



Assessor Guide to Information Required for COVID Prioritisation New and Current Equipment & Housing Modification Service Requests 23rd August 2021

Purpose: This information will assist Accessable to prioritise the EMS workflow during the COVID Alert Levels and as we transition back to business as usual. It will support consistent decision making and timely equipment and housing modification provision to EMS Assessors and your clients based on client need, government direction, Alert Levels and demand volumes. Your cooperation in providing this information is really appreciated.

How to use this guide: To help us help you, please ensure the information you provide meets all the requirements below - we then won't need to contact you and can process your requests more quickly!

Submitting New Service Requests or Updating Existing Non-Essential Service Requests via aSAP Portal

Please answer the following three questions:

1	Is there an identified risk related to the COVID-19 status of the person and their Household/Bubble?	
	If YES	Please update Customer Safety Risks to identify the COVID-19 Status as applicable: <ul style="list-style-type: none">• Infectious Disease – COVID-19 – Confirmed• Infectious Disease – COVID-19 – Self-Isolated Suspected Contact

2	Is this request for an Essential Service as defined by the MOH?
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It is 'Essential' if the equipment or housing modification will:

- Keep people at home living safely
- Keep people out of hospital where we can
- Where possible get people home from hospital quickly
- Respond to crisis / urgent / acute physical and mental health needs
- Avoid harm to people's mental wellbeing

Examples include:

- ☐ Discharge from hospital – e.g.
 - ✦ Supporting evidence of discharge plan e.g. date of discharge/ discharge address
- ☐ Prevent hospitalisation -
 - ✦ Identified risk of harm e.g. having falls/ high risk of; pressure wound not managed leads to infection
 - ✦ No alternatives e.g. is respite care available, or valid reasons for not using respite
- ☐ Crisis, prevent risk of family/carer/bubble situation breaking down
 - ✦ E.g. no or fewer carers coming into the home during lockdown; hurt back when lifting
 - ✦ E.g. for preservation of life, dialysis, essential daily mobility, risk of pressure injury, access to sleeping/toileting facilities

Further information on what is considered an Essential Service can be found in our communications to Assessors posted on the [COVID-19 section of the Accessable website](#), or please contact Accessable if you'd like to discuss this.

Once you decide if your request is an essential service under the Level 4 criteria, complete your request as follows:

If YES	<p>Please complete the relevant funding and aSAP processes and specify priority in aSAP as per below:</p> <ul style="list-style-type: none"> Update Summary Field by inserting Urgent at the front of the auto populated Summary* Field <p>Application Details</p> <p>Summary *</p> <p>Urgent Equipment Trial for *****</p> <ul style="list-style-type: none"> Add portal comments on why the request meets the definition of Essential Service Feel free to also give Accessable Customer Support or Professional Advisory teams a call to discuss Your request will then be prioritised for actioning and delivery during the current Alert Level 4.
If NO	<p>Your request is Non-Essential as per the MOH COVID definition, it will be processed by Accessable as per current L4 processes. Please note that the requests will continue to be processed in chronological order but will be placed on hold for delivery depending on government direction, demand and resource availability and these factors may also impact on the order the on hold requests are actioned.</p>

Please also complete the following question(s) to assist Accessable in prioritising/actioning your request:

3	<p>What type of contact does the delivery of the equipment require?</p> <p>If your request is categorised as Non-Essential and placed on hold for delivery during Alert Level 4, to help us to deliver the item as quickly as possible as the Alert Levels change, please indicate if the delivery is non-contact or contact needed.</p> <p>Please update the Summary* Field with which type of delivery this request requires:</p> <ul style="list-style-type: none"> Non-contact – delivery and set up can occur without Client, Assessor or Supplier contact Contact needed – delivery and set up needs Assessor or Supplier contact with the client <p>Summary *</p> <p>Contact Needed Equipment Purchase</p>
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If your client's needs change and you need to update your request to an Urgent Essential Service for immediate action, please call Customer Support to discuss this.

This process/information is to be used as from 23/8/21 until further notice to assist Accessable to manage the evolving COVID situation and changes in patterns of demand as we transition back into business as usual.

Assessors continue to hold responsibility for client safety and for clients' use of equipment under the EMS contract. This includes ensuring clients are aware of the potential risk of infection when they receive equipment and during visits to support delivery and the use and repair of equipment and housing modification services.

Please be assured Accessable will continue to action requests as usual on the date of submission whenever possible. Prioritisation will only be implemented if demand, resources or government direction require this.

Accessable and our suppliers and contractors have actioned protocols to minimise infection risk to clients and staff. You can find these on our website in the COVID/supplier section, <https://www.accessable.co.nz/individual-pages-folder/information-for-subcontractors-suppliers/>. There are also user guides for equipment on our COVID/Assessor section on our website <https://www.accessable.co.nz/individual-pages-folder/assessors-equipment-user-guides/>.

Thank you from the Accessable Team