

# Managed Rehabilitation Equipment Services (MRES)

## Operational Guidelines

**August 2016**

This is a living document and will be updated as required

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# 1. Who are these guidelines for?

These guidelines are intended to be used by:

- ACC Case Owners
- ACC's contracted suppliers of rehabilitation services.

**REMEMBER** - ACC's contracted suppliers of **Social Rehabilitation Assessment Services; Vocational Rehabilitation Services** and **Training for Independence Advisory Services** must follow these documented processes when requesting equipment for ACC clients.

For ACC Case Owners and Assessors these guidelines form an important understanding of all aspects of the delivery of MRES services.

# 2. What is rehabilitation equipment?

Rehabilitation equipment is a re-usable aid that assists a client with their daily living activities. This can include everything from a buttering board to assist with meal preparation to a power wheelchair.

We are responsible for assessing our clients' needs and providing the appropriate rehabilitation equipment required to meet their injury related needs.

Rehabilitation equipment falls under the category of Aids and Appliances. ACC staff can visit this page for information on other aids and appliances, descriptions, decision-making, and coverage.

## Who can receive rehabilitation equipment?

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A client is eligible to receive rehabilitation equipment if they have:

- an accepted claim, and
- an entitlement to receive funding for rehabilitation equipment (social or vocational).

## Exclusions

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ACC isn't responsible for providing equipment if:

- the client already has equipment (in usable condition) that will meet their injury related needs
- the equipment is more expensive than an item strictly required to meet the client's identified needs
- the equipment (or any item used in association with the equipment) requires replacement due to client neglect, abuse or misuse
- the client, after injury, disposed of a piece of suitable equipment that had a similar function.

## Other contracts that include equipment provision

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Equipment is primarily provided to clients via the Managed Rehabilitation Equipment Services contract. However, there are a number of other contracts under which equipment may be provided to clients.

- Accident & Medical and Rural GP contracts
- Ancillary treatment
- Housing modifications
- Elective surgery contract
- Public health acute services contract
- Specialised Spinal Cord Active Rehabilitation Services contract
- Transport for Independence (TFI) – vehicle modifications
- Services for the Blind

See section 14 '[Equipment under other contracts](#)' for further information.

### 3. What is MRES?

ACC contracts with a specialist supplier who manages the purchase, supply, recall and refurbishment of rehabilitation equipment on our behalf. ACC owns the equipment that is loaned to clients and the MRES supplier manages the process of loaning and collecting the equipment. This makes it possible to:

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

**REMEMBER** - Using the MRES supplier ensures that when a client has finished using the piece of equipment, it can be recalled and reissued to other clients. Reusing equipment means that ACC can provide a sustainable service.

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.

**ACC's contracted national MRES supplier is:**

**accessible**

Phone: (09)6201700

Freephone: 0508001002

Email: [acc@accessible.co.nz](mailto:acc@accessible.co.nz)

Website: [www.accessible.co.nz](http://www.accessible.co.nz)

Online ordering: <https://acc.accessibleonline.co.nz>

## What accessible does

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**accessible** provides ACC client's with the most appropriate equipment that is both high quality and durable and:

- track and collect the equipment when it's no longer required
- repair, maintain and refurbish equipment where it is cost-effective to do so
- provides professional advice to Assessors and ACC staff to assist in identifying the most appropriate equipment for clients (Complex List and Non-List equipment)
- hires 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.

## What is covered by the MRES contract?

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Equipment supplied under the MRES contract includes items that assist clients with their daily living activities, such as:

- mobility equipment, e.g. a wheelchair, electric mobility scooters
- bathroom equipment, e.g. a shower stool
- moving & handling equipment e.g. hoists
- kitchen equipment, e.g. a kitchen trolley
- easily removable housing modification equipment, e.g. modular ramps
- 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
- hire equipment.

## What is not covered

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The MRES contract specifically excludes:

- medical consumables (see Medical Consumables)
- hearing aids or hearing aid batteries
- orthotics (see Aids & Appliances)
- prosthetics (see Artificial Limb Service)

- equipment specifically designed for use by the visually impaired (see Appendix 1 for examples)
- equipment that is used as part of a housing modification that can't be easily removed or is not cost effective to remove e.g. a through floor lift (refer to section 14 [Equipment Under other Contracts and Operational Guidelines Housing Modification Service](#))
- [equipment under \\$60](#) (GST excl.) outside the ACC equipment list (see Section 4)
- [ventilators \(see Q&A section\)](#)
- [negative pressure wound therapy \(see Operational Guidelines for Negative Pressure Wound Therapy\)](#).

## 4. Ordering Non-List equipment under \$60

Individual rehabilitation equipment items that cost less than \$60 each (GST excl.) and are **not** on the ACC equipment list can be purchased by either the assessor or the client and the cost will be reimbursed by ACC.

However, these items aren't covered by the MRES contract. The equipment is not subject to the same guarantees for repair or replacement and cannot be recalled or collected when the client no longer requires it.

Whether prior approval is required depends on who the request is from.

### Clients and caregivers

Clients and caregivers require prior approval from the ACC Case Owner. The ACC Case Owner must create a purchase approval (service item code EC60).

The client or caregiver seeks reimbursement from the ACC Case Owner by completing an [ACC001 Request for assistance](#).

### Assessors

An assessor doesn't need approval to purchase Non-List items under \$60.

ACC Case Owners don't source or order Non-List equipment under \$60 on the assessor's behalf. It is part of the assessor's role to source this equipment.

Assessors invoice ACC, listing the item type(s) and cost, using service item code EU60, and attach the receipt for the item(s).

## 5. ACC equipment list

**accessible** compiles and maintains a list of commonly used equipment items. Wherever possible, you should request equipment from the list because:

- these items are readily available and can be delivered to clients quickly
- **accessible** have negotiated competitive contract pricing for these items

- list equipment is durable and high quality
- list equipment can be reused many times by many clients
- repairs and maintenance can be carried out on list equipment more quickly as standard parts can be held in stock.

The list includes the service item codes for each of the equipment items.

The list is designed to meet the needs of the majority of clients and is updated regularly in consultation with subject matter experts including Social Rehabilitation assessors, equipment suppliers and ACC.

Please ensure that you are using the most recent version of the list. Visit **accessible's** website to view the current list or <https://acc.accessableonline.co.nz/ProductCatalogue.pdf>.

The ACC equipment list has three key sections:

- Simple equipment
- Standard equipment
- Complex equipment.

These sections are described below.

## Simple List equipment

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Simple equipment items are generally:

- easy to use and non-customised
- able to meet the needs of the majority of clients
- low cost, generally less than \$1,000 (GST excl.)
- regularly requested
- durable and able to be reissued in a cost-effective way.

Examples of Simple equipment include bath boards, over toilet frames, walking frames, shower stools, chair raisers and kitchen trolleys.

Simple equipment can't be trialled.

**REMEMBER** - Assessors and ACC Case Owners can order **Simple** equipment items **without ACC approval**. A purchase order is not required however assessors should ensure that the claim has been accepted **BEFORE** ordering an item.

## Standard List equipment

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Standard equipment items are generally:

- easy to use and non-customised
- less than \$3,000 (GST excl.)
- regularly requested
- durable and able to be reissued in a cost-effective way.

Examples of Standard equipment include adjustable beds, hoists and manual wheelchairs.

