

# How to complete an ACC45 injury claim form

15 NOVEMBER 2023

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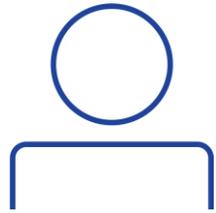


**He Kaupare. He Manaaki.  
He Whakaora.**  
prevention.care.recovery.



# Nau mai, Haere mai

## Welcome to How to complete an ACC45 claim Form



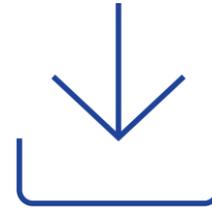
Meet the team

Jono Henry  
Dr Maartje Lyons  
Karen Mullin  
& team



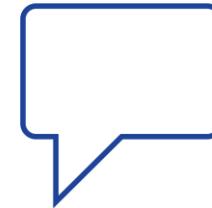
Questions

Use the Q&A at the  
top of your screen



Download the  
webinar

We'll email the  
webinar and slides



Feedback

Let us know what  
you think

# Before we start...

There are many different practice management systems that can submit an ACC45.

We know sometimes the drop-down boxes they offer can be a challenge.

They all ask for the same information.

Paper based – check out our online services.

[Working with us using our digital services \(acc.co.nz\)](https://acc.co.nz)



# Agenda

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Why is it so important?

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Why is it so important?

1

# For your patient

We need to know:

- Who they are and how we can get in touch
- What's happened
- How they are injured
- What support they need – including financial.



# It's important for you

## **An ACC45:**

Enables you and other health providers get on and treat the injured person.

Provides access to ACC funding to so we can pay you for your services



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# Personal Details

# 2

# Information must be accurate and complete

Having the right information is key.

Patients sometimes get information wrong or misunderstand ACC. They need your assistance.

Being skilled at completing ACC45's best supports your patient.

[Lodging a claim for a patient  
\(acc.co.nz\)](https://acc.co.nz)

When we can auto accept a claim, we can process it in 7 seconds.

If there's inaccurate or missing information, we'll need to follow-up with you or your patient.



# Personal details

- ✓ Full name
- ✓ DOB & NHI
- ✓ Gender (now have three options)
- ✓ Confirm the address and phone
- ✓ Ethnicity



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# Accident and employment

# 3

# Accident and injury

For cover there must be an identifiable accident **and** injury. The accident must have caused the injury.

- ✓ When did it happen?  
Time & date
- ✓ Where did it happen?  
Scene  
Location – geographical region

[Understanding claims and cover  
\(acc.co.nz\)](http://acc.co.nz)

## How was the injury caused?

*‘Hurt on stairs.’*

*‘Fell down single flight of stairs whilst intoxicated landing on right shoulder and arm.’*

# Where did it happen

- ✓ It can be at home, at work, school, on a boat.....
- ✓ It can be outside of New Zealand
- ✓ If on road, in a moving vehicle.

## Good examples

*In the mountain bike park.*

*In Australia visiting family for holiday.*

*On SH1 in Hamilton*

# Are they employed?

**People who are working may need additional support.**

Try to include the trading name of the employer.

Some people believe that to get financial compensation the accident must have occurred at work – this is not true.

Some claims are managed through the Accredited Employer Programme (AEP).

[Find an Accredited Employer](http://www.acc.co.nz)  
([www.acc.co.nz](http://www.acc.co.nz))



# Sensitive claims & birth injuries

## When less is needed:

- ✓ Sensitive claims – just note ‘sensitive claim’ or ‘sexual abuse’.  
Read code: SN571.
- ✓ Maternal birth has a specific list of injuries and read codes.

"Even six years on, there are still parts that will still come up out of the blue. I'm still affected by the prolapse. That's for life now."  
Melissa Smith, 36, experienced a bladder and bowel prolapse after giving birth to her daughter Charleigh in 2016.

**Where else to get information and support**

**BIRTH TRAUMA AOTEAROA**  
birthtraumaoteoroa.org.nz

**HEALTHLINE**  
0800 611 116

**PLUNKET**  
www.plunket.org.nz  
Plunketline 0800 933 922

**MANATŪ HAUORA / MINISTRY OF HEALTH**  
www.health.govt.nz/your-health/pregnancy-and-kids/birth-and-afterwards

**NEW ZEALAND COLLEGE OF MIDWIVES**  
www.midwife.org.nz/women

**NGĀ MĀIA MĀORI MIDWIVES OF AOTEAROA**  
ngamaiaatrust@gmail.com

**HEALTH NAVIGATOR**  
www.healthnavigator.org.nz

**PHYSIOTHERAPY FOR PELVIC FLOOR DISORDERS**  
physio.org.nz/how-physio-helps/pelvic-floor-disorders

**For more information**

Visit the ACC website to learn more about the support offered for maternal birth injuries:  
acc.co.nz/birthinjurycover  
Phone 0800 101 996  
Email claims@acc.co.nz

