

Welcome | Haere mai

The webinar will start shortly.

Please ensure your camera is off and your mic is muted.

The beginner's guide to ACC for GP's and nurse practitioners

2 MAY 2023

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**He Kaupare. He Manaaki.
He Whakaora.**
prevention.care.recovery.

Karakia

Whāia, whāia

Whāia te Tika

Whāia te Pono

Whāia te Aroha

Mō te oranga tāngata

Kia puta ki te whai ao

Ki te ao mārama

Haumi e, hui e

Tāiki e

Striving to do what is right

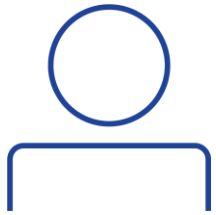
Undertaking to act justly

Being considerate of everyone

That it may improve the lives of all

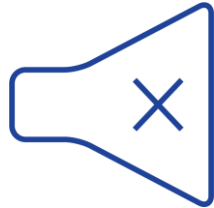
Welcome

Welcome to 'The beginner's guide to ACC for General Practitioners and Nurse Practitioners' webinar



People

Ally Emerson
Mary Higham
Dr Sefton Moy



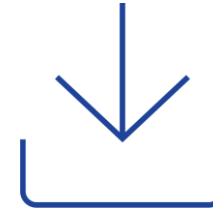
Mute

Please mute
your microphone



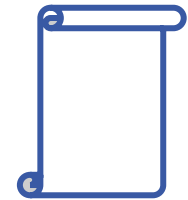
Questions

Questions will be
answered periodically
through session as
well as Q&A at the end



Download

Download
this webinar



Log CPD hours

GPs can self-register for
1 CME credit for
Continuing Professional
Development (CPD)
with the RNZCGP

Agenda

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About ACC

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About ACC

1

What is ACC?

- ✓ We are a Crown entity.
- ✓ We provide no-fault personal injury cover.
- ✓ For New Zealanders and our visitors.
- ✓ As set out in the Accident Compensation Act 2001 (AC Act).

[About ACC \(acc.co.nz\)](https://acc.co.nz)



What do we do?

We help reduce the impact of injuries by:

- ✓ Educating people on injury prevention
- ✓ Contributing towards treatment
- ✓ Compensating people who can't work
- ✓ Working with communities to improve health literacy.

We create a unique partnership with every New Zealander, improving their quality of life by minimising the incidence and impact of injury.

[What We Do \(acc.co.nz\)](https://acc.co.nz/what-we-do)

[Preventing injury \(acc.co.nz\)](https://acc.co.nz/preventing-injury)

