

# FAQ

## Getting Started

### What is TakeMeHome?

TakeMeHome is a free sexual health home testing program. We provide free HIV tests, STI tests, and PrEP panel tests (where available) that you can take in a place you're most comfortable without going to a clinic or testing site.

### How does TakeMeHome work?

We want to make getting tested as easy and simple as possible. When you click [ORDER NOW](#), you will be asked just a few questions to see if you are eligible to use our free service. If you are eligible, you will be able to order your home test kit in less than five minutes.

### What kinds of questions do I have to answer to get a test kit?

You will first be asked for your ZIP code to see if test kits are available where you live. We then ask for your date of birth, sex assigned at birth, and the last time you took an HIV or STI test. Some locations may have additional required questions.

After you place your order, there are additional questions about your gender identity, sexual orientation, race and ethnicity that will help us make sure that we are reaching people who need us the most. Helping answer those keeps our free service running, so we appreciate you taking the time to fill those out!

### Who can use TakeMeHome?

Unlike many HIV and STI testing programs, TakeMeHome is not limited to just one community who may need more accessible options to take care of their sexual health. While each location may have slightly different criteria, your eligibility is not determined based on your gender identity, race/ethnicity, or sexual orientation.

### If I'm under 18 years old, can I use TakeMeHome without a parent or guardian's approval?

In some places, people under the age of 18 can order a home test kit. When you enter your date of birth, you will get an error message if you are not eligible because of your age. To find out more about STIs and youth testing services, click [here](#).

I think I may just have been exposed to HIV. Should I use TakeMeHome?

**You should not order a kit.** Instead, you can prevent HIV by getting Post-Exposure Prophylaxis (PEP), a four-week course of medications that prevent HIV infection. If you think you've been exposed to HIV, and want to start taking PEP, do so as soon as possible. PEP has to be started within 72 hours (3 days) in order to work. Find where to get PEP near you [here](#).

I think I'm having STI symptoms, like discharge, itching, or urinary pain. Will a TakeMeHome kit tell me what I have?

**You should not order a kit if you are having STI symptoms.** Talk to a healthcare provider or find a local service [here](#) to get tested and treated.

Does TakeMeHome accept insurance, Medicaid, Medicare, or any health coverage?

TakeMeHome is completely free to you. We do not use insurance to cover the cost of your test so don't worry about receiving a bill. The cost of your test is paid for by your local or state health department.

Who is behind TakeMeHome?

TakeMeHome is a collaboration between [Building Healthy Online Communities](#), NASTAD, and Emory University. Your local health department purchases the tests. If you receive a lab-based kit (like HIV Fingerstick, STI, or PrEP Panel Tests), our lab partner, Molecular Testing Labs, processes your results.

## Ordering a Kit

What comes in a kit, and what do they test?

We have a few different options, only some of which might be available in your area. The information below is also available when you are placing an order so you can make sure to get the kit that works best for you.

	Test Type	Includes:	Tests for:
Icon	HIV Oral Swab Test	1 OraQuick oral swab	HIV
Icon	HIV Fingerstick Test	1 fingerstick + blood test card	HIV
Icon	STI + HIV Test	1 rectal swab 1 throat swab 1 urine sample cup	Chlamydia, gonorrhea (rectal) Chlamydia, gonorrhea (throat) Chlamydia, gonorrhea (urine) HIV,

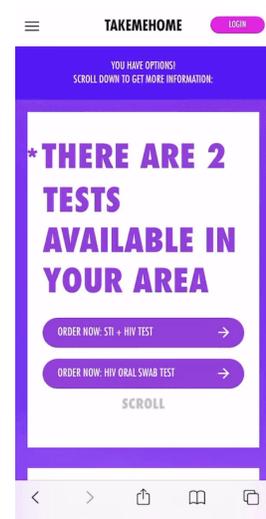
		1 fingerstick with blood test card	syphilis hepatitis C*
Icon	PrEP Panel Test	1 PrEP Panel Test 1 HIV Fingerstick Test (fingerstick with blood test card)	Creatinine levels for PrEP users (kidney function) HIV

I want to order an HIV Fingerstick Test, STI Test, or a PrEP Panel Test. Why aren't they available in my area?

Only some locations are offering lab-based test kits. You can [subscribe to our email list](#) to get the latest about new services in your area.

I'm a person living with HIV. Can I still order a test through TakeMeHome?

Some of our locations are offering STI Tests, which include gonorrhea, chlamydia, syphilis, and hepatitis C testing. If you are living with HIV, you can test for these common STIs if the kits are available in your ZIP code. When you order an STI Test, you can ask for an HIV test not to be included.



Can someone else order a kit for me?

