



30 March 2022

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Kia ora Tobias

**Your Official Information Act request, reference: GOV-017086**

Thank you for your request of 6 March 2022, asking for the following information under the Official Information Act 1982 (the Act):

1. *What liability is it thought the ACC carries from providers failing to note incidental findings?*
2. *How often are incidental findings noted?*
3. *How many complaints have been received regarding radiology services?*
4. *How often is medical imaging audited?*

**ACC does not calculate financial liability resulting from providers failing to note incidental findings, or audit medical imaging**

References to non-coverable incidental findings may be recorded in a radiology report provided to ACC. However, it is the responsibility of the radiologist to report incidental findings to the appropriate treatment provider.

ACC relies on the professional standards set by the Medical Council of New Zealand and the Royal Australia And New Zealand College of Radiologists, and accreditation from IANZ (International Accreditation New Zealand). IANZ is a third-party organisation which ensures health products and services, including medical imaging providers, meet international standards and can demonstrate that they are competent.

**We are unable to advise how often incidental findings are noted, or the number of complaints made regarding radiology services**

To identify how often incidental findings are noted would require ACC to manually read all radiology reports. Likewise, to identify the number of complaints made about radiology services would require us to manually read through all complaints to determine if radiology services was the topic of the complaint. As such, we are refusing to provide data regarding how often incidental findings are noted and the number of complaints regarding radiology services, as it would require substantial collation and research to extract. This decision has been made under section 18(f) of the Act.

In doing so, we have considered extending our timeframe to respond and charging (under the Act). However, neither of these options have been offered, as it has been determined that the resources required to extract the information would have a significant impact on the everyday functions of the team(s) involved.

**If you're concerned about this response, please get in touch**

You can email me at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz). You can also contact the Ombudsman at [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) if you are not happy with this response. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or by phoning 0800 802 602.

Ngā mihi

Sara Freitag  
**Acting Manager Official Information Act Services**  
Government Engagement & Support