

22 March 2023

Anthony Jordan

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Kia ora Anthony

**Your Official Information Act request, reference: GOV-030779**

Thank you for your email of 27 February 2024, asking for the following information under the Official Information Act 1982 (the Act):

- *ACC Instructions Published to Providers to Forbid giving Recommendations in Claimants Reports*
- *ACC Instructions Published to Providers to Forbid using the word 'Recommendation' in Claimants Reports*

There are several operational guidelines available to External Clinical Advisors that outline the recommendations they should provide. Without knowing the specific circumstances you refer to, we are unable to advise what advice or document is relevant. We have noted explicit advice about making recommendations on cover decisions in page three, section three of the attached *Treatment Injury Cover - External Clinical Advice Guide*.

It is important to note that External Clinical Advisors do not interpret the legislation. It is the role of the Specialist Cover Assessor and Cover Assessor to interpret the legislation against the clinical facts and obtain further internal advice if required.

For your knowledge, you can also refer to the following documentation:

- *Seek External Clinical Advice* policy on the ACC website here: [www.acc.co.nz/assets/Policy-and-procedure-documents/seek-external-clinical-advice.pdf](http://www.acc.co.nz/assets/Policy-and-procedure-documents/seek-external-clinical-advice.pdf).
- Clinical Services Operational Guidelines on the ACC website here: [www.acc.co.nz/assets/contracts/clinical-services-og.pdf](http://www.acc.co.nz/assets/contracts/clinical-services-og.pdf).
- Providing objective clinical advice to ACC on the ACC website here: [www.acc.co.nz/assets/provider/3bafed10f7/providing-objective-clinical-advice-hp.pdf](http://www.acc.co.nz/assets/provider/3bafed10f7/providing-objective-clinical-advice-hp.pdf).

**If you have any questions about this response, please get in touch**

You can email me at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz).

Ngā mihi



Christopher Johnston

**Manager Official Information Act Services**

Government Engagement