**If you are ordering the HIV oral swab:** it's always best to place your own order to make sure all of your information is right so we can contact you if you have any issues. Some locations may allow you to order 2 HIV Oral Swab Tests at a time, so you can give one to a partner or a friend.

**If you are ordering a lab-based kit:** please only order a kit for yourself. Make sure the name, date of birth, phone number and email address of the person whose specimens are being tested at the lab are entered into the account. All test results will be linked to the person's name on the account. You cannot change who is being tested after receiving the kit in the mail. So, if you order a kit and then give it to a friend to use, their results will be linked to your name and any positive test results will be reported to the health department under the name on the account.

If you do not have a shipping address or cannot order a kit yourself, you can have someone order a kit for you, but please make sure they enter your name, date of birth, and contact information into the

account. **We can only communicate directly with the kit recipient about any issues with their account.**

### Why can't I enter my shipping address?

Sometimes Google Maps doesn't recognize an address. If you are having trouble ordering your kit, you can email [admin@takemehome.org](mailto:admin@takemehome.org) and we can order one for you.

### Can you send it to a PO Box or an apartment?

Yes! Please double check your information as you enter the shipping address, and remember to put your apartment number if you have one. We can't resend you the same kit if it is returned to us because of an incorrect address.

### My legal name is different from the name I use. Do I have to put my legal name in the order?

Your comfort and privacy are important to us. We want you to feel safe and confident ordering a kit. If using your legal name means you won't order, then please use whatever name feels best. If you decide to not use your legal name, **please don't change any other information**. Use your actual date of birth and contact information so we can verify your order if there are any issues. Please note, once you put a name on your order, you will not be able to change it later.

## Shipping

### How long does it take to get my kit?

In approximately one to four days, you will get a discreet package in the mail with your test kit and a set of instructions. We'll email you USPS tracking information when your test kit is on its way. Be sure to check your spam and add [admin@takemehome.org](mailto:admin@takemehome.org) to your address book to make sure you don't miss it!

### Can I cancel my order?

You **cannot** cancel your order once it is placed. We are not able to cancel it as it is fulfilled by our lab partner.

When you receive your oral swab test kit, you can either keep it to use later or give it to someone else who would use it if you do not want it.

When you receive your lab-based kit, please either keep it to use yourself later or dispose of it. If you give it to another person, it will still have all of your information attached to any results even if you aren't sending in specimens. **You must use the kit within 2 months of ordering it.**

I made a mistake when typing in my shipping address. Should I just order another kit?

**Please don't order another kit if you made a mistake.** As you are entering your shipping address, please remember to enter all information, including your apartment number if you have one. If you notice a mistake after you've ordered, email [admin@takemehome.org](mailto:admin@takemehome.org) as soon as you can so we can try to fix the issue.

I entered the wrong date of birth or name for my kit. What should I do?

**Please don't order another kit,** since that can cause confusion and kits to be lost in the process. Email [admin@takemehome.org](mailto:admin@takemehome.org) to make any changes.

## Using my kit

How do I choose the right test for me?

While none of our kits require you to go to a lab or clinic, there are differences in how they are used and how you get your results that might make you decide one over the other.

	Test Type	How it works:
Icon	HIV Oral Swab Test	Take at home Oral swab Get results in 20 minutes Only you know your results
Icon	HIV Fingertstick Test	Take at home Mail in your kit to the lab Get results through account portal *Positive results may be shared with your local health department as required by law
Icon	STI + HIV Test (May also include hepatitis C test)	Take at home Mail in your kit to the lab Get results through account portal *Positive results may be shared with your local health department as required by law
Icon	PrEP Panel Test	Take at home Mail in your kit to the lab Get results through account portal *Positive results may be shared with your local health department as required by law **Only for people already using PrEP

## How do I use my test kit?

You will get instructions in your package that walk you through how to complete each part of the kit. You can find instructional videos and other information [here](#).

## I ordered an STI kit, but there's a lot of parts. Do I have to use everything?

We recommend everyone complete the parts of STI kits as relevant for your sexual history.

For STI test swabs of your butt and throat, remember: if you use it, swab it! You don't have to use every swab in the kit. Only use swabs that match how you have sex. For example, if you don't put a penis or toys in your butt, don't use the anal swab.

## Getting my results

### How long does it take to get my results?

For the HIV oral swab test: Once you take the test, your results will be ready at home in 20 minutes.

For lab-based tests: Once you complete your specimens and mail them back to the lab, it may take up to X days to process your results. Don't worry. You'll get an email from us once they are ready to be viewed in your portal.

### How do I see my results?

**For the HIV Oral Swab Test:** Once you take the test, you will be able to see your results within 20 minutes at home. You can find out more about the OraQuick test works [here](#).

