

ACC PATIENTS

Consultations - Payment:

If we have an ACC claim number and date of injury, we will invoice ACC for your consultations, however if ACC decline payment, you will be invoiced the full amount.

Surgery - Application:

If following your consultation you are proceeding to surgery, we will send a surgery funding application to ACC.

Please note: It can take several weeks for ACC to make a decision regarding surgery funding. Please contact ACC to check on progress.

Once you have received approval from ACC to pay for your surgery, please contact us to arrange a surgery date. Once a date is confirmed and if you are having surgery at Southern Cross Hospital, we will email/post the hospital admission forms. Please complete these and deliver, email, fax or post the completed forms to Southern Cross Hospital (details are in the information pack with the forms). Southern Cross Hospital require the completed forms at least 5 days prior to date of surgery.

If you are having surgery under local anaesthesia, the surgery will be performed in the minor procedure room theatre, Dudley Creek Health, 447 Papanui Road, and no hospital admission forms are required.

PLEASE NOTE: ACC's acceptance of your Claim is NOT acceptance of a Surgery Application.

Surgery - Decline:

If ACC decline to pay for your surgery, they will let you know. Please contact us if you would like us to send you an estimate for your surgery to be done through your health insurance or self-funded.

Medical Certificate:

Mr Chandru does not provide medical certificates before surgery - please contact your GP clinic for this.

Please let us know if you require a medical certificate following surgery.

If you have a Case Manager, we will email the medical certificate directly to them, otherwise we fax to ACC, with copies sent to yourself.

Case Manager:

If you have a Case Manager, please provide us with their details.

Imaging - MRI / Ultrasound / CT / Nerve Conduction Study:

When you know the date of your investigation, please let us know. If you have not heard from us within 7 working days after the date of your investigation, please contact us for results.

Mobile Phones: please switch off when in consulting room.