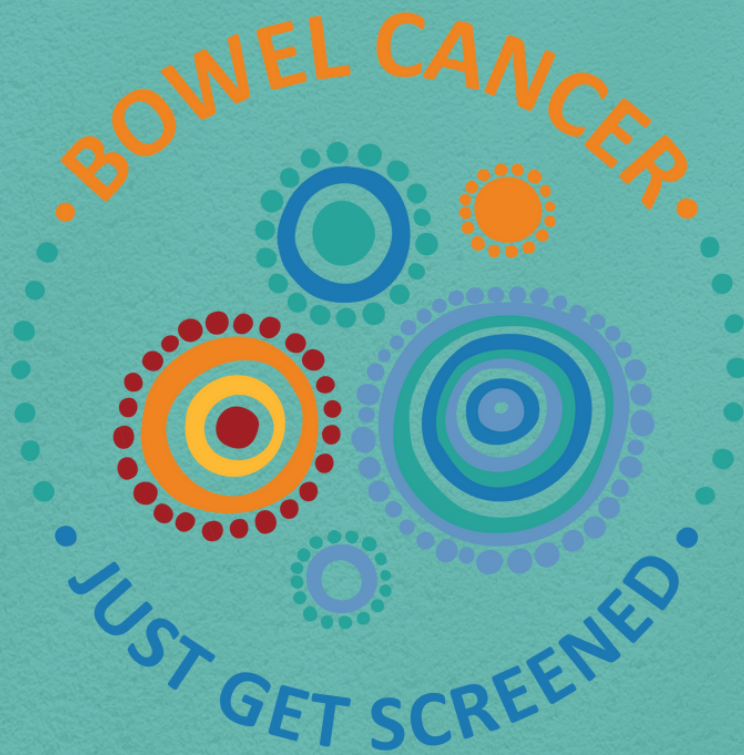




NACCHO  
[www.naccho.org.au](http://www.naccho.org.au)

# FREQUENTLY ASKED QUESTIONS



## BOWEL CANCER SCREENING AND NATIONAL CANCER SCREENING REGISTER

# Introduction

NACCHO has prepared this Frequently Asked Questions (FAQs) information from themes we heard through discussions with Aboriginal Community Controlled Health Organisations (ACCHOs) and from the ACCHO Q&A session held on 30 May 2023. These FAQs focus on the National Cancer Screening Register, Healthcare Provider Portal and Patient Information Management Systems.

The National Cancer Screening Register supports two national screening programs (bowel and cervical). Healthcare professionals access the National Cancer Screening Register through the Healthcare Provider Portal. This allows healthcare professionals to order and issue bowel cancer screening kits.

## Resources and contacts available if you have any further questions:

- NACCHO website - [bowel cancer screening page](#) or contact NACCHO Cancer Team on 02 6246 9348
- [National Cancer Screening Register YouTube channel](#)
- Book in a time with a digital specialist [here](#)
- National Cancer Screening Register: 1800 627 701



**NACCHO**

National Aboriginal Community  
Controlled Health Organisation

# National Cancer Screening Register & Healthcare Provider Portal Questions

## Where can ACCHO staff find information on how to access and use the Healthcare Provider Portal?

- There is information, training and resources for healthcare providers on the NACCHO website which can be accessed here: [Bowel Cancer Screening - NACCHO](#). It is recommended staff complete the training before issuing kits.
- Information is also available on the National Cancer Screening Register website for healthcare providers which can be accessed here: <https://ncsr.gov.au/information-for-healthcare-providers/accessing-the-ncsr/>.

## How can nurses access the Healthcare Provider Portal?

- Primary healthcare providers (e.g GP or specialist) who have a Medicare provider number or State and Territories Access number (STAN) / Register Identification Number (RIN) are able to access the Healthcare Provider Portal.
- Healthcare professionals without a Medicare provider number or STAN/RIN number (e.g. nurse) require approval from the primary healthcare provider to access the Healthcare Provider Portal, this is known as '*delegation access*'.
- The delegation process requires the primary healthcare provider (e.g. GP) to have access to the Healthcare Provider Portal themselves to allow other staff to access the Healthcare Provider Portal.
- Within the Healthcare Provider Portal there is a tab called '*my profile*'. Clicking on '*my profile*' will lead to the '*my delegation*' tab and an option to *approve* or *reject* will appear. The primary healthcare provider is required to accept the delegation request if additional healthcare professionals would like to access the Healthcare Provider Portal.

## Where can ACCHO staff find the Participant Details Form?

- The Participant Details Form is electronic and generated through the Healthcare Provider Portal when a healthcare professional logs into the portal to issue a kit.
- The majority of the information in the form will be pre-filled, however the healthcare professional can update the details on the form if required. The community member receiving the kit will need to sign and date the form.

