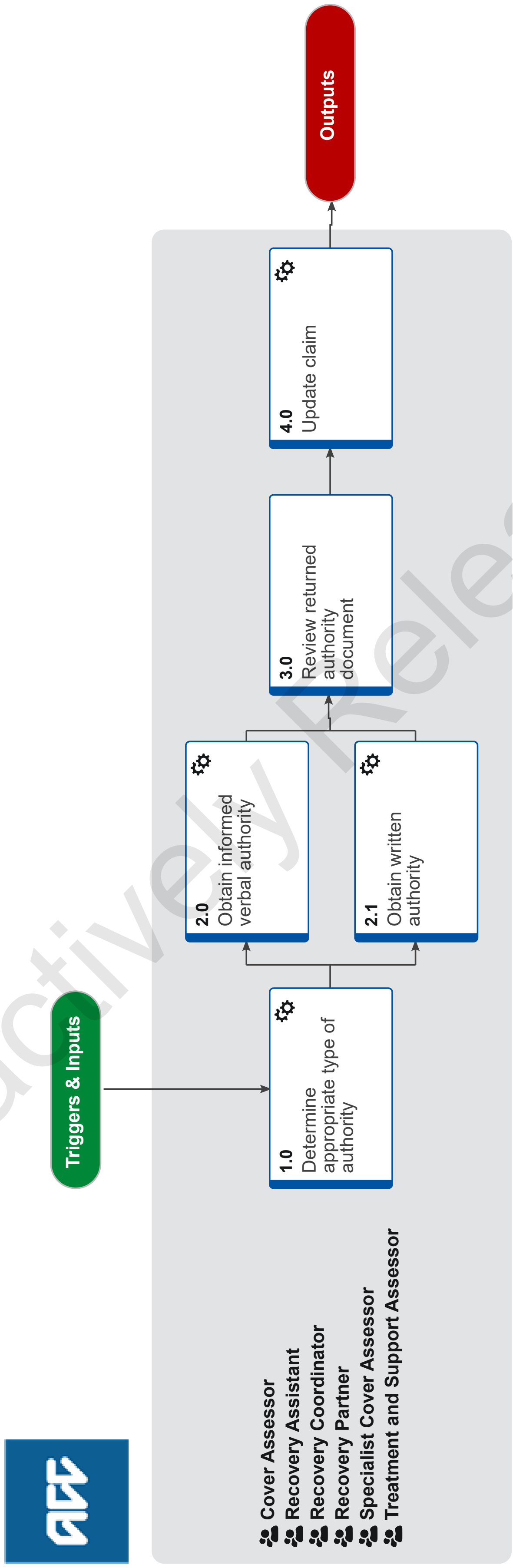
Obtain Client Authority to Collect Information v58.0



Obtain Client Authority to Collect Information v58.0

Summary

Objective
To obtain verbal or written authority from the client so that we can collect relevant medical or other records.

Background
Obtaining client authority to collect information is required when ACC needs to gather client medical or other records, and ensures our clients understand the type of information we might request and why.

Use this process to either obtain:
• informed verbal authority during client onboarding to ensure the client is aware of what they've consented to when the ACC45 claim form has been lodged, or
• written authority via MyACC or an ACC6300 form when verbal authority is not appropriate.

Each time we request information about a client, we should first explain why we are collecting the information, and how we intend to use it.

ACC6300 Expire – As long as the ACC6300 is on the claim and the claim is actively managed then there is no need to redo it or obtain an up to date ACC6300. However, it is always good practice to speak with the client periodically to inform them of when and why we are going to collect information, especially if the ACC6300 was originally signed several years ago. When you have spoken to the client add a contact on the claim to show this has been discussed.

If the claim hasn't been active for some time and then needs to be managed again, You will need to do a new ACC6300 even if one is already on the claim. While waiting for a renewed 6300 to be completed, a verbal confirmation with the client that they are still happy to give consent and a contact made in the claim is enough to demonstrate that the client has provided interim authorisation

Owner [Name withheld]

Expert

Procedure

1.0 Determine appropriate type of authority

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a In Eos, check what existing authority there is on the claim.

NOTE **What if you view Client Authority through Claim on a Page (COAP)?**
Claim on a Page will show if there is consent on the client's claim, but to view more details or make changes you will need to open the claim in Eos.