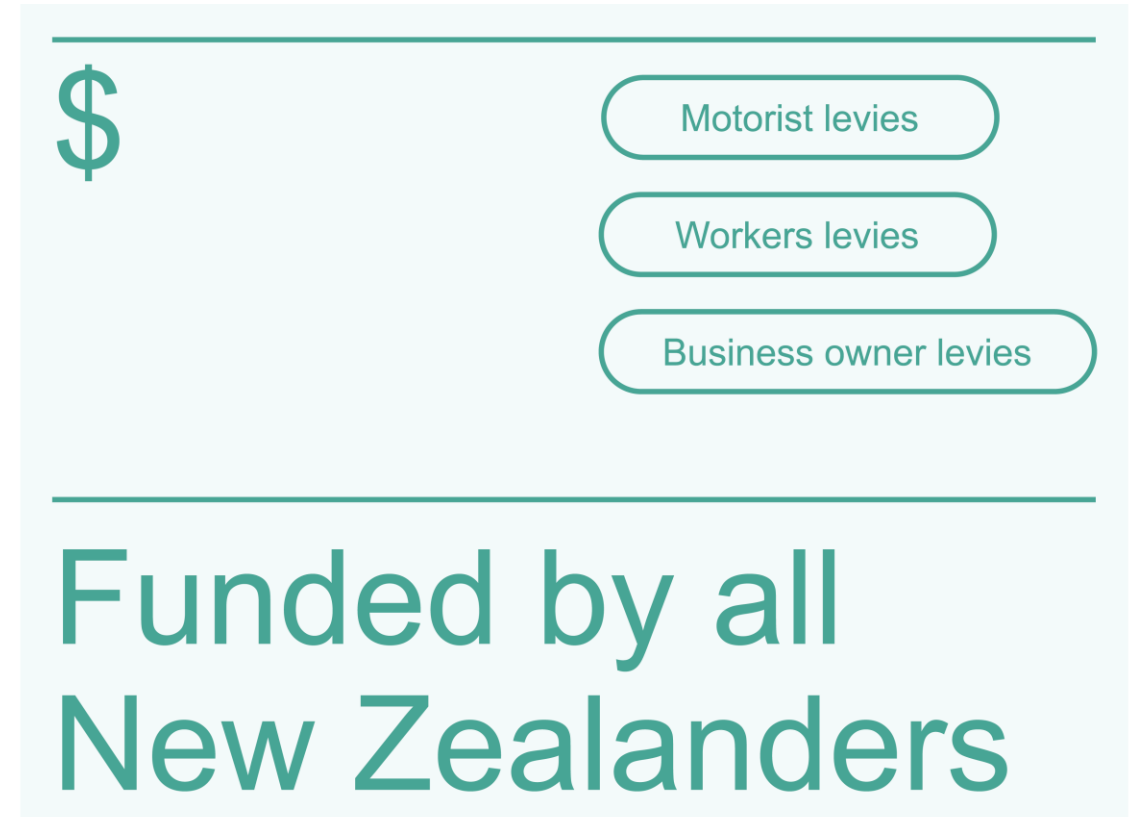
How are we funded?

We're funded by all New Zealanders through different levies for motorists, workers, and business owners.

The Government pays for non-earners, including visitors.

We re-invest money collected by levies to pay for future costs of the scheme.

[Our levies \(acc.co.nz\)](https://acc.co.nz)



Cover & Causation

2

What is cover?

Cover means:

- ✓ The claim meets the criteria set out in legislation.
- ✓ If it does, we'll contribute to or fully fund the treatment and support needed by our clients.
- ✓ Our **no-fault** scheme covers everyone, including visitors, who are injured in an accident in New Zealand. The scheme covers children, beneficiaries, students, if you're working, unemployed, or retired.

\$

Treatments

Support

Contribute to
or fully fund

Cover – what we can cover

We provide cover for personal injuries:

- ✓ physical injuries caused by an accident
- ✓ mental injuries caused by physical injuries, traumatic events at work or criminal acts – for example sexual assault
- ✓ gradual process diseases or infections relating to work or work environments
- ✓ treatment injuries – caused by a registered health practitioner during the course of treatment
- ✓ maternal birth injuries (Oct 2022).

[Understanding claims and cover \(acc.co.nz\)](https://acc.co.nz/understanding-claims-and-cover)

[Maternal birth injuries \(acc.co.nz\)](https://acc.co.nz/maternal-birth-injuries)

Cover – what we can't cover

The legislation excludes:

- ✗ medical conditions, diseases, sickness, preexisting conditions
- ✗ conditions related to ageing
- ✗ injuries that happen over time unless an activity at work is causing it
- ✗ most hernias
- ✗ stress & bullying.

[Understanding claims and cover \(acc.co.nz\)](https://acc.co.nz/understanding-claims-and-cover)

Cover – what is an accident?

An event, or series of events*, that involves:

- ✓ an application of a force external to the body (including gravity)
- ✓ a sudden movement of the body to avoid a force (including gravity)
- ✓ a twisting movement.

*A series of events over a set period of time can cause a one-off physical injury.

[Understanding claims and cover \(acc.co.nz\)](https://acc.co.nz)

Cover – what is an accident event?

An event can also involve:

- ✓ inhaling or swallowing something
- ✓ some allergic reactions
- ✓ self-harm.