Standard equipment can't be trialled.

Assessors can contact **accessible's** professional advisory team for advice if they have any concerns about the suitability of a piece of equipment for their client.

**REMEMBER** – If Standard List equipment is required, the ACC Case Owner will need to make a referral for an assessment. Where Standard List equipment has previously been supplied to a client and needs to be replaced (like for like) the ACC Case Owner can submit an ACC96 equipment request for the replacement equipment without an assessment and include a purchase order approval.

## Complex List equipment

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Complex equipment items are generally:

- complex or highly specified
- customised or set up for the client
- more than \$3,000 (GST excl.)
- supplied in low volumes
- durable and able to be reissued in a cost-effective way.

Examples of Complex equipment include power wheelchairs, pressure relief mattresses and beds.

Complex equipment items can be trialled.

**REMEMBER** – If Complex List equipment is required, the ACC Case Owner will need to make a referral for an assessment.

## Non-List equipment

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Items that are not on the ACC equipment list can be requested from **accessible** by making a Non-List request via **accessible's** website or by completing the appropriate section of the ACC96.

Non-List equipment items can be trialled.

**REMEMBER** – If Non-List equipment is required, the ACC Case Owner will need to make a referral for an assessment.

The assessor must provide **accessible** with a quotation for the non-list equipment.

ACC pays a management fee to **accessible** to manage the purchase, provision and on-going management of the item.

## Providing lists or prices to external parties

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The prices that are included in the ACC equipment list are commercially sensitive and confidential between ACC and **accessible**. Equipment prices can't be provided to external parties, e.g. assessors, clients or others, without permission from the Health Procurement team.

External parties can view the ACC equipment list online at **accessible's** website <https://acc.accessableonline.co.nz/ProductCatalogue.pdf>.

## 6. National panel for consistent decision making

Where clients' equipment requirements meet the criteria outlined below, ACC's [National Panel](#) review the request to make sure that it's appropriate and that decision making is consistent across ACC.

Requests for the following types of equipment must be referred to the National Panel by the ACC Case Owner BEFORE an assessment is undertaken:

### Equipment – Non Serious Injury

- high cost aids & appliances for non-serious injury clients (over \$15,000)
- new and emerging assistive and equipment technology that is available to the market - such as exo-skeletons
- all power chair requests, including all-terrain
- trailers to carry equipment and all-terrain vehicles (ATVs).

### Equipment – Serious Injury

- new and emerging assistive and equipment technology that is available to the market - such as exo-skeletons
- recreational, sports, or hobby-related equipment like hand cycles, sports wheelchairs
- exercise/sports equipment such as home gymnasiums or FES bikes that is over \$5,000
- any additional power chair or power mobility option (such as an all-terrain vehicle excluding mobility scooters) that is additional to the client's every day chair. Note: wheelchairs with all-

terrain capacity (such as the Frontier) that are the client's everyday chair do not need to come to panel, but a thorough trial is recommended to make sure the chair can be used in the client's home environment and vehicle without alterations.

- trailers to carry equipment and all-terrain vehicles (ATVs)
- vocational equipment items needed in the workplace that are over \$5000
- FES mobility devices e.g. Odstock and Bioness.

Please note that information regarding what should be considered via the National Panel is changing on a regular basis – ACC Case Owners will need to check the current information on The Sauce as this will remain up to date.

**REMEMBER** – Requests must be referred to the National Panel **before** an assessment is carried out.

Where the equipment request has been reviewed by the National Panel prior to the assessment, confirmation of this review should be supplied with the ACC96 equipment order.

If Accessable receive a request for an item that requires National Panel review that does not appear to have been completed, they will contact ACC.

Follow the instructions [here](#) to make a submission to the National Panel (internal ACC link).

## 7. Assessment and equipment ordering

The information below outlines how to identify and address a client's rehabilitation equipment needs, which includes referring them for an assessment and ordering the equipment required.

### Identifying the need for equipment

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A client's equipment needs may be identified by the client themselves, the ACC Case Owner or a health professional. However there are different assessment requirements based on the complexity of the item needed. This is to ensure that clients receive the right kind of equipment for their needs using the most cost effective solution.

### Referral to an assessor

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An assessment refers to a detailed description of the client's injury related needs and considered options to address that need.

The following assessments may be used (as appropriate) to identify equipment needs:

- Social Rehabilitation Assessment – Integrated Rehabilitation Assessment
- Social Rehabilitation Assessment – Serious Injury

- Social Rehabilitation Assessment – Educational
- Social Rehabilitation Assessment – Single Discipline
- Social Rehabilitation Assessment – Wheelchair and Seating
- Social Rehabilitation – Assistive Technology

The following providers also have the ability to order equipment directly from **accessible**:

- Vocational Rehabilitation Providers
- Training for Independence Advisory Service
- Training for Independence (simple list equipment only)

NOTE: Equipment ordered through Vocational Rehabilitation or Training for Independence Advisory Services should be appropriate to the scope of their service. If an equipment solution is identified that is outside of the supplier's scope of service, they should discuss with the case owner whether a further specialised assessment is required.

ACC Case Owners - for information on how to make a referral for an assessment, see CHIPS information.

NOTE: If the equipment item meets the criteria for a National Panel for Consistent Decision Making review, the ACC Case Owner must ensure that this is completed before a referral for an assessment is made. Include a copy of the National Panel advice with the assessment referral.

## Assessing a client's injury related equipment needs

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The assessor contacts the client and arranges to assess their injury related needs and identify appropriate equipment options to meet the need. During the assessment, the assessor must check whether the client has any ACC supplied equipment that needs repairing, servicing or is no longer needed. They then arrange a repair or return of these items.

Once the assessment has been carried out, the assessor completes:

- an assessment report detailing all options that meet the injury related need and the outcomes that will be achieved by providing the equipment
- an equipment request via online at <https://acc.accessableonline.co.nz>

**REMEMBER** – Assessors must provide **accessible** with accurate and correct claim details to prevent delays with processing and providing equipment to the client

By sending the orders directly to **accessible**, they can check stock of reissue equipment, confirm pricing for equipment purchases and check whether there are any equipment items that would be more suited to meet the client's needs before the request is sent to the ACC Case Owner.



**IMPORTANT** – Assessors must send their Finalised Assessment Reports to ACC Case Owners in accordance with their relevant Service Schedule. The Assessment Report must also be included with the ACC96 Form for Complex and or Non-List equipment requests when this is sent to **accessible**. ACC Case Owners will need to consider any other recommendations in the Assessment Report separately.

## Assessing a client’s injury related assistive technology needs

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Assistive technology allows the client to function more independently and can include:

- low technology items such as communication books and gesture dictionaries
- high technology items such as computer hardware, computer software, communication devices and environmental control systems
- consumer products such as mp3 players, smart phones and other consumer electronics.

NOTE: Assistive technology can only be requested by an Assistive Technology assessor. This is to ensure that the equipment is appropriate for the client’s needs.

## Like for like replacement equipment

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If existing equipment is being replaced with an equipment item that has the same purpose and functionality then this is treated as a ‘like for like’ replacement. For example:

- where the client requires equipment for more than 6 weeks post discharge from acute care and DHB equipment needs to be replaced with ACC equipment. Please ensure a copy of the ACC4249 Short Term equipment request form is included with the ACC96 equipment request.
- where an appropriate assessment has previously been carried out and equipment provided, and the supplied equipment now needs to be replaced, a new assessment is not required as long as the client’s injury related needs haven’t changed. Note: a copy of the original assessment will need to be attached to the ACC96 application.