**Getting help after a birth injury**  
Information on maternal birth injuries for parents and whānau

**ACC** He Kaupare. He Manaaki. He Whakaora. prevention. care. recovery.

[Maternal birth injuries \(acc.co.nz\)](https://acc.co.nz)



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# Injury diagnosis and assistance

# 4

# Diagnosis

We provide cover based on your diagnosis and the read codes used.

- ✓ Must be an injury
- ✓ Within your scope of practice
- ✓ Best diagnosis, can be provisional
- ✓ Can be updated later



# Getting injury diagnosis right

- ✗ Symptoms alone – such as ‘pain’ or ‘headache’
- ✗ Broken or fractured – before radiology
- ✗ Don’t use ‘Post concussion syndrome’
- ✗ Vague descriptions ‘injury of ...’



# Work related gradual process injuries

These claims need to be lodged by a medical practitioner.

- ✓ Non acute
- ✓ Caused by the work tasks or work environment
- ✓ Occurred over time
- ✓ Present for a period of four weeks

[Work-related gradual process injury \(www.acc.co.nz\)](http://www.acc.co.nz)

The screenshot shows a document from ACC titled "Risky business" under the heading "Understanding work-related gradual process injury". It includes a "Read time: 3 mins" indicator and a summary box stating: "We don't just provide cover for injuries caused by one-off accidents; we can also support some injuries which happen over time because of a person's job." The document is divided into two sections: "Defining a gradual process injury" and "Who can lodge a claim".

**Defining a gradual process injury**  
Some occupations and types of work are more dangerous or can take more of a physical toll than others. These occupations could cause injuries such as hearing loss, infections or diseases caused by exposures in the workplace. The effects may take some time to show up and are the result of long-term exposure or repetitive actions.  
A work-related gradual process injury is different to an accident a person might experience in the workplace, such as a fall. A fall should be lodged as an accident claim.

**Who can lodge a claim**  
Any medical practitioner such as a GP or specialist can lodge a work-related gradual process injury claim with us using the ACC45 form.  
Because each case is different, we'll need to consider whether there's enough evidence to grant cover. That might include getting more information from the person, their employer or former employer, and the provider who lodged the claim.  
Providers can still treat the client for their injury while the claim is being investigated.

# Treatment injuries

Tick the box when it's an injury caused during treatment provided by a registered health professional.

- ✓ Physical harm or damage, and
- ✓ Caused by treatment, and
- ✓ Not a necessary or ordinary consequence of treatment

Fill out an ACC2152.

[Understanding complex cover \(acc.co.nz\)](https://acc.co.nz/Understanding-complex-cover)

The image shows two overlapping documents from ACC. The background document is the 'Treatment Injury Claim Lodgement Guide', which features an illustration of a hospital, an ambulance, and people in a community setting. The foreground document is a 'PROVIDER QUICK GUIDES' page titled 'Understanding treatment injury cover' and 'In case of the unexpected'. It includes a 'Read time: 3 mins' indicator and a '1 of 2' page navigation button. The text on the quick guide explains that sometimes a patient can be injured while receiving treatment from a registered health professional, and that a claim may be covered if the injury isn't a necessary part or ordinary consequence of treatment. It also defines 'treatment' and lists the criteria for cover.

**Treatment Injury**  
Claim Lodgement Guide

**In case of the unexpected**  
Read time: 3 mins

Sometimes a patient can be injured while receiving treatment from a registered health professional. Adverse outcomes can happen as a normal part of treatment, but sometimes things might not go as expected. In these cases, a claim may be covered if the injury isn't a necessary part or ordinary consequence of treatment.

**Defining treatment**  
The term 'treatment' can be quite broad and mean many things in a health context. Because of that, we rely on our legislation, the Accident Compensation Act 2001, to help us decide on cover. Section 33 sets out what constitutes treatment, including:

- administering treatment or prophylaxis
- diagnosing a medical condition
- decisions relating to treatment
- failing to provide treatment or provide it in a timely manner
- obtaining or failing to obtain consent from a person to undergo treatment
- equipment failure (except fair wear and tear)
- use of policies, process and support systems which support treatment.

