



Change Diagnosis API

User Interface Guidelines

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VERSION HISTORY

Date	Version	Change
March 2018	1.0	Initial Release
	1.1	
June 2020	1.2	No material change; only cosmetics
August 2022	1.3	Changed title and file name to read Tips & Tricks as opposed to User Interface, and the removed the term "Sandpit" and references to it, implicit or implied.
May 2023	1.4	Document title change ONLY from Tips & Tricks to reflect the true nature of the document. No content change.
December 2023	1.5	Updated patient declaration to align with Privacy guidance.
February 2024	1.6	Update to Patient Declaration statement.

1 INTRODUCTION

Support material for APIs consists of:

1. Context:
 - a. Provider API User Interface - Provides overall context for the service the specific API supports; and
2. The specific API:
 - a. Common API Specification;
 - b. Change Diagnosis User Interface - This document as a repository for remaining important items.

This document contains information specific to this API regards:

1. Quirks to keep in mind;
2. Support messages for the Provider; and
3. Additional Services / Functions / Steps for the Provider.

For the latter two items, tables are provided, and each item within is classified as follows:

1. **Required** – ACC will check integration prior to go live.
2. **Recommended** – ACC have learnt, primarily from Provider feedback, that this is good for the Provider; resulting in better quality submissions & less pain for them.
3. **Optional** – Something ACC has learnt for your consideration.

2 COMPLIANCE ENVIRONMENT

You can safely submit test change diagnoses in this environment; it is not linked to ACC production systems but closely mimics the production experience. eg use of a digital certificate and receipt of error messages.

3 PRODUCTION ENVIRONMENT

Access to production is controlled:

1. Once you have successfully completed your testing, expect ACCs representatives, Digital Operations, to put your solution through a series of tests. This is about ensuring the Provider experience is as expected and ensuring data quality into ACC systems.
2. Once those tests are successfully completed a mutually agreed move to production is negotiated, and then a measured roll-out to your user-base can begin.

4 QUIRKS

4.1 UNIQUE IDENTIFIERS

With both testing and production of the Change Diagnosis API, unique identifiers are automatically generated by ACC i.e. the same as the Medical Certificate API. This contrasts with the Claim API, where both testing and production rely on the software vendor sourcing the unique identifiers (claim numbers) from ACC and then providing them to their users.

5 CHANGE DIAGNOSIS – SUPPORT MESSAGES FOR THE PROVIDER

All are to be considered “Recommended”.

Current Offering Term	API JSON Field Name	Provider Support Message
Patient Details		
ACC45 / Claim No	medicalCertificate/claimNumber	Expected formats: <ul style="list-style-type: none"> • AANNNNN (2 alpha, 5 numeric) • ANNNNNN (1 alpha, 6 numeric) • NNNNNNN (7 numeric) • NNNNNNNNNNN (11 numeric) • ANNNNNNNNNN (1 alpha, 10 numeric)
Injury Diagnosis		
Principal Diagnosis	medicalCertificate/diagnosis/primaryDiagnosisIndicator	This is the injury that has the potential for the most impact on the Patient’s continuing incapacity and potential for recovery.
Comments	medicalCertificate/diagnosis/diagnosisComment	Can refer to any of the diagnoses e.g. complications, severity.

6 CHANGE DIAGNOSIS - ADDITIONAL SERVICES / FUNCTIONS / STEPS FOR THE PROVIDER

These are experiences that a Provider already has an expectation of as a result of using current ACC online offerings. This learning is offered for your consideration re including in the user experience you provide.

Service / Function / Step in process	API JSON Field Name	Required / Recommended / Optional	Description
Services			
Highlights of mandated fields		Recommended	The swagger code identifies “mandated” fields. Consider assisting the Provider to know what they must do to minimise errors when sending by providing a form of highlight to those fields.
Provider Support Material		Recommended	The vendor to incorporate this into its standard user support offering.
Code sets		Required	Obtain access to ACC code sets from that API except SNOMED codes.
SNOMED Codes		Optional	This API supports the submission of SNOMED codes if you choose to offer that option to your customers.
Free form fields		Recommended	Consider advising Provider of available freeform field capacity. Providers can copy and paste content from other documents so natural field limits can be breached causing an error at submission.
Minimise the number of clicks		Optional	eg. Ensure cursor automatically moves to next field after Y/N buttons are selected
Error messages (1)		Recommended	The error messages we supply (see the Specification) go to you, the software vendor; we recommend that you pass these onto the Provider.
Error messages (2)		Recommended	As your Providers first point of contact re an error we recommend that there is a generic error instruction provided along the lines of, ‘If the API returns an error, please check this with your software vendor.’

Service / Function / Step in process	API JSON Field Name	Required / Recommended / Optional	Description
Functions			
Unique change diagnosis identifier		Required	This is automatically supplied by ACC. Do not alter.
Unique claim identifier	medicalCertificate/claimNumber	Required	ACC processes can kick in a lot quicker if the relevant claim identifier is included.
Content stored before being sent		Recommended	Providers get situations where they start a medical certificate but can't complete it immediately. Examples: emergency in waiting room or need to do research first.
Mechanism to remind Provider to submit		Recommended	
<Delete> or <Cancel>		Recommended	Ability for Provider to remove content loaded for ACC but not submitted. Reason = they realise that the event isn't one that is ACC supported.
Patient Details			
NHI Number	medicalCertificate/patient/details/nhi	Recommended	Both supplied to ACC & displayed for the Provider
Date of Injury	medicalCertificate/patient/details/accidentDate	Recommended	ACC processes can kick in a lot quicker if the relevant claim identifier is included.
Date of Birth	medicalCertificate/patient/details/dateOfBirth	Recommended	ACC processes can kick in a lot quicker if the relevant claim identifier is included.
First Name	medicalCertificate/patient/details/firstName	Recommended	ACC processes can kick in a lot quicker if the relevant claim identifier is included.

