



Summary

Objective

ACC is responsible for the assessment and provision of Medical Consumables required by a Client as a result of personal injury.

The focus of this service is to:

- Ensure a prompt Client-focused and cost-effective Service to supply Medical Consumables to Clients; and
- Assist the Client to achieve maximum independence, with regard to the consequences of their injury

Owner [Name withheld]

Expert [Name withheld]

Procedure

1.0 What is a Medical Consumable?

- a** A Medical Consumable is a medical product, or product used for a therapeutic purpose that:
 - is not a pharmaceutical
 - is not re-useable
- b** For the purposes of being covered by ACC, the medical consumable must also be:
 - required as a result of a Client's covered personal injury to assist in restoring the Client's health and independence
 - supported by evidence to justify its use
 - Is not a pharmaceutical
 - cost effective compared to alternative options

NOTE How do you arrange Medical Consumables for my Client?

See page: 'Set up Medical Consumables'

 **PROCESS** Set Up Medical Consumable

2.0 Who can access CommunityClient

- a** Community Client is available for all Case Owners, Residential Support Services facilities and contracted Social Rehabilitation assessors to use.


Assessors/Residential Support Service facilities can use CommunityClient to place orders for medical consumables and the orders will be automatically sent to the case owner for approval. Assessors and case owners can also make changes to a client's order including:

- adding items
- cancelling items or orders
- putting items on hold
- taking items off hold
- changing quantities and delivery frequency
- requesting a one-off delivery

3.0 How to request access to CommunityClient

- a** Go to the CommunityClient website and complete the registration details. Log in information will be emailed to you.


Case owners need to grant access to assessors to view each client's information on CommunityClient. When an assessor requests access to client details in CommunityClient, check that this is appropriate and then follow the prompts in CommunityClient to grant access.

 CommunityClient website
<https://www.communityclient.co.nz/login/register.aspx>

4.0 How to use CommunityClient

- a** Once you've been given access to CommunityClient, log on to the website and read the Order Instructions and Helpful Hints document.

If you have any questions about how to use the website, contact communityclient@onelink.co.nz

 communityclient@onelink.co.nz
Mailto: communityclient@onelink.co.nz