A recommendation for like for like replacement equipment may also be made by a health professional working with the client (e.g. specialist, district nurse, etc.). This can be used in place of an assessment for equipment items under \$1000.

Like for like equipment items under \$1000 can be requested by the Case Owner.

Note: Like for like replacement equipment can’t be trialled before purchase.

## Professional advice

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**accessible** have a team of professional advisors who will provide assessors with advice on the most appropriate and cost effective equipment solution to meet the client’s injury related need.

The professional advisors can provide advice and guidance during the assessment process:

- on potential equipment solutions
- on ACC’s operational policy relating to MRES
- to support the assessor’s decision-making and clinical reasoning when considering the solutions that would be the most appropriate to meet the client’s injury related needs.

The professional advisors will also review all requests for:

- Complex List equipment; and
- Non-List equipment that is more than \$1,000 (GST excl.) or is a non-disability, retail shop product.

Where the professional advisor identifies an alternative or cost effective equipment solution, they may request further information from the assessor relating to the client’s needs and will work with the assessor to identify equipment options. Assessors must consider alternative options provided to them by the professional advisors and provide a clear rationale if the alternative options are not progressed.

Where a Non-List equipment item is ordered that has the same functionality as a list or refurbished equipment item, the list or refurbished item will be supplied unless there is a clinical rationale to support the request for the Non-List item. **accessible** will contact the assessor to advise them of the decision.

The ACC Case Owner will receive a response from the MRES professional advisory service by email advising;

- the ACC96 request has been reviewed by **accessible’s** professional advisory service, including alternative options. The advisor agrees the most appropriate and cost effective [trial or purchase] solution has been recommended by the assessor to meet the Client’s injury related need. If there is any disagreement between the assessor and the professional advisory service, ACC will make the final decision based on all the information available.

This will support the overall supply of equipment to the client in a streamlined and timely manner.

## Ordering equipment

The table below outlines the applicable ordering authorities for both Assessors and Case Owners for each equipment classification.

Ordering Criteria	Simple	Standard	Complex	Non-List	Hire
Does the ACC Case Owner have the authority to order?	Yes	Yes*	No	Yes*	No
Does the Assessor have the authority to order?	Yes	Yes	Yes	Yes	Yes
Is an assessment required?	No	Yes*	Yes	Yes*	Yes

Ordering Criteria	Simple	Standard	Complex	Non-List	Hire
Does an Assessor need to submit an Assessment Report with an ACC96?	No	No	Yes	Yes	No
Is an ACC Purchase Order required for new items?	No	Yes	Yes	Yes	Yes
Is an ACC Purchase Order required for refurbished items?	No	No	No	No	No

\* ACC Case Owners can order like for like replacement equipment. Please refer to the [like for like process \(above\)](#) for further information)



If an assessment including rationale is not undertaken for standard, complex or non-list equipment, accessible will not be able to proceed with the ACC96 equipment order unless this is a like for like replacement.

The assessor or Case Owner (as appropriate) sends the equipment order directly to **accessible**. This ensures that the order is reviewed for completeness and appropriateness. Incomplete orders will be returned to the author for completion.

**REMEMBER** – When ordering Complex List or Non-List equipment, the assessor **must** send their Assessment Report to **accessible** together with a quotation for any Non-List equipment.

### Scenario 1 – Simple List Equipment

If the equipment is selected from the Simple Equipment List, **accessible** will:

- review the order to identify if suitable reissue equipment is available
- process the order and despatch the equipment item(s) to the client from their stores
- notify the assessor and the ACC Case Owner that the equipment has been despatched and provide a delivery date and order tracking information.

No purchase order or ACC approval required.

ACC staff can also order this equipment themselves without an assessment.

### Scenario 2 – Standard List Equipment

If the equipment is selected from the Standard Equipment List, **accessible** will:

- review the order to identify if suitable reissue equipment is available
- ensure that all coding and pricing is included on the order
- forward the finalised order to the ACC Case Owner for approval.

Once **accessible** receive approval from an ACC Case Owner, the order will be processed and despatched. **accessible** will notify the assessor and the ACC Case Owner that the equipment has been despatched and or ordered.

A purchase order and ACC approval is required.

### Scenario 3 – Complex List and Non-List Equipment

If the equipment is selected from the Complex Equipment List or is a Non-List item, **accessible's** team of professional advisors will:

- review the order to identify if suitable reissue equipment is available
- review the assessment report
- ensure the National Panel review confirmation has been included if required
- ensure that all coding and pricing is included on the order
- talk with the assessor if they need more information to identify the most appropriate equipment solution to meet the client's needs.

**NOTE:** If the equipment item meets the criteria for a National Panel for Consistent Decision Making review, the ACC Case Owner must ensure that this is completed **before** a referral for an assessment is made. Include a copy of the review confirmation with the assessment referral.

**NOTE:** **accessible** will return equipment requests to the assessor and the ACC Case Owner if they meet the criteria for National Panel review and a National Panel confirmation is **not** included with the request.

Once the equipment recommendation has been finalised, **accessible** will forward the following information to the ACC Case Owner for purchase order approval:

- ACC96 equipment request
- list of equipment
- Service Item Codes (SIC)
- cost per equipment item.

A purchase order and ACC approval is required. Equipment Items will not be dispatched until a purchase order is provided to **accessible**.

Please note that non-list items may take longer to source and deliver and assessors and case owners should take this into consideration.

### Scenario 4 – Like for Like Replacement of Standard and Non-List Equipment Items under \$1,000 (excl. GST)

ACC Case Owners can order like for like replacement Standard List items and Non-List Equipment items under \$1,000 (excl. GST) by raising a purchase order. An Assessment report is not required as long as the client's injury related needs have not changed. If additional components are required this would not be considered a like for like replacement.

**accessible** will:

- review the order
- process the order and despatch the equipment item(s) to the client from their stores
- notify the ACC Case Owner that the equipment has been despatched and provide a delivery date and order tracking information.

## Assessors accessing accessible's Online Catalogue Ordering service (OCO)

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All Assessors need to have their own login to access **accessible's** Online Catalogue Ordering service (OCO). If there are any changes or updates to Assessors joining your staff please notify **accessible** as soon as possible so Assessors can be added/removed/updated as necessary.

Please note that login access cannot be granted to ACC providers who do not hold the applicable contracts for equipment ordering.

## Incomplete equipment orders

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ACC96 Equipment orders that are received incomplete will be returned for completion and resubmission. Where **accessible** requests further information from an assessor about an equipment request, the assessor must respond to this enquiry within **two** working days of receipt. This ensures that information is received in a timely manner for approval by ACC.

**accessible** cannot proceed with an equipment request until a fully completed application is received.



It is important that assessors provide a completed assessment to **accessible** so the equipment can be ordered for the client without delay.

## ACC approval of equipment orders

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ACC Case Owners must approve equipment orders within **two** working days of receiving them from **accessible**. This ensures that equipment can be delivered to the client quickly.

