

22 August 2017

Karl Bloxham  
[fyi-request-6072-35553961@requests.fyi.org.nz](mailto:fyi-request-6072-35553961@requests.fyi.org.nz)

Dear Mr Bloxham

### Official Information Act Request

Thank you for your request of 1 August 2017, asking for the following information under the Official Information Act 1982:

*How does a GP update the ACC45 and current ACC18 after the claimants death.*

*Please confirm whether ACC has any form of contact after a claimants death with the coroner of there officers.*

*Please provide the scope of information recorded about the death and now specific ie illness, accident, heart failure, car accident, work place, self harm, firearms etc*

*What information produced in the monthly Accurate Client Information (ACI ) Date of death exception report.*

*Is the Date of death exception report only cover the prior month or what period do it cover.*

#### **Reporting of death by a GP**

As it is not common practice for a GP to advise ACC of a client's death, there is no specific process for a GP to provide documentation regarding the death.

As outlined in the document *Recording date of death*, which we provided with our previous response, when notified of a death, ACC staff will update the EOS file of a client to record that they have died. There is no requirement to update the original ACC45 or ACC18 form that was completed at the date of a client's accident.

#### **ACC contact with a Coroner**

ACC would only contact a Coroner in cases where cover is being sought for an accidental death, and information about the cause of the death has not already been provided with the application.

In some cases a Coroner may contact ACC to request information to assist their investigation into a death. This only occurs on rare occasions, as medical information would usually be requested from a deceased individual's treatment provider rather than from ACC.

### **Details of death recorded by ACC**

Where ACC is asked to provide cover for a death, ACC obtains such information as is necessary to confirm that a death is the consequence of a personal injury resulting from an accident. This information could include (but is not limited to); a Coroner's findings, post mortem reports, toxicology reports, medical notes and information from the New Zealand Police. All the information ACC receives in the process of determining cover for an accidental death is recorded on the deceased client's claim file.

### **Accurate Client Information 'Date of death exception report'**

The 'Date of death exception report' includes the following information:

- Load run date
- Client number
- Date of Birth
- EOS Date of Death
- MOH Date of Death
- Deceased status
- Accident date
- Different Date of Death
- Independence Allowance
- Payments
- Purchase Order Start Date
- Weekly Compensation

The report is run on the 8<sup>th</sup> of each month and covers the month prior.

### **Questions or concerns**

If you have any questions or concerns about the information provided, ACC will be happy to work with you to resolve these. Please address any concerns by emailing [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz) or in writing to *Government Services, PO Box 242, Wellington 6140*.

If you're unhappy with ACC's response, you may make a complaint to the Office of the Ombudsman. You can call them on 0800 802 602 between 9am and 5pm on weekdays, or write to *The Office of the Ombudsman, PO Box 10152, Wellington 6143*.

Yours sincerely

**Government Engagement and Support**