Health New Zealand
Te Whatu Ora

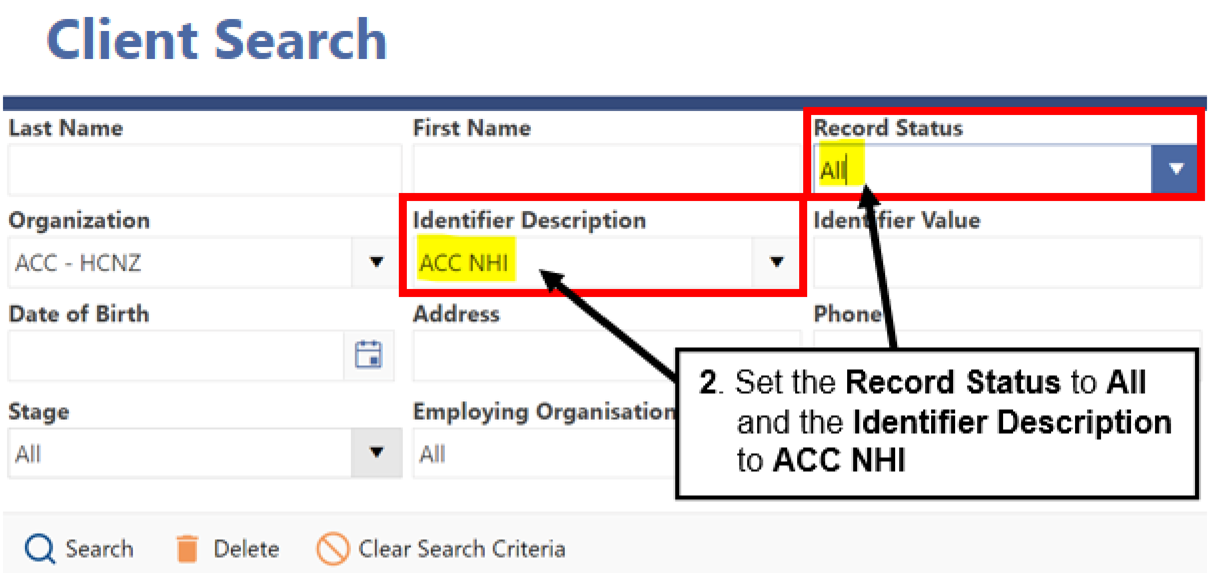
interRAI™ New Zealand

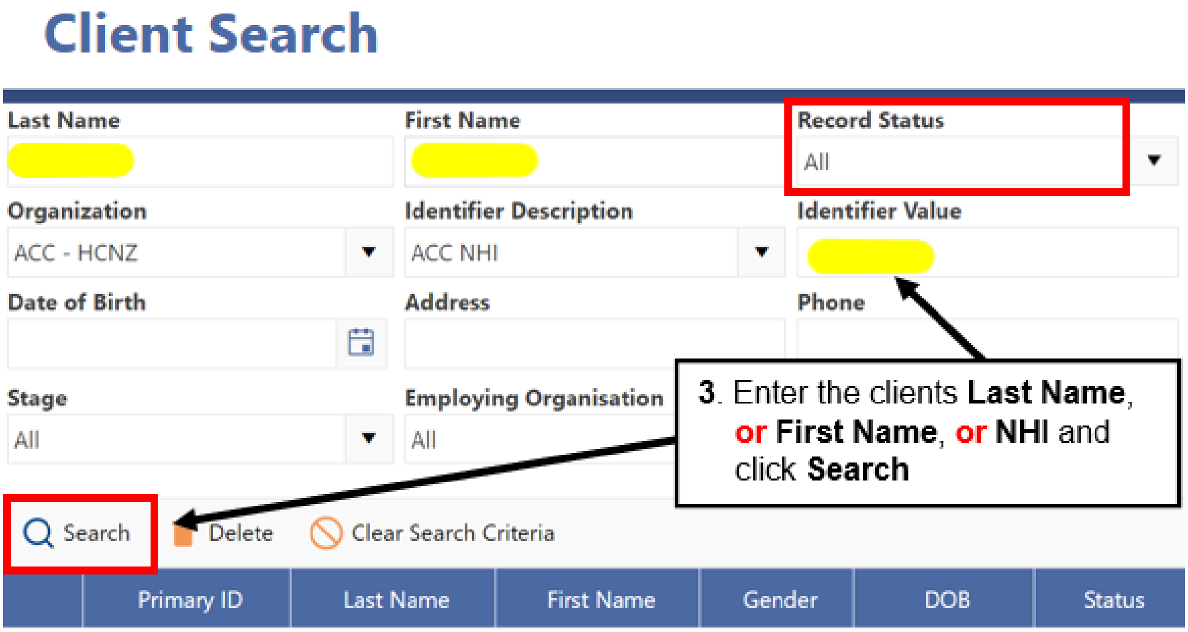
Accident Compensation Corporation (ACC) Searching and Adding Client Records

