


Accident Compensation Corporation (ACC) Searching and Adding Client Records

This step-by-step guide provides ACC interRAI assessors and users an overview of how to search for and retrieve client records using the National Health Index number (NHI) on the interRAI Software System.

Searching for a Client

To assess an ACC client, log in with your ACC login and follow these instructions.

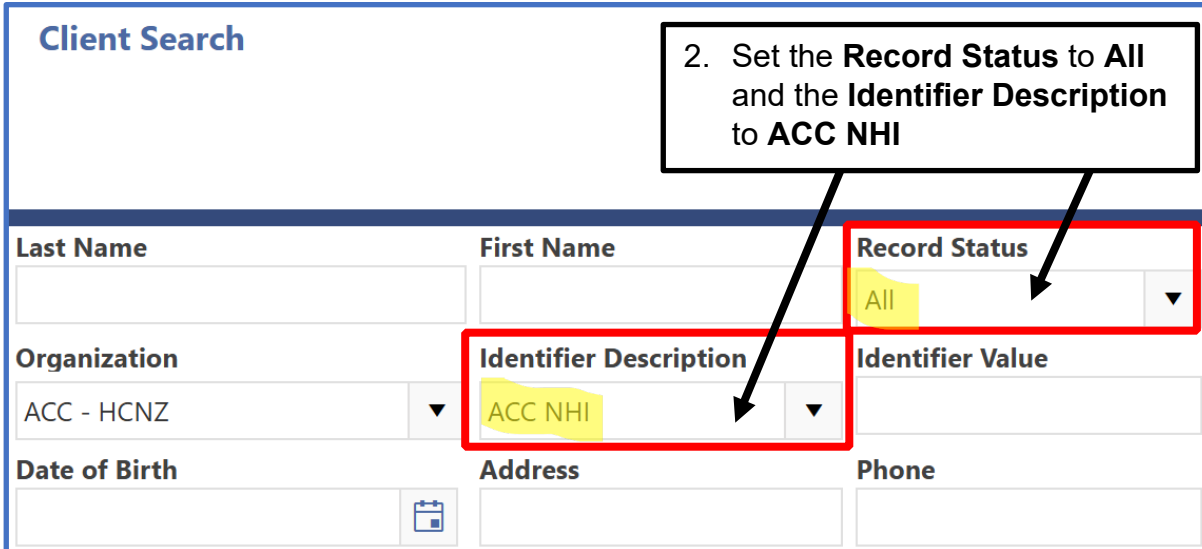


CIVICA Home

1. Click on **Client Management** on the **Home** page

Client Management

Provider Directory



Client Search

2. Set the **Record Status** to **All** and the **Identifier Description** to **ACC NHI**

Last Name	First Name	Record Status
<input type="text"/>	<input type="text"/>	All
Organization	Identifier Description	Identifier Value
ACC - HCNZ	ACC NHI	<input type="text"/>
Date of Birth	Address	Phone
<input type="text"/>	<input type="text"/>	<input type="text"/>

Client Search

3. Enter the clients **Last Name**, or **First Name**, or **NHI** and click **Search**

Last Name <input type="text"/>	First Name <input type="text"/>	Record Status <div>All ▼</div>
Organization <div>ACC - HCNZ ▼</div>	Identifier Description <div>ACC NHI ▼</div>	Identifier Value <input type="text"/>
Date of Birth <input type="text"/>	Address <input type="text"/>	Phone <input type="text"/>
Stage <div>All ▼</div>	Employing Organisation <div>All ▼</div>	

🔍 Search
🚫 Clear Search Criteria

Note: To separate ACC clients from other health records (as there is currently no information share agreement between the Health Districts and ACC regarding interRAI data), all ACC clients have their NHI labelled as **ACC NHI**.

If you have entered the correct NHI in the **Identifier Value** field with **Identifier description** as **ACC NHI** and clicked **Search**, the client record should display, and you can navigate to the MDS/Assessment tab to complete your assessment. However, if your client does not display, you will note that the screen returns with a small message “**No records to display**” under the Primary ID as below.

