



Training guide | Alternative access to kits model

Implementing and promoting bowel screening in your practice

In this training guide you will learn about:

- [Bowel cancer and the importance of screening](#)
- [Getting started in your practice](#)
- [Ordering kits](#)
- [Issuing a kit and recording it in the National Cancer Screening Register](#)
- [Encouraging patients to screen for bowel cancer](#)
- [Notifications, results and patient follow up](#)
- [Resources and contacts](#)

Read this training guide on the alternative access to kits model before you bulk order and issue bowel screening kits to patients.

Aboriginal Community Controlled Health Organisations (ACCHOs) should contact the National Aboriginal Community Controlled Health Organisation (NACCHO) for culturally appropriate training at <https://www.naccho.org.au/programs-projects/bowel-cancer-screening>.



Read the training guide before ordering or issuing kits.



Order kits conservatively to minimise kit wastage.
Kits have expiry dates printed on the back.



Issue kits through the Healthcare Provider Portal (or your integrated clinical software) to generate and print a participant details form.

Bowel cancer and the importance of screening

Bowel cancer can develop without any signs. It usually starts as small growths called polyps, which can grow and become cancer.

Regular screening through the National Bowel Cancer Screening Program saves lives. If found early, over 90% of bowel cancers can be successfully treated.

We invite eligible Australians aged 50 to 74 every 2 years to complete a free, simple test they do at home.

You can play an important role in helping your patients make informed decisions about bowel cancer screening. Many patients are more likely to complete the test after discussing the process with a trusted healthcare provider.

Learn more about the National Bowel Cancer Screening Program at www.health.gov.au/nbcsp.

Getting started in your practice

The National Cancer Screening Register supports the program by inviting and reminding participants to screen.

You must register for access to the National Cancer Screening Register Healthcare Provider (HCP) Portal before you can:

- bulk order kits
- issue kits
- access and submit bowel screening data.

Registering for HCP Portal access

To register for the portal you need a Provider Digital Access (PRODA) account. Set up a PRODA account at www.servicessaustralia.gov.au/proda-provider-digital-access.

Once you have registered for a PRODA account, you can login to the National Cancer Screening Register (NCSR) HCP Portal at www.ncsr.gov.au/hcp-portal.

You can also watch a video or read instructions on this step at www.ncsr.gov.au/hcp-portal.

For registration help, you can either:

- call the National Cancer Screening Register on [1800 627 701](tel:1800627701), or
- request a call back at www.health.gov.au/contacts/cancer-screening-register-callback-service.

Integrating your clinical software with the NCSR

You can integrate your clinical software with the NCSR and issue bowel screening kits to participants using a familiar platform.

You can view your patients' screening status, including if they are overdue, and update their participant record.

Software compatible for integration include MedicalDirector, Communicare or Best Practice.

Note: You cannot order bowel screening kits in bulk through clinical software. Place bulk orders for bowel screening kits through the HCP Portal at www.ncsr.gov.au/hcp-portal.

Learn more about integrating your clinical software at www.ncsr.gov.au/clinical-software or by calling 1800 627 701.

Ordering kits

To bulk order kits for your practice you need to:

- **Log into** > HCP Portal at www.ncsr.gov.au/hcp-portal.
- Click on the > **iFOBT Bulk Orders** button.
- Click the start your order button.

Watch a short video showing this process at <https://youtu.be/jGTCjHUXk2Y>.

The ordering process should take no more than two minutes to complete.

- Kits have an expiry of about seven months—so please carefully calculate how many your practice will need.
- Kits are ordered in batches of 10, with the recommended number, per provider, being no more than 30.
- More can be ordered if you have a large eligible patient-base.
- To order more than 100 kits, phone the National Cancer Screening Register on [1800 627 701](tel:1800627701). We will ask you to give a brief reason for the intended usage. This will help us understand how large orders of kits are being used.
- Kit orders may take up to 21 days to dispatch, depending on mail house volumes.
- The iFOBT Bulk Order process in the HCP Portal will ask:
 - ✓ for provider name and address (for kits to be sent to)
 - ✓ how many kits you want to order
 - ✓ how many providers the request is for
 - ✓ how many kits you currently have in stock (if this is your first order, or have run out, the answer here can be zero)
 - ✓ if you do have kits in stock, whether any are expiring within four weeks.
 - ✓ if you order more than 40 kits, you will also be asked for a reason, which helps the Program understand how large orders of kits are used.
- Capturing this information helps minimise kit wastage and assists the National Bowel Cancer Screening Program to ensure kits are available as needed.
- After you submit your order, the final page confirms your order and that the tracking number will be displayed on the iFOBT Bulk Order page within 10 business days.

