



Frequently asked questions – Detoxologie Bondi Junction

What has caused this issue? How was it identified?

In early December 2020, two members of the public were hospitalised after becoming unwell when they were given intravenous infusions at Detoxologie, a business which described itself as a wellness centre in Bondi Junction.

Inspection and investigation by NSW Health uncovered concerns about the infection control practices at the centre. Of particular concern was the use of potentially non-sterile equipment for colonic irrigation, facial micro-needling, blood testing, and intravenous infusion. A NSW Health expert committee examined the findings of the investigation and concluded that there was a small risk that a blood borne virus infection (hepatitis B, hepatitis C, HIV) may have spread from one patient to another because of these infection control breaches. The risk of any individual having become infected with these viruses is low, but testing is recommended as a precaution.

Is the business still operating?

The business was immediately shut down following inspection, and the Health Care Complaints Commission (HCCC) issued an [interim prohibition order](#) on Ms Fay Fain from providing health services and [warned members of the public](#) not to seek health services at the business or from Ms Fain. An inquiry was launched by NSW Health under the Public Health Act.

The Detoxologie clinic was located at Shop 59, Eastgate Shopping Centre, and previously at Oxford Street, Bondi Junction, Sydney, NSW.

How do I know if I am someone who is at risk?

Anyone who underwent a skin penetration procedure at Detoxologie between June 2013 and December 2020 is potentially at risk. Procedures of concern include:

- colonic irrigation
- intravenous (IV) infusion or vitamin injections (such as vitamin B12 or any injections)
- facial micro-needling (also called collagen induction therapy or skin needling)
- allergy testing (such as a blood testing for food allergies, live blood analysis or any test involving a pin prick or blood test)

The risk to individual customers is thought to be low but as a precaution anyone that underwent at least one of these procedures at the clinic is advised to see their doctor and discuss testing for blood borne viruses.



What are the procedures I need to worry about?

Procedures which penetrate the skin (skin penetration procedures) and were performed between June 2013 and December 2020 are considered a potential risk. These include:

- colonic irrigation
- intravenous (IV) infusion or vitamin injections (such as vitamin B12 or any injections)
- facial micro-needling (also called collagen induction therapy or skin needling)
- allergy testing (such as a blood testing for food allergies, live blood analysis or any test involving a pin prick or blood test)

The risk to individual customers is thought to be low but as a precaution anyone that underwent at least one of these procedures in the time frame is advised to see their doctor and discuss testing for blood borne viruses.

What are the diseases I could have been exposed to?

There is a low risk that any customer who had a skin penetration procedure Detoxologie may have been exposed to a blood borne virus potentially passed on (via the skin penetration instrument) from another customer who was already infected.

The blood borne viruses that should be tested for are hepatitis B, hepatitis C and HIV. We advise that it is beneficial for everyone to know whether or not they are infected with these viruses as there are now effective treatments available to prevent long-term complications.

Other types of infections (such as bacterial infections) could also potentially have been spread from patient to patient; however, these are usually short-term and resolve spontaneously or with antibiotic treatment.

How will I know if I have these diseases?

Bacterial infections would generally cause pain/swelling at the skin penetration site within a few days to a week after the procedure. If you have no symptoms, no special test is required for these infections.

Blood borne viruses (hepatitis B, hepatitis C, and HIV) may not cause symptoms at the time of infection or for years afterwards. However, infections with these viruses can be easily detected by a blood test. It is beneficial for everyone to know whether or not they are infected with these viruses as there is effective treatment available to prevent long-term complications.

What are the chances I will have contracted one of these diseases from Detoxologie?

For a person who had a skin penetration procedure at Detoxologie, the risk of getting a blood borne virus from the procedure is low. The risk may be slightly higher if a person had multiple procedures.



To date no infections related to Detoxologie have been identified, but as a precaution anyone that underwent one or more of these procedures, performed between June 2013 and December 2020 is advised to see their doctor and seek testing for hepatitis B, hepatitis C and HIV.

What should I do if I think I have had a skin penetration procedure?

NSW Health recommends that people who have had one or more skin penetration procedures at Detoxologie are tested for blood borne virus infections (hepatitis B, hepatitis C, and HIV). If you visited the business but are uncertain of which procedure you had, it is recommended that you get tested as a precaution.

To organise a test, visit your doctor to discuss the situation and ask for a blood test request form for testing. If you received an email or SMS alerting you to the matter, show this to your doctor.

Should I have the tests even if I received services at Detoxologie and didn't have a risk procedure (e.g. a massage)?

If you have been a customer at Detoxologie, you only need to have the tests if you had one or more of the risk procedures that are listed above.

However, in general, NSW Health advises that it is beneficial for everyone to know whether they are infected with these viruses as there is now effective treatment available to prevent long-term complications. Many people, particularly those with certain risk factors, may already have one of these infections without being aware of it.

Should I worry if I've had skin penetration procedures at other wellness centres?