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.





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**.

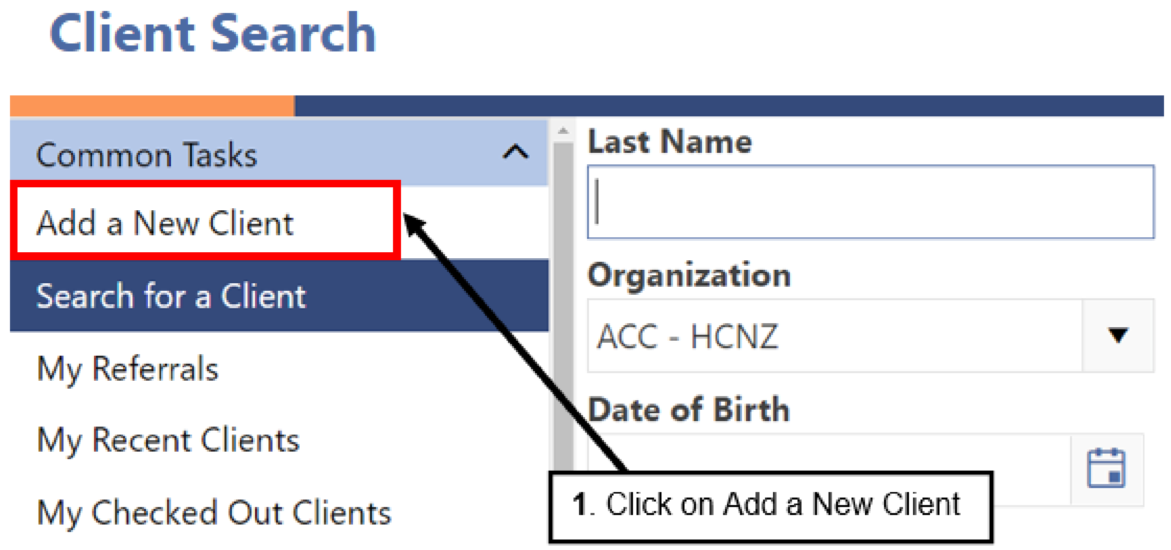
If you have entered the correct NHI in the **Identifier Value** field with **Identifier description** as **ACC NHI** and clicked **Search,** the client record should display, and you can navigate to the MDS/Assessment tab to complete your assessment. However, if your client does not display, you will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