Issuing a kit and recording it in the National Cancer Screening Register



You must record all kits handed to patients in the National Cancer Screening Register



You've spoken with your patient about the screening test and they have decided to take the kit home. **Next** you must log into the HCP Portal (or if accessing via your clinical software, open the NCSR Hub when in a patient record) and:

1. **check the patient is eligible**, that their details are correct and make any changes needed
2. **complete the form** 'Alternative Access Model (issue/re-issue kit)' to generate a unique participant details form
3. **print a copy of the participant details form and give it to the patient** to sign and include with their samples in the reply-paid envelope (provided in the kit).

These steps ensure the lab will be able to test the samples and send the result to the correct address. This process should take less than 2 minutes to complete.

- **Log into** > HCP Portal at www.ncsr.gov.au/hcp-portal or if accessing via your **clinical software**, open the NCSR Hub when in a patient record.
- **Make sure your patient's details are accurate and update where appropriate.**
- Under the Form area, click on Alternative Access Model (Issue/Re-Issue Kit) and complete.
- Samples need to be kept cool for as long as possible, as heat can impact the performance of the completed kits. It's recommended to offer the kit to patients during cooler months, but this can be a judgement call by the issuing healthcare provider if you see a clinical benefit.
- If you select 'yes' to proceeding, provide: the date you issued the kit and its expiry date (found on the back of the kit). And confirmation that your patient has given consent to receive this kit from you.
- Next, review the form. If any details need to be changed you can do this by clicking 'Edit'. Once the details are correct, press submit and print, then wait while a participant details form is generated – this may take a few seconds. Then print the form.
- **Give the printed participant details form to your patient and remind them to:**
 - ✓ complete the date they collect their samples
 - ✓ sign the form
 - ✓ and put it in the reply-paid envelope with their completed samples.
- Once you submit this form, an icon will display on the participant's bowel record. This shows healthcare providers, with access to this patient's record, that this person has received a kit via the alternative access model for this screening round.
- If you need to update and re-print the form, click on > Re-print Participant Details Form.
- A timestamp is added to show when the last Alternative Access Model (Issue/Re-Issue Kit) form was submitted. Before re-printing the form, check or update the details as needed.

Watch a short video showing this process at <https://youtu.be/T2pXWD-tpGY>.

Encouraging patients to screen for bowel cancer

The importance of a recommendation

What you say to patients can encourage them towards doing the bowel screening test.






Ask your patient if they have any concerns about doing the test at home.



Show them an open test kit, explain how to use it, and show the video at www.health.gov.au/nbcsp-kit-video. The instructions are translated into 22 languages.

You can order demonstration kits from us at <https://www.health.gov.au/nbcsp-demo-kit>.

Download or follow the Checklist for talking with your patient about bowel screening at www.health.gov.au/nbcsp-resources.

 <p>Intenders Are busy and can't find the time to do the test</p>	 <p>Refusers Tend to avoid screening as it's perceived as complex, unhygienic, highlights ageing, or fear the cost and disruption to life of getting a positive result</p>	 <p>Naïve (about the test) Not aware of the National Bowel Cancer Screening Program, how to do the test, or afraid of cancer</p>
<p>Reinforce + Remind + Provide tips</p>	<p>Reassure + Motivate</p>	<p>Educate + Build trust</p>

Conversation starters:

- The bowel screening test is free.
- You may feel fit and healthy and have no symptoms, but you can still be at risk of bowel cancer.
- The test simple to do at home and could save your life.
- If found early, bowel cancer can be successfully treated in more than 90% of cases.
- Over the age of 50, the risk of getting bowel cancer increases.
- Do it to live a long healthy life and stay healthy for family and friends.
- Put the test near the toilet, where you will remember to do it.
- The test is clean – the kit includes toilet liners and only the collection tube tip ever touches the poo.
- If you don't want to take one today, we could have the Register mail it to your home address by completing the form at www.ncsr.gov.au/boweltest.

