

06 October 2020

Anthony Jordan

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Tēnā koe Anthony

Your Official Information Act request, reference: GOV-006787

Thank you for your email of 10 September 2020, asking for the following information under the Official Information Act 1982 (the Act):

1. *What Obligations does a Case Manager have to record on Claimants file, all Meetings with either a Claimant or a Medical Professional of Claimant*
2. *What Process would a Claimant use to seek notes/information, from any Meeting with Claimant or Medical Professional, attended by a Case Manager that may not have been disclosed in Claimant file*
3. *Obligation of Case Manger to give notice to ACC that they are attending a Meeting or Medical Appointment of a Claimant*

Our response

All communication, such as emails, phone calls, text messages and voicemail messages between ACC and a client, are recorded under the 'Contacts' tab in the client's electronic claim file. This can also include documentation if attached to emails.

All communication with external or internal parties (eg phone calls, emails) about a client are also recorded under the Contacts tab in the client's electronic claim file. Documents and reports between external or internal parties about a client are recorded in the client's electronic claim file under the 'Documents' tab.

When a client requests a copy of their claim file, ACC's Client Information Requests team compiles everything that is contained in the client's electronic claim file under the Contacts and Documents tabs. Clients can email claims@acc.co.nz or call 0800 101 996 to request a copy of their file.

Case Managers do not attend medical appointments with a client. However, a service provider may arrange a case conference with ACC and other relevant treatment providers to discuss the care of a client and their rehabilitation goals.

The service provider must have ACC's approval to arrange a case conference. The case conference must include all relevant treatment providers, and may include the client and involve family members, if appropriate. After the case conference the service provider will send a report to ACC with any outcomes or recommendations. The report is saved in the client's electronic claim file.

If you have any questions

If you have any questions, you can email me at GovernmentServices@acc.co.nz.

Nāku iti noa, nā

A handwritten signature in black ink, appearing to read 'Sasha Wood', is positioned above the printed name.

Sasha Wood

Manager Official Information Act Services
Government Engagement & Support