

Questions & Answers from 'Make it Count' Presentation

December 2024

Q: What is MRES?

A: Managed Rehabilitation Equipment Services.

ACC contracts Enable New Zealand to manage MRES which includes the purchase, supply, recall and refurbishment of rehabilitation equipment. ACC owns the equipment that is loaned to clients and the MRES supplier (Enable) manages the process of loaning and collecting the equipment.

Q: Who do I contact when I can't get my MRES login to work?

A: Go to our 'contact us' page <https://www.enable.co.nz/contact-us> and then click on 'Need help with an app?' or (<https://www.enable.co.nz/tools-resources/online-systems>)

Q: Which services can order equipment via MRES?

A: The following assessments may be used (as appropriate) to identify equipment needs:

- Social Rehabilitation Assessment – Education Based Rehabilitation Assessment
- Social Rehabilitation Assessment – Social Rehabilitation Needs Assessment
- Social Rehabilitation Assessment – Support Needs Assessment
- Social Rehabilitation Assessment – Wheelchair and Seating
- Social Rehabilitation – Communication, Assistive Technology Assessment and Training Service.

The following providers also can order equipment directly from the Supplier:

- Spinal Injury Vocation Services (Simple and Standard List equipment only)
- Escalated Care Pathway Providers (Simple List equipment only)
- Vocational Rehabilitation Providers (Limited to Simple and Standard List equipment only)
- ICP-MSK Service (Simple List equipment only)
- Training for Independence Te Ata Tu (Simple List equipment only)
- Training for Independence Te Ata Po (Simple List equipment only)
- Non-Acute Rehabilitation Pathway providers (Simple List equipment only)

Note: Equipment ordered through Integrated Care Pathways, Vocational Rehabilitation or Training for Independence Advisory Services should be appropriate to the scope of their service. If an equipment solution is identified that is outside of the assessor's/provider's scope of service, they should discuss with the Recovery Team Member whether a further specialised assessment is required.

Note: Where Enable New Zealand identifies an item requested is outside of the scope of the service and/or outside the scope of the MRES Service they will notify ACC Recovery Teams.

This information can be found in the MRES Operational Guidelines – page 10
<https://www.acc.co.nz/assets/contracts/mres-og.pdf>

Q: What is the process for recalling equipment?

A: To ensure equipment is returned and available for reissue, recall dates should be added when you submit an order. Estimate the recall date based on the covered injury and likely period of injury related need. Let the person and their whanau know this date. The date can be extended if necessary.

When someone has a long-term injury, add a date 20 years from the date you submit the order.

Q: After the recall date, does the client receive a call asking if the equipment is still needed, or if the equipment loan period needs extending?

A: We are currently working with ACC on implementing a new process around recalls. This will include some automated communication such as SMS and email and also letters. There will be a pilot started in early January which will remind the client when recall is due and an easy 1-step process to arrange a collection of that equipment.

Q: Why can't I find the ACC referrer (case manager or recovery team member) in the drop-down list of names in the MRES app?

A: ACC have a process for adding new staff members. Let the recovery team member know they are not showing as an option in the MRES app so they can follow this up. Note that the 'Assisted Recovery' dropdown needs to be used for Assisted Recovery team members.

Q: What is the best way to find re-issue equipment?

A: The process for reissue of Complex list and non-list equipment is currently being reviewed. We will share progress on this with you as soon as we are able. The best way at present is to contact a MRES Clinical Service Advisor who will assist you through the process.

Q: When a person no longer needs their equipment, does it all get collected?

A: For reasons of hygiene and cost, not all equipment is collected. Or it may not be cost-effective to collect low-cost items. However, if there are several lower cost items to be collected, and it is hygienic to do so, items can be given to other people who may benefit from using them or donated to a local equipment loan service.

The list below are items that are not usually collected.

