

ACC New Injury Claim Form

User Guide for My Practice users



Introduction

This document outlines how to use our new 'web served' ACC claim form that integrates to My Practice.

We'll continue to develop the form to make it easier for you to lodge claims and reduce requests from us for additional information.

Help

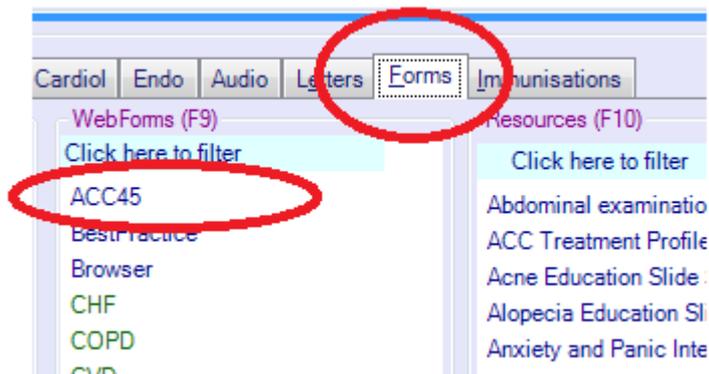
Help is available throughout the claim form by clicking the blue question marks. 

For help submitting an ACC45, contact our ACC eBusiness team: ebusinessinfo@acc.co.nz or 0800 222 994 – press option 1.

Lodge a claim

Launch the claim form

- 1 Open the patient record in My Practice.



Double-click "**ACC45**" in the WebForms list of the "Forms" tab - the 'ACC New Injury Claim Form' will open.

- 2 An ACC45 number will be automatically generated for you.

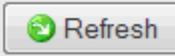
The screenshot shows a blue header with the text 'CLAIM FORM NUMBER' and a question mark icon. Below the header, the text 'ACC45 Number' is displayed above a text input field containing the value 'LN00586'.

If you're working from a paper claim form, over-type the ACC45 number with the one from your paper form.

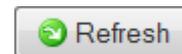
Check that patient details are correct

- 3 Confirm with your patient that their address and phone number are correct.

PATIENT DETAILS ?

Postal address 101 Sample Street	Phone
Sampletown	Mobile 021 000 000
New Zealand	

If their contact details are not correct, then update the patient record in My Practice then return to the form and click the 'Refresh' button.



- 4 If your patient is in paid employment, you'll be asked to enter an occupation. Type the first few letters and select the best match from the drop down list.

Employment status ?

Paid Employment in New Zealand

Occupation ?

show

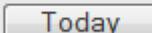
- Puppet Showman
- Showman
- Side Show Performer
- Side Show Worker

Complete the 'Accident Details'

- 5 Enter the date of the Accident.

ACCIDENT DETAILS ?

Accident date

25/07/2013  



Click the **Today** button if the accident was today.
You can also use (<Ctrl> + <Shift> + <T>).

- 6 Select **Yes** or **No** to establish if the accident occurred while the patient was working.

Did the accident occur at work? ? Yes No

Name of employer ? **Location of employer** ?

Sample Limited Sampletown

You'll need to provide details about your patient's employer if their accident occurred at work.

- 7 The accident description has 3 fields corresponding to the 3 questions:
“What were you doing – what happened – how was the injury caused?”

Select the best match from the drop down lists and describe how the accident happened in **Provide Details**.



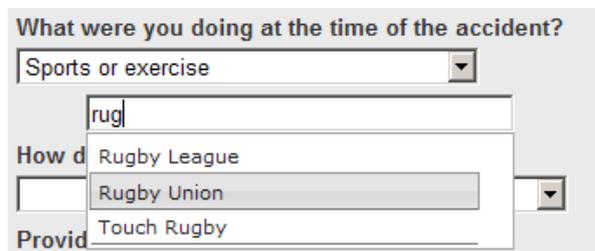
What were you doing at the time of the accident?
Paid work

How did the accident happen?
Slipped / tripped / fell

Provide details ?
Tripped on cord and fell to the floor hurting my knee.

- 8 If your patient was doing **Sports or exercise** at the time of their accident you're asked to enter the type of sport.

