Coding Query Process

WA Clinical Coding Authority (WACCA)
Purchasing and System Performance Division

1. Before submitting a query:
   a. review classification conventions, Australian Coding Standards, national ICD-10-AM/ACHI/ACS Coding Rules, WA Coding Rules and Clinical Coding Guidelines.
   b. consult with clinical coding professionals, clinicians, clinical documentation improvement specialists etc. at your health service.

2. Email your query to coding.query@health.wa.gov.au, providing:
   a. specific information about the case and attaching relevant de-identified documentation (e.g. clinician query response, discharge summary, operation report, pathology report).
   b. suggested code assignment.

   Note: queries should only be submitted by a Coding Educator or Coordinator where these roles exist at your health service.

3. WACCA will provide a response to the enquirer as soon as possible.

4. Query responses may be referred to the WA Clinical Coding Technical Advisory Group for publication of a WA Coding Rule or Clinical Coding Guidelines.
   a. WA Coding Rules are mandated in the *Clinical Coding Policy* MP0056/17 and are accessible via the A-Z Index and Chronological Index on the WACCA website. Coders are notified by email when new WA Coding Rules are published.

**3M™ Codefinder™ pathway errors/issues**

Review the list of current issues by selecting Help/Contents in the Codefinder™ application. If the issue has not already been identified, lodge it on the 3M™ webpage Support | Health Information Systems | 3M Australia via the “Lodge a support ticket” icon.