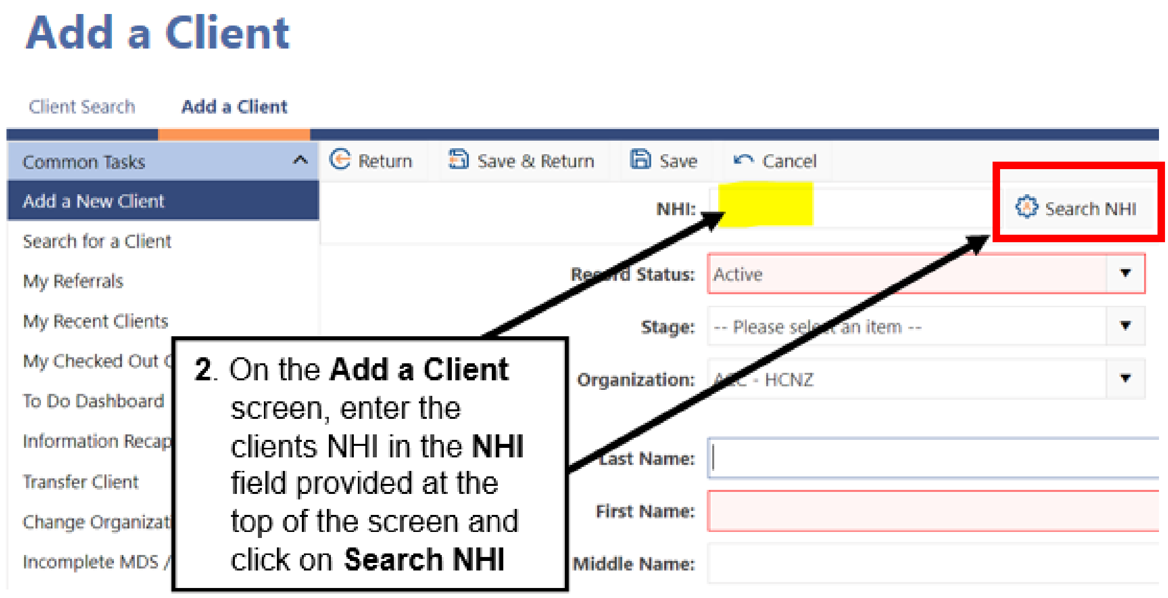
This means that your client does not have a record loaded onto the interRAI Software System and you now need to add it.

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

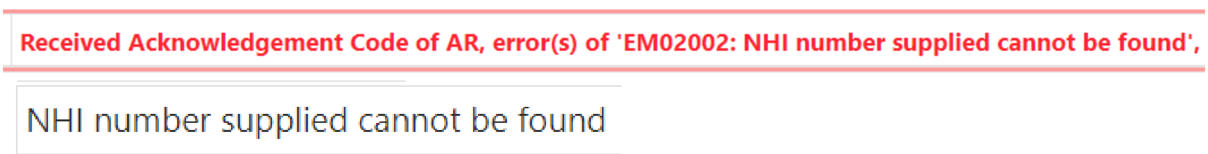
Ensure you have the clients NHI and the ACC Client ID (ACC allocated ID) and ACC Claim number ready before you proceed. From the **Client Search** screen, click on the **Add a New Client** option from the **Common Tasks** menu on the left-hand side of the screen and follow these instructions.