View Client Consent

NOTE **What if your client is under 16 years of age?**
Your client's parent, guardian or nominated person will provide the authority to collect information. When your client turns 16 they can give the authority themselves therefore you need to request authority from the client directly as per steps in this process.

Clients under 16 with complex mental injuries, require that you identify a Safe Contact. Your clients' Safe Contact or guardian can provide authority to collect information on your clients behalf. Depending on who your clients' Safe Contact is you will need to Obtain Authority to Collect Information and/or Authority to Act .

For more details refer to the information and process below.
PROCESS Identify Safe Contact for Child Clients

Children and Adolescents Consent

NOTE **What are the different authority types?**
There are five different authority types and a Conditions section on the Consent tab:

• ACC45: The ACC45 claim form that provides ACC with initial authority to collect information
• Verbal: A pre-recorded message played to the client during onboarding, to ensure they are informed of the authority they have previously provided on the ACC45 claim form and reaffirm this
• MyACC: The client has reviewed the authority terms and conditions and provided authority to collect information via MyACC. Eos creates the ACC6300D form as a record of the client's agreement.
• ACC6300: The client has reviewed the authority terms and conditions and signed their authority on the ACC6300 Authority to collect medical and other records form. Eos holds a record of this when it has been signed and returned
• Withdrawn: The client has advised they no longer give authority for any of the above authority types and we have 'Withdrawn' their authority. No records can be requested if the type is Withdrawn

Conditions: The client has provided authority to collect information in one of the ways above but they have also provided certain conditions to their authority. The conditions are recorded as comments in the Conditions text box.

NOTE **What needs to be on the claim for the ACC6300 information to show in MyACC?**
The Recovery Plan must be created, verbal Authority loaded on the RP before the ACC6300 will show in MyACC.

MyACC: The client has reviewed the authority terms and conditions and provided authority to collect information via MyACC. Eos creates the ACC6300D form as a record of the client's agreement.

b Determine if it's appropriate to request informed verbal authority or written authority using the Obtain Verbal or Written Authority Guidelines below or click on the Sharepoint link.

ACC Guidelines to obtain verbal or written authority

Privacy and Ethics Hub ACC45 vs ACC6300

NOTE **What if the client's claim is active and has been open for 12 months?**
Progress to an ACC6300 via form or MyACC as noted in the 'NG GUIDLINES Obtain Verbal or Written Authority' above.

NOTE **What if you need to obtain written authority from the client?**
Go to Activity 2.1 Obtain written authority.

Personal and Property Orders for Clients Policy

NOTE **Do we accept Electronic Signatures?**
Information from the Privacy Team - Since Lockdown we have been more lenient in accepting electronic signatures. However, a client's name typed on a form isn't enough to accept the ACC6300, unless we have spoken with that client about typing their name and have captured this in a detailed 'contact' on EOS.

NOTE **Why is Te Whatu Ora asking for a signed ACC6300?**
Te Whatu Ora is only able to legally fulfil information requests when they are satisfied they have appropriate client consent. ACC considers the ACC45/46/42 to be valid for the first 12 months.
As a general guide, an ACC6300 is required for all claims where the date of injury or lodgement is greater than 12 months or we are requesting information for a 12 month or longer period.

However, in some situations, Te Whatu Ora will consider an ACC6300 is required within a shorter timeframe to ensure informed client consent, so you will need to have your client sign a ACC6300 in order to get the notes.
Te Whatu Ora will often ask for a ACC6300 that has been signed within the last 12 months, In these cases you will need to have your client sign a new one in order to get the notes.

2.0 Obtain informed verbal authority

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a Advise the client that we want to explain how we gather and use their information by playing a pre-recorded message. Confirm they are ready to listen to this.

NOTE **What if the client is using interpreter**
Have the person conducting the phone call read out the consent message below line for line so the message can be interpreted correctly and clearly.

