



15th February 2021

EMS & Accessable Service COVID-19 Update NDHB Region

We are taking the opportunity to update you on the EMS services we will be providing under the current Level 2 response to COVID-19 in your region.

Our response will be very familiar to those of you who worked through Level 2 with us earlier in the year and we continue to work closely with the Ministry of Health on our service delivery. Accessable is designated an essential service and is also currently providing services under Level 3 in the Auckland region.

If you are an Assessor working with ADHB, CMDHB or WDHB outside the Northland region, please refer to today's communication updating you on current Level 3 arrangements. You can find this [here](#).

Here's a reminder about our services to NDHB during Level 2.

Client agreement

At all times during equipment, housing and vehicle service delivery, there should continue to be agreement between disabled people, family and whānau and all providers on who enters the client's residence. The client can decline services at any time.

COVID-19 Status

You **must continue** to let us know if a request is associated with any known risk related to COVID-19. We have added two new risk types in our alert field in aSAP which you need to action if appropriate:

- COVID-19 Positive
- COVID-19 Self-isolating

In addition, **please call Customer Service (0508 001 002)** to let them know about the COVID-19 status. Any application that has a COVID-19 risk identified will be actively managed by Customer Service and the Professional Advisory Teams.

Accessable services during Level 2

Level 2 allows all equipment, housing and vehicle modifications to go ahead if they can be done safely with physical distancing of 1 metre, good hand hygiene and cough/sneeze etiquette and good record-keeping to support contact tracing.

If service provision to clients requires contact of less than 1m, these services can go ahead as long as appropriate PPE and safety protocols are used.

Some specific arrangements are outlined below:

Equipment requests

Please identify whether your client requires a contact or non-contact delivery. This continues to be the delivery to **the client**. If you are delivering to yourselves or another organisation then it is always a non-contact delivery with appropriate PPE and distancing practices in place (please see Delivery of equipment section below).



Delivery of equipment

- Assessors retain the responsibility for ensuring clients can use the equipment safely.
- If the equipment is being delivered directly to the client, where possible this will be by a non-contact delivery. That is, the courier will leave the equipment at the door without contact with the client. Couriers are operating contact-less deliveries and are not currently requiring signatures.
- Where equipment requires set up by an Assessor or sub-contractor or your clients have specific requirements for support, please advise us through the delivery instruction field in aSAP, the summary field, give us a call or drop us an email. We will then work with you, suppliers and sub-contractors to organise a plan for delivery and set up.
- Any physical interactions between sub-contractors or Assessors and clients should be recorded on the provided template (please see Contact Tracing section below), or your own organisation's interactions record sheet, for contact tracing purposes.

EMS advice requests

Our Professional Advisory service is functioning as normal, although as our Advisors are currently working remotely given the Level 3 requirements in Auckland, this may change an individual Advisor's availability at times.

EMS Portal

You still need to come through the EMS portal and provide your clinical rationale. Please ensure the information is robust and sufficient and includes the additional COVID-19 risk and contact information (above). Great information in your submissions will enable our teams to understand your request without further communication with you and process it more quickly.

Managing new trial requests

We will move your trial request directly to purchase to simplify the process if appropriate and agreed to by you. If the equipment is later determined to be 'not fit for purpose' for your client's needs **it can be returned** and you can choose another option just as if the item had been trialled. If in doubt or your request is for a 'weird and wonderful' one-off customised product, give us a ring to discuss the best approach.

Finalising current trials

Accessable wants to support Assessors to finalise current trials, so please contact us if you need to discuss these clients. In addition, the Customer Service team is currently getting in touch with Assessors to follow up outstanding trials of over 90 days so we bring these to a conclusion.

Refurbished stock

Our focus on the use of refurbished stock continues and we will supply items from refurbished stock as a priority before purchasing new. This ensures the EMS service funding pool can support more clients.

Our cleaning and infection control processes of all equipment is of a reliably high standard. You and your clients can have confidence that refurbished equipment meets appropriate hygiene standards.

Equipment Repairs

In addition to the repairs service, routine servicing will continue during Level 2-with appropriate safety protocols in place.

Housing Modifications



All Housing Modifications will go ahead. We will continue to ensure our team and sub-contractors carry out their work safely:

- A pre-visit checklist will be carried out to determine the health status of the household and prepare for the visit.
- Safety procedures include minimal physical interactions, physical distancing, sound hygiene practices and the recording of interactions for contact tracing purposes. All contractors must employ the protocols required by CHASNZ. CHASNZ is an accredited charitable trust that has been developed to raise the standard of health and safety across the whole of the construction industry (<https://www.chasnz.org>).
- Accessable will be auditing sites to ensure that contractors are employing the required safety protocols.

Vehicle Modifications

The vehicle modification service will operate as normal with appropriate safety practices in place.

ACCESS Clinic

Given the move to Level 3 in the Auckland region, ACCESS Clinic appointments have been postponed across Auckland regions.

A telehealth approach was used successfully for some service components earlier in the year during Level 3 and we will explore how to continue this approach to contribute to service delivery where appropriate. We will also process requests as far as we can without being able to confirm Clinic appointments for clients during Level 3 in the Auckland region.

Collections

Where possible, equipment will continue to be picked up from the doorstep, or with minimal interaction with the household. Where contactless pickups are not possible, we will work on a case by case basis to determine the safest way to proceed.

Contact tracing requirements

It is now necessary to record all instances where people have been in close contact with others so contact tracing can be carried out if necessary.

Please follow your organisation's Contact Tracing recording requirements whenever carrying out work associated with Accessable so the information can be submitted if ever it becomes necessary. For your convenience, we have created a template which you can use. You can find the template [here](#).

Customer Service

We continue to be strongly committed to supporting you to get services and equipment to your clients as quickly and smoothly as possible. If you have any concerns about your requests or your client's situation changes please contact Customer Service moh@accessable.co.nz



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Please be aware that the information contained in this document may be constantly updated as the situation evolves.
Please keep an eye on our website for updates.