

Implementing HIV Testing in Nonclinical Settings

A Guide for HIV Testing Providers

Script for Individual Testing

The following scripts are provided to accompany the Implementation Guide. The scripts can be printed double-sided and then studied before and after conducting an HIV testing session with clients. Scripts contain sample language that an HIV testing provider might use to perform each task within the steps of the HIV testing protocol. However, this language should be adapted by the provider so that he or she is comfortable and the words sound natural. It is not advised that providers read the scripts to clients, but rather use them as a reference, as needed. This script has been provided for the Rapid HIV Testing scenario, and may be adapted for Instant or Nonrapid HIV testing scenarios if needed.

- SCRIPT—Rapid HIV Testing for Individuals

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| 1 | Introduce and Orient Client to Session |
| 2 | Prepare For and Conduct Rapid HIV Test <i>(10-20 minute read time)</i> |
| 3 | Conduct Brief Risk Screening |
| 4 | Provide Initial Results and Follow Protocol for Confirmatory Testing |
| 5 | Develop Care, Treatment, and Prevention Plan Based on Results |
| 6 | Refer and Link with Medical Care, Social and Behavioral Services |

Individual *Rapid* HIV Testing Scripts: What to Say and Do for Each Step of the Protocol

Scripts for Conducting Rapid HIV Testing in Nonclinical Settings

| STEP 1: Introduce and Orient Client to the Session | |
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| <u>Task 1:</u> Introduce yourself and describe your role | <u>Script:</u> <ul style="list-style-type: none">• Hello, my name is _____, and I will be conducting your HIV test today. |
| <u>Task 2:</u> Provide a brief session overview, including: <ul style="list-style-type: none">• How long the session will take• Process for conducting the test• How results are returned | <u>Script:</u> <ul style="list-style-type: none">• Before we conduct the test, I will give you some basic information about how the test works. The test takes 20 minutes to develop, and while we wait for the results, we'll talk about what brought you in to get tested today. The entire session shouldn't take more than 30 minutes, and you'll receive your results today. |
| <u>Task 3:</u> Obtain concurrence to proceed with the session | <u>Script:</u> <ul style="list-style-type: none">• What questions do you have for me about the session today? Are you ready to get started? |

| STEP 2: Prepare for and Conduct Rapid HIV Test (10-20 minute read time) | |
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| <u>Task 1:</u> Explain the process of conducting the rapid HIV test, including: <ul style="list-style-type: none">• Type of test used• Sample collected• Time until test results are ready | <u>Script:</u> <ul style="list-style-type: none">• The rapid HIV test we use requires a finger-stick blood sample. I will collect a drop of blood from your finger, place it onto the test kit, and the results will be ready in about 20 minutes. I will have a few more questions for you as the test is developing, and then I will ask you to sit in the waiting room for the remainder of the time until the results are ready. |
| <u>Task 2:</u> Explain the meaning of HIV-negative and HIV-positive test results, including: <ul style="list-style-type: none">• Need for re-testing if HIV-negative• Need for follow-up testing if HIV-positive• Possibility of invalid result | <u>Script:</u> <ul style="list-style-type: none">• There are two possible test results you might receive today. The first is HIV-negative, which means the test did not detect HIV antibodies at this time and is considered <i>non-reactive</i>. The second is HIV-positive, which means the test did find HIV antibodies, and is considered <i>reactive</i>. A third option is invalid, which is extremely rare. If the test is either invalid or reactive, we will repeat the test immediately. If the test is non-reactive, you might need to be re-tested also, depending on your risk, which we'll talk about more as the test is developing. What questions do you have for me about the rapid HIV testing procedure? |

Individual *Rapid* HIV Testing Scripts: What to Say and Do for Each Step of the Protocol

| STEP 2: Prepare for and Conduct Rapid HIV Test (10-20 minute read time) | |
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| <u>Task 3:</u> Obtain consent to test (oral or written) | <u>Script:</u> <ul style="list-style-type: none">• If you have no other questions, we can proceed with the HIV test. Do you agree to be tested for HIV today? |
| <u>Task 4:</u> Distribute test kit information booklet | <u>Script:</u> <ul style="list-style-type: none">• I also want to give you this information booklet about the test itself. It will answer any additional questions you have about how the test works. Let's get started with the HIV test. |
| <u>Task 5:</u> Collect specimen and conduct rapid HIV test | <ul style="list-style-type: none">• <i>Collect specimen and conduct rapid HIV test.</i> |

| STEP 3: Conduct Brief Risk Screening | |
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| <u>Task 1:</u> Ask how the client decided to be tested; listen and probe for previous testing history and indicators of increased risk: <ul style="list-style-type: none">• Potential exposure in last 24-72 hours• Potential exposure in last 3 months• Symptoms• Ongoing risk | <u>Script:</u> <ul style="list-style-type: none">• What brought you in to be tested for HIV today?• Have you been tested for HIV before?• Have you had any specific risks recently that you're concerned about? Tell me more about them and when they occurred.• Have you had sex without a condom with someone whose HIV status you didn't know, or who you knew was HIV-positive? |