[cover-allergic-reaction-acc7822.pdf](#)

[Understanding claims and cover \(acc.co.nz\)](#)

[Maternal birth injuries \(acc.co.nz\)](#)



Cover – what is an injury?

- ✓ An injury has evidence of physical damage.
- ✓ Clinically significant behavioural, cognitive or psychological dysfunction (mental injury).

✗ Symptoms alone - pain, numbness, weakness.


[Understanding claims and cover \(acc.co.nz\)](https://acc.co.nz/understanding-claims-and-cover)

[Understanding complex cover \(acc.co.nz\)](https://acc.co.nz/understanding-complex-cover)

Cover – causation

- ✓ We need to be confident it's more likely than not the person's injury was caused by their accident.
- ✓ The link between the injured person's personal injury and the accident is known as causation.

Sometimes the initial symptoms of a condition coincide with an accident event however correlation is not causation.

 PROVIDER QUICK GUIDES


1 of 2 →

Understanding causation

The core of causation


🕒 Read time: 3 mins

Before deciding on cover, we need to be confident it's more likely than not the person's injury was caused by their accident. This means our client can get appropriate support for their recovery as soon as possible.



Defining causation

Causation is a medico-legal concept which we use to determine whether we can cover a claim and fund the right treatment and support. It means the accident the person experienced meets the legislative description and that the accident has caused an identifiable injury. A temporal association between an injury and an accident is often necessary, but not sufficient evidence of causation. If a patient has symptoms following an accident, doesn't automatically mean the accident caused an injury.



Causation in a clinical context

When thinking about causation, you should consider and document the following:

- What is the accident?
- What was the mechanism of the injury? e.g. an uncontrolled fall
- What were the initial consequences as described by the patient?
- How are the presenting symptoms related to the injury?
- Are there any pre-existing issues and how might this impact their recovery?

Causation – clinical considerations

- ✓ When was the accident?
 - ✓ What was the mechanism of the injury?
 - ✓ Is my patient presenting symptoms related to the injury?
- ✓ Is how my patient presenting now related to the covered injury?
 - ✓ What issues are there that may impact on the recovery?

Activity – accident and injury and causation

- 1 Garry was running on a bush track on a peaceful Sunday morning. He tripped and fell, dislocating his left shoulder.



Activity – is this covered?



- 2 Jenny has a minor car accident and came into the practice for a check over. The GP examines her. No injury is identified, and Jenny went home.

Activity – is this covered?

3 Ruth presents with an eight-week history of shoulder pain and stiffness, after pulling out a stubborn weed.



Any questions?

Lodging Claims

3

Lodging claims – using an ACC45

The ACC45 form is important to help us decide if an injury will be covered and which fund will pay for it.

If you're lodging claims, make sure:

- ✓ the diagnosis is within your scope of practice
- ✓ the patient's details are completed and correct

- ✓ there is an identifiable accident and an injury
- ✓ the treatment injury box is only ticked if the injury was caused by a health practitioner whilst providing treatment.

ACC45

[Lodging a claim for a patient \(acc.co.nz\)](https://acc.co.nz)

Lodging complex claims

These injuries are often not straightforward, and causation may not immediately clear.

We usually need more time and information to make a cover decision.

Mental injury – a significant clinically significant behavioural, cognitive or psychological dysfunction.

[ACC45](#)

Work Related Gradual Process - we'll contact patient to gather employment information.

[Tick box on ACC45](#)

