

26 March 2019

Anthony Jordan
fyi-request-9675-a6d47ca8@requests.fyi.org.nz

Dear Anthony

Your Official Information Act request, reference: 0053783

Thank you for your email of 26 February 2019, asking for the following information under the Official Information Act 1982 (the Act):

1. *Department/Persons to engage in querying a Multi-Disciplinary External Panel Report*
2. *Department/Persons to engage in Correcting a Multi-Disciplinary External Panel Report*
3. *Department/Persons to engage in where there is a clear dispute between the ACC and Claimant as to whether the content of a report should be redacted or not*
4. *The Department/Persons to file Complaint regarding the Multi-Disciplinary External Panels conduct*
5. *Provide information that would exclude a claimant from making direct contact with an assessor on a Multi-Disciplinary External Panel for the purpose of obtaining information pertaining to a claimant's report*
6. *Information that would indicate whether ACC claimants have the ability to obtain ACC support/advocacy to assist in obtaining information from those Multi-Disciplinary External Panel Specialists for the purpose of challenging and correcting a report.*

Background on the External Medical Panel

The correct name of panel you refer to in this request is the 'External Medical Panel'. This is a group of independent specialists who provide ACC with advice and recommendations about an injury. Their advice is based claim file information, such as hospital notes, x-ray reports, physiotherapy reports or specialist clinic letters. The External Medical Panel provides ACC with its expert advice in a report.

A copy of the report is sent to the client and to their doctor. The case owner generally then contacts the client to answer any questions they might have about the report .

Querying a report

If a client wishes to query anything in a report from the External Medical Panel, request a correction or removal of any content, or want help from ACC to challenge a report, they should contact their case owner.

ACC will only make changes to a report if there is a mistake in personal information. The External Medical Panel's opinion about an injury is a medical opinion, which is not a matter ACC would alter. A client can provide ACC with written comment on a report and ACC may present this to the External Medical Panel for their consideration or respond directly to the client.

Complaint regarding the External Medical Panels conduct

A client can make a complaint with ACC's Customer Resolutions team, by either calling 0800-650-222 or emailing customerfeedback@acc.co.nz.

Claimants do not have direct contact with a member of the External Medical Panel
Panel members are not ACC staff and therefore do not deal directly with ACC clients.

Queries

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

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at www.ombudsman.parliament.nz, or by phoning 0800 802 602.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Emma Coats', written in a cursive style.

Emma Coats
Manager Official Information Act Services
Government Engagement & Support