Individual *Rapid* HIV Testing Scripts: What to Say and Do for Each Step of the Protocol

| STEP 3: Conduct Brief Risk Screening | |
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| <p><u>Task 2:</u> Address indicators of increased risk and tailor prevention messages to client's situation</p> | <p><u>Script:</u> <i>If potential exposure in last 24-72 hours, discuss PEP.</i></p> <ul style="list-style-type: none"> Because you mentioned a specific risk of exposure that occurred last night, I want to talk to you about something called 'PEP', or non-occupational post-exposure prophylaxis. PEP is treatment that is only available for persons who were exposed in the last 72 hours. If your results are HIV-negative today, I can refer you to a site where you can get on this treatment to prevent yourself from getting HIV. <p><i>If potential exposure in last three months, discuss testing for acute HIV infection, condoms, and re-testing.</i></p> <ul style="list-style-type: none"> Because you mentioned a specific risk of exposure that occurred a month ago, I want to talk to you about acute HIV infection. This is the period of time right after infection when there is a lot of HIV in your body, but before your body has had time to develop antibodies to fight the HIV off. HIV is more easily transmitted during this time, and because antibodies haven't yet developed, they might not show up on the tests we use here. If your results are HIV-negative today, you may wish to be re-tested at your doctor using a test that can more accurately detect acute HIV infection. Another option is to use condoms every time you have sex until you can come back here for re-testing, three months from your last potential exposure. <p><i>If symptoms, discuss importance of accessing medical care.</i></p> <ul style="list-style-type: none"> Because you mentioned that you've experienced some symptoms of HIV infection, it's important for you to know that sometimes people experience symptoms right after they've been infected, and before the body has had time to develop antibodies. If our results are HIV-negative today, it might be important for you to see a doctor and get a test that can more accurately detect acute HIV infection. <p><i>If ongoing risk, discuss PrEP, condoms, re-testing, partner and couples testing.</i></p> <ul style="list-style-type: none"> Because you mentioned that you have some ongoing risks for HIV, I want to talk to you about the importance of HIV prevention and some new tools we have that can help folks stay HIV-negative. PrEP, or 'pre-exposure prophylaxis', is a treatment that people without HIV take, that can greatly reduce the chances of acquiring HIV. It's still important to use condoms, and to get re-tested for HIV regularly, and your doctor can give you more information about how this works. It's also important to talk about HIV with your sex partners, and to know their HIV status. One way to do that is to come in with your partners and get tested together. When you get tested together we won't ask you about your past risk behavior, we'll just talk about your joint risk concerns, your agreements about sex, and we'll make a plan for your future together. We'll talk more about all of this after you get your results today. |
| <p><u>Task 3:</u> Assess client's knowledge of HIV and how it is transmitted</p> | <p><u>Script:</u></p> <ul style="list-style-type: none"> Tell me what you know about HIV and how it is transmitted. Do you have any questions about HIV transmission that you would like me to answer for you? |

Individual *Rapid* HIV Testing Scripts: What to Say and Do for Each Step of the Protocol

STEP 3:

Conduct Brief Risk Screening

Task 4:

Prepare for possible test results

Script:

Prepare for HIV-negative result

- As I already mentioned, your test results today could be HIV-negative or HIV-positive. The tests we use are very accurate, but if you were infected less than three months ago there is a chance the tests won't detect HIV antibodies today. If your test today is HIV-negative, you have a few different options for taking the best care of yourself and your partners. You could go to your doctor and ask for a test that detects acute HIV infection. The tests they use in clinics and labs are better at detecting very recent HIV infections than those we use here, although even their tests wouldn't detect HIV antibodies if you were only infected a few days ago. Another option is to use condoms every time you have sex until you come back here to get re-tested three months after your last potential exposure.

Prepare for HIV-positive result

- It is also possible that the test could come back HIV-positive. Have you thought about how you might feel if your test comes back HIV-positive, and who you might share this information with? These days there are lots of options for care and treatment for HIV that can help people live long, healthy lives. If your test result is HIV-positive, the first step will be to get you linked to a medical provider that will do a follow-up test and get you enrolled in care. We'll make sure you get the support you need to stay healthy too. We'll connect you with a partner services specialist, who will help you inform your past partners that they may have been exposed to HIV. It's important for them to know so they can make decisions about their own health, but you can remain anonymous in that process if you wish. I know this is a lot to take in, but I want you to be prepared and understand the next steps based on your results today.