Catalogue	Service	Description
ENZA1	Simple	Electric Can Opener
ENZA76	Simple	Copy Holder Gooduse Microdesk Adjust Legs
ENZA61	Simple	Computer Keyboard Ergo
ENZA56	Simple	Whiteboard 400 x 600 with Pack Of 4 Markers
ENZA46	Simple	Kettle Tipper Cordless
ENZA38	Simple	Utensils Homecraft Supergrips Bendable 4
ENZA291	Simple	Vegetable Spike Board Food Preparation Board
ENZA289	Simple	Bath/Shower Mat 900x1000mm
ENZA286	Simple	Shower Attachment Hand Held with Suction Cups
ENZA285	Simple	Bottom Wiper Plastic
ENZA284	Simple	Vegetable Spike Board Small Plastic
ENZA283	Simple	Buttering Board Plastic
ENZA280	Simple	Wrist Rest Mouse Gel Wrist Rest
ENZA28	Simple	Heel Protector Softech Each
ENZA279	Simple	Shoe Horn Long Handle 24inch
ENZA278	Simple	Jar Opener Good Grips
ENZA27	Simple	Slide Sheets
ENZA26	Simple	Slide Sheets
ENZA23	Simple	Wrist Rest Keyboard Gel Wrist Rest
ENZA22	Simple	Computer Keyboard Standard
ENZA20	Simple	Computer Mouse Optical
ENZA19	Simple	Bed Pan
ENZA18	Simple	Sock Aid Warwick
ENZA16	Simple	Toilet Surround Accessories Suction Feet Pair

If you want to check whether collection is likely prior to forwarding us a request, please email our contact centre - enable@enable.co.nz

Q: Is there a reason the ACC Case Manager did not see an order they were expecting?

A: All trial orders are automatically sent to ACC for their review.

Regarding purchase, ACC will only review items that meet the Exception Criteria in the MRES Operational guidelines or if requested by the Enable Clinical Services Advisor. They will however get notified of any equipment that has been ordered, regardless of whether it needs to be reviewed.

Q: Why can't I see the price of equipment in the ACC List catalogue?

A: Equipment on the ACC Equipment List has been negotiated through contracts with suppliers. These costs are commercially sensitive. Be assured that all equipment on the ACC List is cost-effective. Regular review of the ACC List is undertaken to ensure equipment on the ACC List is relevant to clients' needs.

Q: Who arranges collection of hire equipment when the hire period is finished?

A: Enable NZ will follow up the return of the equipment at the end of the hire period. Enable NZ will request the equipment supplier to organise collection.

Q: Can I order equipment that is not within my professional scope of practice?

A: If you have identified equipment needs that are outside your scope of practice, let ACC know and suggest they refer for a service that allows for assessment by a relevant health professional.

Q: Do you have statistics on what amount of unused equipment is being ordered by ACC Recovery Team Members?

A: Enable NZ are currently extracting this data for review with ACC

Q: Clients are often indicating they are phoning multiple times to get collection of equipment. What is being done about this?

A: We are constantly improving our processes and working with our partners regarding their response times as well. We are implementing a new telephony system to make it easier for clients to contact Enable, including chat/text and omni channel features. This will be implemented in February 2025.

Q: For order lines that have the status 'For ACC review', what do we do if the ACC Recovery Team Member indicates they have not received the automated email for ACCs review?

A: Check the correct ACC staff member is assigned to the order and then email the Enable Contact Centre and request that the automated email be resent.

Q: For the ICP-MSK service, there is not an option to add the named Recovery Team Member. What should we do in this instance?

A: Work is still being done to clarify a response to this question.

Q: Is there a way of improving wait times for orders at 'For ACC review' status

A: Where this is an allocated recovery team member, please escalate urgency to the recovery team member and if you have not heard back then to their Team Leader.

For Assisted Recovery, call ACC first, followed by a follow-up email. If you have not had a timely response, you can email and put URGENT in the subject line. Please be mindful that urgent requests are used appropriately and not for everything, as it will dilute the timeframes of this important feature.