

The beginners guide to ACC for medical specialists

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Hosted by

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**He Kaupare. He Manaaki.
He Whakaora.**

[prevention.care.recovery.](#)



Welcome

Welcome to 'The beginner's guide to ACC for medical specialists' webinar



People

Dr Peter Burt
Emma O'Loughlin
Kylie Brown
Hamish Johnson



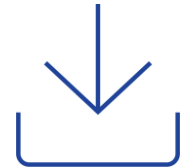
Questions

Please put your questions in the Q&A and we will answer them as we go, or at the end of the presentation



Feedback

Click on the survey link in the Q&A and share your feedback for today's webinar



Download

Download this webinar and slide deck

Agenda

1 About ACC

2 Cover and Causation

3 Contracts

4 ARTPs

5 Supporting recovery at work

6 Medical Certification

7 Responsibilities

8 Resources

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 \(acc.co.nz\)](http://acc.co.nz)



What do we do?

We help reduce the impact of injuries by:

- ✓ contributing towards treatment
- ✓ compensating people who can't work
- ✓ educating people on injury prevention
- ✓ 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 \(acc.co.nz\)](#)

[Preventing injury \(acc.co.nz\)](#)

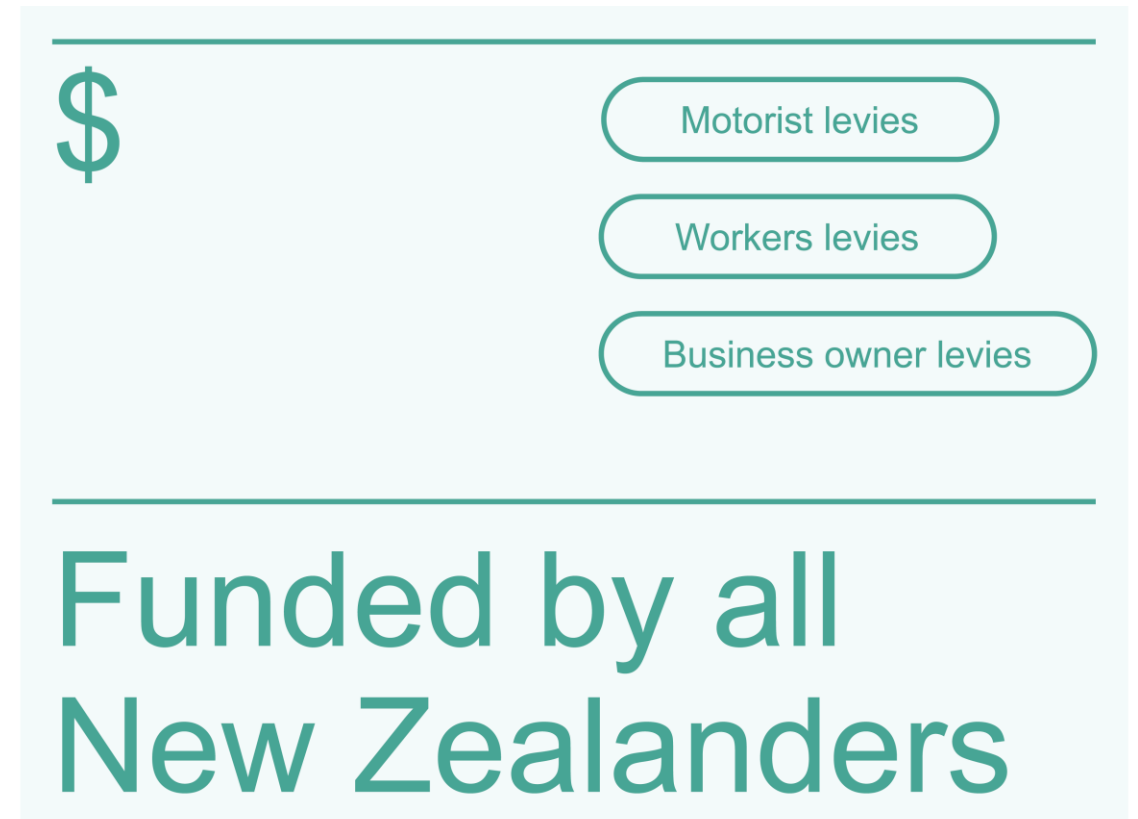
How are we funded?

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.

\$

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
- ✘ Internal force (ex MBI)

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

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://www.acc.co.nz/understanding-claims-and-cover)

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

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.

AIF 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?

