

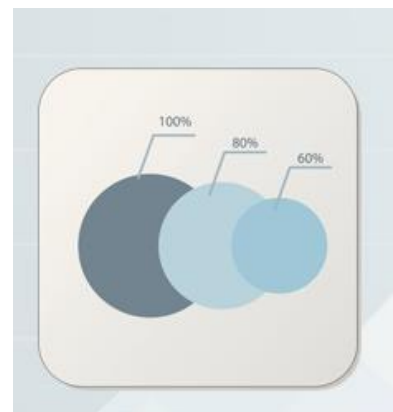


# RIGHTS OF THE PERSON SERVED

## Communiqué

This artifact serves as an introduction to the policies used by Direct IME in delivering fair, unbiased and evidence based services to the person served.

4/3/2017



## Direct IME

### Rights of the Person Served Communiqué

#### **W**elcome to Direct IME

This document serves as an introduction for you; the person served (e.g. claimant, examinee, evaluatee) to our policies; as we provide our services and deliver your independent medical evaluation. At Direct IME, a major component of our business objectives is a customer first approach to the person served in the delivery of professional and unbiased evaluations. We look forward to serving you as we continuously strive to improve our offerings to both clients and claimants. We hope you find this information useful. Should you have any questions or require further clarification please do not hesitate to email us at [service@directime.ca](mailto:service@directime.ca), visit our website at [www.directime.ca](http://www.directime.ca), or call toll free at 1-888-253-4470.

#### **C**ompany History

Direct IME provides independent medical evaluations and related services to property casualty and group disability insurers, employers, law firms and government agencies. Clients utilize our services to facilitate fair and equitable claim settlements.

Headquartered in Markham, Ontario; our services are available throughout Canada and internationally through an expanded network in the United States of America, the United Kingdom, and Australia.

Direct IME is a subsidiary of ExamWorks; a leading provider of independent medical examinations.

*Direct IME* strives to continuously improve the performance of the services we provide to all our partners. This is accomplished in part by adherence to our *Mission, Vision* and core *Values*.

***Mission - "Delivering a full range of high quality, evidence-based, independent medical evaluations."***

***Vision - "Become the provider of choice for comprehensive and defensible medical evaluations."***

***Values - "Dedication to our core values of Service, Quality, Teamwork and Integrity."***

***Service:*** Deliver value to our stakeholders by meeting or exceeding service level agreements and industry standards.

***Quality:*** Achieve and maintain the highest standards by proactively striving to improve our outcomes.

***Teamwork:*** Practice effective collaboration with all our partners to deliver value to our stakeholders.

***Integrity:*** Demonstrate honesty, transparency and confidentiality; in all that we do.

## **R**ights of the Person Served

Direct IME will always attempt to deliver services within the framework of our *Values* and with policies and procedures that support and respect the Rights of the Person Served and our employees.

As Direct IME facilitates the delivery of your Independent Evaluation Service; the person served can expect that:

1. You have the right to be treated with respect.
2. You have the right to confidentiality of your information.
3. You have the right to privacy.
4. You have the right to be free from abuse (physical or emotional) or exploitation (financial or otherwise).
5. You have the right to be free from the fear of retaliation, humiliation or neglect.
6. You have the right to inquire as to how your service will be delivered and by whom.
7. You have the right to know how your information will be used.
8. You have the right to terminate your service.
9. You have the right to file a complaint.
10. You have the right to inquire on support services that are within our scope of knowledge.

Should you (the person served) or your support system feel that your rights were not respected; please do not hesitate to contact us.

## **A**ssessment Details

Direct IME is a facilitator of professional and timely independent medical evaluations. Your referral source (e.g. lawyer, employer, adjuster); confidentially forwarded your case to Direct IME so our team of medical professionals can generate an evidence based report. Please note that our evaluator(s) are *not* employed by your insurance company, your employer, your legal representative or whichever referral source forwarded your case to us. This is to ensure that you are assessed and provided with an unbiased report. Reports generated from the assessment(s) will be released to your referral source.

The evaluation(s) being performed may be physical in nature and may increase your symptoms and/or cause fatigue. Your assessor will describe and explain the expectations of the assessment prior to commencement. Please feel free to inform your assessor of any changes in your conditions, if you can no longer proceed with the requested tests or if you wish to discontinue at any time. Please be aware that utilization of electronic recording devices during the assessment is prohibited.

