

07 June 2019

David Lawson

[fyi-request-9965-105f28c0@requests.fyi.org.nz](mailto:fyi-request-9965-105f28c0@requests.fyi.org.nz)

Tēnā koe David

**Your Official Information Act request, reference: 0054237**

I refer to your email of 9 May 2019, which was further to our official information response of 2 May 2019 (reference 0053994). You wrote:

*The content that you have forwarded me on the 2 May 2019, is neither referenced from where it has been sourced from and not on official ACC letterhead either. Since this information that I have requested is required for the use in review, and appeal matters, I respectfully request that you remediate the non supply of source page referenced copies of the original 2 sets of ACC's Initial Medical Assessment policy documentation and supply me fully paged referenced copies of the ACC's Initial Medical Assessment policy which were in effect from (1) 18 February 2012 through until the 2 September 2013, and (2) then it's update which was in force between 2 September 2013 and 24 December 2012.*

**ACC policies and processes source page references**

ACC's claim-management related policies and processes are held on our intranet site that we call CHIPs. We can download only current policy and processes from CHIPs. Any earlier versions of policies and processes are available as word documents, which are not on ACC letterhead.

When we provide copies of CHIPs pages, they include the relevant url address at the bottom of the page and a date the information was downloaded. The word documents of earlier versions do not have similar identifying information. We cannot provide you the information in the particular form that you requested, as it does not exist. This decision is made under section 18(e) of the Official Information Act 1982.

I confirm that we provided you in our 2 May 2019 response the relevant CHIPS pages as at 2 September 2013, which were retrieved from storage on 1 May 2019. Similarly, the attached document of all the relevant pages, as per your request of 9 May 2019, shows the date of each document and all were retrieved on 1 May 2019. I confirm no updates were made between 2 September 2013 and 24 December 2014.

**Queries**

If you have any questions, you can email me at [GovernmentServices@acc.co.nz](mailto: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](http://www.ombudsman.parliament.nz) or by phoning 0800 802 602.

Nāku iti noa, nā



Emma Coats  
Manager Official Information Act Services  
Government Engagement & Support

# Initial Medical Assessment

**Chips pages 18 02 2012**

To determine a client's vocational rehabilitation (VR) needs, and to comply with [Section 89 of the AC Act 2001](#), the client must attend an [Initial Occupation Assessment](#) (IOA) then an Initial Medical Assessment (IMA).

The following rules apply when requesting and completing an IMA.

## Rules

### Eligibility

To be considered for an IMA the client must:

- be covered by ACC for an injury
- be receiving weekly compensation
- have had an IOA
- be entitled to receive VR assistance
- be unlikely to maintain their pre-injury employment or any other employment with their pre-injury employer
- be referred by the case owner to the vendor of the IMA service.

### Our responsibilities

#### Referrals

When referring the client for an IMA you must:

- make sure the client is aware of the assessment procedure, including:
  - their right to bring a support person or persons to the assessment
  - their obligations to attend the assessment
- make sure the selected vendor meets the criteria under the [AC Act 2001, Section 93](#) or [AC Act 2001 Section 94](#) (exceptional circumstances)
- record the referral on the client's Individual Rehabilitation Plan (IRP)
- submit the referral to the assessor using both of these forms:
  - [ACC525 Initial Medical Assessment](#)(189kb)
  - [ACC699 Initial Medical Assessment Referral](#) (153kb)
- provide copies of all relevant information to the assessor, including:
  - the client's name and contact details
  - the claim number
  - the referring case owner's contact details
  - reasons for the IMA referral
  - a statement of expected rehabilitation outcomes
  - a current copy of the client's ACC consent form
  - a copy of the IOA report
  - copies of all other relevant reports or assessments
  - relevant information about the client's injury and/or physical restrictions

- information about any previous rehabilitation interventions or planned interventions
- a claims injury report (schedule of client injuries), detailing all ACC covered injuries
- advice about any known barriers to successfully completing the assessment
- a request to the vendor to complete an IMA report that determines whether the types of work identified in the IOA are, or are likely to be, medically sustainable for the client
- tell the assessor about any behaviour that could indicate risk, including any potential for the client to become aggressive or violent
- take all reasonable steps to safeguard the assessor, such as providing a security service if needed
- make sure that the assessor meets the required timeframes for providing the assessment.

## **Completed IMA**

You must evaluate the completed IMA report and invite the client and their General Practitioner (GP) to comment on any recommendations made.

## **Client responsibilities**

The client must:

- understand the purpose and content of the IMA and their obligation to attend the assessment
- tell the assessor about any barriers they think may stop them from working in any identified area
- give at least 24 hours' notice if they're unable to attend any arranged assessment
- give a reasonable explanation for failing to attend and negotiate suitable alternative dates
- discuss any issues relating to the VR we've provided.

## **Medical assessor responsibilities**

The medical assessor must:

- conduct the assessment by making a clinical examination of the client
- take the following information into account:
  - the IOA report
  - any medical reports we obtained before we prepared the client's IRP
  - any other relevant medical reports
  - any other injuries the client has suffered in the past
  - any condition(s) the client suffers that is not related to the personal injury
  - any other information the client provides that the assessor considers is relevant
- deliver assessments in a supportive manner that respects the dignity, rights, rehabilitation needs and cultural values of the client
- share information openly with the client and the case owner
- make sure the client is actively involved in their rehabilitation
- make sure the assessments are fair and reasonable
- deliver the service within agreed timeframes
- provide us with three copies of the IMA report.

## **Medical assessor qualifications**

The IMA assessor must be approved and meet the criteria in Section 93 of the AC Act 2001.

To be approved an assessor must:

- be a registered medical practitioner
- hold vocational registration under the Medical Practitioners Act 1995
- have at least five years' experience in general practice
- have an interest and proven work experience in disability management in the workplace or in occupational rehabilitation
- meet at least one of the following conditions:
  - be a fellow of the Royal New Zealand College of General Practitioners, or hold an equivalent qualification
  - be training towards becoming a Fellow of the Royal New Zealand College of General Practitioners, or hold an equivalent qualification
  - have undertaken relevant advanced training

All assessors must be named on an IMA/VIMA contract held by an ACC vendor.

Assessors who don't meet the criteria in Section 93 may attend assessments as observers only. They must not sign the assessment and must be listed in the IOA report as having attended.