Task 5:

Summarize discussion, provide motivation and support for addressing HIV risk issues

Script:

- We have talked about your specific HIV risks and concerns, and I've given you information about HIV prevention, care, and treatment that we will revisit based on your test results today. You made a great decision to come in and get tested for HIV today. It really shows a lot of care for yourself and for those around you. Here's an information booklet for you to have a look at in the waiting area while we wait another 5 minutes for your results. Do you have any questions for me?

Individual *Rapid* HIV Testing Scripts: What to Say and Do for Each Step of the Protocol

| STEP 4: Provide Results | |
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| <u>Task 1:</u> Confirm readiness to receive results | <u>Script:</u> <ul style="list-style-type: none">Your test results are now ready. Are you ready to hear your results? |
| <u>Task 2:</u> Provide a clear explanation of results | <u>Script:</u> <p><i>If non-reactive (HIV-negative):</i></p> <ul style="list-style-type: none">Your results are HIV-negative. This means the test did not detect HIV antibodies at this time. <p><i>If reactive (HIV-positive):</i></p> <ul style="list-style-type: none">Your results are HIV-positive. This means the test detected HIV antibodies, and it is very likely that you have HIV. <p><i>If invalid (extremely rare):</i></p> <ul style="list-style-type: none">Your results are invalid. This means there was a malfunction, and we must repeat the test now. |

Individual *Rapid* HIV Testing Scripts: What to Say and Do for Each Step of the Protocol

Results Steps – HIV-Negative Individuals

| STEP 5: Develop a Care, Treatment, and Prevention Plan Based on the Results | |
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| <u>Task 1:</u> Explore client's reaction to their results | <u>Script:</u> <ul style="list-style-type: none">• Do you understand your results?• How do you feel, now that you've received these results? |
| <u>Task 2:</u> Revisit risk discussion and reinforce decisions that will help client remain negative: <ul style="list-style-type: none">• Choose less risky sexual behaviors• Get tested for HIV together with partners• Use condoms consistently and correctly• Reduce number of sex partners• Talk to doctor about PrEP• Talk to doctor about PEP as needed• Get tested and treated for STDs• If partner is HIV-positive, encourage treatment | <u>Script:</u> <ul style="list-style-type: none">• Now that we have more information about your HIV test results, is there anything about your HIV risk that you would like to discuss again?• Have you heard of couples or partner HIV testing? It's an option for testing together with your partner, so that you learn your HIV test results at the same time, with each other. |
| <u>Task 3:</u> Discuss need for re-testing based on client's risk | <u>Script:</u> <ul style="list-style-type: none">• As we've discussed, I would like you to get re-tested for HIV in 3-6 months. |
| <u>Task 4:</u> Provide condoms | <u>Script:</u> <ul style="list-style-type: none">• Here are some free condoms – we offer these to all of our clients, and you can always return back here for more when you run out. |

Individual *Rapid* HIV Testing Scripts: What to Say and Do for Each Step of the Protocol

STEP 6:

Refer and Link with Medical Care, Social and Behavioral Services

Task 1:

Make referrals as indicated; possible referrals include:

- PEP
- PrEP
- Partner or couples HIV testing
- Re-testing for HIV
- STD screening and/or treatment
- Behavioral interventions
- Reproductive health services
- Counseling for mental health, substance abuse and/or domestic violence
- Other social and behavioral services

Script:

- Based on our discussion today, I would like to refer you to some additional services that can help you stay healthy, safe, and prevent you from getting HIV in the future...

Discuss relevant services and refer as indicated.

Task 2:

Track linkage

Script:

- In order to make sure I've done a good job with my referral, and to help you get the services you need, I'm going to contact the healthcare provider in a few weeks to see if you kept your appointment. I'd also like to reach out to you if that's ok with you. Can I take your contact information and follow-up with you in a few weeks?

Individual *Rapid* HIV Testing Scripts: What to Say and Do for Each Step of the Protocol