## Reissuing equipment

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**accessible** will provide reissued equipment to clients, where available, before purchasing new equipment. Where a new equipment item is ordered that has the same functionality as a refurbished equipment item, the refurbished item will be supplied unless there is rationale to support the request for the new item. The reissue price reflects the costs of sanitising and refurbishing the equipment.

**PLEASE NOTE** –A Purchase Order is not required for reissue equipment

## What to do when reissuing is unsuitable

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Sometimes reissued items will not be suitable for religious or cultural reasons, e.g. sleeping on a used mattress.

These reasons should be recorded in the notes and comments section of the ACC96 Equipment Order Form as part of the assessment, so that **accessible** can select appropriate equipment.

## Instructions for clients using equipment

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The assessor must ensure that the equipment is set up for the client and should teach the client or their caregiver how to use and look after the equipment when it's delivered.

If clients need further help with their equipment, they need to discuss this with their ACC Case Owner, who then makes a request to the appropriate assessor.

Case owners: Please consider this BEFORE exchanging DHB equipment for ACC equipment. If your client is likely to need help to set up and use their replacement equipment, an assessor may be required to visit them in their community setting.

## Checking suitability of equipment

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The assessor may need to check the item once it's been delivered to confirm that it meets the client's injury related needs. They may also need to set up the equipment for the client.

These responsibilities are contained in the assessor's contract with ACC.

## 8. Trialling equipment

The purpose of trialling equipment is to ensure that it meets the client's injury-related needs before the item is purchased. Complex List equipment items and Non-List items can be trialled from New Zealand based equipment suppliers, if required.

If trialled and suitable, ACC will purchase the equipment.

Note that ACC is unable to trial or purchase equipment that would have to be directly sourced from overseas suppliers.

Note: In some cases it may not be cost effective or possible to trial low cost items. **accessible** may recommend purchase of the item which can then be returned for re-use by another client if it is not successful. The trial timeframes would not apply in this situation.

## Trial process

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### The assessor will:

- confirm the need for a trial of the equipment on the equipment request;
- determine with the equipment supplier if the Non-List equipment item is available for trial before submission of the equipment request to **accessible**; and
- obtain a quote from the equipment supplier for any Non-List equipment items and submit this quote with the equipment request to **accessible**.
- advise the ACC Case Owner of the intended equipment trial.

The **accessible** professional advisory service reviews the ACC96 Complex and Non-List equipment request and confirms with the Assessor the most cost effective and recommended equipment solution to trial. If this recommended solution differs from the initial ACC96 equipment request, the Assessor must re-submit a revised ACC96 equipment request to reflect the decided recommendation.

### accessible will:

- review the request and advise the ACC Case Owner of the intent to trial the equipment that has been agreed with the assessor;
- arrange the equipment for trial with the equipment supplier. The equipment supplier will then contact the assessor and/or the client to arrange for delivery of the trial equipment.

### During the trial:

- Equipment can be trialled for up to 20 working days from the date all equipment is received and set up for use. The assessor should visit the client as soon as possible once the equipment is delivered to set it up for the client and to assess the appropriateness of the equipment to meet the client's injury related needs.

NOTE - bathing or personal care equipment should only be trialled on dry-runs.

### If a further trial period is required:

- the Assessor must notify **accessible** and request a trial extension of an additional 20 working days;
- **accessible** will notify the equipment supplier of any extension to a trial;
- Where a request for an extension has been received from the Assessor and the trial again exceeds 20 working days, **accessible** will follow up with the Assessor and Supplier;
- **accessible** will request a trial follow up fee from the ACC Case Owner.

### After the trial:

- the Assessor must advise **accessible** whether the outcome of the trial was successful.

### If the trial is successful:

- **accessible** will notify the ACC Case Owner that the trial has been successful and request a purchase order if ACC intends to proceed with the purchase of the equipment. Final costs and codes will be provided by **accessible** for inclusion in the purchase order.

### If the trial is unsuccessful:

- the assessor must advise **accessible** and the ACC Case Owner that the equipment trial was unsuccessful;
- **accessible** will arrange the collection and return of the equipment to the supplier;
- the equipment should be returned without delay and in the condition that it was received.

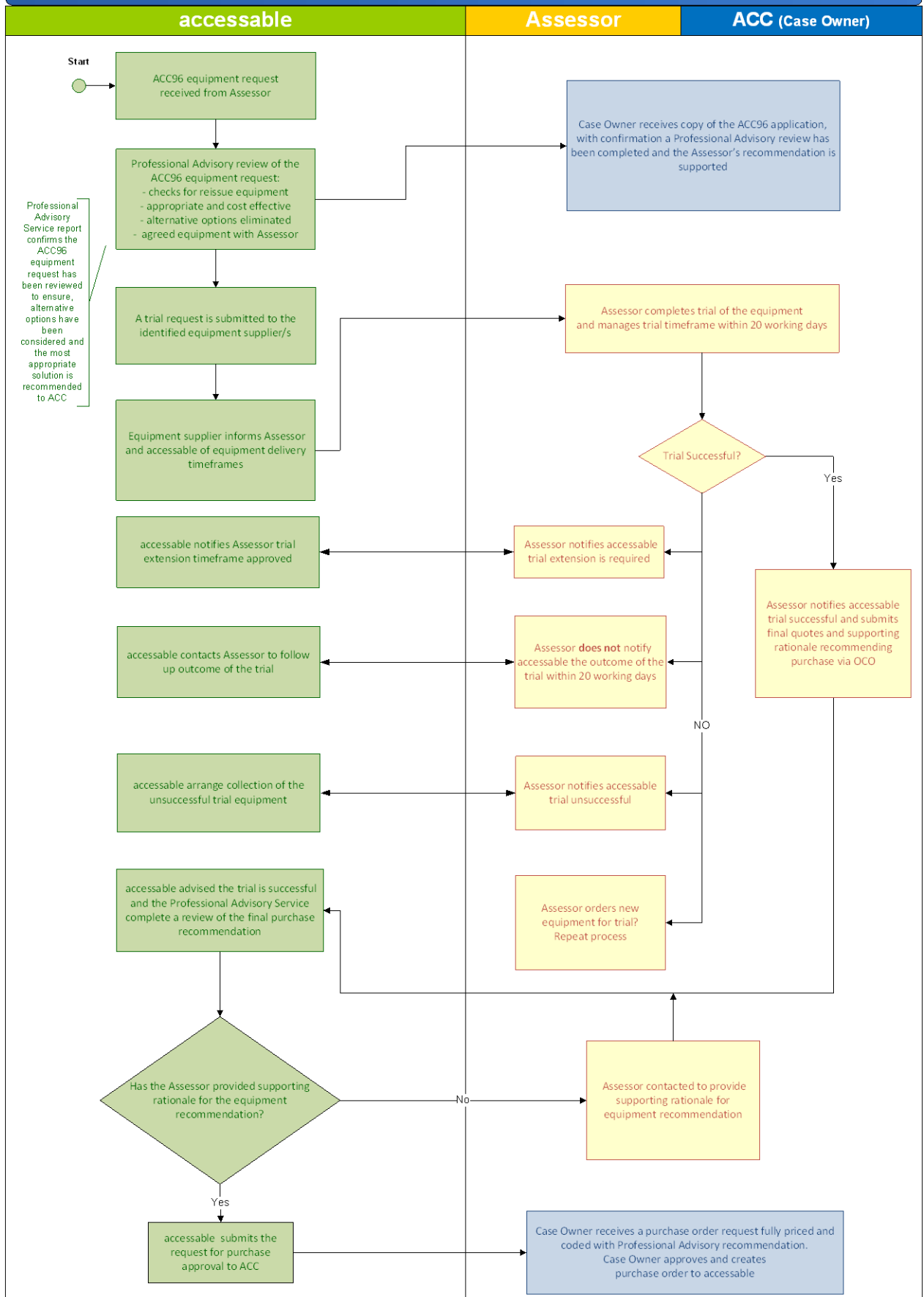
### If further trial equipment is required:

- the assessor identifies the need for an equipment trial and includes this on the ACC96 equipment request that is submitted to **accessible**;
- The trial follows the steps noted above.