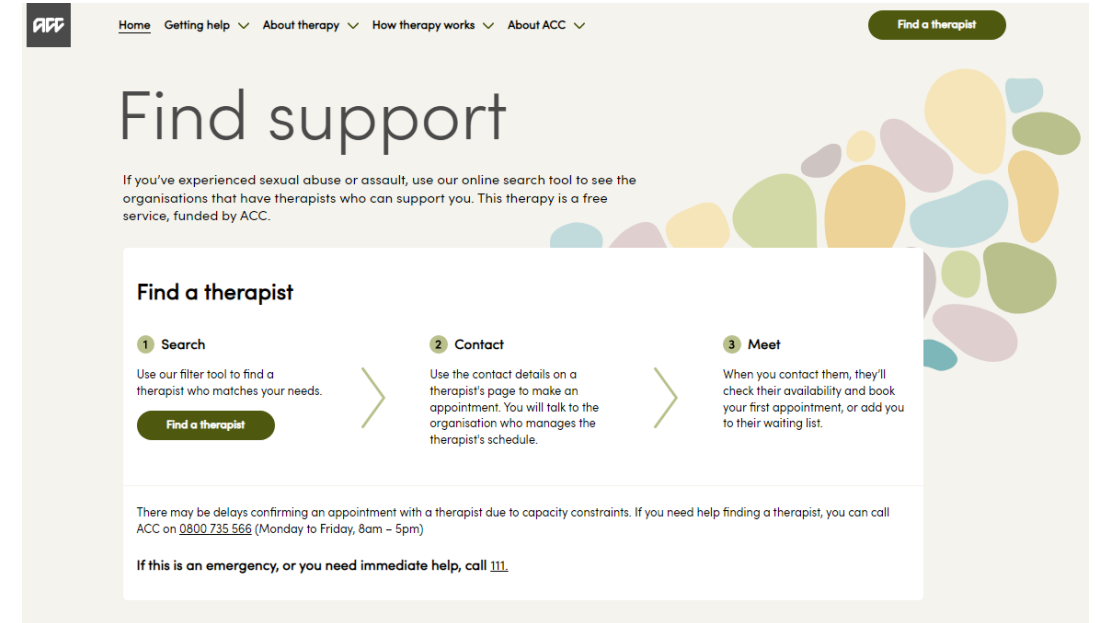
Treatment injuries are caused by treatment from a registered health professional. This includes omission of treatment and failure of equipment.

[ACC45 & ACC2152](#)

[Treatment injury claim lodgement guide \(PDF 755 KB\)](#)

Lodging Sensitive Claims

- ✓ Read code SN571 (Sexual Abuse), or use 'Z' and add any relevant injury codes.
- ✓ Write 'sensitive claim' in the accident description field.
- ✓ ACC will then contact the patient to refer to a provider.
- ✓ Clients can self-refer to one of our ISSC contracted suppliers who can also lodge a claim.



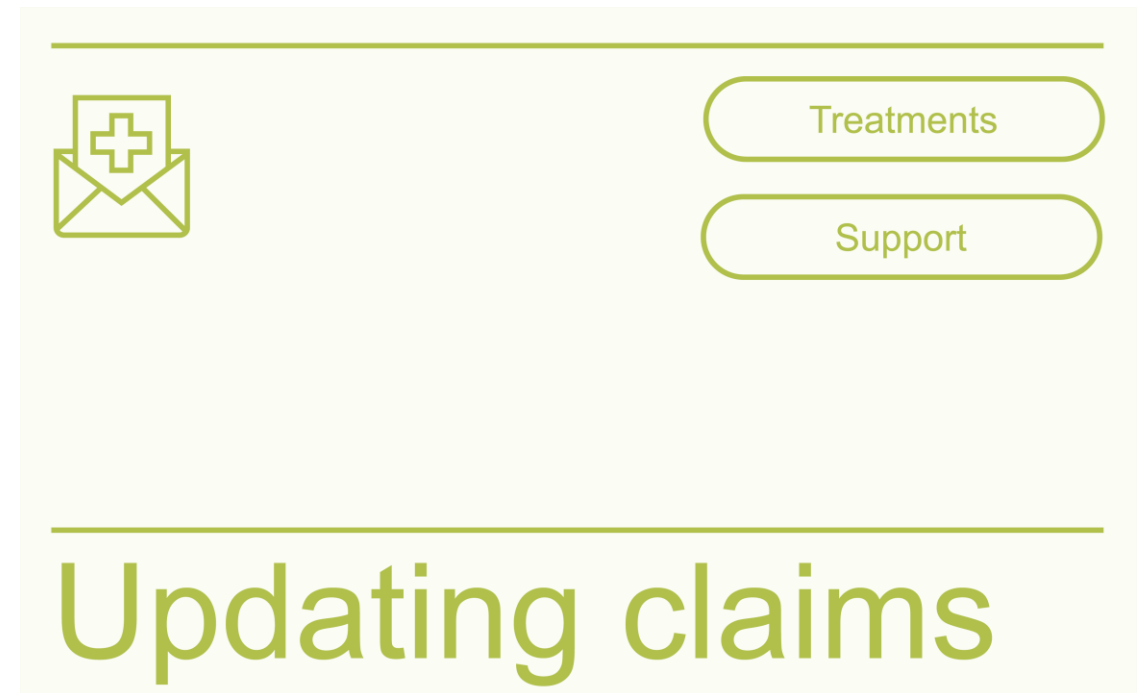
[Find Support](#)