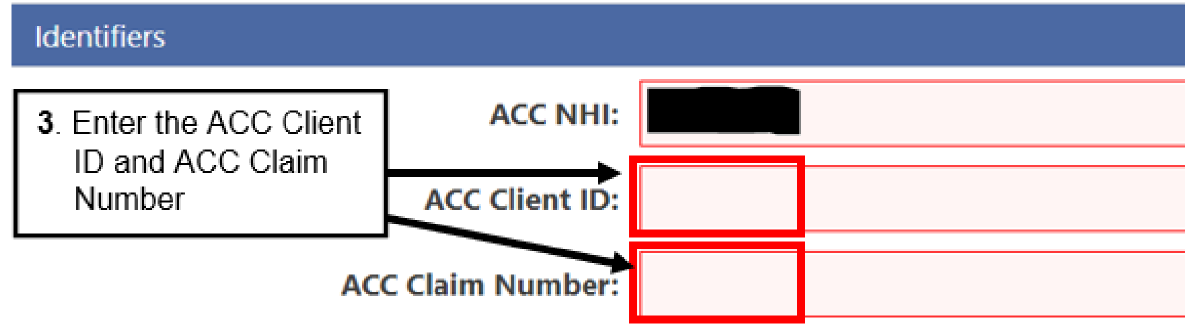


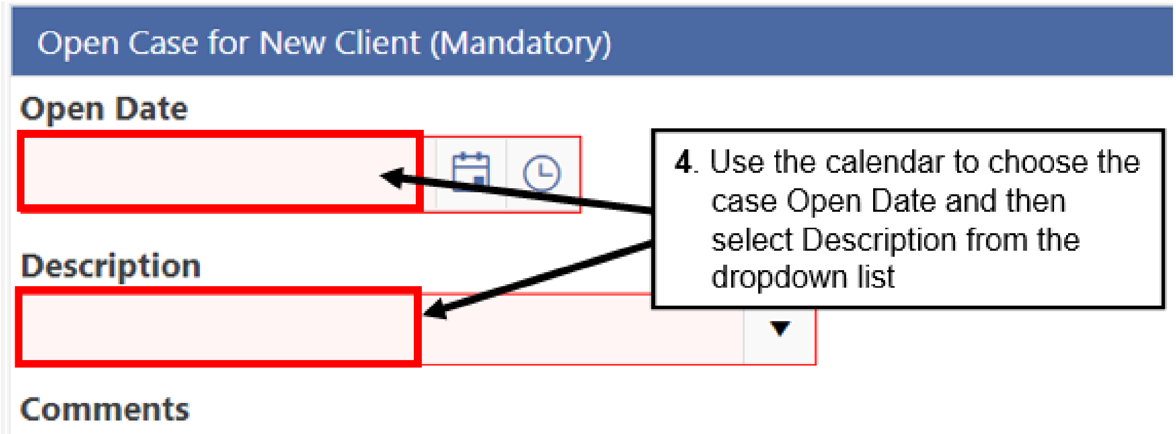
Note: You must have the clients correct NHI to use this feature. If the NHI is valid, client's **Last Name, First Name, Gender, Date of Birth** and **ACC NHI** will populate.

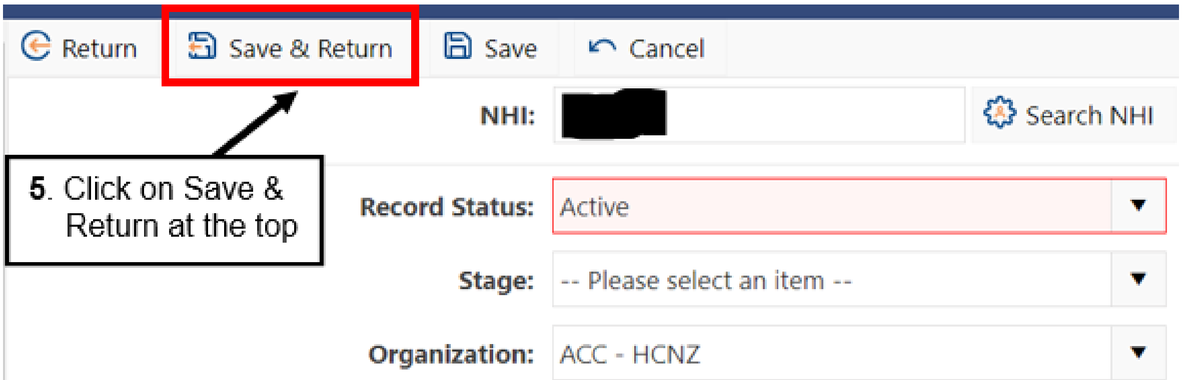
If you do not have the correct NHI, an error will display as below. Generally, it will say NHI number supplied cannot be found.

