

## Frequently Asked Questions

# For practice nurses signing/certifying relevant NDSS forms

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## General information

### Practice nurses can now sign/certify relevant NDSS forms

From 1 August 2020, practice nurses (enrolled and registered nurses) can complete the certifier section of relevant NDSS forms including:

- NDSS Registration form;
- Blood Glucose Monitoring Strip Six Month Access form (previously known as Blood Glucose Test Strip Six Month Approval form); and
- Syringe or Pen Needle Access form (previously known as the Medication Change form).

This document has been prepared to provide answers to frequently asked questions about the changes that allow practice nurses to complete the certifier section of relevant NDSS forms by recording / reflecting a diagnosis or clinical decision made by a GP / medical practitioner.

Read more at [practice nurses and NDSS forms](#).



**Q. Where do I certify/sign the NDSS Blood Glucose Monitoring Strip Six Month Access form?**

A. Look for the Certifier section on the NDSS Blood Glucose Monitoring Strip Six Month Access form. This form will be available on the NDSS website at [ndss.com.au/forms#change](http://ndss.com.au/forms#change) from 1 August 2020.

**Certifier**

This section can *only* be completed by an authorised health professional with a current Medicare provider number or a credentialled diabetes educator (CDE) with a current Australian Diabetes Educators Association (ADEA) CDE number or a practice nurse with a current Australian Health Practitioner Regulation Agency (AHPRA) registration number.

**20 Which of these are you?**

- CDE
- GP
- Endocrinologist
- Other registered medical practitioner who specialises in diabetes (please specify below)
- Nurse practitioner
- Practice nurse

None of the above You can not certify this form

**21 Main reason for extension (Choose one only):**

- Inter-current illness (INT)
- Clinical need for self-monitoring (CON)
- Diabetes management not stable (MAN)
- Medication affecting blood glucose (MED)
- Diabetes management change (MON)

**22 Certifier details**

Your full name		
Medicare provider, CDE or AHPRA number		
Email		
Clinic/Hospital		
Address line 1		
Address line 2		
Suburb	State	Postcode
Phone number		

**23 By signing here, you are certifying that:**

- you have assessed the person named in Q1 and Q2; and
- they have a clinical need to additional access to blood glucose test strips, for the reason given in Q21.

Signature	Day	Month	Year
	/	/	/

**Q. Where do I certify/sign the NDSS Syringe or Pen Needle Access form?**

A. Look for the Certifier section on the NDSS Syringe or Pen Needle Access form. The form will be available on the NDSS website at [ndss.com.au/forms#change](http://ndss.com.au/forms#change) from 1 August 2020.

**Certifier**

This section can *only* be completed by an authorised health professional with a current Medicare provider number or a credentialed diabetes educator (CDE) with a current Australian Diabetes Educators Association (ADEA) CDE number or a practice nurse with a current Australian Health Practitioner Regulation Agency (AHPRA) registration number.

**20 Which of these are you?**

- CDE
- GP
- Endocrinologist
- Other registered medical practitioner who specialises in diabetes (please specify below)
- Nurse practitioner
- Practice nurse

None of the above You can not certify this form

**21 Required injectable diabetes medication**

- Insulin
- Byetta®
- Victoza®

**22 Date of first use**

Day	/	Month	/	Year
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**23 Certifier details**

Your full name		
Medicare provider, CDE or AHPRA number		
Email		
Clinic/Hospital		
Address line 1		
Address line 2		
Suburb	State	Postcode
Phone number		

**24 By signing here, you are certifying that:**

- you have assessed the person named in Q1 and Q2; and
- they have a clinical need to additional access to syringes or pen needles for prescribed insulin or non-insulin injectable diabetes medication.

Signature	Day	/	Month	/	Year

## About the NDSS?

### Q. Why should people with diabetes be registered with the NDSS?

A. The NDSS is an Australian Government initiative administered by Diabetes Australia. The NDSS is a universal access scheme available to all people with diabetes who live in Australia or are visiting from some countries. It is free to register.

Through the NDSS, people with diabetes can access:

- diabetes and health information and resources;
- support and education programs for practical help and guidance; and
- subsidised diabetes products.

### Q. Is everyone with diabetes eligible for the NDSS?

A. A person can register for the NDSS if they have been:

- diagnosed with type 1, type 2 or gestational diabetes; or
- diagnosed with diabetes caused by a genetic defect, pancreatic disease, hormonal abnormality or exposure to certain drugs and chemicals.

A person is not able to register if they have pre-diabetes (impaired glucose tolerance or impaired fasting glucose), or if their health is being monitored in case they develop diabetes.