How to deliver services

3

Delivering services by contract

✓ **Clinical Services**

- referred-in service
- assessments
- procedures

✓ **Elective Surgery**

- hospital-based surgical treatment
- package of care
- named providers



Under Cost of Treatment Regulations

- ✓ **Cost of Treatment Regulations**
 - assessments
 - client co-payments

The legislation sets out how much we can contribute towards treatment

<https://www.acc.co.nz/assets/provider/acc1519-registered-specialists-costs-april2023.docx>

Working with your patient

- ✓ referred to you
- ✓ initial assessment:
 - History & examination
 - Diagnosis
 - Investigations
 - Education
 - Treatment plan & causation
- ✓ clinical notes

- ✓ Some possible next steps
 - discharge
 - second opinion
 - non-surgical treatment
 - surgery request

ARTPs

4

Assessment Report & Treatment Plan (ARTP)

Certificate & Specialist Details

I certify that, on the date shown, I have personally examined the client and discussed the treatment options with the client as well as the client (or their representative) has authorized me to do so.

Specialist Name: _____
 HMO Number: _____
 HST Number (if known): _____
 Specialist Signature: _____
 Date Signed: _____

Lead Provider Details

Lead Provider Name: _____
 Facility: _____
 Contract Number: _____
 Lead Provider Status: _____
 Contracted or Non-Contracted (Surgery under-repairing): _____

Treatment Details

Date of Consultation: _____
 Reason for referral (date of treatment): _____
 Body Side (Left, right, both or N/A): _____
 Anatomical Location (use): _____
 Clinical Priority (High, Medium) Indicate using one or more of the codes below, if applicable:
 H1 - Acute injury condition
 H2 - Acute injury condition with potential
 H3 - Acute injury condition with potential
 H4 - Acute injury condition with potential
 H5 - Acute injury condition with potential
 H6 - Acute injury condition with potential
 H7 - Acute injury condition with potential
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 H99 - Acute injury condition with potential
 H100 - Acute injury condition with potential

Procedure Details (for e)

ACC Procedure Code: _____
 (If not use above, indicate procedure name below)
 ACC Procedure Code 2: _____
 (If not use above, indicate procedure description below)
 Procedure Description: _____

Assessment Report and Treatment Plan (ARTP)
 Request to Accident Compensation Corporation for Prior Approval for Elective Surgery (ES)

Send to HealthLink Mailbox: ACCARTP
 Email to: artp@acc.co.nz or
 Fax to: ACC ES Team on 0800 222 463

(Specialist Name)

Practice: _____
 Address: _____
 Phone: _____
 Fax: _____
 Email: _____

Client & Claim Details

Claim Number: _____
 Full Name: _____
 Address: _____
 Date of Birth: _____
 Telephone (Home): _____
 Telephone (Mobile): _____
 Telephone (Work): _____
 NHI Number: _____
 Date of Injury: _____
 Referring Provider: _____

History, Examination and Diagnosis

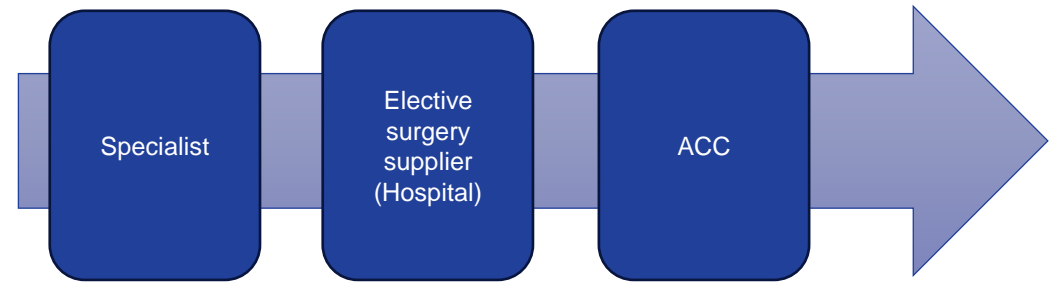
Type of Assessment (Simple, Assessment/Consultation, Assessment/Second Opinion/Reassessment/Follow up visit): _____
 History of the current condition: _____
 Cause Medical Link (Mechanism Proposed Treatment & Covered Injury): _____
 Relevant medical history (relevant to the current condition, including previous surgery, trauma, occupational, recreational, etc.): _____
 Clinical examination (Outline of findings of clinical examination, progress since previous visit and the indicator clinical pathology): _____
 Diagnostic tests and imaging (Provide copies of reports): _____
 Specific Diagnosis: _____