Type the first few letters and select the best match from the drop down list.



What were you doing at the time of the accident?
Sports or exercise

rug

How did the accident happen?
Rugby League
Rugby Union
Touch Rugby

Provide details

- 9 Accident location requires a city or district.

Other options include “Not obtainable”, “At sea”, “In the air”, “Overseas”.



Accident scene
Road or street

Accident location (if outside NZ then select 'Overseas') ?
Overseas

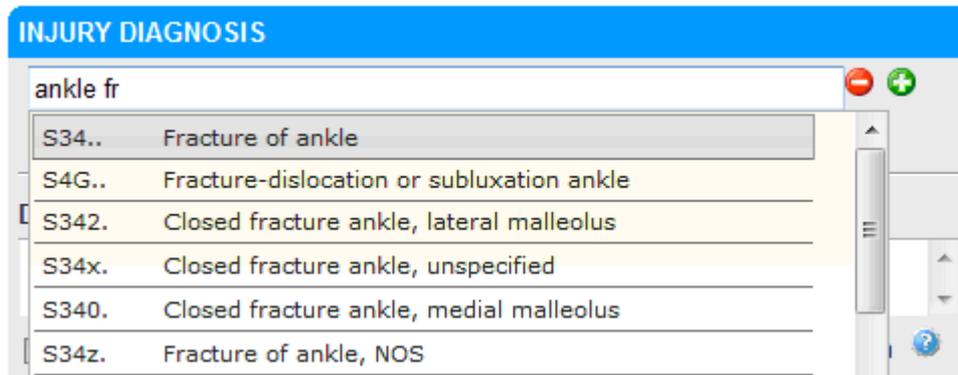
- 10 Click Continue (or use Ctrl + Alt + O).

Continue

Complete the 'Injury Diagnosis'

11 The **Injury Diagnosis** tab will open.

Begin typing either an injury code or a description. A list of injury codes will appear - select the best match from the list.



You can use the down arrow key to navigate through the list.

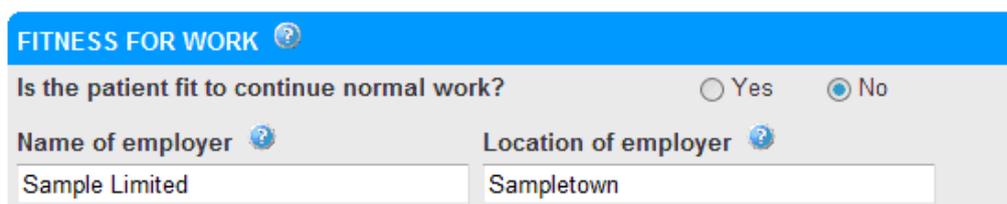
Click the "Plus" and "Minus" buttons to add or remove additional diagnoses.



Patient 'Fitness for Work'

12 This section is only available to patients that have an 'Employment Status' of 'Paid employment in NZ' or 'Self employed in NZ'.

If the patient is not fit to continue normal work, then click **No**.



Click on the start date and either:

- click on the end date, or
- drag the mouse to the end date (hold the left mouse button down)

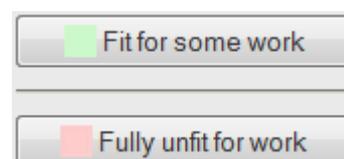
The date range will be highlighted.



June 2013						
Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22

Select either **Fit for some work** or **Fully unfit for work**.

You can select one period of each type up to a **maximum total of 14 days**.



Send the Claim to ACC

- 13 Your ACC provider number and Provider name will default from the user record in the PMS.

Once all the required sections are completed, click on the **Send** button (or use Ctrl + Alt + S).

Send

A message will acknowledge that the claim has been received by ACC.