### Q. What type of services are available to people registered with the NDSS?

A. Through the NDSS, people with diabetes can access:

- information about diabetes self-care;
- fact sheets and other resources about diabetes;
- information in other languages about diabetes;
- programs and activities, such as healthy eating and physical activity programs (including online programs);
- peer support groups;
- subsidised diabetes products through community pharmacies; and
- the NDSS Helpline on **1800 637 700** and website at [ndss.com.au](http://ndss.com.au).

### Q. What type of support is available to people registered with the NDSS?

A. People with diabetes can call the NDSS Helpline on **1800 637 700** to:

- speak with a diabetes health professional;
- find out about services near them; and
- find out about products including where and how to get them.

The NDSS also provides reliable news and updates via:

- [ndss.com.au/news](http://ndss.com.au/news);
- Facebook ([facebook.com/TheNDSS](https://www.facebook.com/TheNDSS)); and
- Twitter ([twitter.com/NDSS\\_AUS](https://twitter.com/NDSS_AUS)).

**Q. What type of resources are available to people registered with the NDSS?**

A. There is information and resources tailored for type 1 diabetes, type 2 diabetes, gestational diabetes, women with diabetes who are pregnant or planning pregnancy—and information about other types of diabetes.

**Q. My patient does not need to monitor blood glucose levels. Why should they be registered with the NDSS?**

A. Through the NDSS, people with diabetes can access:

- diabetes and health information and resources;
- support and services including education programs for practical help and guidance; and
- subsidised diabetes products.

**Q. Can I still refer the person with diabetes to other health professionals?**

A. Yes. Normal referral processes to health professionals such as credentialled diabetes educators, accredited practising dietitians or other health professionals continue as required.

A person newly diagnosed with diabetes or, for example, transitioning to more frequent blood glucose monitoring or new diabetes medications can be referred by a GP through a Chronic Disease Management Plan to a credentialled diabetes educator or nurse practitioner specialising in with diabetes for diabetes self-management education, management and care.



## About NDSS forms

**Q. Which NDSS forms can be signed/certified by a practice nurse?**

A. The following NDSS forms can be certified by a practice nurse following a diagnosis / clinical decision made by a GP or medical practitioner:

- NDSS Registration form;
- Blood Glucose Monitoring Strip Six Month Access form; and
- Syringe or Pen Needle Access form.

NDSS forms are available on the NDSS website at [ndss.com.au/forms](https://ndss.com.au/forms).

Forms are also available on some medical software platforms including Medical Director, Best Practice and Zedmed.

**Q. How are NDSS forms submitted?**

A. NDSS forms should be submitted as per the instructions on each individual NDSS form.

**Q. During COVID-19 are there changes to signing NDSS forms?**

A. Yes. To make things easier during the COVID-19 pandemic, people with diabetes will no longer need to sign some NDSS forms to access services and diabetes products. Health professionals will be able to complete forms without the need for co-signing by the person with diabetes. These changes are temporary.

Read the news article about the [Signing of NDSS forms—temporary change](#).

## Signing/certifying NDSS forms

### Q. Do all practice nurses have to sign/certify relevant NDSS forms?

A. No. Adopting this business process is optional for each GP or medical practitioner / clinic.

A practice nurse is not required to certify a form unless it is within their scope of practice, knowledge and experience to do so. It is recommended that a practice nurse:

- determines if certifying the NDSS form is within their scope of practice;
- determines if they are supported by the workplace to do so, i.e. have access to the appropriate documentation (such as confirmation of diagnosis) required to complete these forms; and
- refers to the [Decision making framework](#) provided by the Nursing and Midwifery Board of Australia (NMBA) to assist in determining if this activity is within their scope of practice.

If GPs or medical practitioners / clinics choose to do so, they may still refer a person with diabetes to a credentialed diabetes educator or nurse practitioner specialising in diabetes to sign/certify NDSS forms.

### Q. Are there any practice settings where this optional business process is limited for practice nurses?

A. No. As long as the practice nurse (enrolled and registered nurse including midwife) is working with a GP or medical practitioner they can sign/certify relevant NDSS forms following a diagnosis / clinical decision made by a GP or medical practitioner in any practice setting including:

- a traditional GP clinic or medical practice;
- outpatient setting in a hospital clinic;
- other primary health care settings;
- community care settings; and
- urban, rural and remote settings.

## NDSS Registration form

### Q. Where do I find the NDSS Registration form?

A. The NDSS Registration form is available on the NDSS website at [ndss.com.au/forms](https://ndss.com.au/forms).

Forms are also available on some medical software platforms including Medical Director, Best Practice and Zedmed.

### Q. Why do you need email details of the person with diabetes?

A. Practice nurses should make sure all contact details for the person—including email, address and phone—are included to enable prompt access and support. This means the person can receive their registration number without delays and be quickly contacted for reminders and updates.

