



August 2021

ACC MRES submissions COVID-19 Alert Level 4

Following the Government's announcement that New Zealand has moved to Alert Level 4, we have reactivated the protocols that guided our service during the previous March 2020 lockdown. Having reviewed our processes to ensure services are delivered safely, we can provide the following information on how our processes will be tailored to safe practise during this time.

We will continue to assess our services and supply chains that support them and recommend changes to ACC and the ACC Assessor community where necessary to support our mutual clients.

Triaging essential and non-essential equipment

Assessors retain the responsibility for assessing the essential need for an equipment solution.

Principles underpinning the definition of essential service to the health and disability system include:

- Keeping people at home living safely.
- Keeping people out of hospital where we can.
- Where possible getting people home from hospital quickly.

To support the identification of the essential requirements upon submission, please advise in the subject heading of your application if the application is:

- **essential** for supply, as per the Level 4 Covid-19 criteria above. Where possible getting people home from hospital quickly.
- **non-essential**, in which case contactless delivery of equipment will be undertaken as and when safe to do so.

Simple list equipment requests

Simple list equipment processing remains in place. Some equipment substitutions may be offered pending product availability. We will advise you of any changes.



Standard list, complex and non-list equipment applications

All standard, complex, and non-list equipment applications can be submitted as per the usual process.

Our team will review these applications and prioritise **essential** applications for supply as you have identified.

Pending equipment supply availability through the supplier network, our team will discuss alternative equipment solutions as either a long or short-term recommendation.

Delivery of equipment

- Assessors are responsible for ensuring clients can use the equipment safely.
- Equipment that is deemed **essential** will be delivered directly to clients with contactless delivery. That is, the courier will leave the equipment at the door without contact with the client. Couriers are operating and do not require signatures.

Where an **essential** piece of equipment requires support and set up by an assessor or sub-contractor, these requests will be managed on a case-by-case basis to determine the safest way to do this and will only be approved for delivery when it is deemed safe to do so. Suppliers, delivery sub-contractors and assessors will need to organise a plan for delivery and set up.

- If the equipment is being delivered to you to pass on to your client, we ask that you align with your organisation's practice around contact with clients and follow your agreed infection prevention protocols. Our contractors and suppliers are following rigorous infection control and PPE protocols.
- Any physical interactions between sub-contractors or assessors and clients should be recorded on your own organisation's interactions record sheet, for contact tracing purposes.
- If you have specific requirements around delivery for your clients who may be particularly vulnerable, please advise us through the delivery instruction field in aSAP.



Managing trial requests

Trial of equipment is to be submitted and processed under the **essential** and **non-essential** criteria in accordance with the trial process within the MRES Operational Guidelines.

Refurbished stock will be sought and offered in the first instance before trial. Our cleaning and infection control processes of all equipment is of a reliable high standard. You and your clients can have confidence that refurbished equipment meets appropriate hygiene standards.

Suppliers of trial equipment will be notified of the **essential** or **non-essential** requirements on all trial requests.

Repairs

We will only action requests for the provision and repairs of equipment that are considered **essential** as defined above and enable clients to safely remain in, or return to, their homes.

The Accessable team and nationwide sub-contractors are all following rigorous pre-visit, on-site and post-visit infection control processes and physical distancing practices.

If the repair cannot be carried out safely, this will be assessed on a case-by-case basis.

Regular annual maintenance checks of equipment **will not** take place during Alert Level 4.

Collections

Collection of equipment will not be carried out under Alert Level 4.

You can however, contact our Customer Support team to discuss collection requirements and we will advise you what actions we will take once the alert levels are lifted.



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 requirements whenever carrying out work for or on behalf of Accessable so the information can be submitted if required. A template to assist with this can be located [here](#):

Connecting with us

Please continue to contact us in all the usual ways. We are strongly committed to supporting you to ensure your clients remain safely in their home and avoid hospitalisation during this lockdown period.

Thank you for your understanding during these unprecedented times as we adjust our processes to meet the needs of our nationwide situation.

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