Consent Message:
To help with your recovery, we may need to talk to people such as your GP, other health providers or your employer. That will mean collecting and sharing information about you.
Some examples of the information we may need are: details of your accident, medical information relevant to your claim, your work details and tax records.
We will follow the law when collecting, using, and sharing your information and we will keep your information safe.
You can ask us at any time for information we hold about you and tell us if you think there's something wrong.
You can read our privacy notice at www.acc.co.nz for more information about your rights and our responsibilities.
Before we can gather information about you, we need your permission, and we will now confirm that with you.

b Play the pre-recorded consent message

NOTE **How do you play the pre-recorded message using Genesys Cloud?**
1. Select the 'Transfer' arrow icon
2. In 'Name or Number' bar, type 'Consent' and select 'Consent Disclosure' IVR (Interactive voice response) when it pops up
3. Select 'Consult'. This places the customer on hold and dials the IVR. While IVR is connecting, click on ALL to bring the customer into the call.
4. The IVR message plays, then disconnects automatically, leaving the Staff Member and customer on the phone together.

c Verbally confirm that the client agrees.

NOTE **What if the client requests a copy of what they have consented to?**
The consent is a pre-recorded message and can be emailed to the client if requested. Attach the Disclosure Statement - Consent Recording.

Disclosure Statement - Consent Recording

NOTE **What if the client doesn't agree to the pre-recorded verbal authority?**
If they want to:
• provide authority in writing, fully or with conditions, go to Activity 2.1 Obtain written authority
• decline all authority options, go to the Decline or Withdraw Client Authority to Collect Information process.
PROCESS Decline or Withdraw Client Authority to Collect Information

NOTE **How often do you need to update the authority to collect information when given verbally?**
Consider updating the consent indicator at 6 and 12 months post welcome conversation if the consent is verbal.

d Go to Activity 4.0 Update claim.

2.1 Obtain written authority

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a Discuss and confirm if the client would like to provide written authority via:
• MyACC
• an emailed ACC6300 Authority to collect medical and other records form
• a posted ACC6300 Authority to collect medical and other records form.

ACC6300 Authority to collect medical and other records

NOTE **What if the client wants to use MyACC?**
Advise them to log in to MyACC and complete the authority on the Injury Details section.
The ACC6300D will be uploaded to Eos automatically if provided via MyACC.

NOTE **What if the client wants it to be emailed?**
• Advise that they'll need to print, sign and scan the form back to ACC
• Check if the client's email address is verified. If not, got to Update Client's Party Record to verify the email address
• Email it to the client.
PROCESS Update Client Party Records

NOTE **What if the client wants it to be posted?**
• Ensure they have a valid postal address
• Send a Send Letter task to the Recovery Administration department queue to request it to be posted.

NOTE **What if the client wants to provide their own conditions?**
• Discuss obtaining alternative conditions, using the Privacy - Authority Principles as a guide
• Request them to send their conditions in writing.

NOTE **What is the CLI01 letter and when should you use it?**
If you require the ACC6300 and the ACC165 to be completed by the client, you can use the CLI01Branch ACC6300 ACC165 Letter With Task - Client, which has the cover letter and the two forms attached.

You can also use this if you only require the ACC6300, just remember to remove the information about the ACC165.

As this letter has the cover letter already done it is a good way to send the form to the client.

Privacy - Authority Principles

NOTE **What if the client doesn't agree to provide any authority?**
Go to the Decline or Withdraw Client Authority to Collect Information process. This process ends.
PROCESS Decline or Withdraw Client Authority to Collect Information

NOTE **What if the client needs to use an electronic signature on the form**
Information from the Privacy Team - Since Lockdown we have been more lenient in accepting electronic signatures. However, a client's name typed on a form isn't enough to accept the ACC6300, unless we have spoken with that client about typing their name and have captured this in a detailed 'contact' on EOS.

3.0 Review returned authority document

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a Receive the 'NGCM - Action Attached Documentation' task.

NOTE **What if you've received an NGCM - Action Attached Documentation task?**
Close the task as it's to inform you that the ACC6300 form has been uploaded to the claim.

b Review the written authority to confirm you understand and accept any conditions provided.

NOTE **What if the conditions need to be further clarified with the client?**
Contact the client to confirm the conditions and clarify any uncertainties.

c Ensure that ACC has received the fully signed ACC6300 form from the client.

NOTE **What if client does not return the full ACC6300 document, and only submits the signatory page?**
Contact the client to ask for the full ACC6300 with the signatory page. This ensures that everything is transparent and correct on the claim.

4.0 Update claim

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a In Eos, add the applicable consent record type and any conditions on the Consent tab.

Add Client Consent