Proposed Management & Prognosis

Prognosis (Expectations for the client's recovery, including expected return to work or modified or alternative duties): _____
 Pre/Post Operative Care (Expectations for preoperative care and any appropriate postoperative care including physiotherapy, assistive devices, home help or vocational assistance): _____

Moflex/ARTP Template.doc

Journey of an ARTP



[ARTP Template \(www.acc.co.nz\)](http://www.acc.co.nz)

ARTP form

- ✓ history (mechanism of injury)
- ✓ causal link
- ✓ pre-existing factors
- ✓ diagnostic tests & imaging
- ✓ referral
- ✓ prognosis



[ARTP Template \(www.acc.co.nz\)](http://www.acc.co.nz)

Some further notes on ARTP's

- ✓ priority – High (H1-H4) and Routine
- ✓ common issues
- ✓ timeframes
- ✓ declines

H1 – Clinically urgent

H2 – Home help

H3 – Weekly compensation

H4 – Risk of losing employment

Supporting 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.

► QUICK GUIDE 1 of 1 ✓

Starting the conversation: Recovering at work after an injury

For injured employees

Use these conversation prompts to help you talk with your employer about your injury and recovery at work. It's proven that being at work is beneficial for your recovery after an injury. It makes it more likely you'll return to your job and the things you enjoy. You're still entitled to financial support while you recover at work.

Think about what your GP has advised and offer suggestions about the tasks you think you can do while you recover. You or your employer can ask ACC for help at any time. Use our online service MyACC (myacc.co.nz) or call 0800 101 996 and have your claim number handy.

- 1 Sharing information**
 - "My injury happened when I..."
 - "I've told... about it!"
 - "I've seen a GP and they said..."
 - "My treatment plan involves..."
 - "I'll send you a copy of my medical certificate. This will help us plan what I might be able to do at work."
 - "I'll give you my consent to talk with ACC and/or my GP about my injury and recovery in relation to work."
- 2 Staying connected**
 - "I'll let you know my progress and next steps so we both know what's happening!"
 - "I'll give you any updated medical certificates right away!"
 - "I'm keen to stay in touch with my workmates and workplace, let me know what's possible."
- 3 Recovery updates**
 - "I have access to MyACC and I've asked for [supports]."
 - "My next appointment is..."
 - "My treatment schedule is..."
- 4 Recovering at work**
 - "I want to be at work, what's possible?"
 - "I'll take a list of jobs/tasks to my GP so they can understand my job and give advice on how I can be at work safely while I recover."
 - "I'll let ACC know how many hours I'm working each week so my payments are accurate."
 - "If we need help to figure this out, ACC will help."

 He Kōwhiri, He Mānaki, He Whakawiri.
www.acc.co.nz/recovery

 Need more info? Scan the QR code or...
Visit acc.co.nz/recoveryatwork

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.



Medical 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

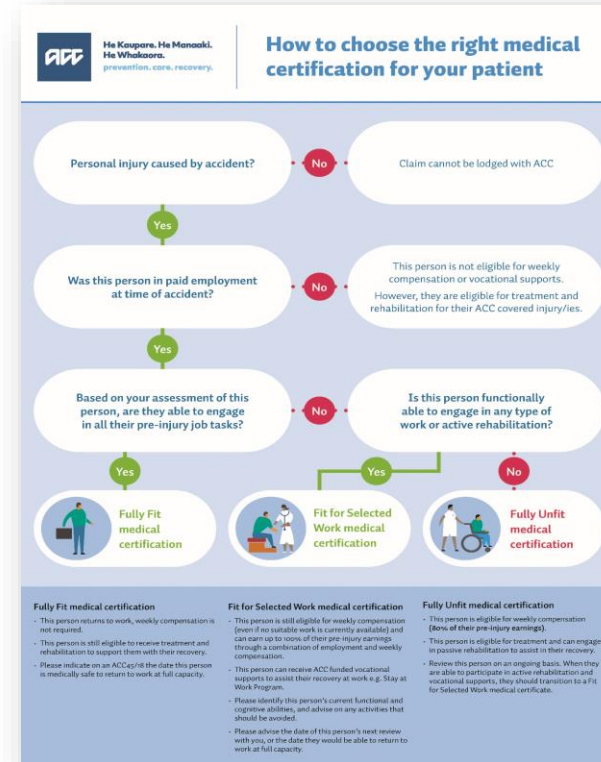
Risk

- ✓ 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



Responsibilities

7

Cultural Safety

Kawa Whakaruruhau – ACCs Cultural Safety Policy

- ✓ introduced April 2023
- ✓ weaves together te ao Māori and non-Māori worldviews, knowledge and practices
- ✓ supports providers to deliver culturally safe care to our kiritaki (clients) and whānau.



