

## Health professionals can now give bowel screening kits directly to their eligible patients through the Alternative Access to Kits model. This is in addition to the existing mail out model.

This alternative way of giving kits to eligible people will help remove barriers for those who have never screened or are under-screened, and aims to address the lower participation rates of Aboriginal and Torres Strait Islander people, people with disabilities and those from culturally and linguistically diverse backgrounds.

The Healthcare Provider Portal enables healthcare providers to bulk order iFOBT kits directly to their practice; record when they have issued a kit to a patient; and provides reminders to healthcare providers to encourage kit returns, as well as notification of test results and follow up actions where applicable.

### Ordering kits for your practice

You can bulk order kits to be sent directly to your practice for your eligible patients. To order kits for your practice, log into the Healthcare Provider Portal and click on **iFOBT Bulk Order** tab, then click on **Start Order**.

You will be required to complete some short training before commencing your first order.

Because you're already logged into the portal as a Healthcare Provider, the iFOBT Bulk Order form will pre-populate several fields.

You will however need to enter your clinic name and phone number.

While the address of the clinic will pre-populate, a different delivery address can be entered.

This different address won't change the address held in Medicare—it will just be for this order.

It is recommended to order no more than 30 kits in a single order. More kits can be ordered for practices with a large eligible patient base, however, consider the kits have an expiry of around 7 months.

Once an order is submitted, a confirmation message will appear. The tracking number will be displayed on the iFOBT Bulk Order page within 10 business days. The status of the order will also appear on the **iFOBT Bulk Order** landing page.

For orders of more than 100 kits, healthcare providers must contact the National Cancer Screening Register by phone or via the [online enquiry form](#). This helps us better understand how large orders of kits will be used and assists with overall stock management. From time to time, the ability to order more than 100 kits may be unavailable due to the need to manage stock levels.

### Issuing kits – things you need to know

This step generates a personalised Participant Details form and ensures the samples can be tested and the results and reminders can be sent to the participant and the nominated healthcare provider. Use this opportunity to ensure the person is eligible, and check/update their personal details.

#### Complete two key steps in the Healthcare Provider Portal:

- The first step is to check their details are correct and make any necessary changes.
- The second step is to print a copy of the Participant Details form for the patient to include with their samples in the reply-paid envelope.

This process should take no more than two minutes to complete and ensures the samples can be tested and the results sent to the right people.

#### To get started:

- search for the participant,
- click on the Active link next to the Bowel tab, and
- under the Form area, click on 'Choose a form' and select Alternative Access Model (Issue/Re-Issue Kit).

#### Next, confirm and update, where needed, your patient's:

- participant details—including address,
- nominated healthcare provider, who will get a copy of the results,
- where applicable, the person's personal representative,

- Indigenous and country of origin details, if applicable and your patient is happy to share this information, and
- self-care, mobility and communication details, for example if somebody needs help with the test or language translation.

**The next page asks you to select a reason for issuing the kit.**

The system identifies by postcode whether the participant lives in a region where the average monthly temperature is currently over 30 degrees Celsius.

- 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 test kit to patients during cooler months, but this can be a judgement call by the issuing healthcare provider if they see a clinical benefit.

**If you select 'yes' to proceeding – you will be asked to provide:**

- The date you issued the kit and its expiry date (found on the back of the kit)
- 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 dates the samples were taken
- Sign the form
- Include it in the pre-paid envelope when they send back their 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 to kits model for this screening round.

If you need to update and re-print the form, click on 'Re-print Participant Details Form'.

You'll see a timestamp is added to show when the last Alternative Access Model (Issue/Reissue Kit) form was submitted.

Before re-printing the form, check or update the details as needed

**Notifications and patient follow-up**

Once you submit the Alternative Access Model (Issue/Reissue Kit) 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 to Kits model for this screening round.

To assist with patient follow up, under the 'My Correspondence' tab you will see if a result has not been received or is inconclusive.

If a result has not been received this may indicate the patient has not completed the kit.

If an inconclusive result is received, the Register will automatically issue a replacement kit to the participant to their address held by the Register. This section also displays when the patient is due to be issued a kit for their next screening round.

**Where can I find more information?**

Please refer to the [Healthcare Provider Portal user guide](#) for more detailed steps on access and use of the portal.

**To find out more about the National Bowel Cancer Screening Program and iFOBT kits:**

Visit [health.gov.au/nbcsp](http://health.gov.au/nbcsp)

**To find out more about the National Cancer Screening Register and the Healthcare Provider Portal:**

Visit [ncsr.gov.au](http://ncsr.gov.au) or call 1800 627 701.