**Important:** If the assessor does not advise **accessible** of the outcome of the trial and it exceeds 20 days, **accessible** will follow up with the Assessor. It is important that assessors effectively manage the trial period and inform **accessible** of **ALL** trial outcomes by updating the client's ACC96 Trial Continuation form within OCO.

# ACC Managed Rehabilitation Equipment Service – Trial Process



## 9. Hire Equipment Criteria

Sometimes it may seem easier to hire equipment for a short period but it's important to consider purchasing of equipment rather than hire as a long term cost effective solution. Remember, equipment that is purchased by ACC can be reused by other ACC clients.

The following criteria must be considered when submitting a request for hire equipment:

- the hire period is less than 2 months
- the equipment is of a high dollar value, is normally greater than \$3,000 (excl. GST)
- the equipment is unlikely to be reissued to another client
- the equipment is a non-list equipment item that is required immediately from a rental supplier; or
- is required in the interim whilst another piece of equipment is on order.

Where a request for hire equipment has not met the above criteria, **accessible** will return the request to the author requesting further information. Incomplete and/or incorrect orders will be returned to the author for completion.

Hire equipment requests will be reviewed by **accessible** every 30 days.

Rationale **must** be provided as to why hire equipment is required and why ACC List Equipment is unable to meet the interim needs of the client.

Assessors are only able to request equipment for hire.

ACC Case Owners, who are in need of arranging hire equipment, please contact an **accessible** Professional Advisor to discuss equipment alternatives.

Arranging for items to be hired directly from an equipment supplier is not permitted. ACC will run regular reports to identify any Assessors or ACC Case Owners working outside of this contracted process.

## 10. MRES delivery timeframes

### Processing timeframes

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**accessible** will process equipment orders within one working day of receipt (assuming all information is complete and correct). This includes:

- initial review of the order
- review by professional advisor for complex and non-list items over \$1000. This may involve discussion with the assessor and can take up to 5 working days to reach an agreed solution
- check for refurbished stock and dispatch if available

If a new item is required, the following further tasks have to be completed:

- request purchase order approval from ACC
- dispatch or ordering from an equipment supplier will not occur until approval is received by accessible. ACC Case Owners should provide approvals within 2 working days
- advise ACC and assessor of order status and any equipment set-up or adjustment requirements.

ACC is invoiced at the actual cost for the delivery and collection of this equipment. The tables below outline the timeframes for the different types of delivery.

For the service code for this, see Equipment service item codes.

## List equipment and stored equipment

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Once **accessible** has processed an order they will let the ACC Case Owner and the assessor know the expected delivery date and the tracking details for the delivery. Tracking details can be passed to the client to allow them to follow the progress of their order.

List Equipment	Standard delivery timeframes	Rural delivery timeframes
Simple	three working days	five working days
Standard	five to seven working days (indicative)	
Complex	ten or more working days (indicative)	

## Simple List Urgent equipment – EURG1

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Urgent delivery within 24 hours	
Rural delivery within three working days	



**NOTE:** Courier and/or freight costs for urgent equipment items will be significantly higher than normal delivery costs. **accessible** must contact ACC to gain approval for all urgent delivery requests.

## Non-List equipment (including customised)

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Non-list delivery timeframes vary and are dependent on product availability from the equipment supplier, from 3 working days to 8 weeks.

The assessor must consult with the equipment supplier on equipment availability before submission of an equipment request, so they are aware of the expected delays.

**accessible** will ensure that the ACC Case Owner is provided with an expected shipping date for the delivery of purchased equipment so that they can inform the client.

Customisation of items may lead to longer delays. If this occurs it may be necessary to use a 'Standard' or 'Complex' equipment list item in the interim for the safety of the client or carer.

## 11. MRES terms and conditions

When an ACC Case Owner raises a purchase approval for rehabilitation equipment, the following documents can be created from EOS:

- EQP01 Equipment approve – client letter
- EQPIS01 Rehabilitation equipment – terms and conditions.

The EQP01 letter identifies the types of equipment that has been approved for supply to the client.

The EQPIS01 provides information to the client on equipment maintenance and how to return it when they no longer need it.

**REMEMBER** – Don't create the EQP01 letter until you've received the final confirmed order from **accessible**.

Note: An assessor might order equipment that does not require a purchase order. The EQP01 and EQPIS01 documents cannot be created in this instance.

## 12. Repairing equipment

**accessible** will repair and maintain equipment, as required, on ACC's behalf.

### Scheduled maintenance

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**accessible** will call or email the client to remind them when maintenance is required.

## Routine maintenance

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Clients and caregivers can complete simple routine maintenance of equipment themselves. If this is not possible, **accessible** will complete the maintenance for them.

The instructions for routine maintenance are detailed in an accompanying manual that the client or caregiver must follow.

**accessible** can also supply basic parts for the client or caregiver to fit themselves, such as wheelchair tyres, inner tubes or arm pads.

## Equipment repair

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Clients can:

- contact **accessible** directly, by phone or via their website, to log a repair request; or
- go directly to a repair agent to request a repair. A list of repair agents is available at **accessible's** website at: <http://www.accessable.co.nz/services/repairs>; or
- contact their ACC Case Owner who can make contact with **accessible** on their behalf.

**accessible** will:

- acknowledge the request
- contact the client within one day of receiving the request
- arrange the equipment's repair as soon as possible.

If the estimated cost of the repair is less than \$1,000 (GST excl.) **accessible** will proceed with the repair and no approval is required from ACC.

If the estimated cost of a repair is more than \$1,000 (GST excl.), **accessible** will request a purchase approval from ACC before proceeding with the repair.

**REMEMBER** – All clients can manage their repairs directly with **accessible**. If the repair is likely to cost more than \$1,000 (GST excl.) **accessible** will approach the ACC Case Owner for approval.

All new equipment items are subject to a minimum 12-month guarantee against damage caused during delivery and defective materials or workmanship.

If the equipment needs repairing during the guarantee period, the supplier is responsible for:

- promptly repairing or replacing the item
- providing a temporary item during this time
- all associated collection and delivery costs.

If the equipment needs repairing outside of the guarantee period, **accessible** invoices ACC for these costs. See Equipment service item codes.

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## Equipment consumable items

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Some consumables that are used with an equipment item must be supplied by the ACC Medical Consumable contract holder, Onelink. This includes electrodes for TENS machines and other similar items.

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## Refurbishment of equipment

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Equipment refurbishment refers to the restoration of rehabilitation equipment by **accessible** after it has been used by and collected from a client.

**accessible** will assess all returned items for suitability for future use. They will do any servicing or repairs needed so that other ACC clients can use the items. Any items that are unsuitable for reissue are disposed of.