## Standard and complex IMAs

You must arrange a standard IMA for the client, unless any of the following complex assessment criteria apply:

- the client's case involves a serious injury
- the client has a covered sensitive claim
- two or more of the following:
  - the client's covered injury is a brain injury
  - the client's injury has been covered for five years or more
  - the client has received more than 15 previous medical and/or vocational reports
  - the client has more than 20 work-type detail sheets with 2 or more covered injury sites.

## Timeframes

The assessor must...	within...
accept or decline the referral	2 working days of receiving a referral with all of the required information
contact the client to arrange the assessment appointment	4 working days of receiving the referral
notify us if they're unable to contact the client	5 working days of accepting the referral
notify us if the client fails to attend a scheduled assessment	1 working day of the appointment
perform the assessment	10 working days of receiving the referral
complete the IMA report	10 working days of starting the assessment
forward 3 copies of the completed IMA report to us	8 working days of completing the report

## IMA report

The IMA report must include:

- information we provided to the assessor

- any medical reports we obtained before we prepared the client's IRP
- information about any non-injury related conditions that may impact on the client's ability to work
- any other relevant medical reports
- the IOA report, including the work type detail sheets
- the clinical findings from the assessor's examination, including any comment on pain and fatigue
- any other information the client provides that the assessor considers is relevant.

For more details see the IMA service schedule.

# Initial Medical Assessment

CHIPs pages as at 28 02 2012

To determine a client's vocational rehabilitation (VR) needs, and to comply with the [AC Act 2001, Section 89](#), the client must attend an [Initial Occupation Assessment](#) (IOA) then an Initial Medical Assessment (IMA).

The following rules apply when requesting and completing an IMA.

## Rules

### Eligibility

To be considered for an IMA the client must:

- be covered by ACC for an injury
- be receiving weekly compensation
- have had an IOA
- be entitled to receive VR assistance
- be unlikely to maintain their pre-injury employment or any other employment with their pre-injury employer
- be referred by the case owner to the vendor of the IMA service.

### Our responsibilities

#### Referrals

When referring the client for an IMA you must:

- make sure the client is aware of the assessment procedure, including:
  - their right to bring a support person or persons to the assessment
  - their obligations to attend the assessment
- make sure the selected vendor meets the criteria under the [AC Act 2001, Section 93](#) or [AC Act 2001, Section 94](#) (exceptional circumstances)
- record the referral on the client's Individual Rehabilitation Plan (IRP)
- submit the referral to the assessor using both of these forms:
  - [ACC525 Initial Medical Assessment](#)(189K)
  - [ACC699 Initial Medical Assessment Referral](#) (153K)
- provide copies of all relevant information to the assessor, including:
  - the client's name and contact details
  - the claim number
  - the referring case owner's contact details
  - reasons for the IMA referral
  - a statement of expected rehabilitation outcomes
  - a current copy of the client's ACC consent form
  - a copy of the IOA report
  - copies of all other relevant reports or assessments
  - relevant information about the client's injury and/or physical restrictions

- information about any previous rehabilitation interventions or planned interventions
- a claims injury report (schedule of client injuries), detailing all ACC covered injuries
- advice about any known barriers to successfully completing the assessment
- a request to the vendor to complete an IMA report that determines whether the types of work identified in the IOA are, or are likely to be, medically sustainable for the client
- tell the assessor about any behaviour that could indicate risk, including any potential for the client to become aggressive or violent
- take all reasonable steps to safeguard the assessor, such as providing a security service if needed
- make sure that the assessor meets the required timeframes for providing the assessment.

## **Completed IMA**

You must evaluate the completed IMA report and invite the client and their General Practitioner (GP) to comment on any recommendations made.

## **Client responsibilities**

The client must:

- understand the purpose and content of the IMA and their obligation to attend the assessment
- tell the assessor about any barriers they think may stop them from working in any identified area
- give at least 24 hours' notice if they're unable to attend any arranged assessment
- give a reasonable explanation for failing to attend and negotiate suitable alternative dates
- discuss any issues relating to the VR we've provided.

## **Medical assessor responsibilities**

The medical assessor must:

- conduct the assessment by making a clinical examination of the client
- take the following information into account:
  - the IOA report
  - any medical reports we obtained before we prepared the client's IRP
  - any other relevant medical reports
  - any other injuries the client has suffered in the past
  - any condition(s) the client suffers that is not related to the personal injury
  - any other information the client provides that the assessor considers is relevant
- deliver assessments in a supportive manner that respects the dignity, rights, rehabilitation needs and cultural values of the client
- share information openly with the client and the case owner
- make sure the client is actively involved in their rehabilitation
- make sure the assessments are fair and reasonable
- deliver the service within agreed timeframes
- provide us with three copies of the IMA report.

## **Medical assessor qualifications**

The IMA assessor must be approved and meet the criteria in the AC Act 2001, Section 93.

To be approved an assessor must:

- be a registered medical practitioner
- hold vocational registration under the Medical Practitioners Act 1995
- have at least five years' experience in general practice
- have an interest and proven work experience in disability management in the workplace or in occupational rehabilitation
- meet at least one of the following conditions:
  - be a fellow of the Royal New Zealand College of General Practitioners, or hold an equivalent qualification
  - be training towards becoming a Fellow of the Royal New Zealand College of General Practitioners, or hold an equivalent qualification
  - have undertaken relevant advanced training

All assessors must be named on an IMA/VIMA contract held by an ACC vendor.

Assessors who don't meet the criteria in Section 93 may attend assessments as observers only. They must not sign the assessment and must be listed in the IOA report as having attended.

## Standard and complex IMAs

You must arrange a standard IMA for the client, unless any of the following complex assessment criteria apply:

- the client's case involves a serious injury
- the client has a covered sensitive claim
- two or more of the following:
  - the client's covered injury is a brain injury
  - the client's injury has been covered for five years or more
  - the client has received more than 15 previous medical and/or vocational reports
  - the client has more than 20 work-type detail sheets with 2 or more covered injury sites.

## Timeframes

The assessor must...	within...
accept or decline the referral	2 working days of receiving a referral with all of the required information
contact the client to arrange the assessment appointment	4 working days of receiving the referral
notify us if they're unable to contact the client	5 working days of accepting the referral
notify us if the client fails to attend a scheduled assessment	1 working day of the appointment
perform the assessment	10 working days of receiving the referral
complete the IMA report	10 working days of starting the assessment
forward 3 copies of the completed IMA report to us	8 working days of completing the report

## IMA report

The IMA report must include:

- information we provided to the assessor



- any medical reports we obtained before we prepared the client's IRP
- information about any non-injury related conditions that may impact on the client's ability to work
- any other relevant medical reports
- the IOA report, including the work type detail sheets
- the clinical findings from the assessor's examination, including any comment on pain and fatigue
- any other information the client provides that the assessor considers is relevant.

