



8 September 2021

ACC MRES submissions COVID-19 Alert Level 4

We continue to operate at Alert Level 4 for the Auckland region.

ACC MRES submissions COVID-19 Alert Level 2

Following the Government's announcement that regions **outside** of Auckland have moved to Alert Level 2, we are taking the opportunity to update you on how we will be providing services during the Level 2 response.

Level 2 allows **all equipment** provision to proceed if this can be done so safely with physical distancing of 2 metres, the mandatory use of masks, PPE and contact tracing.

If service provision to clients requires contact **of less than 2m**, these services can go ahead if appropriate PPE and safety protocols are used. We will work with you, the clients, suppliers, and contractors to arrange these services.

Essential and non-essential equipment

The following criteria of essential requirements **only applies to Level 4** equipment solutions.

Assessors retain the responsibility for assessing the essential need.

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.

Any non-essential applications that were on hold during Levels 4 & 3 will be actioned as resources permit. Level 2 applications will return to processing in order of date receipt instead of prioritising essential services.

COVID-19 Status

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

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

Any request that has a COVID-19 risk identified in this way will be actively managed by Customer Support and the Professional Advisory Teams.

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 Level 4 **essential** applications for supply
- process Level 2 applications as requested

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



Managing trial requests

Trial of equipment is to be submitted and processed as per the Level 4 and Level 2 requirements in accordance with the trial process within the MRES Operational Guidelines.

Refurbished stock will be sought and offered in the first instance before trial.

Suppliers of trial equipment will be notified of any Level 4 **essential** or **non-essential** trial applications.

Delivery of equipment

- Assessors are responsible for ensuring clients can use the equipment safely.
- Equipment will continue to be delivered directly to clients in a contactless way.
- 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.
- 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.

Repairs and Annual Servicing

Auckland Region - Alert Level 4

We will only action requests for the provision and repairs of equipment that are considered **essential** as defined above and allow clients to safely remain in or return to their homes. Regular annual maintenance checks of equipment also remain **on hold**.



Rest of NZ – Alert Level 2

Our repairs service will operate as normal and routine annual servicing will commence with appropriate safety protocols in place. The client can decline services at any time, until deemed suitable.

Collections

Collection of equipment will be carried out in a contactless way. 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 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

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 applications or your client's situation changes, please contact Customer Support acc@accessable.co.nz.

Website: www.accessable.co.nz

Email: acc@accessable.co.nz

Freephone: 0508 001 002