

15 February 2021

Jan MacPherosn

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Tēnā koe Jan

Your Official Information Act request, reference: GOV-008293

Thank you for your email of 13 December 2020, asking for the following information under the Official Information Act 1982 (the Act):

Please advise the protocol in relation to the conduction of Occupational Medicine Assessments for WRGPI claims. I have received information that states these must be done in person and not via any other means such as telephone or video link

Method of Assessment

Generally, ACC expects Occupational Medical Assessments to be conducted in person, due to the complex nature of these assessments. However, during the COVID-19 lockdown period, Telehealth services were enabled for Occupational Medical Assessments to be conducted via an alternative method.

Telehealth is the use of information or communication technologies to deliver health care when clients and care providers are not in the same physical location. For ACC, Telehealth consultations relate to real-time videoconferencing interactions and telephone consultations to replace an in-person visit. Telehealth does not include a quick triage or check-in phone calls (unless specified) and does not encompass methods of electronic messaging such as texts and emails.

As the COVID-19 response is on-going, ACC has continued to enable telehealth services for many of the contract's providers hold with ACC, including Occupational Medical Assessments. While face-to-face assessments remain the preference of ACC, on a case-by-case basis providers are able to work with Recovery Partners if it is clinically appropriate that a client's vocational independence, related to a work-related gradual process injury claim, is assessed via alternative means, for example via telephone or video link.

How to get in touch

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

Nāku iti noa, nā



Sasha Wood

Manager Official Information Act Services
Government Engagement & Support