For more details see the IMA service schedule

# Initial Medical Assessment

CHIPs pages as at 13 03 2012

To determine a client's vocational rehabilitation (VR) needs, and to comply with the [AC Act 2001, Section 89](#), the client must attend an [Initial Occupation Assessment](#) (IOA) then an Initial Medical Assessment (IMA).

The following rules apply when requesting and completing an IMA.

## Rules

### Eligibility

To be considered for an IMA the client must:

- be covered by ACC for an injury
- be receiving weekly compensation
- have had an IOA
- be entitled to receive VR assistance
- be unlikely to maintain their pre-injury employment or any other employment with their pre-injury employer
- be referred by the case owner to the vendor of the IMA service.

### Our responsibilities

#### Referrals

When referring the client for an IMA you must:

- make sure the client is aware of the assessment procedure, including:
  - their right to bring a support person or persons to the assessment
  - their obligations to attend the assessment
- make sure the selected vendor meets the criteria under the [AC Act 2001, Section 93](#) or [AC Act 2001, Section 94](#) (exceptional circumstances)
- record the referral on the client's Individual Rehabilitation Plan (IRP)
- submit the referral to the assessor using both of these forms:
  - [ACC525 Initial Medical Assessment](#)(189K)
  - [ACC699 Initial Medical Assessment Referral](#) (153K)
- provide copies of all relevant information to the assessor, including:
  - the client's name and contact details
  - the claim number
  - the referring case owner's contact details
  - reasons for the IMA referral
  - a statement of expected rehabilitation outcomes
  - a current copy of the client's ACC consent form
  - a copy of the IOA report
  - copies of all other relevant reports or assessments
  - relevant information about the client's injury and/or physical restrictions

- information about any previous rehabilitation interventions or planned interventions
- a claims injury report (schedule of client injuries), detailing all ACC covered injuries
- advice about any known barriers to successfully completing the assessment
- a request to the vendor to complete an IMA report that determines whether the types of work identified in the IOA are, or are likely to be, medically sustainable for the client
- tell the assessor about any behaviour that could indicate risk, including any potential for the client to become aggressive or violent
- take all reasonable steps to safeguard the assessor, such as providing a security service if needed
- make sure that the assessor meets the required timeframes for providing the assessment.

## **Completed IMA**

You must evaluate the completed IMA report and invite the client and their General Practitioner (GP) to comment on any recommendations made.

## **Client responsibilities**

The client must:

- understand the purpose and content of the IMA and their obligation to attend the assessment
- tell the assessor about any barriers they think may stop them from working in any identified area
- give at least 24 hours' notice if they're unable to attend any arranged assessment
- give a reasonable explanation for failing to attend and negotiate suitable alternative dates
- discuss any issues relating to the VR we've provided.

## **Medical assessor responsibilities**

The medical assessor must:

- conduct the assessment by making a clinical examination of the client
- take the following information into account:
  - the IOA report
  - any medical reports we obtained before we prepared the client's IRP
  - any other relevant medical reports
  - any other injuries the client has suffered in the past
  - any condition(s) the client suffers that is not related to the personal injury
  - any other information the client provides that the assessor considers is relevant
- deliver assessments in a supportive manner that respects the dignity, rights, rehabilitation needs and cultural values of the client
- share information openly with the client and the case owner
- make sure the client is actively involved in their rehabilitation
- make sure the assessments are fair and reasonable
- deliver the service within agreed timeframes
- provide us with three copies of the IMA report.

## **Medical assessor qualifications**

The IMA assessor must be approved and meet the criteria in the AC Act 2001, Section 93.

To be approved an assessor must:

- be a registered medical practitioner
- hold vocational registration under the Medical Practitioners Act 1995
- have at least five years' experience in general practice
- have an interest and proven work experience in disability management in the workplace or in occupational rehabilitation
- meet at least one of the following conditions:
  - be a fellow of the Royal New Zealand College of General Practitioners, or hold an equivalent qualification
  - be training towards becoming a Fellow of the Royal New Zealand College of General Practitioners, or hold an equivalent qualification
  - have undertaken relevant advanced training

All assessors must be named on an IMA/VIMA contract held by an ACC vendor.

Assessors who don't meet the criteria in Section 93 may attend assessments as observers only. They must not sign the assessment and must be listed in the IOA report as having attended.

## Standard and complex IMAs

You must arrange a standard IMA for the client, unless any of the following complex assessment criteria apply:

- the client's case involves a serious injury
- the client has a covered sensitive claim
- two or more of the following:
  - the client's covered injury is a brain injury
  - the client's injury has been covered for five years or more
  - the client has received more than 15 previous medical and/or vocational reports
  - the client has more than 20 work-type detail sheets with two or more covered injury sites.

## Timeframes

The assessor must...	within...
accept or decline the referral	two working days of receiving a referral with all of the required information
contact the client to arrange the assessment appointment	four working days of receiving the referral
notify us if they're unable to contact the client	five working days of accepting the referral
notify us if the client fails to attend a scheduled assessment	one working day of the appointment
perform the assessment	10 working days of receiving the referral
complete the IMA report	10 working days of starting the assessment
forward 3 copies of the completed IMA report to us	eight working days of completing the report

## IMA report

The IMA report must include:

- information we provided to the assessor

- any medical reports we obtained before we prepared the client's IRP
- information about any non-injury related conditions that may impact on the client's ability to work
- any other relevant medical reports
- the IOA report, including the work type detail sheets
- the clinical findings from the assessor's examination, including any comment on pain and fatigue
- any other information the client provides that the assessor considers is relevant.

For more details see the IMA service schedule.

# Initial Medical Assessment

CHIPs pages as at 10 05 2012

To determine a client's vocational rehabilitation (VR) needs, and to comply with the [AC Act 2001, Section 89](#), the client must attend an [Initial Occupation Assessment](#) (IOA) then an Initial Medical Assessment (IMA).

The following rules apply when requesting and completing an IMA.

## Rules

### Eligibility

To be considered for an IMA the client must:

- be covered by ACC for an injury
- be receiving weekly compensation
- have had an IOA
- be entitled to receive VR assistance
- be unlikely to maintain their pre-injury employment or any other employment with their pre-injury employer
- be referred by the case owner to the vendor of the IMA service.