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## Abuse or misuse of equipment

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If a client neglects, abuses or misuses a piece of equipment ACC isn't required to pay for the replacement or repair cost. We can ask the client to pay for or contribute to the costs of repair, maintenance or replacement.

**accessible** will not begin repairs, maintenance or refurbishment on rehabilitation equipment if they believe the repairs are needed due to neglect, abuse or misuse by the client.

**accessible** will contact the relevant ACC Case Owner to discuss the matter, and provide written confirmation of the reason for refurbishment, repair or maintenance.

## 13. Recall and collection of MRES equipment

When ordering equipment, the assessor indicates a likely date by which the client will no longer require the equipment.

ACC Case Owner should add this date to the client's contact record so you know when the equipment item is due to be recalled.

If it's expected that the item is required by the client for life or for many years, this is noted on the equipment request and on the client's contact record.

## Items that won't be recalled

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Some items on the ACC Equipment List have been classified as 'not for collection'. This means that once the item has been issued to a client, it isn't expected to be returned. This is generally because the costs associated with collecting and refurbishing the equipment are more than the cost of a buying a new item.

If a client no longer requires one of these items, they can dispose of it or pass it on to someone else who can make use of it.

Examples of items that won't be recalled are personal care equipment, buttering boards etc.

## Organising collection of equipment

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The client, assessor or the ACC Case Owner can contact **accessible** at any time to organise collection of equipment which is no longer required. This can be done via phone, email or through **accessible's** website. Contact details will be on a label attached to the equipment item.

When requesting a collection, it's useful to provide a claim number and an asset number if the item has one.

In some cases, **accessible** will determine that it isn't economically viable to collect a piece of equipment, e.g. where the client lives remotely and the equipment item is very old or low value. In these situations, **accessible** will advise the client of their options for disposing of the equipment item.

## Recalling equipment

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**accessible** will contact the client to arrange collection towards the end of the timeframe noted on the equipment order. ACC pays the cost of collecting recalled items.

If the client wants to continue using the equipment after this date, **accessible** will ask the client to contact the ACC Case Owner (and will also advise the ACC Case Owner themselves), who can co-ordinate a new recall date, if necessary.

# 14. Housing modifications & equipment solutions

## Supply of equipment solutions as part of a housing modification

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### Permanent Housing Equipment

When equipment is required that is going to be permanently installed in a client's home and is not expected to be returned due to the likely damage removal would cause, then that item is considered to be a housing modification. This equipment will not be removed. This equipment must be part of an approved housing modification.

## **Repairs and servicing are the responsibility of the Housing Modification Service supplier.**

Examples of permanent housing equipment include:

- hardwired / fixed door locking / opening system
- hardwired environmental control / security system, e.g. amber control system
- hardwired heat pump / air conditioning system
- hardwired specialised lighting or alerting system
- through floor / multi floor lift – internal or external
- fixed handrails, e.g. in level access shower or toilet or stairs via minor modifications
- fixed fold down shower seat or shower tray/bed including height adjustable option
- stair platform lift – internal or external – curved rail / customised to home / wall mounted internal stairs
- fixed ceiling mounted overhead hoist system
- fixed stair chair lift – internal or external
- bidet
- dishwasher and dryer
- modular fencing
- fixed play equipment
- non-slip matting

## **MRES Housing Equipment**

When equipment is required that needs fixing / specialised installation as part of a housing modification but can be easily removed (to be moved to a different location if the client moves, or taken out when it is no longer required), then that item is considered MRES Housing Equipment. **This equipment must be part of an approved housing modification.**

To order MRES housing equipment included as part of a housing modification, complete an ACC096 Equipment Order Form and submit to the ACC Case Owner along with:

- quote/s for the equipment
- specifications for the equipment
- the appropriate housing modification reports

Once the housing modifications are approved, and if no refurbished equipment is available, the ACC Case Owner will forward the ACC96 order along with a purchase approval number to **accessible** (ACC's contracted MRES supplier) to provide new or refurbished equipment. **accessible** will coordinate the delivery of the equipment with the Housing Modification Service supplier who will complete the installation of the equipment.

Repairs, servicing and collection of MRES housing equipment are the responsibility of **accessible**.

Examples of MRES housing equipment include:

- high-low vertical rise platform lift, e.g. 1m and 1.5m low rise lift (or others as determined with ACC)
- modular ramp
- portable bathroom solutions, e.g. Careport

## MRES Equipment

When equipment doesn't require fixing or specialised installation as part of the housing modification and it can be easily moved to another location, the item is MRES equipment. This equipment doesn't need to be part of an approved housing modification and can be ordered via the MRES equipment ordering process (see Section 6 – Assessment and equipment ordering).

Repairs, servicing and collection are the responsibility of **accessible**.

Examples of MRES equipment include:

- suction handrail
- portable heater
- portable air conditioner
- portable dehumidifier
- portable overhead hoist (i.e. not fixed to the home)
- portable ramps/threshold ramp
- personal care bathing equipment, e.g. multi chair

## Removal of MRES Housing Equipment

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If **accessible** receives a request for MRES housing equipment to be picked up and the equipment needs to be de-installed, **accessible** will contact the ACC Case Owner.

The ACC Case Owner will request that the Housing Modification Service supplier obtains a quote for removal of equipment. When the quote is received the ACC Case Owner will raise a purchase order to the Housing Modification Service supplier for the de-installation of equipment and make good.

The Housing Modification Service supplier will coordinate the removal of the equipment and will contact **accessible** to arrange collection of the equipment.

## Disputes

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Where a dispute arises between **accessable** and the Housing Modification Service supplier about the installation, warranty or removal and collection of MRES housing equipment included in a housing modification.

- it will be escalated to the **accessable** and Housing Modification Service supplier's General Managers to resolve
- it will be escalated to the respective ACC MRES and Housing Modification Service Contract Managers to determine an outcome if it is unable to be resolved.

## 15. Equipment under other contracts

Rehabilitation equipment is normally provided via the Managed Rehabilitation Equipment Service (MRES) contract. However, there are a number of other ACC contracts under which equipment is also provided to clients.

- Accident & medical and rural GP contracts;
- Ancillary treatment;
- Elective surgery contracts;
- Public health acute services contracts;
- Specialised spinal cord active rehabilitation services contracts;
- Transport for independence (TFI) – vehicle modifications.

### Accident & Medical and Rural GP contracts

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Under these contracts, crutches are loaned to clients on a short-term basis. Accident & Medical (A&M) and Rural General Practitioner (RGP) suppliers can invoice ACC for the cost of crutches to ensure clients receive free use of crutches. A&M and RGP suppliers may still raise a bond, payable by the client, to make sure the crutches are returned.

### Ancillary treatment

---

When a GP or other health provider treats an ACC client injury they can provide equipment from a local equipment source. In this case, the equipment is part of ancillary treatment and there are no contracts in place that cover direct payment for this.

We expect the client to pay for these items and seek reimbursement by completing an ACC001 Request for Assistance form. Please ensure that reimbursement is only claimed for the hire cost, not for deposit or failure to return the item.

## Elective surgery contracts

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Under these contracts, the elective surgery supplier provides equipment required by the client for the first six weeks after the client is discharged from hospital. ACC supplies equipment from that point on through **accessible**.