Cover – making sure clients get the right cover

If a patient's diagnosis changes use:

- ✓ Change of diagnosis form in PMS
- ✓ ACC18 (Medical Certificate) to let us know, so we can update the claim.

This means we can make sure the right supports are in place.



Read codes

4

Lodging Claims – what injury to lodge?

Use the Read Code that best represents your diagnosis.

- ✓ Must be a physical injury (not symptoms such as 'pain in lumbar spine').
- ✓ Must be consistent with the claimed accident.

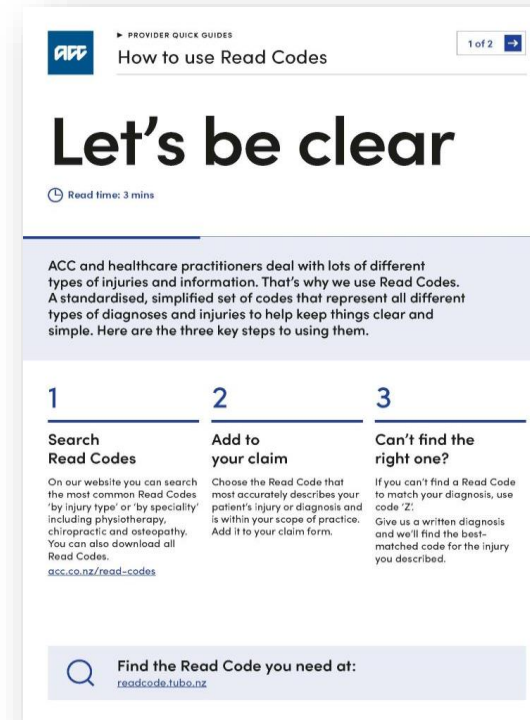
If you suspect structural physical injury that is not yet proven (but may be with imaging), choose the sprain code that best matches that injury.

E.g., use '**S542. Sprain of cruciate ligament of knee**' instead of claiming '**S53C. Complete tear anterior cruciate ligament of knee**' until imaging confirms this injury.

[Using the right read code \(acc.co.nz\)](http://acc.co.nz)

Lodging Claims – finding read codes

- ✓ Via your PMS.
- ✓ Commonly used codes by injury type are on our website.
- ✓ Or readcode.tubo.nz.



[Using the right read code \(acc.co.nz\)](http://acc.co.nz)

Any questions?

Recovery at work

5

Why recover at work?

- ✓ Work is generally good for physical and mental health and wellbeing.
- ✓ Valuable rehabilitation.
- ✓ Maintain income and overall confidence.

Recovery is optimised when we all work together in the best interests of the patient and support a safe and effective recovery at work as part of the rehabilitation process.

Recovery at Work

Most employers are happy to discuss alternative duties or reduced hours for their employee.

We have resources for injured people to help them have a conversation with their employer.



Recovery at Work – supporting our clients

We can help your patient to recover safely at work with:

- ✓ rehabilitation programmes
- ✓ specialised equipment and technology
- ✓ transport to and from work
- ✓ occupational workstation assessments
- ✓ functional assessments
- ✓ vocational medical services.