### Our responsibilities

#### Referrals

When referring the client for an IMA you must:

- make sure the client is aware of the assessment procedure, including:
  - their right to bring a support person or persons to the assessment
  - their obligations to attend the assessment
- make sure the [selected vendor](#) meets the criteria under the [AC Act 2001, Section 93](#) or [AC Act 2001, Section 94](#) (exceptional circumstances)
- record the referral on the client's Individual Rehabilitation Plan (IRP)
- submit the referral to the assessor using both of these forms:
  - [ACC525 Initial Medical Assessment](#)(189K)
  - [ACC699 Initial Medical Assessment Referral](#) (153K)
- provide copies of all relevant information to the assessor, including:
  - the client's name and contact details
  - the claim number
  - the referring case owner's contact details
  - reasons for the IMA referral
  - a statement of expected rehabilitation outcomes
  - a current copy of the client's ACC consent form
  - a copy of the IOA report
  - copies of all other relevant reports or assessments
  - relevant information about the client's injury and/or physical restrictions

- information about any previous rehabilitation interventions or planned interventions
- a claims injury report (schedule of client injuries), detailing all ACC covered injuries
- advice about any known barriers to successfully completing the assessment
- a request to the vendor to complete an IMA report that determines whether the types of work identified in the IOA are, or are likely to be medically sustainable for the client.
- tell the assessor about any behaviour that could indicate risk, including any potential for the client to become aggressive or violent
- take all reasonable steps to safeguard the assessor, such as providing a security service if needed
- make sure that the assessor meets the required timeframes for providing the assessment.

## **Completed IMA**

You must evaluate the completed IMA report and invite the client and their General Practitioner (GP) to comment on any recommendations made.

## **Client responsibilities**

The client must:

- understand the purpose and content of the IMA and their obligation to attend the assessment
- tell the assessor about any barriers they think may stop them from working in any identified area
- give at least 24 hours' notice if they're unable to attend any arranged assessment
- give a reasonable explanation for failing to attend and negotiate suitable alternative dates
- discuss any issues relating to the VR we've provided.

## **Medical assessor responsibilities**

The medical assessor must:

- conduct the assessment by making a clinical examination of the client
- take the following information into account:
  - the IOA report
  - any medical reports we obtained before we prepared the client's IRP
  - any other relevant medical reports
  - any other injuries the client has suffered in the past
  - any condition(s) the client suffers that is not related to the personal injury
  - any other information the client provides that the assessor considers is relevant
- deliver assessments in a supportive manner that respects the dignity, rights, rehabilitation needs and cultural values of the client
- share information openly with the client and the case owner
- make sure the client is actively involved in their rehabilitation
- make sure the assessments are fair and reasonable
- deliver the service within agreed timeframes
- provide us with three copies of the IMA report.

## **Medical assessor qualifications**

The IMA assessor must be approved and meet the criteria in the AC Act 2001, Section 93.

To be approved an assessor must:

- be a registered medical practitioner
- hold vocational registration under the Medical Practitioners Act 1995
- have at least five years' experience in general practice
- have an interest and proven work experience in disability management in the workplace or in occupational rehabilitation
- meet at least one of the following conditions:
  - be a fellow of the Royal New Zealand College of General Practitioners, or hold an equivalent qualification
  - be training towards becoming a Fellow of the Royal New Zealand College of General Practitioners, or hold an equivalent qualification
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All assessors must be named on an IMA/VIMA contract held by an ACC vendor.

Assessors who don't meet the criteria in Section 93 may attend assessments as observers only. They must not sign the assessment and must be listed in the IOA report as having attended.

## Standard and complex IMAs

You must arrange a standard IMA for the client, unless any of the following complex assessment criteria apply:

- the client's case involves a serious injury
- the client has a covered sensitive claim
- two or more of the following:
  - the client's covered injury is a brain injury
  - the client's injury has been covered for five years or more
  - the client has received more than 15 previous medical and/or vocational reports
  - the client has more than 20 work-type detail sheets with two or more covered injury sites.

## Timeframes

The assessor must...	within...
accept or decline the referral	two working days of receiving a referral with all of the required information
contact the client to arrange the assessment appointment	four working days of receiving the referral
notify us if they're unable to contact the client	five working days of accepting the referral
notify us if the client fails to attend a scheduled assessment	one working day of the appointment
perform the assessment	10 working days of receiving the referral
complete the IMA report	10 working days of starting the assessment
forward 3 copies of the completed IMA report to us	eight working days of completing the report

## IMA report

The IMA report must include:

- information we provided to the assessor



- any medical reports we obtained before we prepared the client's IRP
- information about any non-injury related conditions that may impact on the client's ability to work
- any other relevant medical reports
- the IOA report, including the work type detail sheets
- the clinical findings from the assessor's examination, including any comment on pain and fatigue
- any other information the client provides that the assessor considers is relevant.

For more details see the IMA service schedule.

# Initial Medical Assessment

CHIPs pages as at 15 08 2012

To determine a client's vocational rehabilitation (VR) needs, and to comply with the [AC Act 2001, Section 89](#), the client must attend an [Initial Occupation Assessment](#) (IOA) then an Initial Medical Assessment (IMA).

The following rules apply when requesting and completing an IMA.

## Rules

### Eligibility

To be considered for an IMA the client must:

- be covered by ACC for an injury
- be receiving weekly compensation
- have had an IOA
- be entitled to receive VR assistance
- be unlikely to maintain their pre-injury employment or any other employment with their pre-injury employer
- be referred by the case owner to the vendor of the IMA service.

### Our responsibilities

#### Referrals

When referring the client for an IMA you must:

- make sure the client is aware of the assessment procedure, including:
  - their right to bring a support person or persons to the assessment
  - their obligations to attend the assessment
- make sure the selected vendor meets the criteria under the [AC Act 2001, Section 93](#) or [AC Act 2001, Section 94](#) (exceptional circumstances)
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  - the client's name and contact details
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  - reasons for the IMA referral
  - a statement of expected rehabilitation outcomes
  - a current copy of the client's ACC consent form
  - a copy of the IOA report
  - copies of all other relevant reports or assessments
  - relevant information about the client's injury and/or physical restrictions

- information about any previous rehabilitation interventions or planned interventions
- a claims injury report (schedule of client injuries), detailing all ACC covered injuries
- advice about any known barriers to successfully completing the assessment
- a request to the vendor to complete an IMA report that determines whether the types of work identified in the IOA are, or are likely to be medically sustainable for the client.
- tell the assessor about any behaviour that could indicate risk, including any potential for the client to become aggressive or violent
- take all reasonable steps to safeguard the assessor, such as providing a security service if needed
- make sure that the assessor meets the required timeframes for providing the assessment.