## Public health acute services contracts

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The District Health Board (DHB) provides short term loan equipment for clients up to six weeks following a hospital discharge.

ACC will provide equipment for clients:

- if they still require the item after the six-week period;
- from the point of discharge if it's required for over six months.

In both cases:

- DHBs should give ACC two weeks' notice of the need for this service;
- ACC should supply the equipment through **accessible**.

See:

- Section 3.11 of [Accident Services – Who Pays?](#) (929K)
- [Equipment for post six weeks discharge](#)
- [Equipment to help you recover from your injury](#) (124K)
- Section 15 – Providing equipment following discharge from hospital below.

## Specialised spinal cord active rehabilitation services contracts

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Under these contracts, inpatients receive all of the equipment required from the contract holder. Equipment for use post-discharge is provided by ACC through the standard MRES process.

## Transport for independence (TFI) – vehicle modifications

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Transport for independence (TFI) is a key aspect of social rehabilitation that aims to restore a client's independence, particularly their ability to safely access transport and be mobile.

Vehicle modifications mean adding or removing features of a vehicle so the client can:

- gain access to the vehicle and have freedom and safety of movement while in it
- safely drive or operate the vehicle

- travel safely as a passenger in the vehicle
- transport essential mobility equipment.

### Vehicle modifications versus rehabilitation equipment

The differences between vehicle modifications and rehabilitation equipment are outlined below:

Vehicle modifications...	Rehabilitation equipment...
are added or removed from a motor vehicle	helps clients in their daily lives, excluding motor vehicles
are supplied by TFI	is supplied by MRES
include: <ul style="list-style-type: none"> <li>• all terrain vehicles</li> <li>• wheel spinners and other hand controls</li> <li>• wide-angle mirrors</li> <li>• wheelchair carriers</li> <li>• wheelchair hoists or cranes</li> <li>• trailers</li> <li>• modified vehicle seating</li> </ul>	includes: <ul style="list-style-type: none"> <li>• mobility scooters</li> <li>• Segways</li> </ul>

See [Transport for Independence \(TFI\)](#) (internal ACC link)

## 16. Providing equipment following discharge from hospital

### Short term loan equipment

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When a client requires equipment following discharge from hospital, it is normally provided by the hospital for the first six weeks. If the client requires the equipment for longer than this, it is provided by the Managed Rehabilitation Equipment Services (MRES) supplier.

Use the information below to help determine who is responsible for the provision of equipment.

Also refer to section 4.5 of 'Accident Services – A guide for ACC and DHB staff' for further information.

## Long term equipment requirements

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If a client is likely to require equipment long term, i.e. longer than six months post-discharge, ACC will supply the equipment from the point of discharge from hospital.

If the hospital assessment is sufficient to satisfy a purchasing decision for the equipment, the ACC Case Owner will order the equipment, see section 6 'Assessment and equipment ordering'. If the equipment has been customised for the client, **accessible** can purchase it from the hospital.

Otherwise, the ACC Case Owner arranges a social rehabilitation assessment, see section 6 'Assessment and equipment ordering'.

## Equipment required for up to six weeks post-discharge

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For equipment needed for up to six weeks post-discharge from an acute admission, the hospital provides all equipment at no additional cost to ACC. ACC has already paid for this equipment under the Public Health Acute Services (PHAS) agreement.

## Equipment required for more than six weeks post discharge

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After six weeks, ACC takes over the responsibility for funding equipment. If a client needs equipment for longer than six weeks post-discharge then the hospital must inform ACC two weeks before the end of the six-week period, using the [ACC4249 Short term equipment request form](#) (124K).

If, after six weeks post-discharge, the hospital equipment needs to be replaced with ACC equipment, follow the ordering process under Section 6 – [Ordering the equipment](#).

**REMEMBER** – ACC Case Owners can order Simple List Equipment directly from **accessible**.

ACC equipment is delivered to the client by **accessible**. The DHB collect their equipment. ACC isn't responsible for returning DHB equipment.

If the hospital discharge assessment is not sufficient to determine a client's equipment requirements, the ACC Case Owner organises a Social Rehabilitation Assessment, from which an equipment order is sent to **accessible**. See section 6 'Assessment and equipment ordering'.

If the hospital doesn't provide sufficient notice of the client's ongoing equipment requirements then they must leave their equipment in place until ACC can arrange to replace the equipment through MRES.

## Using hospital equipment for slightly longer than six weeks

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If the equipment is only going to be required for a short time longer than the initial six-week period post-discharge, the ACC Case Owner can arrange with the hospital to leave the hospital equipment in place and we will reimburse the hospital directly to cover a nominal rental charge.

We're unable to enter into individual agreements with other equipment suppliers and rental companies and, therefore, if a hospital uses a rental company to manage their equipment they must maintain that relationship for any period over the six weeks. We will reimburse the hospital for this period but won't directly take over the rental agreement.

### Client request

---

If a client requests equipment after discharge from hospital that hasn't been recommended on the discharge summary, ACC will arrange an assessment to determine the need. If the equipment is necessary, this responsibility lies with the hospital for the first six weeks post-discharge.

If a client already has equipment due to a pre-existing medical condition, or disability, and it needs replacement or modification resulting from a covered personal injury, the hospital or relevant disability support service should contact the client's ACC Case Owner to discuss options.

## 17. Considerations for Vocational Rehabilitation Equipment

Vocational rehabilitation equipment may be provided to ACC clients as part of Vocational Rehabilitation Services if there is an assessed injury-related need and the equipment item(s) are required to address that need and assist the client to return to work.

Vocational rehabilitation equipment excludes **Standard Work Items to Start Employment**.

### Standard work items to start employment

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Standard work-related items are usual items that are required to do a job e.g. trade tools and protective clothing such as work boots and helmets.

In rare cases, a client receiving weekly compensation who secures a new job cannot start that job because he or she does not own, or lacks the ability to purchase a standard work item. In limited circumstances a cost-effective maximum contribution of \$500 (GST incl.) can be made by ACC under vocational rehabilitation to enable the client to obtain the item and start the new job.

If you think that a client requires a standard work item to enable their return to work, please contact the ACC Case Owner.

Standard work items are unlikely to be returned to **accessible** and can be purchased directly from a supplier if required using code EV01 or can be reimbursed to the client.

## Should the employer purchase the equipment?

---

The employer should be asked to purchase the equipment item(s) when:

- the employer is required to provide it under the Health and Safety in Employment Act 1992. ACC will not provide or contribute to work items, clothing or equipment required under this Act;
- the item is standard work-related equipment that the employer would provide for any employee, such as a computer. ACC can provide modifications or software required to meet the client's injury-related needs.

## Should ACC contribute to the cost of the equipment?

---

ACC may contribute to the purchase of equipment item(s) if the item is required as a result of a covered claim but is likely to benefit both the employee (client) and the employer. In this instance it is appropriate to ask the employer whether they will provide the item or contribute towards the purchase of the item.

## Contributing to employer funded equipment

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The employer is responsible for finding and purchasing the equipment through their normal channels, with assistance from the assessor if necessary.

The ACC Case Owner:

- negotiates the amount of ACC's contribution to the purchase price with the employer;
- sets up the employer as a non-contracted supplier in MFP;
- enters a purchase approval for the negotiated amount using service item code EV01.