NSW Health is not aware of infection control concerns in other similar businesses. If you attend other wellness centres and have concerns about their infection control processes please report the business to the Health Care Complaints Commission on 1800 043 159 or hccc@hccc.nsw.gov.au or your local Public Health Unit on 1300 066 055.

I went to Detoxologie before June 2013 – am I at risk?

Records made available to NSW Health suggest that Detoxologie began performing skin penetration procedures in June 2013. However, if you believe you had a skin penetration procedure at the business prior to this date you should still seek testing as a precaution.



What tests do I need to have?

You should have blood tests for hepatitis B, hepatitis C and HIV infection. Other types of infections could also potentially have been spread from patient to patient. You should visit your doctor to discuss any concerns you have and to organise testing.

How can I get tested?

Your GP needs to order blood tests to screen for hepatitis B, hepatitis C and HIV. The blood can be collected at any pathology collection centre.

How soon will I know the results of the tests?

It is likely that your test results will be available in approximately 7-10 days. You should see your doctor to discuss the results.

Will I have to pay for seeing my doctor and having these blood tests?

You should use your usual billing arrangements to see your doctor and get the blood tests – usual Medicare or private health insurance rebates apply.

What does it mean if I have a positive test result?

A positive result means that you have been infected with a blood borne virus sometime in the past.

There are many ways in which people can get infected with hepatitis B and C viruses and HIV. A positive test does not necessarily mean that you were infected as a result of procedures at Detoxologie. For hepatitis B and C, you may have cleared the virus by yourself, or you may have a long term (chronic) infection. Your doctor will tell you whether your infection is active now, and you may need a further test to determine this. HIV is always a lifelong infection.

Very effective treatment options are now available for hepatitis C and these have a high rate of cure; you can discuss these with your doctor. Effective treatment for hepatitis B and HIV can prevent long term complications; your doctor can give you more information.

More information on infection with blood borne viruses is available from:

- [Hepatitis B factsheet](#)
- [Hepatitis C factsheet](#)
- [HIV factsheet](#)

Factsheets in other languages are available at: <http://www.mhahs.org.au/>



What should I do if I have a positive test result?

You should talk to your doctor about your results. Additional testing is needed to tell you whether your infection is active now, if you have cleared the infection by yourself, or if monitoring or treatment is indicated.

Your doctor will work with the local Public Health Unit to investigate possible sources of your infection. There are many ways in which people can get infected with hepatitis B, hepatitis C and HIV. A positive test does not necessarily mean that you were infected as a result of procedures at Detoxologie.

I already have one of these diseases – who can I talk to about this?

Talk to your doctor about monitoring and treatment of your disease.

I wish to make a complaint about Detoxologie – who can I talk to?

If you wish to make a complaint about the services you have received at Detoxologie you can contact the Health Care Complaints Commission via email at hccc@hccc.nsw.gov.au or by phoning 1800 043 159 or (02) 9219 7444. For more information on the HCCC go to their website <https://www.hccc.nsw.gov.au/>

I am unsure if I have been to this business before, how can I find out?

NSW Health has attempted to contact all customers who were on the business's database and are believed to have had skin penetration procedures at Detoxologie between June 2013 and December 2020. However, we cannot be certain that business records were complete or that contact details were correctly recorded. If you have not been contacted but think you may have been to the practice, you can speak to your doctor about your need for testing.

Many customers may have purchased services via a voucher from Groupon or similar. You can review your purchase history to check if you have purchased a voucher for Detoxologie.

I work in the health/childcare industry. Is it OK for me to still go to work until I find out my results?

Yes, you should continue working. If one of the test results is positive, you should discuss this with your doctor.



I am breastfeeding, should I stop?

No, you should continue breastfeeding. However, you should discuss breastfeeding with your doctor if your test results are positive for one of these infections.

I've donated blood recently/in the past, do I need to contact someone?

This is something you need to discuss with your doctor if your test results are positive for one of these infections.

How do I find out about the registration status of a health professional, including if they are suspended?

The Australian Health Practitioner Registration Authority (AHPRA) has information on its website about the current registration status of all registered health practitioners.

You can check about the registration of individual practitioners on AHPRA's national register of practitioners <https://www.ahpra.gov.au/Registration/Registers-of-Practitioners.aspx>

I went to the business with a friend / family member. Have you contacted them?

We are unable to answer this question specifically due to privacy reasons. People may not have been contacted due to incomplete record keeping by the business.

If you attended Detoxologie with other people, please also alert them of the infection control breaches, refer them to the website, and encourage them to speak with their doctor about testing.

Where can I find further information?

For disease specific information, please refer to the factsheets at:

- Hepatitis B: https://www.health.nsw.gov.au/Infectious/factsheets/Pages/hepatitis_b.aspx
- Hepatitis C: https://www.health.nsw.gov.au/Infectious/factsheets/Pages/hepatitis_c.aspx
- HIV: <https://www.health.nsw.gov.au/Infectious/factsheets/Pages/HIV-infection.aspx>

If you have further questions, please see your doctor or call Healthdirect on 1300 137 127.