Notifications, results and patient follow-up

Once you issue your patient a kit or they receive a positive screening result, the register will automatically send follow-up alerts.

Health centres play a vital role in encouraging patients to act on these follow up triggers.

In the participant's profile, you can see their screening status, next action, alerts, results, and correspondence sent to them. After you issue a kit to a patient, an icon will display against that person's bowel record.

To support with patient follow up, go to the My Correspondence tab in the HCP Portal, or the NCSR Hub in your clinical software.

- Here you will see if a test result has been received, is inconclusive, and notifications for when the patient is due for their next screening round. You will also see correspondence about follow-up of a positive test result.
- If you see notifications showing a positive result has not been followed up, you should contact the patient.
- If a result has not been received you should encourage your patient to return the completed test.
- If a result is inconclusive, the register will automatically send the participant a replacement kit. Encourage your patient to return the completed test.

Receiving test results

It can take up to 4 weeks for both the patient and health centre to receive the test result. If you have not received a patient result, you can check the patient record by:

- logging into the National Cancer Screening Register HCP Portal at www.ncsr.gov.au/hcp-portal
- calling [1800 627 701](tel:1800627701).

Explaining test results

You should explain the test result to your patient and advise on next steps.

RESULT	Explanation	Health centre ACTION
Negative	No blood has been detected in the samples. The patient should screen again in two years.	The patient and their nominated healthcare provider will be mailed a copy of the results. Reassure the patient what the result means and advise they should screen again in 2 years.
Positive	Blood has been detected in one or both samples. This does not mean the patient has bowel cancer, but further investigation is needed to find out why the blood is there.	The patient and their nominated healthcare provider will be sent a copy of the results and an alert will appear in the Portal against their record. An 8-week reminder letter will be sent to the patient and the nominated healthcare provider if a follow-

		up appointment has not occurred. A doctor will likely refer the patient for further diagnostic testing such as a colonoscopy.
RESULT	Explanation	Health centre ACTION
Inconclusive sample tested but result may be compromised	<p>This can occur if:</p> <ul style="list-style-type: none"> the patient has provided only one sample and it produced a negative result samples are more than 14 days old and the result is negative. 	<p>The patient and their nominated healthcare provider will be mailed a copy of the result. An alert will appear in the HCP Portal against their record. Contact the patient to encourage them to do the test again. Let them know the Register will automatically issue them with a replacement kit to the address held in the Register. This could be the local health care centre.</p>
Inconclusive sample could not be tested	<p>The sample could not be tested. This can occur when the:</p> <ul style="list-style-type: none"> sample had too much or not enough poo provided collection tube was damaged samples were not able to be tested within recommended timeframes. 	

Resources and contacts

Resources are available to help you communicate with patients at all stages of the bowel screening process. You can also find resources to help navigate the National Cancer Screening Register to bulk order kits and register that a kit has been issued to a patient.

Resources are available to order for your practice, free of charge including:

- [resources for health professionals and practice staff](#)
- [resources for the public](#)
- [Indigenous bowel screening resources for health professionals](#)
- [resources for Indigenous families and communities](#)
- [Translated resources –28 languages](#)

Browse available resources at www.health.gov.au/nbcsp-resources.

Resources to help with doing the test:

- Using the bowel screening home test kit video at www.health.gov.au/nbcsp-kit-video.
- Test kit instructions in 22 languages at www.health.gov.au/nbcsp-kit-instruction.

National Cancer Screening Register guides

For 'how to' videos on using the register search for 'National Cancer Screening Register' at www.youtube.com.

Contacts

- Test Kit Helpline **1800 930 998**
- National Cancer Screening Register at www.ncsr.gov.au or call **1800 627 701**
- National Bowel Cancer Screening Program at www.health.gov.au/nbcsp or email cancerscreening@health.gov.au