

Summary

Objective

The Managed Rehabilitation Equipment Service (MRES) provides rehabilitation equipment to clients to help restore their independence. ACC owns the equipment and the MRES supplier manages the equipment on ACC's behalf.

This makes it possible to:

- recycle equipment for other clients to use by getting equipment returned when clients no longer need it
- gain better buying power when purchasing equipment
- ensure that ACC can provide the best quality equipment to clients.

Sometimes it may seem easier or cheaper to buy the piece of equipment from a local supplier or hire it for a short period, but it's important to remember that when an item is purchased or hired from a non-contracted supplier, the item will not have been through a best price for best quality assessment and will not be tracked, meaning that the equipment may not be returned to ACC.

Owner **Name withheld**

Expert **Name withheld**

Procedure




1.0 Contacting the MRES supplier

- a** The MRES contracted supplier provides a nationwide service. They have warehouses in the north and south island where they can fulfill orders from.

2.0 What the MRES supplier does for ACC and our clients

- a** The MRES supplier will:
 - provide ACC with the most appropriate equipment that is both high quality and durable
 - track and collect the equipment when it's no longer required
 - repair, maintain and refurbish equipment where it is cost-effective to do so
 - provide advice to assessors and ACC staff to assist in identifying the most appropriate equipment for each client
 - hire rehabilitation equipment from a rental company where it is more cost-effective to do so.

All items on the ACC equipment list have been through a best price for best quality assessment. These items are easily maintained and are very durable so that ACC can use the equipment for a long time.

-  [ACC Equipment List Service Page](#)
-  [MRES Delivery Timeframes Service Page](#)
-  [Repairing Equipment Service Page](#)

3.0 What is covered by the MRES contract

- a** Equipment that can be supplied under the MRES contract includes:

- items that help clients with their daily living activities, such as:

- mobility aids, eg a wheelchair
- bathroom aids, eg a shower stool
- kitchen aids, eg a kitchen trolley

- easily removable housing modification equipment, eg temporary suction handrails
- electric mobility scooters
- vocational equipment, such as ergonomic equipment
- assistive technology, such as communication devices, where this is supported by an Assistive technology assessment
- equipment required both short and long term.

-  [Communication and Assistive Technology Assessment Service Page](#)

4.0 What is not covered

- a** The MRES contract specifically excludes:



- medical consumables
- hearing aids or hearing aid batteries
- orthotics
- prosthetics
- equipment specifically designed for use by the visually impaired
- equipment under \$100 (GST excl.) outside the ACC equipment list
- ventilators.

5.0 MRES terms and conditions

- a** When a claims management staff member raises a purchase approval for rehabilitation equipment, the following documents can be created from Eos:

- EQP01 Equipment approve – claimant
- EQPIS01 Using rehabilitation equipment – client

The EQP01 is a letter that identifies the types of equipment that have been approved for supply to the client. The EQPIS01 information sheet provides information to the client on equipment maintenance and how to return it when they no longer need it

-  [EQP01 Equipment approve – claimant](#)
-  [EQPIS01 Using rehabilitation equipment – client \(Information Sheet\)](#)