

ACC INFORMATION FOR PATIENTS

As a result of the consultation, I recommend that surgery is required to treat your condition under ACC. I will submit an ARTP (Assessment Report and Treatment Plan) to one of the hospitals which hold contracts with ACC for this surgery. The hospitals I work with are the Auckland Surgical Centre and The Ascot Hospital in Greenlane Road East.

The Hospital contracts department then communicates with ACC to seek approval for the surgery. You will be assigned a Case Manager from ACC at this point. Please liaise closely with the contracts department and your Case Manager to follow your claim process.

Once ACC have received the ARTP they first advise the three parties (patient, surgeon and hospital contracts) of this in writing. Please check the wording carefully of this correspondence. Sometimes the first letter is recognition that the claim has been received rather than approval for surgery.

Depending largely on the complexity of the claim, approvals can be granted within a period of a few days for simple cases to several weeks/months for more involved ones. You will be advised in writing once approval is granted. They may even give verbal approval for surgery which can be faxed through for confirmation soon after.

Once approval has been obtained, a booking for surgery can be made. You will be contacted by one of my staff to arrange a pre-operative appointment and theatre time.

Your paperwork will be sent to you a week or so ahead of your operation. Please complete the Hospital admission form and *return this to the hospital at least three days before your surgery*. Your anaesthetic form can be returned by post to Auckland Anaesthesia, Suite 5/9 St Marks Rd., Remuera or by fax to 520 0124

I also like to see you before the operation to discuss the operation more fully and complete the consent process.

Please make this appointment at the clinic where you have been seen previously.

This is an opportunity to fill in your peri-operative ACC18 to allow planning of your time-off requirements following surgery.

I suggest you make a file in which to keep all the relevant documentation pertaining to your ACC claim.

Co-Providers

Your injury may be covered by a co-provider rather than ACC, eg CRM, Work AON, NZRU etc. If you are not sure about this, check with your employer.

Please bring any relevant documentation with you to consultations. It is important to advise the clinic clerk if you are covered by a Co-Provider at the time of your consultation.

Useful Phone Nos.

Ascot Contracts (Sharon)	623 5818
Auckland Surgical Centre Contracts	925 4712
Auckland Anaesthesia	523 3580
Eastridge White Cross	521 8888
ACC Helpline	0800 101 996
Ponsonby White Cross	376 5555
HandWorks	529 7461
My Rooms	529 2029
My Rooms Fax	529 2025
My Fax	522 8496

Please advise your requirements for ACC documentation at the beginning of any consultation.

Please keep this information handy.

Date of Injury:

Claim no:

Site of injury:

Case Manager:

PLASTIC SURGERY AUCKLAND

Cosmetic and Reconstructive Plastic Surgery

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