



Summary

Objective

To action a request for medical consumables. The process includes the assessment of the request and arrangement of the medical consumable to be sent to the client.

Background

A medical consumable is:

A medical product, or product used for a therapeutic purpose, that:

- is not a pharmaceutical
- is not re-usable
- a client has been assessed as needing
- is needed as a result of the client's covered personal injury to help restore their health, independence and participation to the maximum extent practicable
- is cost-effective
- has evidence to justify its use.

This process uses CommunityClient. CommunityClient is Onelink's online ordering portal for medical consumables. It can be accessed by Recovery Team members and contracted Social Rehabilitation assessors to use.

Assessors can use CommunityClient to place orders for medical consumables and the orders will be automatically sent to the Recovery Team member for approval. Assessors and Recovery Team Members can also make changes to a client's order.

Owner Name Withheld

Expert Name Withheld

Procedure

-  **PROCESS** **Arrange Social Rehabilitation Needs Assessment**
Recovery Assistant, Recovery Coordinator, Recovery Partner

1.0 Receive Request for Support

Recovery Assistant, Recovery Coordinator, Recovery Partner

- a** Requests for medical consumables are sent by assessors via Community Client (Onelink), or via the ACC178 after an assessment has been completed. Clients can request medical consumables at any point during their recovery.

 Medical Consumables Policy

 ACC178 Medical consumables order form

NOTE What if an assessment has not been completed?

A Single Discipline Assessment (SDA) would need to be arranged to confirm the request is appropriate and relates to the covered injury. The SDA will also identify the correct consumables and the correct codes. This would also be the case if a client requests medical consumables directly.

If you have available, the previous ACC178, please attach this to the SDA referral, for reference.

-  **PROCESS** Arrange Social Rehabilitation Needs Assessment

NOTE How do you access CommunityClient (Onelink)?

To access Onelink, you will need to register.

- Go to the CommunityClient website (weblink below) and complete the registration details under the register tab:

- Fill in your name and email address
- Under 'Organisation', enter 'ACC' or for Assisted Recovery type in 'ACC Assisted Recovery' and your site location eg 'ACC Dunedin' or 'ACC Assisted Recovery Dunedin'
- Under telephone number provide your direct dial and/ or relevant 0800 number
- Under address add your site details

Once registered, you'll be emailed log in information.

Note that in the past, Assisted Recovery shared a login - this is no longer the case and Recovery Assistants must individually register.

If an assessor needs access to view client information via Onelink, they may require access. Recovery Team members need to grant access to assessors. If an assessor requests access to client details in CommunityClient, check this is appropriate and follow the prompts in CommunityClient to grant access.

Once registered and able to log on to the website, read the Order Instructions and Helpful Hints document.

If you have any questions about how to use the website, contact them directly phone on 0508 222 546. Or if you have a more substantial query, email communityclient@onelink.co.nz.

-  CommunityClient
<https://www.communityclient.co.nz/login.aspx?reason>
-  Medical Consumables – CommunityClient Service Page

NOTE What if you already have access, but have changed team?

Once logged in, click on the 'My Account' button at the top of the page and update "Organisation" to "ACC *your team and location*", this will ensure approval emails are sent to the appropriate inbox eg Assisted recovery shared email inbox.

NOTE What if the request is to fund a Medical device?

Go to the 'Assess and Fund Medical Devices' process and see Step 1.0. task b). for more information about funding medical equipment.

-  **PROCESS** Assess and fund Medical Devices

2.0 Assess Request

Recovery Assistant, Recovery Coordinator, Recovery Partner

- a** Confirm the client's eligibility for the medical consumable.

NOTE What is the eligibility criteria for receiving medical consumables?

A client is eligible to receive medical consumables if all of the following statements are true:

- An independent, contracted specialist assessor has assessed the client's consumable needs
- The client has been discharged from an acute care facility and will need consumables after one week because of the nature of the injury
- A general practitioner (GP), specialist or allied health professional has advised us the client need for medical consumables.

