

**Healthcare providers can order free bowel screening test (iFOBT) kits in bulk through the National Cancer Screening Register (NCSR) to give directly to eligible patients through the alternative access to kits model.**

In addition to the mail-out model, this alternative way of giving kits to patients aims to improve access and awareness of bowel screening, and will help remove barriers that prevent some people from participating in the National Bowel Cancer Screening Program.

Patients are more likely to do the bowel screening test when it has been discussed with a trusted health professional who can explain how to do the test and why it is important.

**THIS GUIDE DESCRIBES HOW TO:**

- **Order iFOBT kits in bulk:** Using the NCSR Healthcare Provider Portal
- **Record when a kit has been issued:** To ensure the samples are processed and results sent to your patient and their healthcare provider
- **Monitor kit completion:** Check if your patient's samples have been tested and if not, you can follow up and encourage test completion.

Before you begin, visit the [Alternative access to kits training guide](#) for tips on implementing and promoting screening in your practice.

## Ordering kits for your practice



Bulk kit orders can be made via the [Healthcare Provider Portal](#) (the Portal)

### 1. Login to the Portal

Need help? Visit [NCSR.gov.au/hcp-portal](https://ncsr.gov.au/hcp-portal) for instructions on how to access and use the Portal.

Click on the iFOBT Bulk Order tab at the top of the screen, then Start Order.

### 2. Enter your delivery information

The form will automatically fill in several fields; however, you will need to enter your clinic name and phone number.

You can enter a different delivery address if you wish. This won't change the address held in Medicare—it will just be for this order.

### 3. Select the number of kits you would like to 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.

- For orders of more than 100 kits, please contact the NCSR on **1800 627 701**.
- This is to assist with stock management and helps us understand how large orders of kits will be used.

### 4. Submit your order

- Once an order is submitted, a confirmation message will appear.
- A tracking number will display on the iFOBT Bulk Order page within 10 business days.

## ISSUING KITS: THINGS YOU NEED TO KNOW



It's important to record if you have issued a kit to a patient using the Portal or your integrated clinical software

This process automatically generates a pre-filled Participant Details form and ensures the samples will be tested and the result sent to the participant and their healthcare provider.

### 1. Search for your patient using the Portal or your integrated clinical software

- Confirm they haven't screened in the last 2 years and are eligible to receive a kit.
- Check their personal details are correct and make any changes before proceeding.

### 2. Complete the *NBCSP – Bowel Kit Issued by Healthcare Provider form*



This form will not appear if your patient isn't due to complete a test kit

Select a reason for issuing a kit.

Then, check if your patient lives in a hotter part of Australia:

- The system automatically identifies by postcode whether your patient 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 testing performance.
- It's recommended to offer the test kit to patients during cooler months. However, this is a judgement call for the healthcare provider, depending on if there are clinical benefits to timely testing.

### 3. Print the Participant Details form, give it to your patient, and remind them to:

- Complete the dates the samples were taken
- Sign the form
- Include the completed form in the reply-paid envelope when they send back their samples.

## NOTIFICATIONS AND FOLLOW-UP



Once you submit the form, this icon will display on the patient's bowel record

This shows if the patient has previously received a kit from a healthcare provider this screening round.

You can re-print the Participant Details form, if your patient has misplaced the one provided with their kit.

### To assist with patient follow up:

If you are the patient's nominated healthcare provider, you will receive the test results direct to your practice from the laboratory. You can also check for the result under the Forms section in the Portal or NCSR History in your integrated clinical software.

- **Track incomplete tests:** If no result is displaying, it may indicate your patient has not completed the test kit – this is an opportunity for you to contact the patient and encourage them to complete the test.
- **Inconclusive results:** If your patient's test result is inconclusive, a replacement kit will automatically be mailed to the patient's address as recorded in the NCSR.
- **Next screening round:** View the Next Screening Action section to see when your patient is next due to screen.

## WHERE CAN I FIND MORE INFORMATION?

### National Cancer Screening Register:

- [NCSR.gov.au](https://ncsr.gov.au) or call 1800 627 701
- Healthcare Provider Portal: [NCSR.gov.au/hcp-portal](https://ncsr.gov.au/hcp-portal)
- Clinical software integration: [NCSR.gov.au/integrations](https://ncsr.gov.au/integrations)

### National Bowel Cancer Screening Program:

- [Health.gov.au/NBCSP](https://health.gov.au/NBCSP)