# National Cancer Screening Register & Healthcare Provider Portal Questions

## If my ACCHO uses Communicare, Medical Director or Best Practice, how do I integrate with the National Cancer Screening Register?

- The National Cancer Screening Register currently integrates with the latest versions of Communicare, Medical Director and Best Practice.
- There is a onetime registration process for integrating Patient Information Management System software to the National Cancer Screening Register.
- To integrate, ACCHOs can book a call back with a digital specialist [via this link](#) or visiting the National Cancer Screening Register website.
- There are also user guides available on how to integrate which can be accessed here [PIMS integration guides](#).

## My ACCHO needs assistance accessing the National Cancer Screening Register or integrating our Patient Information Management System into the register, who do I contact?

- ACCHO staff can call 1800 627 701 to speak to a member of the National Cancer Screening Register Contact Centre, or you can [book in a time](#) to receive a call back.

## When can my ACCHO expect the National Cancer Screening Register to be integrated with additional Patient Information Management Systems?

- The National Cancer Screening Register is currently integrated with Communicare, Best Practice and Medical Director.
- Telstra Health has specific information prepared for how additional Patient Information Management Systems can integrate with the National Cancer Screening Register.
- Telstra Health encourages ACCHOs to continue contacting clinical software providers to advocate for integration with the National Cancer Screening Register.

# Ordering and Issuing Kit Questions

## A community member completed a kit, but it was not registered in the National Cancer Screening Register, what does this mean?

- The pathology provider will not test the kit when it is received.
- The kit cannot be tracked back to a community member or ACCHO clinic.
- The community member and ACCHO will not be notified by the laboratory that their kit was not tested.

## Is it easier to refer a community member for a bowel cancer screening test through private pathology rather than through the National Cancer Screening Register?

Like anything, getting used to a different system takes practice. There are many benefits of ordering and issuing kits through the National Cancer Screening Register as opposed to private pathology including:

- Ongoing engagement in screening as eligible participants will continually be invited to screen every 2 years.
- Follow up functions are in place to encourage the community member to speak with their healthcare professional directly and discuss next steps (e.g. colonoscopy referral) if a positive result is received.

## Why do kits need to be issued through the National Cancer Screening Register - Healthcare Provider Portal?

It is important kits are issued correctly through the Healthcare Provider Portal because:

- The healthcare professional who is issuing the kit can make sure the community member is eligible or due to screen.
- It allows the register to link issued kits with a community member.
- The results are sent back to the community member and the nominated healthcare professional.

For more information, click on the [How to issue a bowel cancer screening kit](#) video link.

## How can my ACCHO order bowel cancer screening kits?

To order bowel cancer screening kits you will need to:

- Login into your PRODA account and then the Healthcare Provider Portal to begin the ordering kit process.
- If you need help ordering kits, contact the National Cancer Screening Register on 1800 627 701 or book in a time a with a digital specialist [here](#).
- For support and resources on how to order bowel cancer screening kits: contact the NACCHO Cancer Team for a quick step by step guide or see the link below.

For more information, click on the [How to bulk order bowel cancer screening kits](#) video.

# National Bowel Cancer Screening Program Questions

## How long does it take for an ACCHO to receive kits once an order is placed?

- After you order, you should receive the kits at your clinic within 2-4 weeks.
- You can track your order on the Healthcare Provider Portal once the order has been placed and dispatched.



## Where is the kit expiry date located and why is this important?

- Each kit has a 7-month expiry. The expiry date is on the back of the kit.
- Kits that are expired will not be tested by the pathology provider.
- If an expired test is used, a replacement kit will be sent to the community member, including a letter explaining the previous test was a no-result.

## Why does the cervical screening program have multiple test options linked to the National Cancer Screening Register?

- The National Bowel Cancer Screening Program and National Cervical Screening Program sit within the National Cancer Screening Register however they follow different screening processes.
- The National Cervical Cancer Screening program has multiple tests which meet World Health Organisations (WHO's) criteria for assessing the benefits, risks and costs of cancer screening and the Australian Population Based Screening (APBS) Framework. The National Bowel Cancer Screening Program only has one test that meets both WHO's criteria and the APBS framework.

## What is a hot zone region and can my ACCHO order and issue kits if located in a hot zone region?

- Hot zone regions apply to areas where there is an average monthly temperature of 30 degrees or above.
- Prolonged exposures to high temperatures can have an impact on the haemoglobin levels (blood levels) in the sample test tubes. To minimise heat exposure, the program encourages practices to screen in cooler months if possible and store samples in a cool place.
- For regions where the average monthly temperature rarely drops below 30 degrees, it is still possible to issue kits but participants must be reminded to keep the samples as cool as possible. For more information on hot zones, please visit the NACCHO website [here](#).