Medical consumables are available to meet both short and long term needs.

NOTE What do you need to consider when the entitlement request is received and deemed cover exists?

Refer to the Deemed Cover and Entitlements Policy for considerations to determine client entitlement eligibility while in deemed cover period.

 Deemed Cover and Entitlements Policy

- b** Confirm that the medical consumables will meet the needs of the client.

NOTE What if the request is urgent?

Email Onelink directly for emergency supplies, adding URGENT to the Subject line of the email.

NOTE What if the request is to set up the client on the CommunityClient website?

Go onto the CommunityClient website (link below)

- Go to 'Client search' add either client name or claim number in the available box.
- Click 'Add new client' and enter the relevant information (Approver is either your name or Assisted Recovery). If the claim is managed in our Supported or Partnered teams, select your name as 'Approver'. If the claim is managed in the Assisted team, select 'Assisted Recovery' as 'Approver'.

- Notify the requestor confirming the client is now set up in CommunityClient, refer to the system steps below for guidance on how to send a notification.

NOTE How do you manage a new 'non-catalogue product' request?

Expectation is for our providers to have trialed a catalogue product first and have addressed all alternate options:

1) Have an assessor / provider determine if there is an alternate product which would be suitable. Please be advised assessors / providers and staff can do an "Item Search" on the Community Client web site, that has drop down options matching the headings and subheadings to search medical consumables.

a) if yes proceed to #2

b) if no, the assessor / provider is required to find a similar item to the proposed non-catalogue request and on receipt of this information go to Seek Internal Guidance to determine if it is appropriate to be funded / trailed.

2) On the ACC178 provider to identify the 700#### code/s for items trialed and explain why they are not suitable (then proceed to #3).

3) On the ACC178 provider notes clinical rationale for the new non-catalogue item requested. Be sure to include the correct product code, supplier/manufacture, required quantity and frequency.

4) Check that Client's name, address, claim number and other details supplied are correct.

5) Submit only NEW non-catalogue requests on the non-catalogue portion of the Form. Any other requests that are already in the catalogue will not be processed, rather please place catalogue items in proper category.

** If appropriate to fund, email ACC178 to Communityclient@onelink.co.nz using the vendor Pharmacy Retailing (NZ) Ltd T/A Onelink for consideration, ensuring the assessor has provided a rationale for the non-catalogue product.

** Communityclient are required to ensure all existing products from the catalogue are considered for use, or a rationale given on why these may not be suitable, prior to sourcing the requested product.

These requests are sent to ACC Portfolio team and it will be their decision to approve or not.

 **PROCESS** Seek Internal Guidance

NOTE What if you are unsure if the request for the medical consumable is appropriate?

Follow seek Internal Guidance Link

 **PROCESS** Seek Internal Guidance

3.0 Approve or Decline Request

Recovery Assistant, Recovery Coordinator, Recovery Partner

- a** Approve or decline the request.

NOTE How do you approve the request with or without an ACC178?

If approving via an ACC178, email Communityclient@onelink.co.nz using vendor Pharmacy Retailing (NZ) Ltd T/A Onelink (Vendor ID: G05334 if not already set up) and adding ORDER APPROVED to the subject line of the email - note that you add this to the end of the subject line, rather than replacing the whole subject line. *Please do not include any client medical information, only the ACC178 is required. Ensure the order is added onto Community Client Website in the first instance, you are only required to submit an ACC178 for non catalogue item requests.

If approving without an ACC178, follow the instructions above in the email include the consumable description and code (if available). *Please do not include any client medical information, only the product description and code is required. You will need to include basic client information in your email (that would be captured on the ACC178) to enable delivery.

If the assessor has ordered directly through One Link, then please refer to NOTE: What if the assessor has ordered directly through One Link?

NOTE What if the assessor has ordered directly through One Link?

1) You will have received a notification via email. Click on the link and follow the online instructions through to approval.

