

**Questions and Answers About SXT**

**Bureau of Infectious Disease and Laboratory Sciences**

**Massachusetts Department of Public Health**

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**What is SXT?** SXT is a mobile messaging service that enables clients diagnosed with sexually transmitted infections (STIs) and/or their providers to confidentially notify partners, via mobile text message, about their STI exposure. SXT provides partners with information about resources for testing and treatment and facilitates booking of appointments with participating providers. You may learn more about the SXT [partner notification tool](https://sxt.health/us/pn/about) or watch the [patient support video](http://bit.ly/SXT-patient-support) from [SXT Health CIC.](https://sxt.health/)

Who can participate in SXT? At this time, organizations under contract with BIDLS/DPH for Integrated Testing and Linkage Services [RFR # 181926, HIV/HCV/STI/TB Prevention, Linkage, and Retention in Care and Treatment] are eligible to participate in SXT. In addition, field epidemiologists from BIDLS’ Division of STD Prevention who conduct [partner services](https://www.mass.gov/partner-services-program-psp) will be using SXT to offer clients an additional tool to notify exposed partners.

**What is the cost to participate?** Currently, there is no cost for eligible organizations to participate in SXT. BIDLS has purchased this service, and eligible organizations can use the service at no cost. BIDLS reserves the right to set limits on use, including the number of providers and clients from each participating organization that may use SXT.

**What are the requirements for participation**? BIDLS has engaged SXT to make its services available to eligible organizations, including training and technical assistance to support use of the services. However, your organization may need to enter into an agreement with SXT to use services, depending on your institutional policies and requirements.

**How will SXT be evaluated?** Each individual organization will have access to utilization data for clients that they have enrolled in SXT. In addition, DPH will have access to de-identified data for all participating clinics to monitor utilization, evaluate effectiveness of this service, and appropriately assess our investment in this service.

**Is BIDLS changing how they provide** [**partner services**](https://www.mass.gov/partner-services-program-psp)**?** SXT provides BIDLS/DPH field epidemiologists with an additional tool to notify exposed partners and support them in engaging with a provider for testing and treatment.

**Does participation in SXT change how we interact with BIDLS for** [**partner services**](https://www.mass.gov/partner-services-program-psp)**?** No. BIDLS/DPH field epidemiologists will continue to follow-up on all newly identified cases of HIV infection and syphilis infection, as well as priority cases of gonorrhea. We will continue to coordinate with your staff as usual to provide these services.

**How should we communicate with clients about this service?**

We recommend that providers describe this service at the time clients are tested and when they receive test results, especially if clients are symptomatic for gonorrhea and/or chlamydia. Gonorrhea and chlamydia are high-volume infections that are not routinely followed by field epidemiologists, therefore encouraging SXT use by these patients could benefit them and their exposed partners.

Providers should advise clients diagnosed with HIV or syphilis infection that they will be contacted by a BIDLS/DPH field epidemiologist who will offer partner services, including options to notify exposed partners to help them get testing and treatment. If you have questions about BIDLS/DPH’s Partner Services Program, please call (617) 983-6999. Please reach out to BIDLS ([BIDLS.OHCP@mass.gov](mailto:BIDLS.OHCP@mass.gov)) if you would like assistance developing communication materials or practice support tools.

**Does participation in SXT affect infectious disease reporting requirements for HIV or STIs?** No. Your obligations for infectious disease reporting remain unchanged, and you should continue to use the processes and mechanisms for infectious disease reporting that you are currently using.

**What if there are changes we would like to recommend to the service?** Any requests for changes, such as new/modified messages, translation of messages, etc. should be communicated to BIDLS through our Office of Health Care Planning at [BIDLS.OHCP@mass.gov](mailto:BIDLS.OHCP@mass.gov). Requested changes will be evaluated and assessed within our service agreement, and within budget. Individual organizations participating in SXT are not permitted to purchase modifications independently.

**What happens if BIDLS terminates the agreement with SXT?**

In the unlikely circumstance that BIDLS terminates the agreement with SXT, we will give participating organizations ample notice. At that time, it would be at a participating organization’s discretion to establish an independent agreement with SXT, inclusive of associated costs for the service.

**Who should we contact to learn more about participating in this service?** Please contact BIDLS’ Office of Health Care Planning at [BIDLS.OHCP@mass.gov](mailto:BIDLS.OHCP@mass.gov) with your expression of interest. Please copy your Office of HIV/AIDS contract manager.