

Summary

Objective

Before a Client commences Pain Management Services (Group/Community Services), an Initial Triage Assessment must be complete.

The purpose of the Pain Management Services Triage is to undertake a high-quality preliminary assessment of each Client to determine the nature of the treatment and/or rehabilitation required (if any). The Triage should also include an evaluation of the causes and contributors to the pain and describe the relationship between the pain the Client is experiencing, and the ACC covered injury.

Owner Name withheld

Expert

Procedure

1.0 Eligibility for a Pain management Triage Assessment

- a Clients are eligible for Pain Management Services if they have:
- an accepted claim for a covered injury; and
 - have persistent pain that has lasted for three months or longer from the date of their covered injury; or
 - have been diagnosed in accordance with the Budapest Criteria, with a Complex Regional Pain Syndrome; or
 - have a suspected diagnosis of Complex Regional Pain Syndrome according to the Budapest Criteria and require diagnosis from a Specialist Pain Medicine Physician

2.0 Who can refer for a Pain Management Triage Assessment?

- a Referrals for Pain Management Services Triage can made by ACC, General Practitioners, Rongoā Practitioners or another Registered Health Professional currently providing services to the Client.

If the referral has was made by an external party ,no prior approval from ACC is required and the Supplier is responsible for making sure that Clients referred for Triage meet the eligibility criteria prior to commencing Triage.

3.0 The Triage Team

- a Pain Management Services Triage Assessments must be completed by one clinician who directly aligns with the details specified in the Client's referral.
- b The Triage Assessment report and recommendations must be reviewed by the Pain Management Interdisciplinary Team before submitting to ACC.

4.0 Recommendations following the Triage Assessment (ACC7984 Form)

- a The Triage team will complete the ACC7984 form outlining the recommended pathway that will best meet the Client's needs. The completed ACC7984 form will be sent to the referrer, and ACC.

NOTE What should the Triage Assessment include?

- Confirmation of suitability for the Pain Management Service. If the Client is not suitable for Pain Management Services, the provider is required to give an explanation and recommendations on what supports or alternative services the Client may need (if any).
- Estimated duration of programme
- Summary of findings including the relationship between the pain the Client is experiencing and the ACC covered injury
- An assessment of Client's cultural needs
- List of Medicines (either from the GP or Client self reporting)
- Summary of ePPOC results
- Confirmation the Triage recommendations have been peer reviewed by the Interdisciplinary Team prior to report being submitted to ACC

5.0 If the Client requires Pain Management

- a Following the Triage Assessment, if it has been identified the Client will benefit from a Pain Management service, the supplier will provide the recommendation via the ACC7984 form and request funding for the service prior to commencing any services for the Client.
-

6.0 If the Client does not require Pain Management service

- a It is possible that Pain Management Services will not be the right service for all Clients who are referred to the service. In these cases, the Triage team are responsible for referring the Client out of the service.
-

7.0 Tertiary Services

- a There is no requirement for the Client to undergo a Pain Management Service Triage assessment when referred to Tertiary Services, however Tertiary providers do have this option available to them if clinically appropriate.
-

Proactively released