ACC Injury Claim Form Sent and Acknowledged on 29/07/2013 at 14:50

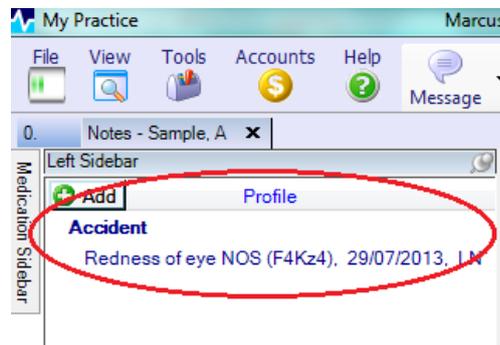
Patient Copy of Injury Claim

Claim Number - LN00588

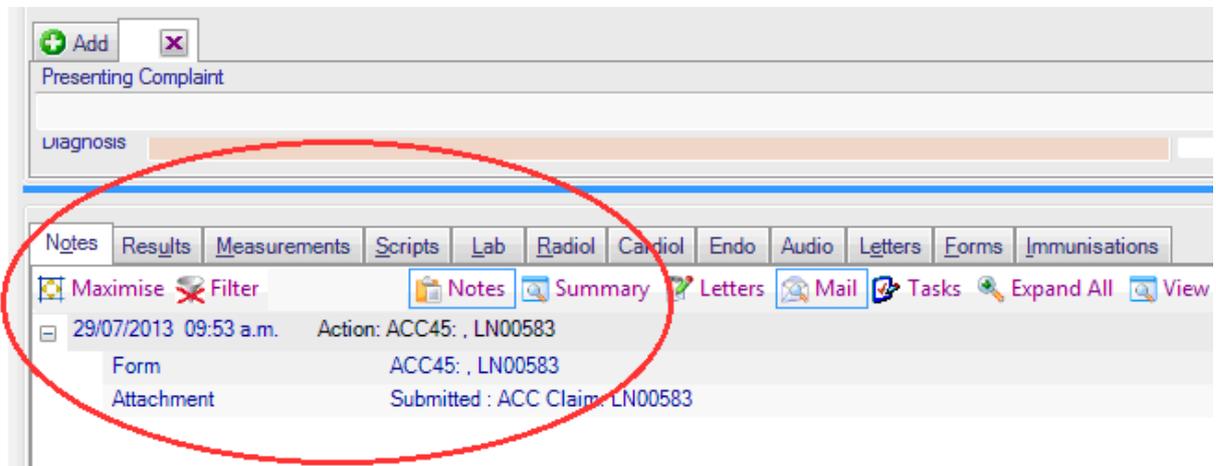
PATIENT AUTHORISATION AND DECLARATION
I authorise:

Patient Details
Name: uio u 1
Date of birth: 12-Dec-2012

- 14 An "Accident" has been recorded in My Practice.



- 15 A read-only copy of the submitted claim is recorded in the Notes tab.



You can reprint a copy of the submitted claim by opening the submitted claim and clicking **Print**.

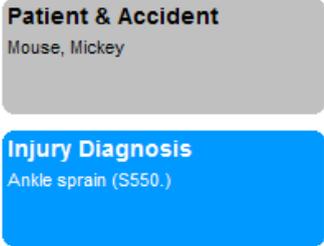
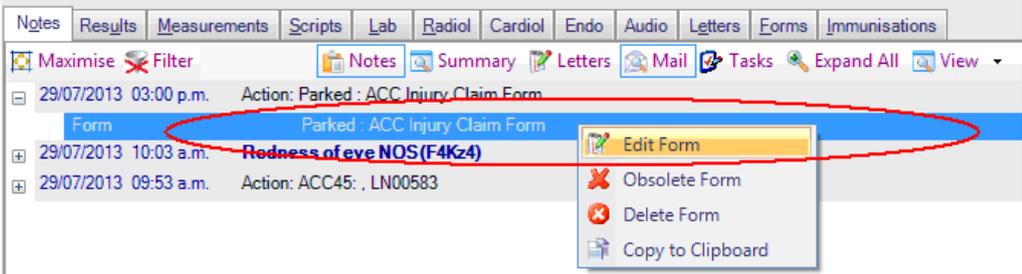
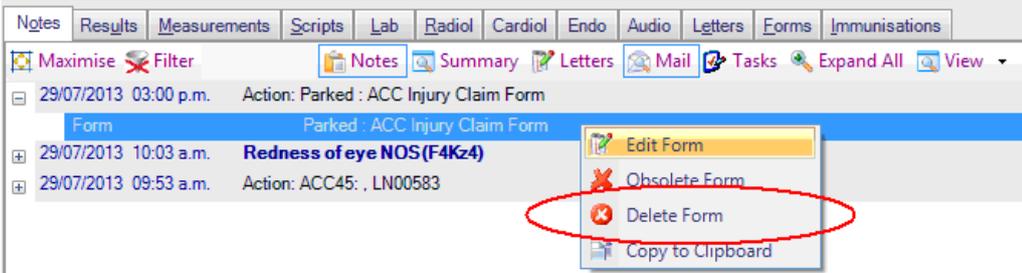
- Patient declaration
- Patient copy of form
- Referral(s)
- Fitness for work

