

Summary

Objective

Referrals for a Pain Management Service Triage Assessment can be accepted from General Practitioners (GP), Rongoā Practitioners or another Registered Health Professional currently providing services to the Client. As prior approval from ACC is not required for a Triage Assessment, the Supplier is responsible for making sure that Clients referred for Triage are eligible for the service.

Clients must have a Pain Management Service Triage Assessment to determine appropriate clinical pathway.

Clients are unable to be referred directly to a Group Programme or Community Pain Management Service without a Triage Assessment (Tertiary Pain Management Services do not require a Triage Assessment).

Owner

Name withheld

Expert

Procedure

1.0 Eligibility and entry criteria

- a** Clients are eligible for Pain Management Services if they have an accepted claim for a covered injury; and:
- have persistent pain (lasting three months or more) as a result of the covered injury which is not resolving within normal clinical expectations, or
 - have been diagnosed in accordance with the Budapest Criteria, with a Complex Regional Pain Syndrome, or
 - have a suspected diagnosis of Complex Regional Pain Syndrome according to the Budapest Criteria and require diagnosis from a Specialist Pain Medicine Physician

There are additional eligibility/entry criteria for each of the programmes/services provided under the Pain Management Services contract.

- b** See individual service pages for detail on how to refer into each service level.

2.0 If a client does not meet the entry or eligibility criteria

- a** If a Client does not meet the Entry/Eligibility Criteria and the Supplier/Provider believes that due to the Client's exceptional circumstances, the Client would benefit from input under the Pain Management service, they must provide the following information:

- The clinical rationale to support the Client's need for Pain Management Services
- The expected benefits and outcomes for the Client.
- Relevant supporting information

Recovery Team Members will need to follow the process outlined on the 'Seek Internal Guidance' Promapp page to determine suitability.

ACC will consider each application on a case by case basis. Suppliers can only provide services once they have received approval from ACC.



Seek Internal Guidance

<https://au.promapp.com/accnz/Process/d1385da6-a1b5-43ac-93ad-91052121a62e?Area=Process>

3.0 If a client is assessed as unsuitable for the service

- a** Declining a referral for Triage

If a Supplier determines a Client is not eligible for Pain Management Services, they must decline the referral. When a referral is declined, the Supplier must contact the referrer and provide a rationale as to why. Suppliers must record the number of declined referrals as per the Reporting Requirements defined in the Service Schedule.



ACC6272 Pain management plan, review, update and completion report