

23 October 2020

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Tēnā koe Anthony

Your Official Information Act request, reference: GOV-007023

Thank you for your email of 25 September 2020, asking for the following information, which we are responding to under the Official Information Act 1982 (the Act):

- 1. The publication, rather than typed explanation, that Case Managers are required to refer to when referring Claimants to an ACC Accredited Clinician in order to ensure proper process.*
- 2. The ACC Publication that is accessible to Case Managers which identifies a Case Managers Obligations when and what to Communicate to a Claimants Doctor(s) or Specialist(s) to ensure full and transparent information handling/disclosure.*

Information provided

The attached documents, downloaded from Promapp, contain the information you requested:

- Seek external clinical advice
- Arrange medical single discipline assessment
- Request clinical records

We have withheld staff names in these documents to protect the privacy of these individuals under section 9(2)(a) of the Act. In doing so, we have considered the public interest in making the information available and have determined that it does not outweigh the need to protect the privacy of these persons.

Who to contact

If you have any questions, 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.

Nāku iti noa, nā



Sasha Wood
Manager Official Information Act Services
Government Engagement & Support