ACC reimburses the employer for the agreed portion of the cost when an invoice is received. The employer owns the equipment and the client is not able to take the item to another work site without the employer's agreement.

## Providing ACC funded vocational equipment

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If the equipment item is required as a result of a covered claim and will provide no additional benefit to the employer, ACC can fund the full cost of the item.

Follow the process outlined in section 6 'Assessment and Equipment Ordering' to source the equipment item.

The vocational rehabilitation assessor is then responsible for setting up the equipment for the client. This activity is included in the package price for the service.

Vocational Rehabilitation equipment where applicable should be trialled.

## 18. Joint funding equipment and transfer of ownership

**JOINT FUNDED EQUIPMENT** – if a client already has equipment due to a pre-existing medical condition, or disability, and it needs replacement or modification resulting from a covered personal injury, the hospital or relevant disability support service should contact the client’s ACC Case Owner to discuss options. Serious Injury Advisors are available to assist with this process. It is helpful to commence the MoH assessment ASAP.

If a person is issued equipment funded by the Ministry of Health and a decision is later made by ACC to approve a claim and the entitlement to equipment on that claim, the equipment needs to be transferred to ACC ownership (as long as the equipment is still meeting the injury related needs).

ACC will request the cost and equipment details from the Ministry of Health equipment provider, who will return the information within 7 working days, including the original invoice. There will be no cost to ACC or any other party to provide this information.

The case owner will then complete an ACC96 and forward to Accessable to complete the transfer to accessible records. This will ensure that repairs and maintenance can be managed by accessible.

This ensures the client can retain the equipment and the transfer occurs without affecting the client.

Please use the attached Asset Transfer Process to transfer assets between ACC and the Ministry of Health and vice versa.



EMS and MRES Asset  
Transfer Process Fina



**Important:** If a client is disentitled from ACC please advise **accessible** as soon as possible to avoid any repairs and maintenance charges on the equipment.

## 19. FAQs

### Q. Does the equipment need to be insured?

A. ACC does not normally insure equipment, nor does it provide or contribute to the cost of a client’s household insurance costs.

Because the equipment continues to be owned by ACC, insurance companies usually exclude these items from the client’s household contents insurance.

ACC will pay for maintenance, repair or replacement of an aid or appliance where there is no evidence of neglect, abuse or misuse.

**Q. How do I order a ventilator for my client?**

A. Ventilators are sourced directly from the supplier, Covidien. The ACC Case Owner will need to raise a purchase order and send this directly to Covidien.

**Q. What is the difference between a medical consumable and rehabilitation equipment?**

A. A medical consumable is an item that is either disposable or can be used by only one client whereas rehabilitation equipment could be used many times by many clients.

Examples of items that would be classed as **medical consumables**:

- a urinal bottle as it is single client use;
- a fitted sheet for a pressure mattress;
- support stockings;
- electrodes for a TENS machine.

Examples of items that would be classed as **rehabilitation equipment**:

- a shower stool as it could be refurbished and used by many clients;
- a TENS machine.

**Q. Can I request a negative pressure wound therapy machine through MRES?**

A. No. Negative pressure wound therapy machines are rented on a daily hire basis and need to be ordered directly from the supplier; either Smith & Nephew or Intermed. See the Negative Pressure Wound Therapy Guidelines for further information on the process.

[External link to NPWT guidelines](#)

[Intranet link to NPWT guidelines](#)

**Q. My client's treatment provider has recommended a piece of equipment for their patient. Do I still need to get an assessment?**

A. If the equipment is required by the client for safe discharge following surgery, and for up to 6 weeks post discharge then the hospital should provide this equipment in the first instance.

If the equipment is being requested after this period, either by the surgeon or any other treatment provider, they should provide you with a rationale for the equipment in writing. This should be attached to the request using the like-for-like process.

However if the item is over \$1000 you will need to refer for an assessment. This is because items over this price tend to be more complex in nature and require consideration of client safety and alternative options.

Remember: You will need to provide a quote for any non-list items as Accessable need to know what item the provider is recommending. If the provider is requesting an item but is not sure of the specifications needed, it is best to get an assessment done.

**Q. Why do I need to pay for an assessment, when as a case manager, I know what my client needs?**

A. Case owners do have the ability to order low risk simple items without an assessment and to replace items that have been previously provided however the ability to determine a client's needs should sit with a health professional who can ensure the item can be used safely by the client and will achieve the best outcome.

An assessor also has specialised skills in determining the right option and can suggest other options that you might not be aware of that are better for the client or more cost-effective. The price of an assessment is often offset considerably by the assessor identifying a range of more cost effective options. Even if this is not the case, ACC has addressed any risk associated in providing a client with rehabilitation equipment.

**Q. I need to order equipment as part of a Training for Independence Advisory program, how can I ensure that accessible have the information that they need to process my order?**

A. The Training for Independence Advisory Service is not designed to be an equipment assessment service however there may be some items that are needed to complement the rehabilitation program you have designed for the client. When you submit an application to Accessable for the equipment you will need to provide the following information:

- What is the injury related need that you are trying to address?
- What is the outcome that is to be achieved through the provision of equipment?
- What are the specifications of the equipment solution you have identified? (ie if a desk is required, does it need to be a certain size or adjustable)
- What other options have been considered? and why have they been ruled out?
- What is your rationale for the selected option
- Any other information that supports the request for the particular equipment item

If you think that the client may need a more robust assessment to determine the answer to these questions, please discuss this with the client's case owner. They may be able to approval an additional assessment for you or via another provider with the appropriate expertise.

**Q. An equipment item was ordered by accident, who is responsible for paying?**

A. This would depend on who ordered the equipment as follows:

- If equipment is incorrectly ordered by ACC or ACC's contracted Assessors, ACC will pay for the equipment including all actual and reasonable transportation costs to and from the Client and cleaning charges (if applicable). The item will go into ACC's refurbished stock.
- If equipment is incorrectly ordered by the **accessable**, they will be responsible for the cost of the equipment including all reasonable transportation costs.

## 20. Appendix 1 - Equipment specifically designed for use by the visually impaired

- Adaptive Technology including Training and Installation
- Bold Line Pads
- Braille Board Games
- Braille Clock
- Braille Electronic Display
- Braille Electronic Note Taker
- Braille Embosser
- Braille Labellers and Tape
- Braille Label Sheets
- Braille Mechanical Writing Equipment
- Braille Paper
- Braille Playing Cards
- Braille Slate and Stylus
- Braille Timer
- Braille Watch
- White Canes
- Cane Tips
- Portable Video Magnifier
- Hand-held video magnifier
- Digital Voice Recorder
- Daisy (Digital Audio Devices)
- Electronic Voice organisers
- Environmental Modifications, e.g. Illumination Levels
- Felt Tip Markers,
- Glare Resistant Glasses
- Hand Magnifiers
- Large Print Dymotape Labellers and Tape
- Large Print Telephones
- Low Vision Clock

- Low Vision Watch
- Magnifying Lamps
- Monoculars
- Deafblind Communication Devices and Applications
- Self Threading Needles
- Signature Templates
- Slate and Stylus
- Stand Magnifiers
- Talking Clock
- Talking Microwaves
- Talking Scales (kitchen or bathroom)
- Talking Tape Measure
- Talking Watch
- Free Standing Task Lighting
- Training Package for Key-Boarding Skills
- Writing Frames