Service / Function / Step in process	API JSON Field Name	Required / Recommended / Optional	Description
Surname	medicalCertificate/patient/details/surname	Recommended	ACC processes can kick in a lot quicker if the relevant claim identifier is included.
Email Address	medicalCertificate/patient/contact/emailAddress	Recommended	ACC processes can kick in a lot quicker if the relevant claim identifier is included.
Patient Cellphone Number	medicalCertificate/patient/contact/mobilePhone	Required	ACC processes can kick in a lot quicker if the relevant claim identifier is included.
Patient Address - Country	medicalCertificate/patient/address/country	Recommended	Note that ACC draws upon NZ Post addresses; as a result something like n/a within country will be rejected.

Service / Function / Step in process	API JSON Field Name	Required / Recommended / Optional	Description
Declaration			
Declaration		Required	<p>Provider declaration wording to be presented to Provider prior to submission.</p> <p>Patient Declaration</p> <p>ACC may collect, use and disclose personal and health information for its lawful functions in connection with the Accident Compensation Act 2001. This includes obtaining relevant medical or other records about you and sharing relevant information with third parties to manage claims and entitlements; and / or where permitted or required by law. Providing information to ACC is voluntary. However, if relevant information is not provided, ACC may not be able to determine whether you are eligible for cover or for particular entitlements. You have the right to access and request correction of your personal and health information. Further details of how and why ACC collect, use, store and disclose information can be found on ACC's website under 'Privacy': acc.co.nz/privacy.</p> <p>Provider Declaration</p> <p>I personally examined the patient named above for the above injury(s) and to the best of my knowledge, the information given is accurate. I can confirm that:</p> <ul style="list-style-type: none"> • I've discussed the patient declaration with the patient • The patient agrees that this certificate is an accurate reflection of their activity restrictions • The patient authorises ACC to collect the following information and to use and disclose it in accordance with the purposes set out in the patient information: <ul style="list-style-type: none"> ○ Medical and other records which are or may be relevant to their claim ○ Details of their accident ○ Tax records, employment details and history which are or may be relevant to their claim • The patient authorises the holders of such information to provide it to ACC • The patient has authorised me to send this form to ACC. • I have recorded the patient's authorisation to the matters above in the clinical record.
(*)			

Service / Function / Step in process	API JSON Field Name	Required / Recommended / Optional	Description
Send a change of diagnosis			
<Submit> or <Send>		Required	Change diagnosis content sent to ACC.
Acknowledgment to Provider		Required	Minimum message to Provider is to be "ACC advise that your submission has been received, thank you."

(*)

Important patient information

ACC is here to support you if you've been injured, by helping you get back to work and everyday life as soon as possible. If you need time off work after an accident, or your normal activities are limited, we will help in your recovery.

This ACC18 Medical Certificate describes how your injury affects your ability to work. If ACC needs any more information about your claim we will contact you later.

6.1 GETTING THE RIGHT TREATMENT AND PAYMENTS

To make sure you receive the right treatment and any payments for your claim, it's important that all the information on this ACC18 Medical Certificate is accurate.

So that you always receive the right help, it's important you let us know if:

- you return to work or receive any earnings, no matter how small, so we can adjust your weekly compensation payments.
- there's any change in your physical capacity.
- the services being provided by ACC are not being delivered properly, eg if your home helper doesn't turn up

It's your responsibility to let us know about any changes to your personal circumstances that may affect your payments. Please help us keep the ACC scheme fair for everyone by keeping your information accurate. If we find the information supplied is false we will take the matter seriously.

6.2 RESOLVING ISSUES

We want to work with you to resolve any problems. So, if you have an issue with something we've done or a decision we've made, we'll work with you to sort it out as quickly as possible. You can learn more about your rights in the Working together to resolve issues (ACC2393) booklet, which is available at www.acc.co.nz.

6.3 ABOUT THE MEDICAL CERTIFICATE

- 1 If you'd like a physical copy of this certificate, please ask your GP to print you a copy.
- 2 This form may also be used by accredited employers in the ACC Partnership Programme.
- 3 The information collected by ACC on this Medical Certificate (ACC18) will be used to process this claim for financial assistance, including weekly compensation, in accordance with the Privacy Act 1993 and the Health Information Privacy Code 1994. The Privacy Act and the Health Information Privacy Code gives you the right to see and correct personal information ACC holds about you.

6.4 WHY WE ASK FOR YOUR AUTHORITY TO COLLECT YOUR MEDICAL AND OTHER RECORDS

To establish your entitlement to compensation, rehabilitation and treatment we may need to collect medical and other records about you from a third party, such as your General Practitioner (GP), other medical professional or employer. We need your authority to collect them.

It's important that you understand that when you authorised your health provider to submit this ACC18 form to ACC, that you've also authorised:

- ACC to collect medical and other records which are or may be relevant to this claim
- any health agency that holds medical and other records that are or may be relevant to your claim, to give those records to ACC upon request.