Print

Keyboard shortcuts

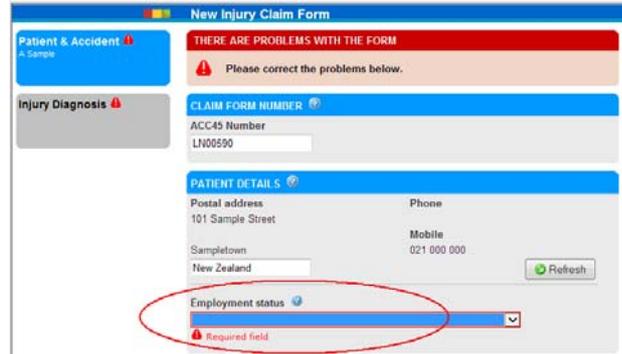
Action	Shortcut Key Combination
To generate an ACC45 number	Ctrl + Alt + G
To enter 'Today' as the Accident date	Ctrl + Alt + T
Print	Ctrl + Alt + R
Send	Ctrl + Alt + S
Park	Ctrl + Alt + P
Close	Ctrl + Alt + C
Patient and Accident Tab	Ctrl + Alt + A
Injury Diagnosis Tab	Ctrl + Alt + B
Lodge a claim (after a successful send)	Ctrl + Alt + L
Continue to Injury Tab	Ctrl + Alt + O
Move to the next field	Tab
Turn a Radio button on / off	Space bar
Move up / down lists	Up and Down Arrows
Select Yes No or Code system	Left/ Right/Up/Down Arrows

Tips

<p>Moving Tabs</p>	<p>Click on the tabs to move between them.</p>	
<p>Park</p>	<p>Claims are parked:</p> <ul style="list-style-type: none"> • when you click the Park button (Ctrl + Alt + P) in the form • automatically after 5 minutes of inactivity • if there's an error when you Send. 	
<p>Retrieving a Parked Claim</p>	<p>Parked forms can be located within the patient's profile in the Notes tab.</p>  <p>Right click the Parked claim and select "Edit Form".</p>	
<p>Delete a Claim</p>	<p>A Parked Claim can be deleted from the Patient Notes in My Practice.</p>  <p>Right click the Parked form and select "Delete Form".</p>	
<p>Print</p>	<p>The Print button (Ctrl + Alt + R) creates a PDF copy of the claim for you to print or save.</p> 	

Errors

Validation Errors After clicking the **Send** button, the form is validated to ensure that all required fields are completed. You may encounter a validation error like this:



- The validation error is highlighted red (in the example above, Employment Status is missing).
- Fix the error (usually by entering the missing data) and click **Send**.

ACC server errors If all the required fields are completed, the form will be sent to our server. You may encounter an error like this:

Attempting to submit your ACC injury claim form. Please wait

Submitting the form to ACC server ... Error occurred while submitting the form.
[Hide details](#)

- Duplicate Claim Form Number: JB69855

[Show Raw Response](#)

Parking the form data to EMR ... succeeded
Please try later to submit the parked form.

The claim form will be parked in My Practice. Open the parked form, correct the error, and click **Send**.

Frequently asked questions

What do I do if a patient comes from ED or an A&M with an ACC45 number?

You should not use the 'New Injury Claim Form' to lodge a new claim with ACC.

The process remains the same - create an 'Accident record' record in My Practice using the ACC45 number provided by the patient.