

The National Cancer Screening Register (NCSR) supports Australia's lung, bowel and cervical cancer screening programs by:

- Maintaining a digital record for each participant,
- Sending invitations and reminders, and
- Following up with individuals who have abnormal results.

Timely and accurate clinical information helps ensure patients are placed on the correct screening pathway and receive appropriate follow-up.

## IN THIS GUIDE

- 1 Preparing your ACCHO
- 2 Delegating access
- 3 Updating a patient's details
- 4 Frequently asked questions

## 1 PREPARING YOUR ACCHO

### ENSURE YOU CAN ACCESS THE NCSR

The easiest way for ACCHOs to support patient participation in the National Lung Cancer Screening Program is using either:

- **integrated clinical software**, or
- the **Healthcare Provider Portal**

Alternatively, manual forms can be downloaded from the [NCSR website](#) and faxed to: **1800 154 854**.

### Integrated software and Healthcare Provider Portal users can:

- Enrol eligible patients in the National Lung Cancer Screening Program
- Access patient screening information including overdue and follow-up alerts
- View and submit screening results including biopsy and diagnosis findings
- Update patient contact and demographic details
- View Program-related correspondence
- Nominate another healthcare provider



### Clinical software integration

The NCSR integrates with Bp Premier, Communicare and MedicalDirector.

The integration allows healthcare providers to access and submit screening information for the screening programs, directly from the software they use daily.

 [NCSR.gov.au/integrations](https://ncsr.gov.au/integrations)



> [Bp Premier guides](#)

> [Communicare guides](#)

> [MedicalDirector guides](#)



### Healthcare Provider Portal

If you don't have access to integrated clinical software, the Healthcare Provider Portal enables GPs, nurses, and other specialists to securely access and submit patient screening information for the screening programs.

Delegate access can also be granted to practice staff (refer to next page).



[NCSR.gov.au/provider-portal](https://ncsr.gov.au/provider-portal)



> [Walkthrough video guides](#)

> [Detailed user guide](#)

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Supporting your patients in the  
**National Lung Cancer Screening Program**

## 2 DELEGATING ACCESS TO PRACTICE STAFF

Practice staff who don't have access to integrated clinical software can be given delegate access to the Healthcare Provider Portal by a registered user with a Medicare Provider Number.

- Practice staff requesting delegate access must first create a PRODA account, navigate to the NCSR Healthcare Provider Portal and submit their delegate access request
- The delegating provider (i.e. GP) can then log into the Portal within PRODA and select **My Profile**
- Next, select **Manage Delegation** to view existing delegates and new requests
- Requests for access will have a status of **Pending**, click **Accept** to approve requests



[NCSR.gov.au/register-access](https://ncsr.gov.au/register-access)



[Walkthrough video guide](#)

## 3 UPDATING A PATIENT'S DETAILS OR PARTICIPATION

Notifying the NCSR of any changes to a patient's details or participation in lung cancer screening helps ensure the patient receives accurate and timely invitations and reminders from the NCSR based on the appropriate clinical pathway.



### Commonly used functions to update patient details

#### ENROL A PATIENT IN THE NLCSP

Once you've completed a low-dose CT scan request for an [eligible patient](#), submit the **Eligibility & Enrolment form** to initiate their screening journey with the NCSR.

#### OPT OUT OF THE NCSR

Patients can opt out of having their results stored in the NCSR. They'll still be eligible for MBS items, but:

- The NCSR won't store or share their results
- The NCSR will cease all correspondence and won't act as a safety or follow-up patients or their healthcare provider. As per usual care, this will remain the responsibility of the provider.

These options can be noted during enrolment or a patient may call the NCSR on 1800 627 701 or complete a [webform](#).

#### CEASE CORRESPONDENCE

If your patient requests to cease receiving correspondence from the NCSR they will remain a program participant, but they won't receive invitations to screen and follow up reminders. As per usual care, this will remain the responsibility of the provider.

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## **PARTICIPANT MANAGEMENT**

Defer, exit or resume participation as needed (e.g., due to travel, lung cancer diagnosis, or change in eligibility or suitability).

## **NOMINATE A HEALTHCARE PROVIDER**

If you're not the patient's usual provider, you can nominate another. Both you and the nominated provider will receive updates about the patient's screening.

## **UPDATE PATIENT DETAILS**

Update contact or demographic details. Patients can also update this via the Participant Portal (accessed via myGov) or by calling the NCSR.

## **4 FREQUENTLY ASKED QUESTIONS**

### **? HOW WILL RESULTS BE RECEIVED?**

The requesting practitioner will receive radiology scan results for follow up with patients as per usual arrangements. Results will not be available to patients via the NCSR. They will however receive communication from the NCSR notifying them to contact their healthcare provider. In the event that a scan has no significant findings (i.e. category 0) the NCSR will advise them accordingly and invite them to rescreen in two years.

As safety net, the NCSR will remind patients when they are next due for screening, as per their communication preferences.

### **? CAN ACCHO'S RECEIVE LETTERS ON BEHALF OF A PARTICIPANT?**

Patients may choose to nominate an individual as a personal representative (e.g. a family member, friend, healthcare worker) to receive correspondence and to access information on their behalf by contacting the NCSR on 1800 627 701.

While the ACCHO itself can't be nominated, "ACCHO" can be added under "Other" on the Nominate a healthcare provider when nominating an individual from the service.

The requesting provider will also continue to receive NCSR correspondence where a patient has opted to cease correspondence.

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## ? CAN THE ACCHO BE LISTED TO RECEIVE PROVIDER COMMUNICATIONS INSTEAD OF THE REFERRING PROVIDER?

Healthcare provider letters are sent to the individual requesting provider listed in Medicare. If that's someone at your ACCHO, they'll receive the communication.

The ACCHO itself can't be nominated. The last provider recorded will keep receiving updates unless changed. You can update this via integrated clinical software, HCP portal or by contacting the NCSR on 1800 627 701.

## ? CAN A PATIENT STOP RECEIVING NCSR COMMUNICATIONS?

Patients can stop receiving communication at any time by contacting the NCSR to cease correspondence. They will remain in the program but won't receive letters or reminders. The requesting provider will however continue to receive correspondence from the NCSR.

## ? HOW DO WE UPDATE A PATIENT'S ADDRESS IF THEY MOVE?

Patients can update their contact details in Medicare, via the Participant Portal or by calling the NCSR on **1800 627 701**.

## 5 IMPORTANT RESOURCES

- Refer to the [NACCHO checklist for primary healthcare services](#) to help you prepare
- Visit [Health.gov.au/NLCSP](https://www.health.gov.au/NLCSP) for MBS item information, reporting tips and more

### NCSR INFORMATION AND SUPPORT:



[NCSR.gov.au](https://www.ncsr.gov.au)



1800 627 701



Book a call back from our technical support team: [NCSR.gov.au/support](https://www.ncsr.gov.au/support)

### NACCHO SUPPORT:



For more information about the NLCSP, contact the NACCHO Cancer Team:

[Cancer.Team@NACCHO.org.au](mailto:Cancer.Team@NACCHO.org.au)