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Pain management services

Our pain management service uses a multi-disciplinary team to work with clients to reduce the impact of pain following an injury. It gives clients a tailored and flexible plan that meets their individual needs. Client education about how to manage pain symptoms, and input from the multi-disciplinary team, are central to the service.

On this page

1. [Who is the pain management service for?](#)
2. [About the pain management service](#)
3. [Referring a patient to the pain management service](#)
4. [Operational guidelines](#)
5. [Forms](#)
6. [Further information](#)

Who is the pain management service for?

The pain management service is for clients who have a claim we have agreed to cover and:

- have significant pain-related disability
- are at risk of developing pain-related disability following an injury
- have persistent pain that is preventing them from undertaking their usual activities, including work.

By working with these clients, the Service aims to:

- use pain management strategies to reduce the impact of pain on clients' day-to-day functioning
- return clients to their usual daily activities, and work where possible
- develop realistic expectations, eg achieve 'pain management' rather than 'become pain free'.

About the pain management service

Clients can be referred to any one of the three following components of the pain management service:

Group education

This is a specialised, stand-alone programme for clients who would benefit from education about pain and learning self-management strategies in a group setting.

These clients do not require more intensive community or tertiary services.

Community service

Community service is for clients whose pain is identified as being a barrier to achieving independence in their everyday life.

Tertiary service

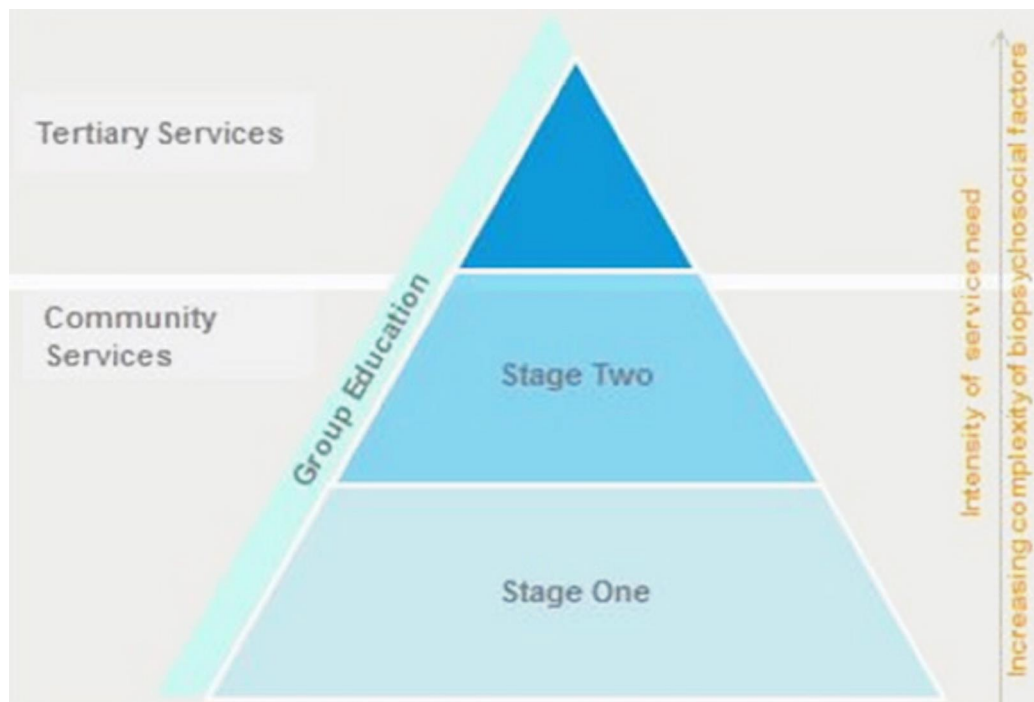
For clinically complex clients who require intensive multi-disciplinary services to support them with long-standing persistent pain.

Tertiary services may also provide support to community service providers through the tertiary service.

Components of the pain management service

The image below shows that most clients' needs will be met within the community services, and that tertiary services are designed for clients with the most complex needs.

Education about pain management is an integral part of all the services provided.



Referring a patient to the pain management service

Who can make a referral

Referrals can be made directly into the group education, community services or tertiary service delivery by a doctor (general practitioner or lead medical practitioner), primary healthcare professional, or any health care professional we fund.

The pain management service provider will liaise with us about the next steps for your client.

Making the referral

Firstly, screening must be completed using the short-form Örebro questionnaire. The short-form Örebro is a tool used to identify potential risk of pain-related disability and long-term work absence.

[Örebro musculoskeletal pain screening questionnaire – short-form \(PDF 53KB\)](#)

[Scoring the short version of the Örebro questionnaire \(PDF 18KB\)](#)

Clients may be referred when they have both:

- an injury that we have agreed to cover

- achieved a score of 50 or above in the short-form OREBRO test when referred to the service by a primary healthcare provider.

[Who I can refer my client to \(DOC 90KB\)](#)

When healthcare professionals make the referral, they need to complete a form and send it to a pain management service provider.

[ACC6273 Provider referral for pain management form \(DOC 222KB\)](#)

Our case owners may also refer clients to the pain management service using ACC's internal process.

Operational guidelines

[Pain Management Service – Operational Guidelines \(DOC 1.2MB\)](#)

Forms

Provider forms

[ACC6272 Pain management plan review update and completion report \(DOC 272KB\)](#)

Case owner forms

[PA110 All about the pain management service \(DOC 144KB\)](#)

[ACC6272 Pain management plan, update and completion report \(DOC 276KB\)](#)

[PAI01 Approve pain management service – client \(DOC 55KB\)](#)

Further information

For further information about pain management services, call the provider helpline:
Phone 0800 222 070

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Related information

- [Evidence Based Healthcare Reports](#)
- [Treatment profiles](#)
- [ACC Review](#)
- [Well Said](#)
- [Invoicing for MCRs and medical SDAs \(PDF 660K\)](#)