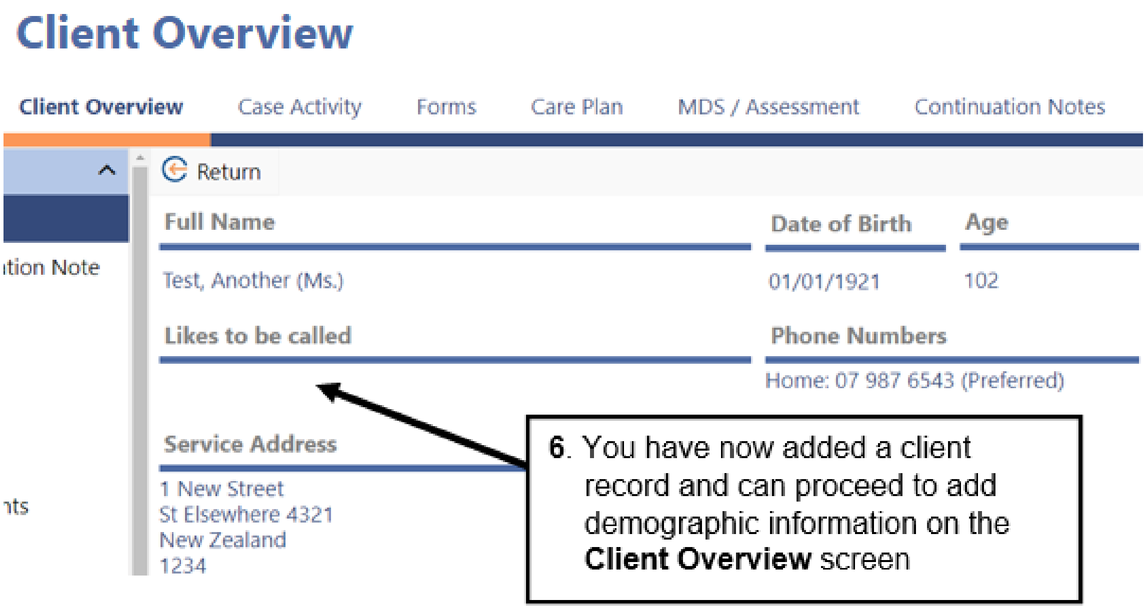


The NHI download will retrieve basic client demographic information directly from the Ministry of Health database.

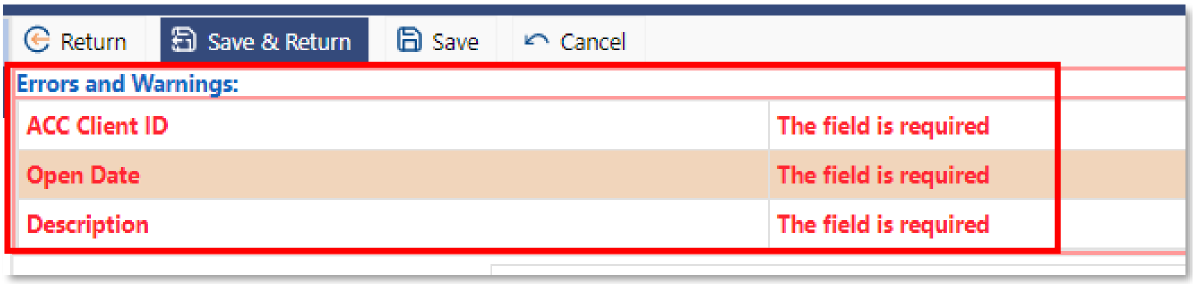




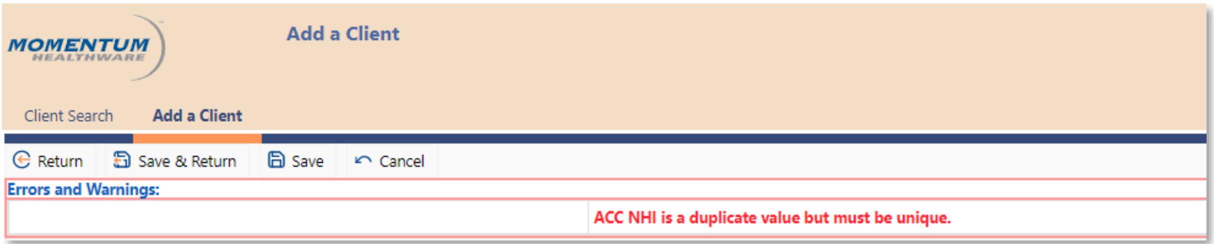




You will not be able to save your client record if you do not enter all the required information. If you have missed a field, you will receive an Error and Warnings message stating which field you have missed, example below.



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



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.