

## **Web Appendix 2: Examples of emails and interaction between clinician and participant**

Examples of questions asked by clinician to participant in Intervention group to prompt engagement:

*“Do you know where you can get tested in your local area?”*

*“Are you aware you can get tested confidentially?”*

Examples of responses from participants in Intervention group who engaged:

*“No thanks I don't have any questions about Chlamydia”*

*“I'm 22 and have been with my partner for 7 years on and off. I've had [various gynaecological issues]. I really want kids in the future... does it [chlamydia] stop you from having children? How long can you have this for before it starts to affect any chances of having children?”*

*“Can any public hospital offer sexual health services etc or are the specialist sexual health centres better? And where is it around the inner city? [city disclosed]”*

Personalised clinical advice given to engaged participants addressed chlamydia testing, condom use, and barriers such as embarrassment, cost and confidentiality and also other questions asked (eg about Pap smears and other STIs).

Example of non-personalised email sent to participant in Control group:

*“Just another monthly reminder from us...Thanks again for taking part in our innovative study into Australian young people and their sexual health....You will still get 4 more monthly reminders from us before we ask you to do the 2<sup>nd</sup> questionnaire, in [month, year].”*