.



Critical to the success of this revolutionary new approach is a partnership with a Government Clinic. Our services will cater to the “walking healthy” – those who meet the criteria to commence ART. Should any client be symptomatic or present with complications, we would need to refer them to a partner clinic for further tests before ART initiation. It would also be ideal to enable us to refer them to a partner clinic for their ongoing ART requirements, as Adherence is not included in Phase 1 of this project. We would provide all required patient info to the clinic in the format mandated. Our mobile units would then operate within a 2 to 10 km radius of the clinic, targeting a relevant client base.

A third and vital component to our Test & Treat Solution

is a Shout-it-Now Clinic Clubhouse adjacent to our partner government clinic. In Phase 1 of our pilot, integrating our clients with the local govt clinic system is critical for their ongoing health management and care, and we aim to make this as seamless and convenient as possible for both our clients and the local clinic. It is also essential that to measure and track our results accurately, we can cross-reference our client records with those at the clinic.



Because we know that an HIV+ diagnosis can be traumatic, and govt clinics can be overwhelming and scary, the Shout-it-Now Clinic Clubhouse aims to ease the integration into the clinic system by providing the same fast and friendly service our clients have come to expect from Shout-it-Now, within a warm, welcoming and attractively branded environment.

Using the same technology on board our mobile trucks, the Clubhouse facility will provide HIV testing and Pre-ART initiation to clients in the area, relieving the clinic of this burden. In Phase 1 of our pilot, those clients testing HIV+ at the Clubhouse will be referred directly to the clinic for ART initiation.

For existing Shout-it-Now clients, the Clubhouse will be the first port of call for them to be integrated into the Govt clinic system. Clients will be directed to the Clubhouse, then physically escorted across to the adjacent clinic and walked through the transfer and registration process, receiving all the required assistance from our staff. This will have particular relevance when clients return for their first ART repeat script having been initiated at our mobile site and in possession of the necessary transfer documentation to register at the clinic.

Any client from our mobile site who tests HIV+ but is unable to be initiated onto ART on site for medical reasons such as being symptomatic for TB or too young will be transported, should they choose to do so, in one of our vehicles from the mobile site directly to the Clubhouse for integration into the clinic system for treatment.

The Clubhouse forms an integral interface between our mobile HIV Test and Treat Vehicles and the local govt clinic in Phase 1 of our pilot. Our aim is to increase our linkage to care and accurate tracking thereof within the clinic system, ensuring that all Shout-it-Now HIV+ patients are not only initiated onto ART, but are supported in their ongoing adherence journey with the clinic. It is our goal to ensure that HIV+ clients are not lost to the system post-diagnosis but are instead immediately initiated onto treatment and that their continued care is facilitated as far as possible as it relates to a handover to the clinic. As we progress to Phase 2, Shout-it-Now will initiate Clubhouse clients onto ART as we do in our mobile vehicles. In Phase 2 we are also exploring an Adherence programme, providing medication to clients on a monthly basis, as a way to enhance service to our clients and relieve the clinic system that is currently overwhelmed.

Our Links to Care department will continue to focus on linking those we have not managed to initiate onto ART into care, and to ensure follow-up with the clinic for at least their first script renewal. They will also manage an Index testing programme via automated sms and telephonic follow-up.

With this new, efficient model, we believe we will be able to effectively contribute to the success of the first two components of the 90|90|90 mandate in Phase 1. Our mobile units will enable us to penetrate less accessible areas and locations such as hostels, factory sites, and rural townships which we believe will yield a higher proportion of HIV+ clients. Our onsite ART initiation offers clients what they demand – convenience – and supports the research that shows immediate initiation onto ART post diagnosis is the most effective approach.

We are committed to continuing to deliver what research has shown our clients expect and indeed receive from us – free, fast and friendly service – while addressing the requirements necessitated by the changing face of the pandemic through leveraging our innovative and technology-rich culture.

We look forward to discussing our project with you in more detail.

Mobile Testing Truck