Results Steps – HIV-Positive Individuals

| STEP 5: Develop a Care, Treatment, and Prevention Plan Based on the Results | |
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| <u>Task 1:</u> Explore client's reaction to results | <u>Script:</u> <ul style="list-style-type: none">• Do you understand your results?• How do you feel, now that you've received these results? <p><i>Use silence to explore the client's reaction; attend to their immediate needs before moving on.</i></p> |
| <u>Task 2:</u> Advise on next steps for follow-up testing | <u>Script:</u> <p><i>If refer to clinical provider for follow-up testing:</i></p> <ul style="list-style-type: none">• As we discussed, your test result today is very accurate. However, we will need to conduct another test for confirmation of this result. In order to get the most accurate result and get you linked with medical care, I would like to refer you to ____ site for this confirmatory test. <p><i>If collect sample to send to lab for follow-up testing:</i></p> <ul style="list-style-type: none">• As we discussed, your test result today is very accurate. However, we will need to conduct another test for confirmation of this result. In order to get the most accurate result, I will need to collect another sample today to send to the lab for confirmatory testing. We will have your confirmatory test results ready in ____ days. We will also talk about how I can support you until these results are ready. <p><i>If conduct second rapid test on-site for follow-up testing:</i></p> <ul style="list-style-type: none">• As we discussed, your test result today is very accurate. However, we will need to conduct another test for confirmation of this result. In order to get you this result quickly, I will conduct another, different, rapid HIV test here today. We will have the results from this confirmatory test in ____ minutes. |
| <u>Task 3:</u> Inform about processes for partner services | <u>Script:</u> <ul style="list-style-type: none">• Because your test result was HIV-positive today, it is very important that we start to think about who you've come into contact with who might also be infected. It's important that anyone who might have been exposed has the chance to get tested and enrolled in care and treatment if they are also HIV-positive. I'm going to link you with our partner services representative who will have some discussions with you about who might have been exposed. They will contact these persons and let them know about their potential exposure, but they will do so in a way that keeps you anonymous. |

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| STEP 5: Develop a Care, Treatment, and Prevention Plan Based on the Results | |
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| <p><u>Task 4:</u> Advise to access HIV care and treatment:</p> <ul style="list-style-type: none"> • Treatment can prevent transmission and help people with HIV live longer • Other health issues can be addressed with HIV care provider | <p><u>Script:</u></p> <ul style="list-style-type: none"> • It is very important for you to access HIV care and treatment services as soon as possible. Treatment can prevent transmission to other partners, and can help you live a long and healthy life. When we get you linked with a medical provider, you can also discuss other health issues that may be important for managing your HIV infection. Let's talk about what would work best for you, and I can help facilitate linkage with HIV care services. |
| <p><u>Task 5:</u> Revisit risk discussion and reinforce decisions that will prevent transmission</p> <ul style="list-style-type: none"> • Choose less risky sexual behaviors • Get tested for HIV together with partners • Use condoms consistently and correctly • Reduce number of sex partners • Encourage partners to be tested | <p><u>Script:</u></p> <ul style="list-style-type: none"> • I know this is a lot to think about, but it's also important to talk about how we can reduce risk of transmission to others. We don't have to finish this discussion today, but I would like you to think about what might make the most sense for you, and how I can support you with decisions that will prevent transmission. • For example, if you are comfortable having a discussion with your partners about your results today, you can disclose your results to them, or you can come in with your partners for couples HIV testing and counseling, and we can test you both together. |
| <p><u>Task 6:</u> Discuss disclosure and getting support</p> | <p><u>Script:</u></p> <ul style="list-style-type: none"> • Are there persons in your life who you would like to share your results with, who can help support you in these next couple of weeks? |
| <p><u>Task 7:</u> Provide condoms</p> | <p><u>Script:</u></p> <ul style="list-style-type: none"> • Here are some free condoms – we offer these to all of our clients, and you can always return back here for more when you run out. |

Individual *Rapid* HIV Testing Scripts: What to Say and Do for Each Step of the Protocol

| STEP 6: Refer and Link with Medical Care, Social and Behavioral Services | |
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| <p><u>Task 1:</u> Make referrals as indicated; possible referrals include:</p> <ul style="list-style-type: none">• HIV care and treatment• Partner services• Partner or couples HIV testing• STD and TB screening and/or treatment• Behavioral interventions• Reproductive health services• Counseling for mental health, substance abuse, and/or domestic violence• Other social and behavioral services | <p><u>Script:</u></p> <ul style="list-style-type: none">• As we have discussed, I'm going to refer you to an HIV care specialist who will conduct follow-up testing to confirm your HIV-positive test results, and who will get you linked into HIV care services.• I would also like you to talk with our on-site partner services specialist, who will talk to you about previous partners who may have been exposed to HIV.• And finally, based on our discussion today, there are some additional services I would like to refer you to, that will help you stay healthy, safe, and give you the tools you need to prevent HIV transmission. <p><i>Discuss relevant services and refer as indicated.</i></p> |
| <p><u>Task 2:</u> Track linkage</p> | <p><u>Script:</u></p> <ul style="list-style-type: none">• In order to make sure I've done a good job with my referral, and to help you get the care you need, I'm going to contact the HIV care provider in a few weeks to see if you kept your appointment. I'd also like to reach out to you if that's ok with you. Can I take your contact information and follow-up with you in a few weeks? |