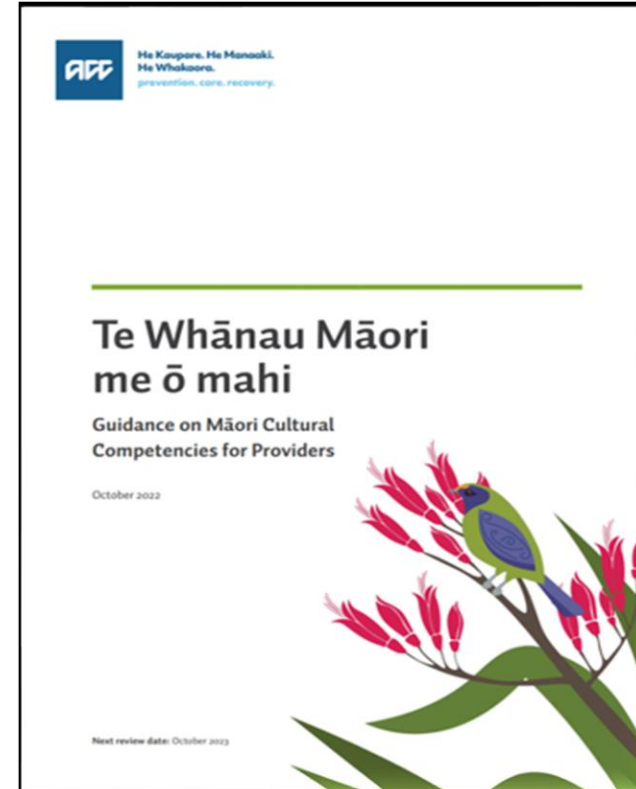
Cultural Safety and you

- ✓ Te Whānau Māori me ō mahi competency guidance
- ✓ aligns with sector - Medical Council and RACS

[Cultural Safety and competencies \(Cultural safety and competencies acc.co.nz\)](https://www.acc.co.nz/cultural-safety-and-competencies)



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



Questions/Pātai?

Resources



Resources for you

The screenshot shows the ACC website homepage. At the top, there are navigation menus for 'About us', 'Preventing injury', 'Resources', and 'Contact us'. Below this is a search bar and a 'Log in' button. The main content area features a 'Getting started' section with the heading 'Hei timatanga' and a sub-heading '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 is a video player for 'Welcome to ACC 101' featuring Megan Main, Chief Executive Officer. The video player includes a 'Watch on YouTube' button and a 'Video transcript for Welcome to ACC' link. At the bottom, there is a 'Watch more provider videos' button.

This collage features three ACC provider guides. The top guide is 'Mindful about mental injury' with a 3-minute read time. The middle guide is 'Our approach to cultural safety' with a 3-minute read time. The bottom guide is 'Welcome to the team' with a 3-minute read time. Each guide includes a title, a brief description, and a 'Read time' indicator.

The screenshot shows the 'Provider Education Webinars' page. It features a video player for 'Nau Mai Haere Mai' and a list of 7 webinars. The webinars are:

- 1. Webinar: Welcome to the team - for health providers (ACC New Zealand • 251 views • 1 month ago)
- 2. Webinar: The Beginner's Guide to ACC for Health Providers (ACC New Zealand • 491 views • 6 months ago)
- 3. Webinar: Cultural Competency Guidelines for Providers (ACC New Zealand • 948 views • 5 months ago)
- 4. Webinar: Introduction to ACC for Mental Injury Providers - Part 1 (ACC New Zealand • 419 views • 6 months ago)
- 5. Webinar: The Beginner's Guide to ACC for Mental Injury Providers - Part 2 (ACC New Zealand • 339 views • 5 months ago)
- 6. Webinar: The Beginner's Guide to Maternal Birth Injury for Hospitals (ACC New Zealand • 81 views • 5 months ago)
- 7. Webinar: A Midwife's Guide to ACC's Maternal Birth Injury Cover (ACC New Zealand • 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)



Contact us

Secondary & Tertiary Services Portfolio:

Elective.services@acc.co.nz

ProviderHelp:

Call 0800 222 070

providerhelp@acc.co.nz

Suggestions & feedback:

Contact Provider Education Lead–

Provider.Education@acc.co.nz

[Contact our provider relationship team](#)