3 October 2018

Karl Bloxham
fyi-request-8645-907bcbbd@requests.fyi.org.nz

Dear Mr Bloxham

Ref: 0052712

Official Information Act Request

Thank you for your request of 9 September 2018, asking for the following information under the Official Information Act 1982 (the Act):

> *Could you please provide the guidlines relating to:*
>
> *- the types of information/communication, which are stored on a clients party file.*
>
> *- where to store types of information. ie party file, claim file or other store platform.*
>
> *- storage of email communication, (relating to a client/claimant, sent or received by a case manager, to or from the Claimant, a Service Providers or an ACC employee).*

Our response

There are two places where client information and communication records can be created, stored and managed in Eos; these are at party or claim level, which are outlined below.

Party is the term used for a person (e.g. client), group of people or an organisation associated to a claim. Party records are named after the individual, group or organisation they pertain to. Information contained in the party record includes:

- general details such as name, address, contact information, safe contact, personal details, flags and indicators
- claims associated to the party
- history of contacts
- history of documents
- details of indicators.

These records store any relevant information in regards to the party and general interactions with them. While client information can be stored at just party level, generally this is the exception. This might occur because the information cannot be linked to a particular claim. For example, a record of a telephone call to a Client Contact Centre that involves a non-claim issue. Or because the information pertains to all claims and is not restricted to a single one, such as an Authority to Act form that applies to all registered claims for that client.

Claim file records provide a single view of the information for a claim and how ACC is managing it. Copies of all communications sent and received about a claim are stored within Eos. In the day to day management of a claim file, documents and contacts are created at the claim level. This is because they relate specifically to a claim.

Claim records are named after the ACC-generated number of the claim they pertain to. Information contained in the claim record includes:

- general details such as cover status, claim type, case ownership
- the individual plan, entitlements and supporting activities
- details of the accident and injury caused
- medical diagnosis
- employment details
- any special indicators
- payments made on the claim
- any contact with the client and/or associated parties including documents issued or received that is specific to the claim.

Documents and contacts can be stored at just a party level or both claim and party level. In most cases, the document would relate specifically to the claim so it would be created and stored on the claim record.

In response to your third query, please find attached a copy of a page from our internal staff intranet, titled *When to save emails in Eos.*

Queries
If you have any questions about the information provided, ACC will be happy to work with you to resolve these. Please email any questions to GovernmentServices@acc.co.nz.

You also have the right to seek an investigation and review of our response, by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or by phoning 0800 802 602.

Yours sincerely
Government Engagement & Support

When to save emails in Eos

Introduction

If the client sends an email regarding a specific claim, upload it as a 'Contact' to that claim, otherwise upload it to Party level.

Uploading emails to the appropriate Party record:

- enables us to gather information more easily if the client requests a review or appeal
- provides a date and time stamp
- provides context for the email
- helps us manage requests from clients for their personal information
- provides greater integrity and accuracy of information
- provides a complete and accurate record of our contact with the client or party.

Rules

You must upload all correspondence to the appropriate Party record in Eos, including emails to and from a client, provider or employer. This includes:

- general correspondence regarding our processes
- specific information about how we manage claims
- correspondence about the active management of a particular claim.

Emails saved in Eos must be a complete record of correspondence with the client and include:

- the date and time it was sent
- the name of the sender and the receiver.

You must save all appropriate emails into Eos, regardless of the number of emails sent and received on a topic. See:

- CHIPS process - File an inbound email to a party record or claim in Eos
- Eos Online Help - File an inbound email

You must secure all legally privileged information after uploading it to prevent the documents from printing when someone asks for a copy of their claim file.

Exceptions

The following table shows which email communications you are **not** required to save into Eos. If you're not sure whether to save an email into Eos, talk to your team manager.

<table>
<tr><th>If the source is...</th><th>then you don't need to save...</th></tr>
<tr><td>internal</td><td>
information relating to an ACC investigation
legally privileged information, including:
any correspondence between ACC offices and ACC Legal Services
any advice from ACC Legal Services
information from Government Services regarding:
the Ombudsman, Privacy Commissioner or Health and Disability Commissioner
a complaint
ministerial correspondence
allocations, spreadsheets or dual management lists
requests for claims management staff, with the correct delegation, to reopen a claim
duration tool and case list filters
meeting invitations to discuss claim-related information
team manager coaching notes related to specific claims
lists of claims for panels
</td></tr>
<tr><td>external</td><td>
information requests about provider claims
requests for information from providers about:
claim details required to facilitate client treatment and invoicing
the progress of any prior approvals for treatment
vendor enquiries about invoice payments for client services
</td></tr>
</table>