## **Completed IMA**

You must evaluate the completed IMA report and invite the client and their General Practitioner (GP) to comment on any recommendations made.

## **Client responsibilities**

The client must:

- understand the purpose and content of the IMA and their obligation to attend the assessment
- tell the assessor about any barriers they think may stop them from working in any identified area
- give at least 24 hours' notice if they're unable to attend any arranged assessment
- give a reasonable explanation for failing to attend and negotiate suitable alternative dates
- discuss any issues relating to the VR we've provided.

## **Medical assessor responsibilities**

The medical assessor must:

- conduct the assessment by making a clinical examination of the client
- take the following information into account:
  - the IOA report
  - any medical reports we obtained before we prepared the client's IRP
  - any other relevant medical reports
  - any other injuries the client has suffered in the past
  - any condition(s) the client suffers that is not related to the personal injury
  - any other information the client provides that the assessor considers is relevant
- deliver assessments in a supportive manner that respects the dignity, rights, rehabilitation needs and cultural values of the client
- share information openly with the client and the case owner
- make sure the client is actively involved in their rehabilitation
- make sure the assessments are fair and reasonable
- deliver the service within agreed timeframes
- provide us with three copies of the IMA report.

## **Medical assessor qualifications**

The IMA assessor must be approved and meet the criteria in the AC Act 2001, Section 93.

To be approved an assessor must:

- be a registered medical practitioner
- hold vocational registration under the Medical Practitioners Act 1995
- have at least five years' experience in general practice
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  - be a fellow of the Royal New Zealand College of General Practitioners, or hold an equivalent qualification
  - be training towards becoming a Fellow of the Royal New Zealand College of General Practitioners, or hold an equivalent qualification
  - have undertaken relevant advanced training

All assessors must be named on an IMA/VIMA contract held by an ACC vendor.

Assessors who don't meet the criteria in Section 93 may attend assessments as observers only. They must not sign the assessment and must be listed in the IOA report as having attended.

## Standard and complex IMAs

You must arrange a standard IMA for the client, unless any of the following complex assessment criteria apply:

- the client's case involves a serious injury
- the client has a covered sensitive claim
- two or more of the following:
  - the client's covered injury is a brain injury
  - the client's injury has been covered for five years or more
  - the client has received more than 15 previous medical and/or vocational reports
  - the client has more than 20 work-type detail sheets with two or more covered injury sites.

## Timeframes

The assessor must...	within...
accept or decline the referral	two working days of receiving a referral with all of the required information
contact the client to arrange the assessment appointment	four working days of receiving the referral
notify us if they're unable to contact the client	five working days of accepting the referral
notify us if the client fails to attend a scheduled assessment	one working day of the appointment
perform the assessment	10 working days of receiving the referral
complete the IMA report	10 working days of starting the assessment
forward 3 copies of the completed IMA report to us	eight working days of completing the report

## IMA report

The IMA report must include:

- information we provided to the assessor

- any medical reports we obtained before we prepared the client's IRP
- information about any non-injury related conditions that may impact on the client's ability to work
- any other relevant medical reports
- the IOA report, including the work type detail sheets
- the clinical findings from the assessor's examination, including any comment on pain and fatigue
- any other information the client provides that the assessor considers is relevant.

For more details see the IMA service schedule.

# Initial Medical Assessment

CHIPs pages as at 12 11 2012

To determine a client's vocational rehabilitation (VR) needs, and to comply with the [AC Act 2001, Section 89](#), the client must attend an [Initial Occupation Assessment](#) (IOA) then an Initial Medical Assessment (IMA).

The following rules apply when requesting and completing an IMA.

## Rules

### Eligibility

To be considered for an IMA the client must:

- be covered by ACC for an injury
- be receiving weekly compensation
- have had an IOA
- be entitled to receive VR assistance
- be unlikely to maintain their pre-injury employment or any other employment with their pre-injury employer
- be referred by the case owner to the vendor of the IMA service.

### Our responsibilities

#### Referrals

When referring the client for an IMA you must:

- make sure the client is aware of the assessment procedure, including:
  - their right to bring a support person or persons to the assessment
  - their obligations to attend the assessment
- make sure the [selected vendor](#) meets the criteria under the [AC Act 2001, Section 93](#) or [AC Act 2001, Section 94](#) (exceptional circumstances)
- record the referral on the client's Individual Rehabilitation Plan (IRP)
- submit the referral to the assessor using both of these forms:
  - [ACC525 Initial Medical Assessment](#)(189K)
  - [ACC699 Initial Medical Assessment Referral](#) (153K)
- provide copies of all relevant information to the assessor, including:
  - the client's name and contact details
  - the claim number
  - the referring case owner's contact details
  - reasons for the IMA referral
  - a statement of expected rehabilitation outcomes
  - a current copy of the client's ACC consent form
  - a copy of the IOA report
  - copies of all other relevant reports or assessments
  - relevant information about the client's injury and/or physical restrictions

- information about any previous rehabilitation interventions or planned interventions
- a claims injury report (schedule of client injuries), detailing all ACC covered injuries
- advice about any known barriers to successfully completing the assessment
- a request to the vendor to complete an IMA report that determines whether the types of work identified in the IOA are, or are likely to be medically sustainable for the client.
- tell the assessor about any behaviour that could indicate risk, including any potential for the client to become aggressive or violent
- take all reasonable steps to safeguard the assessor, such as providing a security service if needed
- make sure that the assessor meets the required timeframes for providing the assessment.

## **Completed IMA**

You must evaluate the completed IMA report and invite the client and their General Practitioner (GP) to comment on any recommendations made.

## **Client responsibilities**

The client must:

- understand the purpose and content of the IMA and their obligation to attend the assessment
- tell the assessor about any barriers they think may stop them from working in any identified area
- give at least 24 hours' notice if they're unable to attend any arranged assessment
- give a reasonable explanation for failing to attend and negotiate suitable alternative dates
- discuss any issues relating to the VR we've provided.

