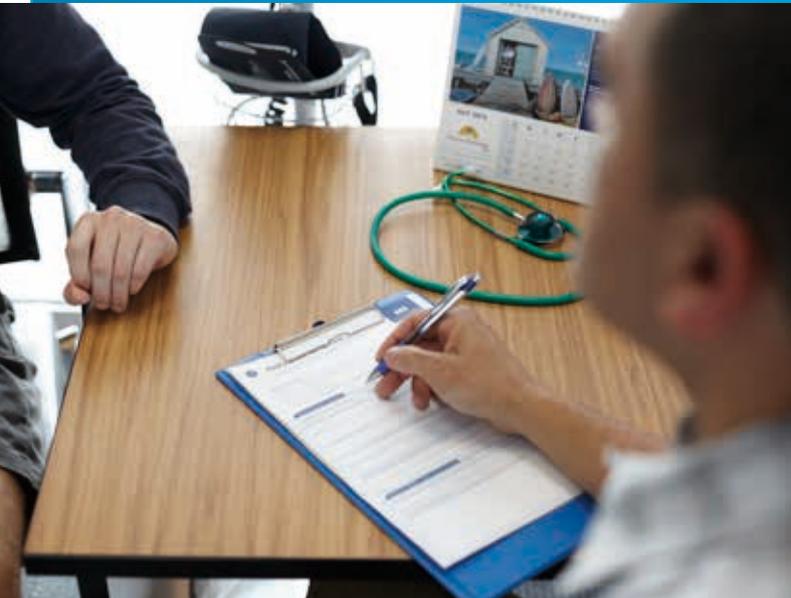


Read Codes

Consumer Outlook Group Update

June 2016



ACC and health providers, such as doctors and physiotherapists, use 'Read Codes' as a way to record an injury diagnosis. This code is used in ACC's systems to keep track of the injury type, and to determine the treatment and additional help that a client may be entitled to.

The Voice of the Customer groups raised some issues with the use of Read Codes, finding that often these were being recorded incorrectly, or not updated in a timely and efficient manner, resulting in delayed treatment and entitlements for clients. ACC agreed to make changes to the way these are used to improve the client experience.

ACC case owners don't know when to update Read Codes

Sometimes, a Read Code may be recorded incorrectly at the time of the injury. For example an injury may initially be recorded as a sprained ankle, and a later x-ray confirms that it is in fact a fracture, or the most serious injuries are recorded at the time of injury, but a secondary injury may be missed. This can result in the Read Code needing to be updated at a later stage.

In the past there has not been a formal process for providers to notify ACC of a change in diagnosis, or for case owners to know when they needed to update it in the system.

As a result of this feedback ACC has:

- Updated the ACC Treatment Provider Handbook and the ACC website to so that providers know how and when to notify ACC to update Read Codes
- Given staff more guidance on what they need to do when they get a request to change a Read Code. This includes letting both the consumer and the treating provider know when a diagnosis and Read Code has been changed.

It wasn't clear to providers what medical evidence was needed to change a Read Code

Providers weren't aware of what medical information was needed for ACC to change the diagnosis and Read Code. This meant the initial requests were often incomplete, or not supported by the right medical notes. This meant case owners had to go back and request the right information, causing delays for consumers to get the right level of help.

To make it clear what medical evidence is required:

- The ACC Treatment Provider Handbook and ACC website have been updated, clearly stating what should be provided and how
- New Quality Management frameworks have been introduced so staff know what information to ask a provider for.

The work that has been completed to date to educate and support both ACC staff and providers will help improve the consumer experience by making updates faster, meaning they get the right treatment and help sooner.

If you need further assistance with this please talk to your Case Owner.



More information about COG

Visit the ACC website for more information about the work of the Consumer Outlook Group www.acc.co.nz