Certification

6

Certification – your role

Completing an assessment of their capacity to work plays a key role in helping your patient to recover at work and return to their everyday activities as soon as possible.



Certification – assessing your patient

Ability

- ✓ what your patient can safely do - both cognitively and physically.
- ✓ diagnosis, treatment, & rehabilitation recommendations and prognosis, if appropriate.

Tolerance

- ✓ adjustments to your patient's work such as hours, travel, tasks, and environment.
- ✓ key dates.

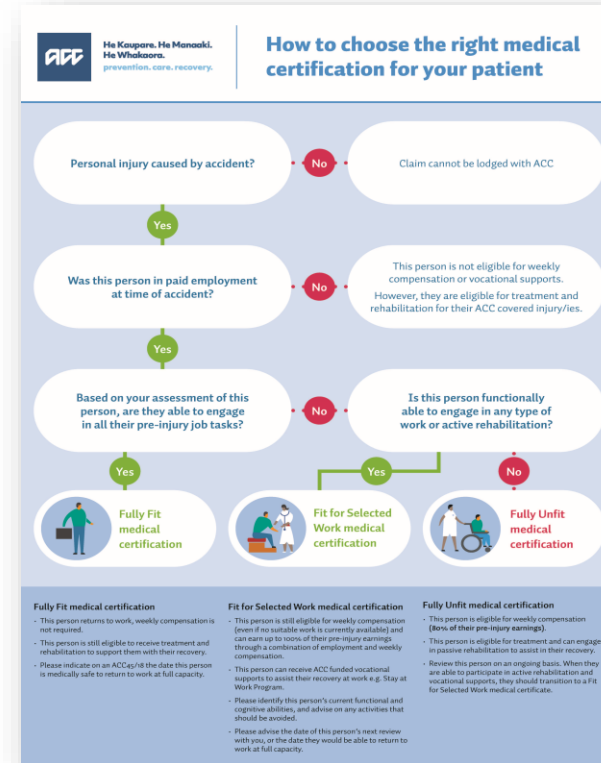
Risk

- ✓ what your patient must not do – to keep them or others safe.
- ✓ what may constitute a risk to your patient, for example, certain activities or situations.
- ✓ reduce risk through changes to work hours or tasks, the environment, equipment or breaks.

Certification – getting it right

Issuing the correct medical certificate for your patient's injury plays an important role in their recovery.

- ✓ Fit for selected work
- ✓ Fully unfit
- ✓ Fully fit



Supporting your patient

7

Supports are unique to the individual

Treatment

- ✓ Allied health
- ✓ Radiology
- ✓ Specialist services
- ✓ Nursing
- ✓ Elective Surgery
- ✓ Psychology
- ✓ Pain services
- ✓ Concussion services
- ✓ Rongoa Māori

Vocational & Social Rehabilitation

- ✓ Work place assessment and tailored support
- ✓ Equipment
- ✓ Transport
- ✓ Home and Community Support
- ✓ At home therapy - 'Training for independence'
- ✓ Education assessment and support
- ✓ Housing or vehicle modifications.
- ✓ 'Living my life'.

When we can provide support

- ✓ If the symptoms or need are clearly related to the covered injury.
- ✓ If treatment is given by registered healthcare provider.
- ✓ Will achieve a rehabilitation outcome.
- ✓ Is evidence based.
- ✓ Proportional to the injury.
- ✓ A responsible use of funds.

Our legislation allows for the need of each individual.

There is no one size fits all or list of supports for specific injuries.

Making referrals

- ✓ Allied Health
- ✓ Stay at work
- ✓ Concussion services
- ✓ Pain Management
- ✓ Nursing Services – at home, school or workplace.