### Q. I have just registered a person with diabetes with the NDSS. What happens next?

A. The person will receive a welcome email or letter with their NDSS registration number. They will also receive through the mail, the NDSS registration card, along with an information booklet about diabetes and the services and products available through the NDSS.

**Q. How long is a person with diabetes registered with the NDSS?**

A. NDSS registration does not expire except for women with gestational diabetes. Women with gestational diabetes are registered with the NDSS and can access subsidised products for a period of 12 months before being included on the National Gestational Diabetes Register as part of the NDSS.

**Q. What is the National Gestational Diabetes Register?**

A. Women who are registered on the NDSS as having gestational diabetes are automatically included in National Gestational Diabetes Register as part of the NDSS. As part of the Register, the women and their GPs will be sent reminders about having regular type 2 diabetes checks after the baby is born.

**Q. Why should people with diabetes be registered with the NDSS?**

A. The NDSS is an Australian Government initiative administered by Diabetes Australia. The NDSS is a universal access scheme available to all people with diabetes who live in Australia or are visiting from some countries. It is free to register.

Through the NDSS, people with diabetes can access:

- diabetes and health information and resources;
- support and education programs for practical help and guidance; and
- subsidised diabetes products.

**Q. How is the NDSS Registration form certified?**

A. To sign/certify this form, practice nurses are required to:

- complete the 'Certifier' section of the relevant NDSS Registration form, which includes the provision of their AHPRA registration number;
- provide the diabetes diagnosis and medication details for the person as specified by the GP / medical practitioner; and
- sign the form to confirm that they have sighted written documentation relating to the diagnosis on the NDSS Registration form.

**Q. Should I see written documentation about the diagnosis of the person with diabetes?**

A. Yes. By signing this form, practice nurses are confirming they have sighted written documentation relating to the diagnosis from the GP or medical practitioner. The GP / medical practitioner will specify the diabetes diagnosis and medication details and practice nurses will need to provide the diabetes diagnosis and medication details for the person with diabetes on the NDSS form.

## Blood Glucose Monitoring Strip Six Month Access form

**Q. What is the Blood Glucose Monitoring Strip Six Month Access form used for?**

A. This form allows access to additional subsidised blood glucose monitoring strips for people with type 2 diabetes not using insulin after the initial six-month period provided by the NDSS.

**Q. Where do I find the Blood Glucose Monitoring Strip Six Month Access form?**

A. The Blood Glucose Monitoring Strip Six Month Access form is available on the NDSS website at [ndss.com.au/forms](https://ndss.com.au/forms).

Forms are also available on some medical software platforms including Medical Director, Best Practice and Zedmed.

**Q. How is the Blood Glucose Monitoring Strip Six Month Access form certified?**

A. To sign/certify these forms, practice nurses are required to:

- complete the 'Certifier' section of the form to provide the main reason for the extension; and
- sign the form to confirm that the person named on the form needs additional access to subsidised blood glucose monitoring strips as determined by their GP / medical practitioner.

**Q. How will people with diabetes be reminded that they need a new form as their six-month access is coming to an end?**

A. A reminder will be sent to the person with diabetes prior to the end of the six-month period. This may be by email or letter.

**Q. Have any temporary changes been introduced to the blood glucose monitoring strip approval requirement during COVID-19?**

A. Yes. To make things easier during the COVID-19 pandemic, the requirement for a Blood Glucose Monitoring Strip Six Month Access form to be completed has been temporarily suspended. This means people with type 2 diabetes who do not use insulin will not need to have a form completed by a health professional to receive subsidised access to BGTS through the NDSS.

Read the news article about the [Signing of NDSS forms—temporary change](#).

## Syringe or Pen Needle Access form (previously known as the Medication Change form)

### Q. What is the Syringe or Pen Needle Access form used for?

- A. This form allows a person who is already registered with the NDSS, but hasn't before used an injectable diabetes medication, to access syringes or pen needles through the NDSS. "Injectable diabetes medication" means insulin, or an approved non-insulin injectable medication (such as Byetta® or Victoza®).

### Q. Where do I find the Syringe or Pen Needle Access form?

- A. The Syringe or Pen Needle Access form is available on the NDSS website at [ndss.com.au/forms](https://ndss.com.au/forms).

Forms are also available on most medical software platforms including Medical Director, Best Practice and Zedmed.

### Q. How is the Syringe or Pen Needle Access form certified?

- A. To certify these forms, practice nurses are required to:
- complete the 'Certifier' section of the form to provide the injectable diabetes medication;
  - complete the date the person will first use this medication; and
  - sign the form to confirm that the person named on the form needs access to syringes or pen needles as they have been prescribed insulin or an approved non-insulin injectable diabetes medication by their GP / medical practitioner.