



File Ref: SDE 32

**WORKFORCE (IMMIGRATION)  
INTERNAL ADMINISTRATION CIRCULAR NO: 10/03**

To:	All Workforce (Immigration) Managers All Workforce (Immigration) Staff MFAT Posts	Date: 5 May 2010
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**Medical Certificate and Chest X-ray Certificate Change**

Please read this information and ensure all staff members who may be affected are aware of what is required of them.

**Purpose**

1. This Internal Administration Circular (IAC) advises staff of changes to the Medical and Chest X-Ray Certificate INZ1007, effective 4 May 2010.

**Background**

2. In August 2009, The Department of Labour established the Business Process and Diagnostic Design Project (BPDD) under the Immigration New Zealand Change Programme (INZCP). The objective of the project is to improve the efficiency and effectiveness of core INZ processes.
3. The BPDD identified the medical referral process as an area where efficiency gains can be made. At present, approximately 20% of all medical certificates are referred to our medical assessors which results in significant delays in application processing.
4. The BPDD found that the medical referral process is confusing for staff and medical assessors, which added to medical assessor referral volumes. The project also found that the referral process is administratively burdensome, with case officers requesting information from applicants prior to referral to the medical assessor, creating avoidable delays for both applicants and case officers.
5. The changes to the INZ medical certificate allow for improvements to the medical referral process. Effective from the 4 May 2010, the revised certificate will be published on the Internet for use by applicants.

## **Trial of Revised Referral Process**

6. The Medical Referral Guidelines and Assessment Referral Forms (for Residence and Temporary Entry applications) have been revised and will be trialled at Wellington and Christchurch branches for a two month period beginning May. The outcomes of the trial will be used to finalise the referral guidelines before being fully implemented.
7. The guidelines will be released to the rest of INZ branches in August 2010. An IAC will be published at this time to inform staff of the new referral process.

## **Interim Process for Branches Prior to Implementation of Revised Referral Process**

8. Branches not involved in the trial will receive the new medical certificate from applicants from 4 May 2010.
9. Case officers must accept all previous versions of this certificate and continue to apply the existing referral guidelines until the implementation of the revised guidelines in August 2010.
10. Where a previous version of the certificate is received, case officers must not request applicants to undergo the two new compulsory tests - lipids and glucose (preferably fasting) unless the referral guidelines require them to.

## **INZ1007 Changes**

11. The following key changes have been made to the INZ1007 medical certificate:

### Front loading of tests and reports where clinically indicated

12. Appendix 1 of the current referral guidelines has been incorporated into the INZ1007 medical certificate. The medical examiner is now instructed to provide tests and/or reports if the examination indicates there is a need for further information by the medical assessor.

### Two discretionary tests have become compulsory

13. The fasting lipids and fasting glucose tests are no longer discretionary tests. Lipids (preferably fasting) and glucose (preferably fasting) have become compulsory tests. The BMI (D2) and cardiovascular (D5) questions which require these tests have been simplified to allow for these changes.
14. After consultation with medical assessors and branch staff, the decision was made for these tests to be preferably fasting. This will ensure applicants, where the BMI and cardiovascular questions do not require a referral, are not inconvenienced by having to wait for a fasting test. If the medical assessor requires fasting tests, they still have the ability to request these.

Provide advice to customers on how best to prepare for an INZ medical examination

15. A new section has been added to the front of the medical certificate 'how to prepare for your medical examination'. This will help reduce the number of instances where case officers request repeat tests from applicants.

**Changes to Medical Assessor Referral Assessment Forms**

Residence

16. The form now allows for referral to the new medical assessors appointed in New Zealand.

Temporary Entry

17. The form now allows for referral to the new medical assessors appointed in New Zealand.

18. Question 7 has been amended to remove the request for a further review within 24 months. A box has been added to *Additional Comments* section for the medical assessor to recommend a review of the applicant's health if a subsequent application is made.

Andrew Lockhart  
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THE ADVICE IN THIS INTERNAL ADMINISTRATION CIRCULAR IS NO LONGER CURRENT.