**Criteria for cover**  
Once a claim is lodged with the patient's consent, it needs to meet certain criteria before it can be accepted. This includes:

- whether the treatment was provided by, or at the direction of, a registered health professional
- evidence of an injury which has resulted in bodily harm or damage
- that the injury was caused by treatment, not an underlying condition.

# Choosing read codes

Read codes are used by ACC to identify the specific injury or injuries.

- ✓ Add as many as needed
- ✓ Choose injury not symptom codes
- ✓ Codes are on our website

[Using the right Read codes  
\(www.acc.co.nz\)](http://www.acc.co.nz)

The screenshot shows a webpage titled "How to use Read Codes" under the heading "Let's be clear". It includes a "Read time: 3 mins" indicator and a navigation bar with "1 of 2" and a right arrow. The main content explains that ACC and healthcare practitioners use Read Codes to standardize injury information. It lists three key steps: 1. Search Read Codes (with a link to acc.co.nz/read-codes), 2. Add to your claim, and 3. Can't find the right one? (with instructions on using code 'Z'). A search bar at the bottom is labeled "Find the Read Code you need at:" with the link readcode.tubo.nz.

# Support needed

Referral information – where are you referring them to?

Tick - 'rehab assistance needed' – if you think the person requires support from an ACC recovery member.

Tick - if they're in hospital

Tick - ACC please contact/call me –and we'll do our best to get back to you



# Ability to work

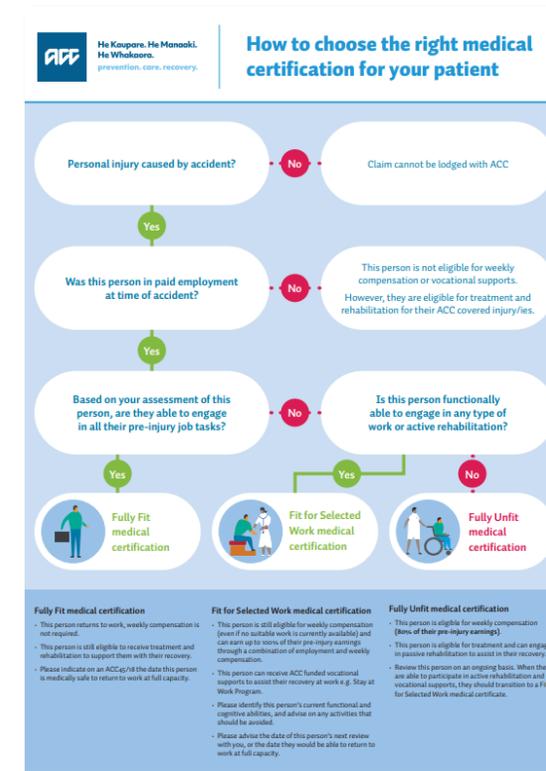
# 5

# Ability to work

Assessed by medical and nurse practitioners for

- ✓ Periods up to 14 days (inclusive)
- ✓ With ACC18 for more serious injuries
- ✓ Supporting tools and videos on our website

[Issuing medical certificates \(acc.co.nz\)](https://acc.co.nz)



# Ability to work

**Used when someone is not able to work in the same way because of their injury.**

Getting certification right and setting recovery expectations from the beginning is in the best interest of your patient.

Strong evidence showing work can be a valuable part of a patient's rehab.

Patients can still get financial support from ACC if they return to work part-time.

[Your recovery at work guide](#)



# Ability to work – definitions

## **Fit for selected/restricted**

Your patient can engage in active rehabilitation or some work with support:

- ✓ amended duties
- ✓ altered hours
- ✓ workplace adaptations
- ✓ a phased return to work

## **Fully fit**

Your patient can undertake their full pre-injury job duties and hours.

## **Fully unfit**

Your patient is

- ✓ Is in hospital, or confined to bed
- ✓ At risk of contagion or needs quarantining
- ✓ A H&S risk to them, their colleagues or general public

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# Declarations

# 6

# Declarations

Required by both you and your patient, or their representative.

- ✓ Gives consent to lodge
- ✓ Allows us to collect relevant health information.
- ✓ Identifies you as the provider and confirms you have assessed the patient
- ✓ **Must** be documented

[Patient consent for Telehealth](#)



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# Questions? Pātai?

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# Contact us

## **Provider help:**

Call 0800 222 070

[providerhelp@acc.co.nz](mailto:providerhelp@acc.co.nz)

## **Contact our provider relationship team (EPMs):**

[Contact our provider relationship team \(acc.co.nz\)](https://acc.co.nz)

## **Provider Education Lead:**

[provider.education@acc.co.nz](mailto:provider.education@acc.co.nz)

THANK YOU FOR COMING

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Ngā mihi nui