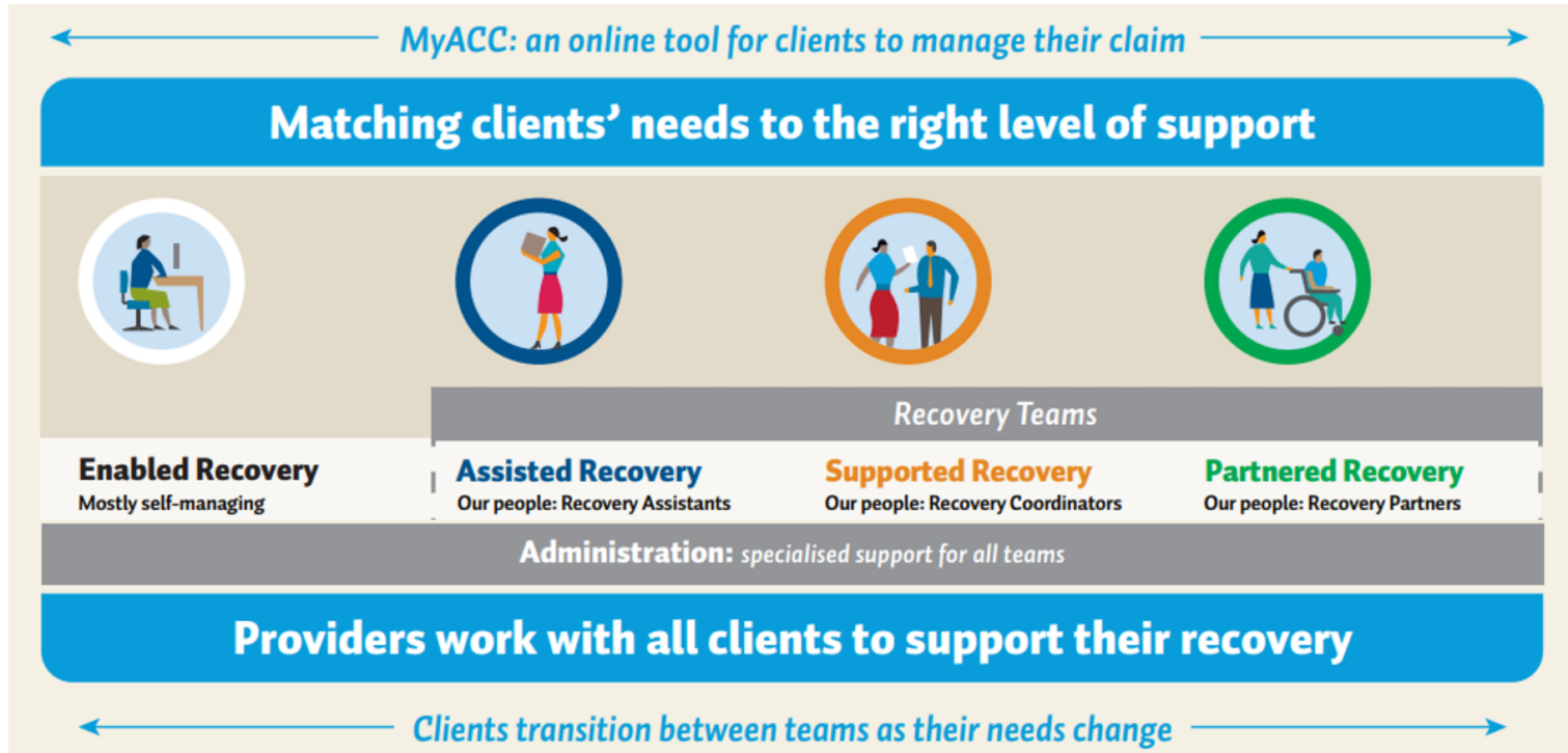
Contact ACC via AC18 to refer for:

- ✓ help at home, with childcare and education services.
- ✓ psychology services
- ✓ other rehabilitation services.

[Referring a patient for rehabilitation \(acc.co.nz\)](https://acc.co.nz/refer-a-patient-for-rehabilitation)

[Sending patient notes \(acc.co.nz\)](https://acc.co.nz/sending-patient-notes)

Our teams



Any questions?