## **Medical assessor responsibilities**

The medical assessor must:

- conduct the assessment by making a clinical examination of the client
- take the following information into account:
  - the IOA report
  - any medical reports we obtained before we prepared the client's IRP
  - any other relevant medical reports
  - any other injuries the client has suffered in the past
  - any condition(s) the client suffers that is not related to the personal injury
  - any other information the client provides that the assessor considers is relevant
- deliver assessments in a supportive manner that respects the dignity, rights, rehabilitation needs and cultural values of the client
- share information openly with the client and the case owner
- make sure the client is actively involved in their rehabilitation
- make sure the assessments are fair and reasonable
- deliver the service within agreed timeframes
- provide us with three copies of the IMA report.

## **Medical assessor qualifications**

The IMA assessor must be approved and meet the criteria in the AC Act 2001, Section 93.

To be approved an assessor must:

- be a registered medical practitioner
- hold vocational registration under the Medical Practitioners Act 1995
- have at least five years' experience in general practice
- have an interest and proven work experience in disability management in the workplace or in occupational rehabilitation
- meet at least one of the following conditions:
  - be a fellow of the Royal New Zealand College of General Practitioners, or hold an equivalent qualification
  - be training towards becoming a Fellow of the Royal New Zealand College of General Practitioners, or hold an equivalent qualification
  - have undertaken relevant advanced training

All assessors must be named on an IMA/VIMA contract held by an ACC vendor.

Assessors who don't meet the criteria in Section 93 may attend assessments as observers only. They must not sign the assessment and must be listed in the IOA report as having attended.

## Standard and complex IMAs

You must arrange a standard IMA for the client, unless any of the following complex assessment criteria apply:

- the client's case involves a serious injury
- the client has a covered sensitive claim
- two or more of the following:
  - the client's covered injury is a brain injury
  - the client's injury has been covered for five years or more
  - the client has received more than 15 previous medical and/or vocational reports
  - the client has more than 20 work-type detail sheets with two or more covered injury sites.

## Timeframes

The assessor must...	within...
accept or decline the referral	two working days of receiving a referral with all of the required information
contact the client to arrange the assessment appointment	four working days of receiving the referral
notify us if they're unable to contact the client	five working days of accepting the referral
notify us if the client fails to attend a scheduled assessment	one working day of the appointment
perform the assessment	10 working days of receiving the referral
complete the IMA report	10 working days of starting the assessment
forward 3 copies of the completed IMA report to us	eight working days of completing the report

## IMA report

The IMA report must include:

- information we provided to the assessor



- any medical reports we obtained before we prepared the client's IRP
- information about any non-injury related conditions that may impact on the client's ability to work
- any other relevant medical reports
- the IOA report, including the work type detail sheets
- the clinical findings from the assessor's examination, including any comment on pain and fatigue
- any other information the client provides that the assessor considers is relevant.

For more details see the IMA service schedule.

# Initial Medical Assessment

CHIPs pages as at 05 02 2013

To determine a client's vocational rehabilitation (VR) needs, and to comply with the [AC Act 2001, Section 89](#), the client must attend an [Initial Occupation Assessment](#) (IOA) then an Initial Medical Assessment (IMA).

The following rules apply when requesting and completing an IMA.

## Rules

### Eligibility

To be considered for an IMA the client must:

- be covered by ACC for an injury
- be receiving weekly compensation
- have had an IOA
- be entitled to receive VR assistance
- be unlikely to maintain their pre-injury employment or any other employment with their pre-injury employer
- be referred by the case owner to the vendor of the IMA service.

### Our responsibilities

#### Referrals

When referring the client for an IMA you must:

- make sure the client is aware of the assessment procedure, including:
  - their right to bring a support person or persons to the assessment
  - their obligations to attend the assessment
- make sure the [selected vendor](#) meets the criteria under the [AC Act 2001, Section 93](#) or [AC Act 2001, Section 94](#) (exceptional circumstances)
- record the referral on the client's Individual Rehabilitation Plan (IRP)
- submit the referral to the assessor using both of these forms:
  - [ACC525 Initial Medical Assessment](#)(189K)
  - [ACC699 Initial Medical Assessment Referral](#) (153K)
- provide copies of all relevant information to the assessor, including:
  - the client's name and contact details
  - the claim number
  - the referring case owner's contact details
  - reasons for the IMA referral
  - a statement of expected rehabilitation outcomes
  - a current copy of the client's ACC consent form
  - a copy of the IOA report
  - copies of all other relevant reports or assessments
  - relevant information about the client's injury and/or physical restrictions

- information about any previous rehabilitation interventions or planned interventions
- a claims injury report (schedule of client injuries), detailing all ACC covered injuries
- advice about any known barriers to successfully completing the assessment
- a request to the vendor to complete an IMA report that determines whether the types of work identified in the IOA are, or are likely to be medically sustainable for the client.
- tell the assessor about any behaviour that could indicate risk, including any potential for the client to become aggressive or violent
- take all reasonable steps to safeguard the assessor, such as providing a security service if needed
- make sure that the assessor meets the required timeframes for providing the assessment.

## **Completed IMA**

You must evaluate the completed IMA report and invite the client and their General Practitioner (GP) to comment on any recommendations made.

## **Client responsibilities**

The client must:

- understand the purpose and content of the IMA and their obligation to attend the assessment
- tell the assessor about any barriers they think may stop them from working in any identified area
- give at least 24 hours' notice if they're unable to attend any arranged assessment
- give a reasonable explanation for failing to attend and negotiate suitable alternative dates
- discuss any issues relating to the VR we've provided.

## **Medical assessor responsibilities**

The medical assessor must:

- conduct the assessment by making a clinical examination of the client
- take the following information into account:
  - the IOA report
  - any medical reports we obtained before we prepared the client's IRP
  - any other relevant medical reports
  - any other injuries the client has suffered in the past
  - any condition(s) the client suffers that is not related to the personal injury
  - any other information the client provides that the assessor considers is relevant
- deliver assessments in a supportive manner that respects the dignity, rights, rehabilitation needs and cultural values of the client
- share information openly with the client and the case owner
- make sure the client is actively involved in their rehabilitation
- make sure the assessments are fair and reasonable
- deliver the service within agreed timeframes
- provide us with three copies of the IMA report.

## **Medical assessor qualifications**

The IMA assessor must be approved and meet the criteria in the AC Act 2001, Section 93.

To be approved an assessor must:

- be a registered medical practitioner
- hold vocational registration under the Medical Practitioners Act 1995
- have at least five years' experience in general practice
- have an interest and proven work experience in disability management in the workplace or in occupational rehabilitation
- meet at least one of the following conditions:
  - be a fellow of the Royal New Zealand College of General Practitioners, or hold an equivalent qualification
  - be training towards becoming a Fellow of the Royal New Zealand College of General Practitioners, or hold an equivalent qualification
  - have undertaken relevant advanced training

All assessors must be named on an IMA/VIMA contract held by an ACC vendor.