By consenting to the evaluation, you authorize Direct IME and its evaluators to be permitted to review all file and medical documentation generated from these evaluation(s) and/or received by the referral source including documentation obtained from associated medical entities that are related to the evaluation(s).

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<sup>1</sup> Use of electronic recording devices is not allowed during the assessment by the claimant or third party witness (Alberta serves as an exception). Electronic recording devices may include but are not limited to video- or audio-recording devices, cameras, cellular phones, iPads, tablets and/or laptops.

You have the right to refuse to complete the evaluation which may continue at the assessor's discretion and as per their professional guidelines. You should be aware of the risks involved in not completing the treatment and we advise that you consult with your referral source and personal medical professional.

Collection, use and disclosure of your information is in accordance with the Direct IME's Privacy Policy and the Personal Information Protection & Electronic Documents Act (PIPEDA). Information is collected and used *only* for the intended purpose. The assessment may affect any or all benefits you may be receiving or have claimed including benefit entitlements under the Statutory Accident Benefits Schedule of the Insurance Act.

## **C**ontact Information

Email us at [service@directime.ca](mailto:service@directime.ca), visit our website at [www.directime.ca](http://www.directime.ca), or call toll free at 1-888-253-4470.

## **C**onfidentiality of Information

Regulatory compliance and oversight authenticated by independent third-party auditors; assures clients of the integrity of our process controls. Direct IME adheres to:

- The Personal Information Protection & Electronic Documents Act (PIPEDA)
- The Financial Services Commission of Ontario
- The Statutory Accident Benefits Schedule
- Has successfully completed the AT 101 SOC 2 Type 2 Audit

Please refer to the '*Direct IME Confidentiality Policy (PP\_022\_Confidentiality Policy Handout)*'.

## **F**ormal Complaints Procedure

Should you feel that your assessment was not executed in a professional manner or our staff did not treat you respectfully; you have the right to file a complaint without fear of reprisal or bias. Formal complaints can be submitted by emailing [service@directime.ca](mailto:service@directime.ca) or by calling toll free at 1-888-253-4470. Direct IME will investigate and respond to your submission within 2 business days. In the event that your complaint could not be rectified, the matter will be escalated to Direct IME's President for review and resolution.

Direct IME reviews complaints and incidents on an annual basis to measure our performance and determine where we can benefit from the lessons learned.

## **I**nformation

Access to and delivery of information regarding your case is governed by Direct IME policies and its' adherence to PIPEDA guidelines and statutory acts. Information is collected and used only for the purpose intended and is not sold to any other parties.

Timely delivery of your information is paramount and dependant on contractual obligations. Direct IME will:

- Send assessment confirmation letters to the assessor
- Send confirmation letter details to the referral source (e.g. adjuster)
- Send confirmation letters to you or your support system
- Complete a Confirmation Call to you or support system
- Forward a copy of the assessment (evaluation) report to your referral source (e.g. adjuster, lawyer)
- Your referral source will provide you with a copy of the assessment (evaluation) report

## **P**rivacy

Ensuring the integrity of all personal information we collect, use and disclose is an integral part of our service offering. Direct IME supports the industry-wide PIPEDA rules for the Protection of Privacy and the rules set out in Personal Health Information Protection Act. We undertake to collect, use and disclose only that information required to meet our needs and to perform our services.

Direct IME Employees are trained to utilize a secure system which houses our customer information within a private network. This includes use of SecureDox for transmission of information and system access with restricted user role definitions. Employees must adhere to our Code of Conduct and Business Ethics, in addition to numerous policies to inform and protect the information we are entrusted with.

Direct IME has completed the AT 101 SOC 2 Type 2 Audit which was conducted by a certified third-party auditor. This audit includes policies, communications, procedures, and monitoring guidelines with defined criteria controls must be met to demonstrate adherence to the principles.

For additional information, please refer to '*Direct IME's Privacy Policy*'.

## **S**ervices

Services offered are coordinated and scheduled through our Intake Team and Clinical Coordinator. It is imperative that we deliver services to you in a timely manner which are provided in alignment with industry standards, contractual obligations and service level agreements.

## S u p p o r t

Direct IME maintains a list of legal entities, self help support groups, advocacy and support services within the *'Direct IME Resource Manual for the Person Served'*. This list is available at the reception of a Direct IME office.

## T i m e l i n e s

Direct IME makes every attempt to deliver our services in a timely manner. Our timelines are in-line with industry standards, service level agreements and contractual obligations.



<https://directime.ca/>