Resources



Resources for you

The screenshot shows the ACC website homepage. At the top, there's a navigation bar with links like 'About us', 'Preventing injury', 'Resources', 'Contact us', and 'Log in'. Below this, there's a search bar and a breadcrumb trail: 'Home > Health providers > Getting started'. The main heading is 'Getting started' with the Māori phrase 'Hei timatanga'. A sub-heading says 'Whether you've recently registered with us as a health provider, have a new employee joining your practice or simply need a refresher, you'll find all the information and resources you need to get started with us, quickly.' Below this, there's a video player for 'Welcome to ACC 101' featuring Megan Main, Chief Executive Officer. A 'Watch on YouTube' button is visible. Below the video, there's a 'Video transcript for Welcome to ACC' and a 'Watch more provider videos' button.

The screenshot shows two overlapping documents. The top document is titled 'Mindful about mental injury' and is a 'PROVIDER QUICK GUIDE' with a 'Read time: 3 mins'. It discusses the importance of understanding mental injury and its psychological impact. The bottom document is titled 'Welcome to the team' and is also a 'PROVIDER QUICK GUIDE' with a 'Read time: 3 mins'. It is a 'Getting started as a GP, nurse, or nurse practitioner' guide. It includes sections on 'Cultural safety', 'Paying for your services', 'Lodging a claim', and 'Issuing medical certificates'.

The screenshot shows the ACC YouTube channel page. The main heading is 'Provider Education Webinars' with 'ACC New Zealand' and '10 videos 278 views Last updated on Apr 3, 2023'. Below this, there's a 'Play all' button and a 'Shuffle' button. A description states: 'Our provider education webinars are for health providers looking for an informal way to keep up to date and learn more about working with us. Hear from the experts, ask questions and earn CPD points on specific topics. These popular webinars cover a range of topics from beginner's guides to working with us through to cultural safety and understanding complex cover.' A link to 'https://www.acc.co.nz/for-providers/' is provided. On the right, there's a list of 7 webinars with their titles, view counts, and upload times. The YouTube logo is in the top right corner.

Webinar Title	Views	Upload Time
Webinar: Welcome to the team - for health providers	251 views	1 month ago
Webinar: The Beginner's Guide to ACC for Health Providers	491 views	6 months ago
Webinar: Cultural Competency Guidelines for Providers	948 views	5 months ago
Webinar: Introduction to ACC for Mental Injury Providers - Part 1	419 views	6 months ago
Webinar: The Beginner's Guide to ACC for Mental Injury Providers - Part 2	339 views	5 months ago
Webinar: The Beginner's Guide to Maternal Birth Injury for Hospitals	81 views	5 months ago
Webinar: A Midwife's Guide to ACC's Maternal Birth Injury Cover	104 views	5 months ago

[Getting started with ACC \(acc.co.nz\)](https://www.acc.co.nz)

[Online learning modules \(acc.co.nz\)](https://www.acc.co.nz/for-providers/)

Contact us

Provider help and general billing:

Call 0800 222 070 (Mon to Fri 8am to 6pm)
providerhelp@acc.co.nz

Provider registration:

Let us know when any contact details change – registrations@acc.co.nz

GP and Nursing Portfolio

General questions about contracts or services - primarycare@acc.co.nz

Electronic billing enquiries:

Call 0800 222 994 (option 1)
ebusinessinfo@acc.co.nz

Find what you need at:

acc.co.nz/health-providers

[Contact our provider relationship team \(acc.co.nz\)](#)

[Resolving issues together \(PDF 64 KB\)](#)

What's next?

We want your feedback.

We want to make sure future webinars are engaging, helpful and informative for you and other health providers.

Please click on the survey link in the chat and share your feedback for today's webinar.

You'll receive an email with a link to the recording of this webinar, where you can also download slides.

Karakia

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Whāia te Tika

Whāia te Pono

Whāia te Aroha

Mō te oranga tāngata

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Thank you