

# Independent Evaluations

Independent Evaluations (sometimes called Independent Medical Evaluations or Insurer's Examinations) are thorough, objective and unbiased evaluations done by a health care professional with expertise in their discipline or specialty with the goal of answering specific questions related to a client's diagnosis, prognosis and recommendations for recovery. Based on a comprehensive review of the client's history, an extensive interview process and an objective medical assessment, the examining specialist issues a detailed, highly defensible report.

Altum Health maintains an extensive roster of experts across Ontario with expertise in the type of injury or illness required, to be able to offer Independent Evaluations in a timely way, and close to home whenever possible.

These evaluations may be requested by insurance companies, lawyers, the Workplace Safety and Insurance Board or by other third party payors involved in the management of a client's injury/condition.

## What Clients can expect:

We arrange transportation and interpreters for clients if required and approved by the referral source/payor.

The assessor may ask for your permission to have another staff member present during the assessment. A family member/support person may accompany you to the assessment. It is up to the assessor's discretion if that person can be in the room during the evaluation. Legal representatives are not permitted to observe the evaluation.

Please know that Altum Health does not permit you to audio or video record any portion of your evaluation as per our policies and procedures.

Before the evaluation begins, the evaluator(s) will explain the details of the assessment and obtain the client's informed consent to proceed with the evaluation. Client will be fill out questionnaires as part of the evaluation. The evaluator(s) do a thorough review of all the documents sent to them. They then will interview the client and perform additional physical examinations and/or functional examinations.

Clients are encouraged to provide honest and accurate answers to the assessor's questions as best as possible.

The assessor(s) will not be assuming responsibility for the client's care going forward.

**After the evaluation:** The assessor(s) may discuss information with you and will prepare a report that is sent to the referral source. You can request a copy from the referral source and/or your family physician.

If you have any questions or comments please let us know!!

## Features

- Access to an extensive roster of health care experts across Ontario
- Multidisciplinary assessments available when needed
- Referral specialist to coordinate all services needed
- Coordination of transportation or interpretation services if requested by the referral source
- Home or workplace based assessments available

## Who to refer?

An Independent Evaluation can occur at any time during a client's recovery. Referrals are made for:

- Clients who have an injury, health condition or illness acquired through a workplace injury, motor vehicle accident or other means and clarification is needed regarding entitlement to benefits, the diagnosis, prognosis and recommendations for recovery, return to work or return to function.

## Goals

- ✓ Unbiased, evidenced based independent evaluations tailored to address the individual needs of each client
- ✓ Timely access to the right health care expert
- ✓ Detailed, objective reports that answers the questions asked and are submitted to the referral source in a time-sensitive way
- ✓ Effective and efficient coordination of services to meet all of the needs of the client

## Quick Facts – 2018-19

- Over **7591** Independent Evaluation Assessments were done through Altum Health in 2018/19
- The average age of clients is 45 years
- 52% of Independent Evaluation Services clients are female
- 99% of clients reported an "Excellent" or "Very Good" overall experience at their service location
- We served 1 client under the age of 13 and 5 clients between the ages of 13-18