Assessors who don't meet the criteria in Section 93 may attend assessments as observers only. They must not sign the assessment and must be listed in the IOA report as having attended.

## Standard and complex IMAs

You must arrange a standard IMA for the client, unless any of the following complex assessment criteria apply:

- the client's case involves a serious injury
- the client has a covered sensitive claim
- two or more of the following:
  - the client's covered injury is a brain injury
  - the client's injury has been covered for five years or more
  - the client has received more than 15 previous medical and/or vocational reports
  - the client has more than 20 work-type detail sheets with two or more covered injury sites.

## Timeframes

The assessor must...	within...
accept or decline the referral	two working days of receiving a referral with all of the required information
contact the client to arrange the assessment appointment	four working days of receiving the referral
notify us if they're unable to contact the client	five working days of accepting the referral
notify us if the client fails to attend a scheduled assessment	one working day of the appointment
perform the assessment	10 working days of receiving the referral
complete the IMA report	10 working days of starting the assessment
forward 3 copies of the completed IMA report to us	eight working days of completing the report

## IMA report

The IMA report must include:

- information we provided to the assessor

- any medical reports we obtained before we prepared the client's IRP
- information about any non-injury related conditions that may impact on the client's ability to work
- any other relevant medical reports
- the IOA report, including the work type detail sheets
- the clinical findings from the assessor's examination, including any comment on pain and fatigue
- any other information the client provides that the assessor considers is relevant.

For more details see the IMA service schedule.

# Initial Medical Assessment

CHIPs pages as at 09 08 2013

To determine a client's vocational rehabilitation (VR) needs, and to comply with the [AC Act 2001, Section 89](#), the client must attend an [Initial Occupation Assessment](#) (IOA) then an Initial Medical Assessment (IMA).

The following rules apply when requesting and completing an IMA.

## Rules

### Eligibility

To be considered for an IMA the client must:

- be covered by ACC for an injury
- be receiving weekly compensation
- have had an IOA
- be entitled to receive VR assistance
- be unlikely to maintain their pre-injury employment or any other employment with their pre-injury employer
- be referred by the case owner to the vendor of the IMA service.

### Our responsibilities

#### Referrals

When referring the client for an IMA you must:

- make sure the client is aware of the assessment procedure, including:
  - their right to bring a support person or persons to the assessment
  - their obligations to attend the assessment
- make sure the [selected vendor](#) meets the criteria under the [AC Act 2001, Section 93](#) or [AC Act 2001, Section 94](#) (exceptional circumstances)
- record the referral on the client's Individual Rehabilitation Plan (IRP)
- submit the referral to the assessor using both of these forms:
  - [ACC525 Initial Medical Assessment](#)(189K)
  - [ACC699 Initial Medical Assessment Referral](#) (153K)
- provide copies of all relevant information to the assessor, including:
  - the client's name and contact details
  - the claim number
  - the referring case owner's contact details
  - reasons for the IMA referral
  - a statement of expected rehabilitation outcomes
  - a current copy of the client's ACC consent form
  - a copy of the IOA report
  - copies of all other relevant reports or assessments
  - relevant information about the client's injury and/or physical restrictions

- information about any previous rehabilitation interventions or planned interventions
- a claims injury report (schedule of client injuries), detailing all ACC covered injuries
- advice about any known barriers to successfully completing the assessment
- a request to the vendor to complete an IMA report that determines whether the types of work identified in the IOA are, or are likely to be medically sustainable for the client.
- tell the assessor about any behaviour that could indicate risk, including any potential for the client to become aggressive or violent
- take all reasonable steps to safeguard the assessor, such as providing a security service if needed
- make sure that the assessor meets the required timeframes for providing the assessment.

## **Completed IMA**

You must evaluate the completed IMA report and invite the client and their General Practitioner (GP) to comment on any recommendations made.

## **Client responsibilities**

The client must:

- understand the purpose and content of the IMA and their obligation to attend the assessment
- tell the assessor about any barriers they think may stop them from working in any identified area
- give at least 24 hours' notice if they're unable to attend any arranged assessment
- give a reasonable explanation for failing to attend and negotiate suitable alternative dates
- discuss any issues relating to the VR we've provided.

## **Medical assessor responsibilities**

The medical assessor must:

- conduct the assessment by making a clinical examination of the client
- take the following information into account:
  - the IOA report
  - any medical reports we obtained before we prepared the client's IRP
  - any other relevant medical reports
  - any other injuries the client has suffered in the past
  - any condition(s) the client suffers that is not related to the personal injury
  - any other information the client provides that the assessor considers is relevant
- deliver assessments in a supportive manner that respects the dignity, rights, rehabilitation needs and cultural values of the client
- share information openly with the client and the case owner
- make sure the client is actively involved in their rehabilitation
- make sure the assessments are fair and reasonable
- deliver the service within agreed timeframes
- provide us with three copies of the IMA report.

## **Medical assessor qualifications**

The IMA assessor must be approved and meet the criteria in the AC Act 2001, Section 93.

To be approved an assessor must:

- be a registered medical practitioner
- hold vocational registration under the Medical Practitioners Act 1995
- have at least five years' experience in general practice
- have an interest and proven work experience in disability management in the workplace or in occupational rehabilitation
- meet at least one of the following conditions:
  - be a fellow of the Royal New Zealand College of General Practitioners, or hold an equivalent qualification
  - be training towards becoming a Fellow of the Royal New Zealand College of General Practitioners, or hold an equivalent qualification
  - have undertaken relevant advanced training

All assessors must be named on an IMA/VIMA contract held by an ACC vendor.

Assessors who don't meet the criteria in Section 93 may attend assessments as observers only. They must not sign the assessment and must be listed in the IOA report as having attended.

## Standard and complex IMAs

You must arrange a standard IMA for the client, unless any of the following complex assessment criteria apply:

- the client's case involves a serious injury
- the client has a covered sensitive claim
- two or more of the following:
  - the client's covered injury is a brain injury
  - the client's injury has been covered for five years or more
  - the client has received more than 15 previous medical and/or vocational reports
  - the client has more than 20 work-type detail sheets with two or more covered injury sites.