Primary ID

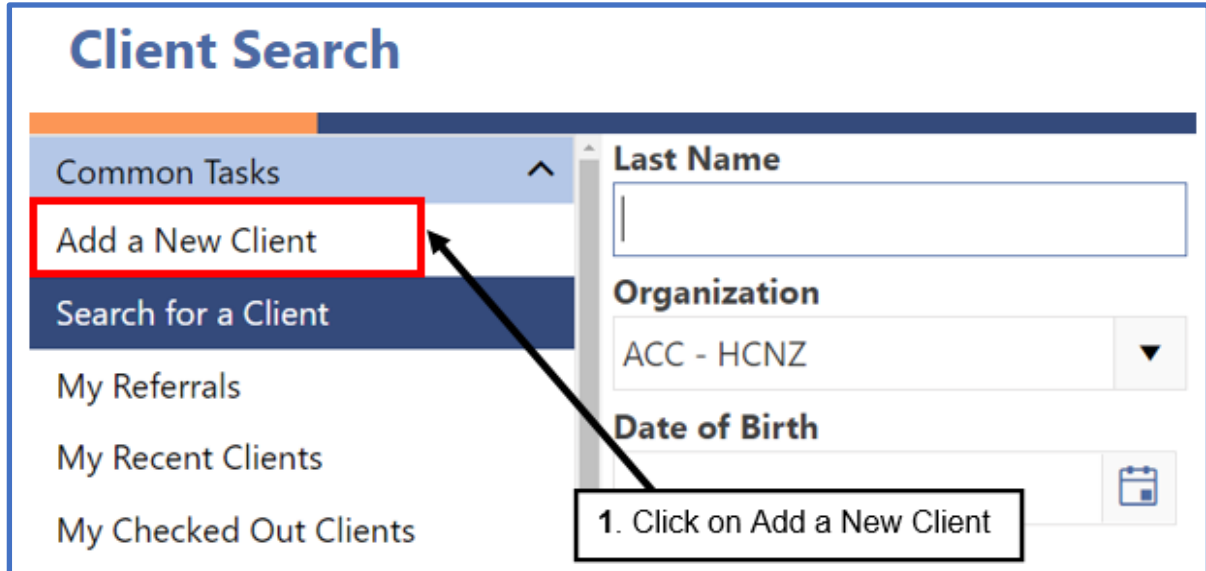
No records to display.

This means that your client does not have a record loaded onto the interRAI Software System and you now need to add it.

Tip: You can search for your client in the **Identifier Value** field by either the **ACC NHI** or the **ACC Client ID**. You must choose the search option from the **Identifier Description** drop down box first before clicking **Search**. (The ACC Client ID is an ACC allocated ID). We recommend using the ACC NHI to search for your client as this is a unique value and will easily identify the right client.

Adding a Client Record using an NHI

Ensure you have the clients NHI and the ACC Client ID (ACC allocated ID) and ACC Claim number ready before you proceed. From the **Client Search** screen, click on the **Add a New Client** option from the **Common Tasks** menu on the left-hand side of the screen and follow these instructions.