**For lab-based tests:** You will receive an email when your results are ready. Be sure to check your spam and add [orders@takemehome.org](mailto:orders@takemehome.org) to your address book to make sure it doesn't get lost! At any time, you can visit [TakeMeHome.org/My Account](https://www.takemehome.org/My_Account). Login to see your results, order history, and next steps to take charge of your sexual health.

**Remember: if you test positive, a local health department official may reach out to you to make sure you get any follow-up testing and treatment you need and that your partners can access testing if they need to as well.**

### I forgot my login information. Can I still see my results?

Go to [TakeMeHome.org/My Account](https://www.takemehome.org/My_Account). Enter your email address and click **Reset Password**. A password reset link will be sent to the email associated with your account. If you forgot your email address, please email [admin@takemehome.org](mailto:admin@takemehome.org). Once you have reset your password, you can log in to see your results, order history, and next steps to take charge of your sexual health.

I got an email that said my test didn't work. Can I get another test?

No worries! This happens sometimes. **Let us know by forwarding the email you received to [admin@takemehome.org](mailto:admin@takemehome.org) so we can work with you to order a new test.**

Can I return my test kit?

We cannot accept a test kit back, even if it is unused.

For HIV oral swabs: you can either keep your kit to use later or give it to someone else to use.

For lab-based kits: please either keep it to use later or dispose of it. If you give it to another person, it will still have all of your information attached to any results even if you aren't sending in specimens. You must use the test within 2 months of ordering it.

I tested positive using a TakeMeHome test. What happens now?

Testing positive can be a stressful experience. It's important to take care of yourself and seek support from trusted friends, partners, and other loved ones if that feels right.

When you're ready, visit a local healthcare provider to get confirmatory testing (a more sensitive test to make sure you're positive) and treatment if needed. Find your nearest clinic [here](#). Clinics may provide other support beyond testing and treatment, like mental health, substance use, and financial assistance resources.

**Remember: A local health department official may reach out to you to make sure you get the treatment you need and that your partners can access testing if they need to.**

Telling your partners about a positive test result isn't easy, but it gives them necessary information so they can get tested and treated in case they are positive too. You can use [TellYourPartner.org](#) to anonymously send your partners a text letting them know that they should get tested if telling them directly doesn't feel right or safe for you.

## Privacy

I'm worried about my name being on the package. Is there an option that's more private?

Your comfort and privacy are important to us. We want you to feel safe and confident ordering a kit, and we know that you may be concerned about ordering a sexual health test. You can see what our discreet packaging looks like [here](#). You may choose to send packages to a trusted friend or family member's address.

If using your name means you won't order, then please use whatever name feels best. If you decide to not use your legal name, **please don't change any other information**. Use your actual date of birth

and contact information so we can verify your order if there are any issues. Please note, once you put a name on your order, you will not be able to change it later.

## Where does my information go once I submit an order?

To participate in this program, we ask for your consent to share your data with your local or state health department, or whoever is paying for the test, just as would happen if you went into a clinic for a test. You can find more about your privacy and data [here](#).

For lab-based orders, we are required to share positive results with your local health department by law.

**Remember: A local health department official may reach out to you if you test positive to make sure you get the treatment you need and that your partners can access testing if they need to.**

## What are my rights to data deletion under CCPA?

You can email [admin@takemehome.org](mailto:admin@takemehome.org) to request that your account and personal information be deleted. We will delete:

- Your first and last name
- Your email address
- Your mailing address

We keep the ZIP code and your order number as a way of auditing payment, as explained in our Terms of Use. This information can no longer be connected to you since we delete your personal information as detailed above. Due to other federal and state laws, we are not able to delete information transmitted to our lab partner for kit fulfillment. You can find our Privacy Policy [here](#).

## How does TakeMeHome comply with HIPAA?

TakeMeHome has an agreement with our fulfillment and lab partner, Molecular Testing Laboratories, called a Business Associates Agreement. This lets us to securely share data between our two organizations and confirms our commitment to protecting your health information. Each health department that participates is covered under this agreement.

## Contact

### I still need help. What can I do?

Email us at [admin@takemehome.org](mailto:admin@takemehome.org) or call us at 628-899-4663 (HOME) to leave us a private message. We are a small startup with limited working hours, but we still aim to get back to you within 3-4 business days.

### I want to spread the word about this program. How do I do that?

Thank you for helping let people know about our program! There are a variety of ways you can do so:

1. Fill out the follow up survey that we email to you after you complete your test kit. Your feedback helps us expand our program's services.
2. Tell your partners, friends, and other people in your life who would use this service.
3. Post on your social media about us! We have a [social media kit](#) ready to go with images and captions to make it easy to post.

Thank you for being part of our program and making it easier than ever to take control of our sexual health and wellness.