

Supplementary Material

Gilbert M, Thomson K, Salway T et al. Differences in experiences of barriers to testing between clients of the online STI testing service GetCheckedOnline.com and STI clinics in Vancouver, Canada.

Table: Comparison of hypothesized testing barriers and facilitators between *GetCheckedOnline* (n=73) and clinic clients (n=321).

a. Individual level

Factor	GCO clients n (%)	Clinic clients n (%)	p - value^a
Online health information seeking (few times a month or less)	38/71 (54)	141/287 (49)	0.507
eHealth literacy score ^b out of 8 (mean, range) (lower score = higher literacy)	2.07 (1.0-3.9)	2.14 (1.0, 4.5)	0.481
Usefulness of internet for making health decisions (Very useful vs other)	27/58 (47)	89/233 (38)	0.245
Importance of being able to access online health resources (Very important vs other)	48/58 (83)	136/231 (59)	0.001
Self-assessed internet skills (expert vs other)	25/70 (36)	76/290 (26)	0.112
Positive attitude to technology			
I am excited about the possibilities represented by new technologies (totally agree)	41/58 (71)	123/232 (53)	0.015
I always keep informed about the latest technological developments (totally agree)	17/58 (29)	38/231 (17)	0.026
When a new technological product comes on the market, I can't wait to try it (totally agree)	12/58 (21)	25/230 (11)	0.046
New technologies are causing more problems than they are solving (totally disagree)	24/58 (41)	76/232 (33)	0.217
With all of the developments in technology and computers, I find it difficult to keep up (totally disagree)	19/58 (33)	57/232 (25)	0.205
Ease of going online when needed (very easy)	63/70 (90)	239/291 (82)	0.110
Mobile phone usage (text, internet, and apps vs other combination)	62/73 (85)	264/321 (82)	0.583
Frequency of seeking sex partners online (never)	19/66 (29)	115/279 (41)	0.062
Current use of online dating sites/apps	27/68 (40)	151/281 (54)	0.038
Empowerment - agree or strongly agree that:			
Testing is one way I can take charge of my sexual health	67/68 (99)	265/286 (93)	0.071
I choose to test for an STI or HIV regardless of what other people think	60/68 (88)	262/286 (92)	0.383
Frequency of testing:			
More than once per year	35/68 (52)	98/258 (38)	0.043
Once per year to every few years	21/68 (31)	77/258 (30)	
No set pattern	12/68 (18)	83/258 (32)	
First time testing	4/73 (6)	44/305 (14)	0.039
Reason for test:			
Regularly test & routine test	48/72 (67)	125/321 (39)	<0.0001
New relationship	17/72 (24)	95/321 (30)	0.309
Tested after event or exposure	21/72 (29)	91/321 (28)	0.890
Recommended by friends/family/partner	6/72 (8)	38/321 (12)	0.394
Recommended by physician	2/72 (3)	4/321 (1)	0.338
Symptoms or contact to STI	8/72 (11)	99/321 (31)	0.001

b. Interaction with testing providers

Factor	GCO clients n (%)	Clinic clients n (%)	p - value ^a
Delayed testing in past year due to privacy concern	5/71 (7)	7/294 (2)	0.048
Importance of anonymous/confidential testing (very important or important)	21/72 (29)	77/305 (25)	0.495
Comfort discussing sexual history with any health care provider (HCP) (very uncomfortable or uncomfortable)	13/70 (19)	15/290 (5)	<0.0001
Comfort discussing sexual history where usually go for health care (very uncomfortable or uncomfortable)	27/70 (39)	57/258 (22)	0.005
Fear of judgment from HCP when providing sexual history (very worried or worried)	21/70 (30)	42/289 (15)	0.002
Usually go to family physician for care when get sick	37/70 (53)	110/288 (38)	0.025

c. Clinic level

Factor	GCO clients n (%)	Clinic clients n (%)	p - value ^a
Delaying testing in past year due to access issues	40/71 (56)	133/294 (45)	0.093
Delaying testing in past year due to distance to clinic	20/71 (28)	26/294 (9)	<0.0001
Last time tested at clinic: agreed/strongly agreed that:			
I found the clinic hours to be convenient	41/70 (59)	221/286 (77)	0.001
I felt uncomfortable in the waiting room	14/70 (20)	51/286 (18)	0.674
I found it easy to make an appointment	33/67 (49)	189/285 (66)	0.009
I had to wait a long time to see a doctor or nurse	35/70 (50)	48/286 (17)	<0.0001
I felt comfortable using my real name to test	50/68 (74)	242/285 (85)	0.026

d. Social and structural level

Factor	GCO clients n (%)	Clinic clients n (%)	p - value ^a
Age (median; range)	35 (19-59)	30 (19-75)	0.001
Gender (male or man vs female or woman) ^c	44/67 (66)	141/291 (49)	0.011
Sexual orientation (straight/heterosexual vs other)	34/69 (49)	197/286 (69)	0.002
Gay, bisexual or other man who has sex with men	31/69 (45)	48/295 (16)	<0.0001
Ethnicity (multiple responses possible):			
Indigenous (vs other)	1/71 (1)	6/294 (2)	1.00
White (vs other)	55/71 (78)	228/294 (78)	0.988
Asian ^d (vs other)	12/71 (17)	47/294 (16)	0.851
Education:			
High school or less (vs other)	2/69 (3)	24/290 (8)	0.193
Completed university or higher (vs other)	43/69 (62)	188/290 (65)	0.696
Full-time employment	41/71 (58)	182/293 (62)	0.498
Income			
< \$20,000	13/64 (20)	67/284 (24)	0.129
\$20,000-39,000	10/64 (16)	81/284 (29)	
\$40,000-59,000	15/64 (23)	60/284 (21)	

Factor	GCO clients n (%)	Clinic clients n (%)	p - value ^a
\$60,000-\$69,000	13/64 (20)	39/284 (14)	
>= \$80,000	13/64 (20)	37/284 (13)	
Unstable housing in past year ^e	2/70 (3)	22/293 (8)	0.191
Living in same city as one year ago	64/70 (91)	227/291 (78)	0.011
Born in Canada	55/71 (78)	199/292 (68)	0.125
Language spoken at home:			
English	62/70 (89)	229/290 (79)	0.032
English and another language	2/70 (3)	41/290 (14)	
Language other than English	6/70 (9)	20/290 (7)	
Stigma: Strongly agree or agree that:			
It is very embarrassing for me to test for an STI or HIV	11/68 (16)	18/286 (6)	0.008
I would feel ashamed if someone I knew found out I tested for an STI or HIV	13/67 (19)	40/286 (14)	0.264
I would feel guilty if I were diagnosed with an STI or HIV	41/68 (60)	169/285 (59)	0.881
Social norms: Strongly agree or agree that:			
Among my peers, people regularly get tested for an STI or HIV	40/68 (59)	122/286 (43)	0.016

Legend:

^aDue to multiple comparisons, level of significance was set at $p < 0.01$; significant results shown in bold font.

^beHEALS scale (Norman C, Skinner HA. eHEALS: The eHealth Literacy Scale, JMIR 2006; 8(4):e27).

^cSix other gender identities excluded due to small numbers.

^dAsian, South Asian, Filipino, Southeast Asian, Japanese, Korean.

^eCouch-surfing, live in hotel, live in shelter, live on street.