Client Search

Common Tasks

Add a New Client

Search for a Client

My Referrals

My Recent Clients

My Checked Out Clients

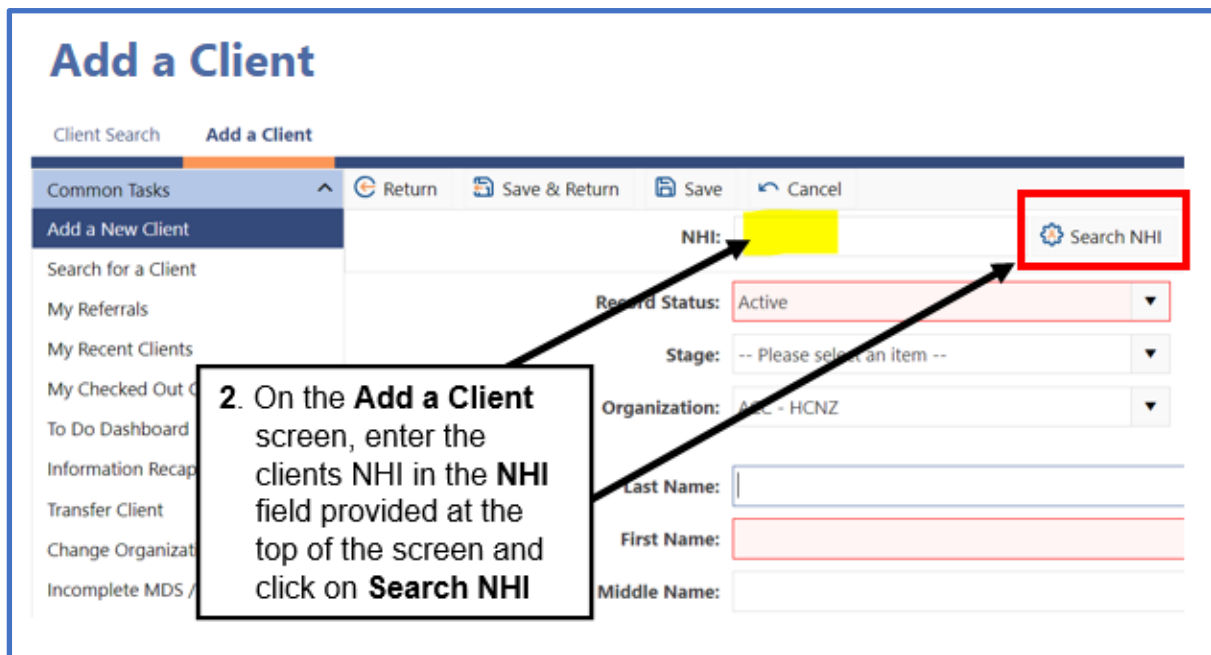
Last Name

Organization

ACC - HCNZ

Date of Birth

1. Click on Add a New Client



Add a Client

Client Search Add a Client

Common Tasks

Add a New Client

Search for a Client

My Referrals

My Recent Clients

My Checked Out Clients

To Do Dashboard

Information Recap

Transfer Client

Change Organization

Incomplete MDS /

Return Save & Return Save Cancel

NHI:

Record Status: Active

Stage: -- Please select an item --

Organization: ACC - HCNZ

Last Name:

First Name:

Middle Name:

Search NHI

2. On the Add a Client screen, enter the clients NHI in the NHI field provided at the top of the screen and click on Search NHI

Note: You must have the clients correct NHI to use this feature. If the NHI is valid, client's **Last Name, First Name, Gender, Date of Birth** and **ACC NHI** will populate.

If you do not have the correct NHI, an error will display as below. Generally, it will say NHI number supplied cannot be found.

Received Acknowledgement Code of AR, error(s) of 'EM02002: NHI number supplied cannot be found',

NHI number supplied cannot be found

The NHI download will retrieve basic client demographic information directly from the Ministry of Health database.

Identifiers

3. Enter the ACC Client ID and ACC Claim Number



ACC NHI:

ACC Client ID:


ACC Claim Number:

Open Case for New Client (Mandatory)

Open Date



Description



Comments

4. Use the calendar to choose the case Open Date and then select Description from the dropdown list

You will not be able to save your client record if you do not enter all the required information. If you have missed a field, you will receive an Error and Warnings message stating which field you have missed, example below.

Return

Save & Return

Save

Cancel

Errors and Warnings:

ACC Client ID	The field is required
Open Date	The field is required
Description	The field is required


Return

Save & Return

Save

Cancel

NHI:

 Search NHI

5. Click on Save & Return at the top

Record Status: Active

Stage: -- Please select an item --

Organization: ACC - HCNZ

Client Overview

Client Overview

Case Activity

Forms

Care Plan

MDS / Assessment

Continuation Notes

Return

Full Name

Date of Birth

Age

Test, Another (Ms.)

01/01/1921

102

Likes to be called

Phone Numbers

Home: 07 987 6543 (Preferred)

Service Address

1 New Street

St Elsewhere 4321

New Zealand

1234

6. You have now added a client record and can proceed to add demographic information on the **Client Overview** screen

When adding a client to the system, if there is already a record created for that ACC client, when you click **Save & Return** to add the client you will get an NHI is a Duplicate value error message as per below.

MOMENTUM HEALTHWARE

Add a Client

Client Search

Add a Client

Return

Save & Return

Save

Cancel

Errors and Warnings:

ACC NHI is a duplicate value but must be unique.

If the record cannot be searched in your office, it will exist in an office you do not have access to. You will need to contact your administrator to get the record transferred to your ACC office.