2) Log into Community Client using your individual log in details

3) Go to the Work Items tab, this should bring up a list of items and should show the corresponding request to the e-mail that has been received. If working in Assisted Recovery, you may have to search "Assisted Recovery" in Work Items to locate this .

3) Review the request and either approve or decline it.

4) Upload the e-mail from Community Client to the file with the action taken (i.e approved or declined).

NOTE What if you are in Assisted Recovery and are unable to access the claim because it was previously started by another team?

Email the approver (provider) to request that future consumable requests are sent to Assisted Recovery

NOTE How do you document your decision for approving or declining the request?

Refer to the (NGCM) Document Recovery Decisions' process.

PROCESS Issue Recovery Decision

NOTE What if the medical consumable is not available?

If the product is unavailable or has been discontinued discuss alternatives with the assessor.

After discussions you can choose to wait for the product or order an alternative.

If you decide to wait, the product is placed on back-order and Onelink will provide an expected delivery date within 48 hours

NOTE What are the delivery timeframes?

North Island orders

- In stock - three working days of placing an order
- Not in stock - five working days of placing an order

South Island orders

- In stock - five working days of placing an order
- Not in stock - six working days of placing an order

NOTE What if the request is considered a long term supply?

In Eos, set a reminder task on the client's claim to review the client's needs at regular intervals. Refer to the Medical consumables policy below for appropriate review intervals. If a reassessment is needed then refer to the process below.

PROCESS Arrange Social Rehabilitation Needs Assessment

Medical Consumables Policy

b Notify the assessor via email, the order has been approved and confirmed.

NOTE What if medical consumables have already been purchased by the provider?

Suppliers can either use their own stock of high-cost consumables and invoice ACC directly for the actual cost of the consumables using the NS10 code; or order these consumables through Onelink.

(High cost consumables are defined as items that have a total cost of at least \$25 per consultation (meaning all consumables used during a single consultation together cost \$25 or more) with a minimum cost per unit of \$10.)

All other consumables are considered low cost consumables and are included in the price of the packages of Nursing care (NS01, NS02 and NS03), Extended Nursing (NS04) and Treatment of Subsequent Injury (NS06). They cannot be invoiced separately by suppliers.

- Refer to Nursing Services - Consumables Service page
- Refer to Medical Consumables policy
- Refer to Accident Services – a guide for DHB and ACC staff

Accident Services - a guide for DHB and ACC staff <https://www.acc.co.nz/assets/provider/accident-service>

NOTE What if our client is in Residential Support Services?

- Residential Support Services contract (Appendix A) should be reviewed when making a decision on these requests.
- Review the medical consumable items that are already covered under the daily bed rate in the Residential Support Services contract.
- Recovery Team Member would determine whether the request has been submitted by a residential facility – they should review the address which should show the facilities name.

PROCESS Residential Support Service Page

NOTE What if there are amendments or changes to existing orders?

- Once the amendment or change has occurred Onelink will send the approver an email acknowledging the amendment / change.
- This email is then required to be filed away to the clients claim for reference / confirmation of this amendment / change.

4.0 Issue decision

Recovery Assistant, Recovery Coordinator, Recovery Partner

- a** If approving the request for medical consumables, send the client the 'MCO01 Medical consumables approved - client' letter together with the 'MCIS01 Medical consumables' information sheet.

NOTE What if consumables are damaged, unused or received in error?

- ACC's policy and agreement with Onelink is for our clients to tell Onelink about any damaged, unused or incorrectly ordered products as soon as possible. Onelink will then manage the collection of these products.
- Please note ONLY full, unopened packs can be returned to Onelink
- Onelink will credit ACC for the returned products where possible.

 MCIS01 Medical consumables Information Sheet

- b** If declining the request for medical consumables, send the client the MC02 Decline request for medical consumables - client

 MCO02 Decline request for medical consumables - client

 Create a Notification - System Steps

 Email and Instant Messaging Policy

- c** Close the task.

 **PROCESS** **Create or Update Recovery Plan**
Recovery Assistant, Recovery Coordinator, Recovery Partner