## Timeframes

The assessor must...	within...
accept or decline the referral	two working days of receiving a referral with all of the required information
contact the client to arrange the assessment appointment	four working days of receiving the referral
notify us if they're unable to contact the client	five working days of accepting the referral
notify us if the client fails to attend a scheduled assessment	one working day of the appointment
perform the assessment	10 working days of receiving the referral
complete the IMA report	10 working days of starting the assessment
forward 3 copies of the completed IMA report to us	eight working days of completing the report

## IMA report

The IMA report must include:

- information we provided to the assessor



- any medical reports we obtained before we prepared the client's IRP
- information about any non-injury related conditions that may impact on the client's ability to work
- any other relevant medical reports
- the IOA report, including the work type detail sheets
- the clinical findings from the assessor's examination, including any comment on pain and fatigue
- any other information the client provides that the assessor considers is relevant.

For more details see the IMA service schedule.

# Initial Medical Assessment

CHIPS pages as at 02 09 2013

To determine a client's vocational rehabilitation (VR) needs, and to comply with the [AC Act 2001, Section 89](#), the client must attend an [Initial Occupation Assessment](#) (IOA) then an Initial Medical Assessment (IMA).

The following rules apply when requesting and completing an IMA.

## Rules

### Eligibility

To be considered for an IMA the client must:

- be covered by ACC for an injury
- be receiving weekly compensation
- have had an IOA
- be entitled to receive VR assistance
- be unlikely to maintain their pre-injury employment or any other employment with their pre-injury employer
- be referred by the case owner to the vendor of the IMA service.

### Our responsibilities

#### Referrals

When referring the client for an IMA you must:

- make sure the client is aware of the assessment procedure, including:
  - their right to bring a support person or persons to the assessment
  - their obligations to attend the assessment
- make sure the [selected vendor](#) meets the criteria under the [AC Act 2001, Section 93](#) or [AC Act 2001, Section 94](#) (exceptional circumstances)
- record the referral on the client's Individual Rehabilitation Plan (IRP)
- submit the referral to the assessor using both of these forms:
  - [ACC525 Initial Medical Assessment](#)(189K)
  - [ACC699 Initial Medical Assessment Referral](#) (153K)
- provide copies of all relevant information to the assessor, including:
  - the client's name and contact details
  - the claim number
  - the referring case owner's contact details
  - reasons for the IMA referral
  - a statement of expected rehabilitation outcomes
  - a current copy of the client's ACC consent form
  - a copy of the IOA report
  - copies of all other relevant reports or assessments
  - relevant information about the client's injury and/or physical restrictions

- information about any previous rehabilitation interventions or planned interventions
- a claims injury report (schedule of client injuries), detailing all ACC covered injuries
- advice about any known barriers to successfully completing the assessment
- a request to the vendor to complete an IMA report that determines whether the types of work identified in the IOA are, or are likely to be medically sustainable for the client.
- ensure that for every medical assessment referral you make (IMA, VIMA, MCR) a complete list of all the documents sent with the referral is loaded in Eos. This list will be available to the client and will be provided, with the referral to your assess. See [Export document list to an Excel spreadsheet](#)
- tell the assessor about any behaviour that could indicate risk, including any potential for the client to become aggressive or violent
- take all reasonable steps to safeguard the assessor, such as providing a security service if needed
- make sure that the assessor meets the required timeframes for providing the assessment.

## Completed IMA

You must evaluate the completed IMA report and invite the client and their General Practitioner (GP) to comment on any recommendations made.

## Client responsibilities

The client must:

- understand the purpose and content of the IMA and their obligation to attend the assessment
- tell the assessor about any barriers they think may stop them from working in any identified area
- give at least 24 hours' notice if they're unable to attend any arranged assessment
- give a reasonable explanation for failing to attend and negotiate suitable alternative dates
- discuss any issues relating to the VR we've provided.

## Medical assessor responsibilities

The medical assessor must:

- conduct the assessment by making a clinical examination of the client
- take the following information into account:
  - the IOA report
  - any medical reports we obtained before we prepared the client's IRP
  - any other relevant medical reports
  - any other injuries the client has suffered in the past
  - any condition(s) the client suffers that is not related to the personal injury
  - any other information the client provides that the assessor considers is relevant
- deliver assessments in a supportive manner that respects the dignity, rights, rehabilitation needs and cultural values of the client
- share information openly with the client and the case owner
- make sure the client is actively involved in their rehabilitation
- make sure the assessments are fair and reasonable
- deliver the service within agreed timeframes
- provide us with three copies of the IMA report.

## Medical assessor qualifications

The IMA assessor must be approved and meet the criteria in the AC Act 2001, Section 93.

To be approved an assessor must:

- be a registered medical practitioner
- hold vocational registration under the Medical Practitioners Act 1995
- have at least five years' experience in general practice
- have an interest and proven work experience in disability management in the workplace or in occupational rehabilitation
- meet at least one of the following conditions:
  - be a fellow of the Royal New Zealand College of General Practitioners, or hold an equivalent qualification
  - be training towards becoming a Fellow of the Royal New Zealand College of General Practitioners, or hold an equivalent qualification
  - have undertaken relevant advanced training

All assessors must be named on an IMA/VIMA contract held by an ACC vendor.

Assessors who don't meet the criteria in Section 93 may attend assessments as observers only. They must not sign the assessment and must be listed in the IOA report as having attended.

## Standard and complex IMAs

You must arrange a standard IMA for the client, unless any of the following complex assessment criteria apply:

- the client's case involves a serious injury
- the client has a covered sensitive claim
- two or more of the following:
  - the client's covered injury is a brain injury
  - the client's injury has been covered for five years or more
  - the client has received more than 15 previous medical and/or vocational reports
  - the client has more than 20 work-type detail sheets with two or more covered injury sites.

## Timeframes

The assessor must...	within...
accept or decline the referral	two working days of receiving a referral with all of the required information
contact the client to arrange the assessment appointment	four working days of receiving the referral
notify us if they're unable to contact the client	five working days of accepting the referral
notify us if the client fails to attend a scheduled assessment	one working day of the appointment
perform the assessment	10 working days of receiving the referral
complete the IMA report	10 working days of starting the assessment
forward 3 copies of the completed IMA report to us	eight working days of completing the report

## IMA report

The IMA report must include:

- information we provided to the assessor
- any medical reports we obtained before we prepared the client's IRP
- information about any non-injury related conditions that may impact on the client's ability to work
- any other relevant medical reports
- the IOA report, including the work type detail sheets
- the clinical findings from the assessor's examination, including any comment on pain and fatigue
- any other information the client provides that the assessor considers is relevant.

For more details see the IMA service schedule.