



RIGHTS OF PERSONS SERVED HANDBOOK

RIGHTS OF PERSONS SERVED HANDBOOK

Updated May 2016

WELCOME TO HVE HEALTHCARE ASSESSMENTS

Thank you for taking the time to review this Handbook. The purpose of this Handbook is to provide you with an overview of some of our policies related to your Independent Medical Evaluation. We hope that you find this information helpful. If there is information that you require that is not covered in this Handbook, please don't hesitate to ask an HVE Resource. We would be happy to help.

OUR PERSON CENTERED PHILOSOPHY

Since its inception in 1994, HVE Healthcare Assessments (HVE) has been providing Independent Medical Evaluations to private and public sector organizations. HVE is best known for its client focused culture and its commitment to quality and integrity. As industry leaders, we consider our Health Care Services to be first and foremost about our clients; therefore we are unwavering in our commitment to customer service. We do this by understanding each client's objectives; respecting the individual needs of each client; and building trusted long term relationships. The pride our employees take in our company's achievements is recognized as an important part of our success.

HVE's Mission statement captures our Person Centered Philosophy.

'To exceed our clients' needs and expectations; to act with integrity, objectivity and consistency; to be mindful that behind every referral and assessment is a person deserving our respect and understanding'

This statement is the cornerstone of everything HVE does. It is the fibre woven into the fabric of our company's Quality Assurance, Corporate Standards, Privacy & Security Policy and our Customer Service Policy.

OUR VALUES:

RESPECT	We respect our colleagues, clients, suppliers, community and the environment and treat them all as we wish to be treated.
OWNERSHIP	We take pride in meeting our commitments both personally and professionally.
INTEGRITY	We will act honestly and ethically in all we do.
INNOVATION	We are passionate about developing creative leading edge solutions that exceed our clients' objectives.
TEAMWORK	We work together in a stimulating and supportive environment that inspires us to grow and achieve excellence.

We will deliver services in a manner that respects the rights of persons' served. All HVE Resources are responsible to ensure the protection of those rights. Your complaints, concerns or grievances will be dealt with in an open, courteous and efficient manner in alignment with our policies and procedures.

Your rights will be available for review and clarification at all times.

YOUR RIGHTS:

1. You have the right to Privacy.
2. You have the right to know what information about you will be kept and where it is kept.
3. You have the right to request your information.
4. You have the right to be treated with dignity and respect.
5. You have the right to terminate an Assessment at any time.
6. You have the right to services that respect your beliefs and culture.
7. You have the right to Confidentiality of Information.
8. You have the right to freedom from abuse (physical or emotional), exploitation, retaliation, humiliation and neglect.
9. You have the right to file a complaint.

CODE OF CONDUCT AND ETHICS POLICY

HVE adheres to a strict Code of Conduct and Ethics Policy that applies to all HVE Resources. This Code reflects a commitment to HVE's values and provides a framework to guide ethical conduct in a way that upholds the integrity and reputation of our company. All HVE Resources are expected to use this code to guide their conduct, and exercise care and diligence in the course of their work with and for HVE.

CONFIDENTIALITY OF INFORMATION/PRIVACY POLICY

At HVE protecting personal information is one of our highest priorities.

HVE adheres to the following key privacy principles as they apply to the collection, use and disclosure of personal information:

- **Identifying Purposes:** HVE will identify the purpose for the collection of your personal information prior to, and/or at the time of collection. Only personal information relevant to this purpose will be collected. This information will be collected through fair and lawful means.
- **Limiting Use, Disclosure and Retention:** The personal information collected will not be used or disclosed for any other purpose than that for which it was originally collected, unless consent is provided or as required by law. Personal information shall be retained only for as long as is necessary for fulfillment of the identified purposes.
- **Consent:** The knowledge and consent by an individual of the collection, use and disclosure of personal information is critical. Provision of personal information is voluntary and done with an individual's express consent, except when inappropriate. Consent may be withdrawn at any time subject to legal and contractual restrictions.
- **Safeguards:** All personal information is protected by security safeguards appropriate to the sensitivity of the information.
- **Accountability:** HVE is responsible for the personal information under its control. We have appointed a Privacy Officer to ensure compliance with the privacy legislation and to address any issues and/or concerns related to this.
- **Accuracy:** HVE shall ensure accuracy of the personal information collected as best as possible. If there is an error in an individual's personal information, the individual may request for it to be corrected with provision of documentation if necessary.

