



IMPORTANT INFORMATION FROM ACCESSABLE

MOH and ACC Assessor Service Organisations

Re-design of aSAP Complex Trial and Purchase Workflow

Monday 14th September 2020

Following our previous updates we have sent you regarding the launch of our improved aSAP Complex Trial and Purchase workflow to be released this coming **Monday 21st September**, here are today's updates.

Re-Design Process

The re-design of the Complex Trial and Purchase workflow has continued to be an important focus for us over these past 12 months amidst all that is occurring globally and while we have adjusted to the challenging environments in which we are all providing our services.

We appreciate that any process change can also be disruptive and emphasize that we have listened to you and incorporated feedback from Assessor representatives throughout the entire re-design phase. The improvements you will see have been tested extensively both internally and externally with MOH and ACC Assessors.

We have also ensured information we need to deliver on our contractual service requirements for both our MOH EMS and ACC MRES contracts is integrated.

It is critical that we achieve a swift, easy experience for you, whilst capturing correct customer, product, and process information for data integrity. This allows us to analyse and report accurately to fulfil our contractual obligations and provide you with full and current customer information.

Some of the benefits you will see are:

- Combination of submitting a trial and purchase in one request
- Ease of managing trial outcomes on one working record
- Guided user experience to steer you within the process of submission



The aSAP portal is a live Microsoft system that transacts information as you are actively entering data and selecting catalogue items for your customer request. Internet connectivity, timing and traffic flows can influence the speed of processing.

It is important to distinguish that the system functionality and internet speed connectivity are separate. Therefore your experiences may be impacted by the system your organisation uses. However, the upside to a dynamic platform allows you to view customer and request information in real time.

Connecting with You

We are taking the pulse regularly to see if you are reviewing our email communication updates to monitor uptake and engagement. We can report that as of today:

- 63% of you are aware of this new re-design process,
- 95% of you are aware of the improvements we have made to the equipment catalogue and search process

Our Professional Advisory team continues to contact MOH and ACC Assessors who have been identified as frequently submitting complex trial equipment requests to extend our support to you. We ask that you please engage with our team when contacted to assist with learning.

Training Resources and Information

Information relating to videos, How To guides and other training material can be found on our website [here](#) from **16th September**. We ask that you become familiar with this content that has been prepared for you.



Webinar Training Sessions

Webinar training sessions to demonstrate the new workflow design are scheduled to occur this week on **Wednesday 16th, Thursday 17th and Friday 18th** at the following session times each day.

Please select the applicable links for a desired session, and feel free to attend more than once.

- **MOH webinar training sessions**

8am: <https://us02web.zoom.us/j/83650245166>

11.30am: <https://us02web.zoom.us/j/87588684907>

3.30pm: <https://us02web.zoom.us/j/81442615079>

- **ACC webinar training sessions**

8am: <https://us02web.zoom.us/j/86163138662>

11.30am: <https://us02web.zoom.us/j/82166507114>

3.30pm: <https://us02web.zoom.us/j/83354180554>

A recording will be made of an ACC and MOH live webinar session and will be posted on the Accessable website by the 21st September.

Key dates to remember:

- aSAP will **not be available** to access from 3pm on Friday 18th September until 8am Monday 21st September
- On Monday 21st September, the newly developed complex trial and purchase workflow will be live

For any questions you may have please contact our team by emailing asap@accessible.co.nz and we will be in touch.

Thank you

Team Accessable