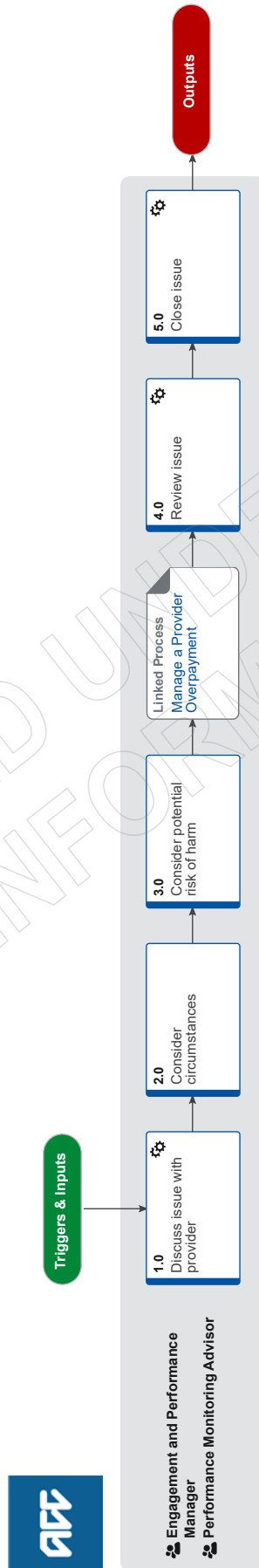


RELEASED UNDER THE OFFICIAL INFORMATION ACT



Summary

Objective

This process is used to manage a situation where it is identified that a provider has treated themselves, a family member or someone close to them.

Background

If this process is not suitable for the situation you are managing please discuss how to manage the issue with your manager.

ACC agrees with the Medical Council of New Zealand, which states that other than in exceptional circumstances providers shouldn't provide medical care to themselves or anyone with whom they have a close personal relationship.

ACC generally considers it unacceptable and unethical for providers to claim payments from ACC for treating those who are close to them, except in exceptional circumstances.

Owner

[Name Withheld]

Expert

Procedure

1.0 Discuss issue with provider

Engagement and Performance Manager, Performance Monitoring Advisor

- a Send Treating Family letter to provider

 PSD01 Treating family

- b If not already completed, create an issue or case in Salesforce.

2.0 Consider circumstances

Engagement and Performance Manager, Performance Monitoring Advisor

- a Review information received from provider

- b Consider whether exceptional circumstances can be applied, these include:

- acute treatment provided in an emergency situation where, in your reasonable judgement, the need for treatment is urgent given the likely critical effect on the person of any delay in treatment.
- situations in rural areas where there is no other appropriately qualified treatment provider available to give the required treatment.

NOTE Do exceptional circumstances apply?

If yes, process ends.

If no, continue to Activity 3.0

If unclear, consider asking for more information or request clinical advice

Refer to the position statement on treating family members which can be accessed via Page 3 in the Working together - a handbook for providers working under the Cost of Treatment Regulations (ACC7909) document

 Working Together - A handbook for providers working under the Cost of Treatment Regulations (ACC7909)

 Position Statement - Treatment of Family Members

<https://www.acc.co.nz/assets/provider/ps-treatment-family.pdf>

NOTE Did provider provide clinical rationale?

If yes, request clinical advice.

 **PROCESS** P&I - Request clinical advice

3.0 Consider potential risk of harm

Engagement and Performance Manager, Performance Monitoring Advisor

- a Review issue

NOTE Is the provider a profession listed in the Health Practitioners Competence Assurance Act? *

- * Chiropractors
- * Dentists
- * Dietitians
- * Medical Practitioners
- * Nurses and Midwives
- * Occupational Therapists
- * Optometrists and Dispensing Opticians
- * Osteopaths
- * Pharmacists
- * Physiotherapists
- * Podiatrists
- * Psychologists
- * Psychotherapists

Yes, go to PRG

PROCESS PSD - Refer issue to Provider Remedies Group (PRG)

NOTE What if the provider is from another profession?

Obtain consent from the provider to refer to their professional body and refer to the Provider Remedies Group.

If the provider refuses to consent, discuss with Legal services whether a notification under a Privacy Act exemption could be made to the regulatory authority.

PROCESS PSD - Refer issue to Provider Remedies Group (PRG)

PROCESS **Manage a Provider Overpayment**
Engagement and Performance Manager, Performance Monitoring Advisor

4.0 Review issue

Engagement and Performance Manager, Performance Monitoring Advisor

- a** Set 6 - 12 month reminder to review issue.
- b** Undertake review. If the family names are known, use the "how to guide" to run a report from MFP to extract data on whether treatment was provided for that family member.
If the family name is not known, email a request to Integrity Services (Integrity.Insights@acc.co.nz) for an new insight report. Include the following information:
 - Provide ACC ID:
 - Provider name:
 - Originally flagged in (e.g. Physio PIR 2018):
 - Description of original findings (e.g. Provider admitted treating husband and father in law over 6 month period.
 - Required by: (date)

NOTE Has the issue resolved?

If yes, then process ends.

If no, refer issue to Provider Remedies Group

PROCESS PSD - Refer issue to Provider Remedies Group (PRG)

How to search MFP for payment information on a client.

5.0 Close issue

Engagement and Performance Manager, Performance Monitoring Advisor

- a** Update Salesforce issue or case to "complete"
 - b** Save
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