

From: P J Polk

Sent 16/12/2019 11:15

To: ACregs

Date:

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Date:

CC: RANZCO IMG; Peter Hadden; David Andrews

BCC:

Subject: Consultation on ACC changes.

Dear Secretariat,

Regrettably requests for submissions at this time of year are somewhat thwarted by the season. My two points relate to

1. Requiring ACC to provide more specific reason/ justification for declining a claim. Simply stating something generic "doesn't meet ACC guidelines" is not acceptable. There should be a reason....such as the claim was reviewed by Mr/Ms X and in their opinion the clinical signs and imaging were more consistent with degeneration and not the physical accident described.
2. The ophthalmic template for eye injuries is grossly inadequate and needs revision, ideally with input from the NZ Branch RANZCO, plus optometry and a consumer representative and of course ACC.

Kind regards,

Philip.

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