

Summary

Objective

When contacting an assessor in person, it's important that we are impartial, eg we don't influence the assessor or the proposed assessment.

Owner Name withheld

Expert Name withheld

Policy



1.0 Rules

- a** You must record a 'Contact' in Eos whenever you have contact with the assessor, including the reasons for the contact and the outcome.

To ensure the provider is able to book sufficient time and resources for clients who have additional requirements, you must contact the assessor prior to the assessment if any of the following apply:



- the client has any physical disabilities or other special needs
- the client has intellectual difficulties
- it is a very large or complex case
- an advocate or support person wishes to attend with the client
- an interpreter is required
- the client asks for the assessment to be recorded
- the client is flagged by ACC as a potential risk
- the client has expressed any concerns about having a male/female assessor
- a chaperone is required.

See Arranging an additional medical assessment referral and Vocational Medical Services (VMS).

-  Arranging an additional medical assessment referral
-  Vocational Medical Services (VMS)
<https://go.promapp.com/accnz/Process/da3c6b90-6e78-4d28-805f-4cee50a6032f>

2.0 Providing file material to clients and assessors




- a** When you make the referral, remember:
- you must ensure that the client is aware of any material from the client's file that you might provide to the assessor
 - you must ensure that the client is aware of any other parties that the assessor will contact as part of the assessment process, eg see Vocational Rehabilitation Review (VRR)
 - you can send a copy of the referral material to the client at the same time as you send it to the assessor
 - the client does not have the right to veto any material which you consider is relevant for the assessor to have
 - it's very important that you do not provide any material to an assessor that is not relevant to the required assessment. See Summary of the Health Information Privacy Code
 - you're responsible for checking the material to be released to the assessor. See ACC6173 Information Disclosure Checklist

-  Vocational Medical Services (VMS)
<https://go.promapp.com/accnz/Process/da3c6b90-6e78-4d28-805f-4cee50a6032f>
-  Summary of the Health Information Privacy Code
<https://go.promapp.com/accnz/Process/8c944c40-e51d-4183-9b40-b67751e5f611>

3.0 Communication with assessors when clarifying an assessment

- a** If an assessment does not address the specific questions asked by you, or you have any other concerns, get internal advice, eg from a branch medical advisor (BMA) or rehabilitation advisor, before you ask for clarification in writing. If appropriate, send a copy of any clarification requests to the client.

If you identify clinical quality concerns for an Initial Medical Assessment (IMA) or Vocational Independence Medical Assessment (VIMA), consider escalating this as a VMS provider performance issue.

-  Initial Medical Assessment overview
<https://go.promapp.com/accnz/Process/6ad47664-5692-4217-bc84-77f4fc7ea9b1>
 -  Vocational Independence Medical Assessment Policy
<https://go.promapp.com/accnz/Process/c10319db-4f45-4ea3-bc44-7fad6c1e3608>
 -  Vocational Medical Services provider performance management framework
<https://go.promapp.com/accnz/Process/ee9642ea-e640-44cd-8fa6-cfe0b17bdb76>
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