- **Access:** Upon request, an individual will be provided with access to the personal information held regarding them. They will be informed of the use and disclosure of this information and may challenge the accuracy and/or completeness of this information and request for the information to be corrected and/or amended as appropriate.
- **Openness:** HVE will make specific information readily available regarding its policies and practices relating to the handling and management of personal information under its control.
- **Compliance:** We have appointed two HVE Privacy Officers who are accountable to ensure compliance with all facets of our Privacy Policy.

COMPLAINT POLICY

HVE has a responsibility to respond promptly and effectively to any complaint made by persons served, their family member or member of the community. The complaint process is an integral part of our Quality Assurance process.

Our Complaint Policy and Procedure sets forth conditions that will be upheld and outlines the steps to be taken in the event a complaint is filed by an individual against an HVE Resource or the organization.

HVE will endeavour to respond to all complaints within 2 business days. Wherever possible, complaints should be dealt with at the source, following the steps outlined in HVE's Complaint Policy and Procedure. If the complaint cannot be dealt with to satisfaction at the source, then the Director and/or Vice President will have responsibility for hearing, reviewing and resolving the complaint. If the Director and/or Vice President cannot adequately resolve the complaint a designated third party mediator will be involved.

Every person is entitled to claim and enforce their right to services or a workplace free of harassment and/or discrimination. It is a violation of HVE's Complaint Policy to discipline, criticise, ostracise, or otherwise negatively treat a person, or treat a person negatively by omission, because he or she has brought forward a complaint, provided information related to a complaint, or otherwise been involved in the complaint resolution process.

HVE will endeavour to resolve any issue/complaint expeditiously to the satisfaction of all involved.

On an annual basis, our Director and Vice President will review all formal complaints to determine trends, areas needing performance improvement, and actions to be taken, if applicable.

If you need to file a complaint you can request to speak with a HVE Resource or request a Complaint Form. Our complaints process is accessible to all persons. HVE will provide assistance with this form, or at any stage throughout the complaint process. Any meetings or hearings forming part of the complaints process shall be held in our accessible location.

PRESENCE OF OBSERVERS & AUDIO/VIDEO RECORDING

According to the College of Physicians and Surgeons of Ontario, if the matter is not related to a legal proceeding, the College advises that although physicians are not obligated to conduct an examination in the presence of an observer, they are permitted to do so if they wish.

In these instances, any arrangements with respect to observers must be mutually agreeable to the parties involved. Should the parties disagree over whether the examination will be or will be conducted in the presence of an observer, the College recommends that the examination be postponed until these matters can be discussed and a resolution is reached.

HVE does not permit the audio or video recording of assessments. Upon request and as per each assessor's discretion, a chaperone and translator is permitted.

YOUR HEALTH AND SAFETY

HVE has comprehensive Health and Safety procedures in place to ensure your wellbeing while on our premises.

Evacuation Procedure

If there is a fire, flood, power outage or other critical incident, our HVE Resources will be put into action to ensure you are safely evacuated from the building.

Medical Emergencies/Access to First Aid

Many of our HVE Resources are First Aid and CPR qualified. They are prepared to administer help if needed.

Our Fire Warden and Health and Safety Manager review our emergency procedures regularly to ensure that we are well prepared in the case of an emergency.

YOUR ASSESSMENT

It is important for you to have a clear understanding of what will take place during the course of your Independent Medical Assessment. HVE has taken great care to thoroughly screen all our Medical Professionals. All our Assessors adhere to HVE's strict policies and procedures, as well, each Assessor is further governed by codes of conduct and standards associated with their individual Professional Colleges.

At the outset of your assessment the Assessor will explain in detail what the purpose of your assessment is. As you are aware, this assessment was requested on behalf of your insurer or employer as a result of your accident. The Assessor will review the benefit(s) they are assessing. Remember this Assessor is not providing treatment, only an assessment for the purpose of preparing a report. You will be asked to provide both written and verbal consent to participate in the assessment and to release the subsequent report to HVE and your Insurer. Only once you have provided your consent the assessment will continue.

While each individual assessment may vary slightly depending on the type of assessment being performed, each follows a similar protocol. You will be asked to provide a history which could include medical, physical, and/or your employment history. You will also be asked to provide details of your accident, and any symptoms as a result of the accident. Following this you will participate in an examination and or/testing if applicable.

Please remember that you are permitted to ask questions at any point during your assessment. You are also permitted to take breaks if required. Always keep open lines of communication with your Assessor if anything makes you uncomfortable or causes pain.

HVE's goal is to provide you with an expert Independent Medical Assessment, and our highest level of service.

If you require a complete copy of any of these above noted policies or any other information just ask any of our HVE Resources. Alternatively you can find information on our website at www.hvehealth.com.