A Guide to Independent Medical Evaluations

Introduction

The purpose of this guide is to provide you, the Examinee, with general information about your Independent Medical Evaluation at Dynamic Functional Solutions Inc., and to answer any questions that you may have about some of our policies as they relate to you.

Dynamic Functional Solutions Inc. is a National provider of Independent Medical Evaluations to Insurance Companies, Employers, Disability Case Managers, and Government Agencies. Our commitment to exceptional customer service, professional integrity and superior quality of services, is the cornerstone of our business. Our company’s person-centered practices encourage our employees to go beyond client expectations and ensure that the people we serve are treated with kindness and fairness, and that they are informed of what to expect while receiving services from Dynamic Functional Solutions Inc.

Our company’s mission statement guides our employees to ensure that our client’s receive unparalleled service:

To uphold a high standard of professional integrity while providing quality health care services with impartiality, compassion, and respect for the needs of persons served.

What is an Independent Medical Evaluation?

You have been referred to our company for an Independent Medical Evaluation. This is a common service where a professional opinion is sought for a third party process such as an application for insurance benefits, or in respect of workplace issues, attendance in educational programs, or legal proceedings. Your insurance provider, employer, lawyer or disability provider has referred you to Dynamic Functional Solutions Inc. for an independent evaluation, which we have arranged with an Evaluator who has not been involved in your care previously and will not be involved actively in providing care to you afterward. The Evaluator is objective and impartial. The referral source is responsible for the cost of the evaluation.

Our Independent Medical Evaluations are conducted in a private and comfortable assessment environment. The Independent Medical Evaluation typically includes a review of your clinical data (provided to us by the referral source, and/or legal counsel, including your medical history and supporting documentation), as well as a clinical interview and an examination conducted by the Evaluator. A final report of the Evaluator’s findings and opinion will be provided to the referral source.
**Who can participate in an IME?**

Dynamic Functional Solutions Inc. is committed to provide quality professional services in a courteous and compassionate manner without discrimination based on age, race, gender, sexual orientation, religion, national origin, marital status, political affiliation or opinion, physical or mental handicap.

Examinees under the age of 18 are considered Minors and are required to be accompanied by an adult chaperone for the evaluation.

Many examinees are limited in their activities consistent for the reasons why they have been referred for an Independent Medical Evaluation. Every measure will be taken to ensure participant safety throughout the evaluation.

Dynamic Functional Solutions Inc. conducts Independent Medical Evaluations on participants with varying degree of acute and chronic medical conditions. Dynamic Functional Solutions Inc. will ensure that the most appropriate and qualified evaluator is selected to conducted your evaluation.

Prior to an Independent Medical Evaluation for the purpose of identifying behavioural and/or psychological impairments, if a risk is identified, any requests for reasonable accommodation by either the examinee or referral source will be made to ensure successful completion of the evaluation. An evaluation of this nature will be terminated at the discretion of the evaluator if an identified risk affects the credibility of the participant or the psychological status of the participant deteriorates.

When restrictions in evaluation participation arise for examinees due to struggles of balancing daily demands of work, home, and personal life, Dynamic Functional Solutions Inc. strives to accommodate examinee requests for appointments when reasonably appropriate with their schedule.

**Who will conduct your Independent Medical Evaluation?**

Based on your injury or condition, your insurance or disability provider has requested that you be examined by a qualified and regulated health care professional that is knowledgeable and experienced to comment on your specific injuries. Dynamic Functional Solutions Inc. can assure you that every evaluator on our roster must meet a minimum set of standards, which is strictly enforced and audited annually.

**What can you expect from an Independent Medical Evaluation?**

As an Examinee participating in an Independent Medical Evaluation, it is important that you have a clear understanding of what to expect during an evaluation. Upon entering an evaluation you will be greeted by the Evaluator who will explain the purpose of your assessment. You will be provided with important information about your evaluation and will be asked to provide informed consent to participate. Once the evaluator is satisfied that you understand the purpose of the assessment and that you have provided informed consent to participate, the Evaluator will proceed to conduct the Independent Medical Evaluation.
Generally, the Evaluator will ask you to provide information about your history, which could include medical and other details, information about your accident/onset of injury or condition, your current symptoms, and any other details relevant to your claim, injury, and purpose of the evaluation. You will be asked to participate in an examination and/or testing if applicable.

If you require any information or have questions for the Evaluator, please feel free to ask at the time of the evaluation. If you require a break or need to use the restroom, please let the Evaluator know.

To ensure that all of your questions and concerns are addressed, at the completion of the evaluation, we ask that you provide feedback and comments about your experience, anonymously in an Examinee Survey. This survey can be accessed through our company’s website at www.dynamicfunc.com.

What are your Rights as an Examinee?

Prior to participating in an Independent Medical Evaluation provided by Dynamic Functional Solutions Inc., an Examinee has the right to be informed of their rights and responsibilities. It is the policy of Dynamic Functional Solutions Inc. to provide quality professional services in a courteous and compassionate manner in an environment that protects the individual rights and interests of the person served, based on respect for the dignity of the persons served as an individual.

Below are your rights as an Examinee:

1. You have a right to be treated with courtesy and dignity, and are entitled to respect for individuality.
2. You have the right to have your Independent Medical Evaluation provided in a safe and comfortable environment.
3. You have the right to receive services conducted in a manner reflecting quality professional and ethical standards of practice.
4. You have the right to receive services without discrimination.
5. You have the right to receive services in an environment absent from all forms of abuse (physical or emotional), financial or other exploitation, retaliation, humiliation, and neglect.
6. You have the right to informed consent to services, and the right to refuse services.
7. You have the right to privacy.
8. You have the right to confidentiality of information.
9. You have the right to a full and complete explanation of the nature of assessments and any known or potential risks involved.
10. You have the right to informal and formal complaints.
11. You have the right to have the complaint process and the complaint appeal procedures communicated and available.
What are your Responsibilities as an Examinee?

An Examinee has a responsibility to:

1. Treat other persons served and Dynamic Functional Solutions Inc.’s employees and Evaluators with courtesy.
2. Behave in a way as to protect yourself and others from exposure to, or transmission of infectious or communicable disease.
3. Make your concerns known to Dynamic Functional Solutions Inc. staff and ask questions when you require information.
4. Follow all Dynamic Functional Solutions Inc.’s safety rules and posted signs.
5. Keep scheduled appointments.
6. Participate in services free from the influence of alcohol or illicit drugs.

Complaint Policy and Procedure

It is the policy of Dynamic Functional Solutions Inc. that an Examinee has the right to communicate complaints and pursue a resolution to their concerns in a structured format that provides fair and impartial results. The form for filing a complaint is available at the reception desk.

Dynamic Functional Solutions Inc. has a policy and written complaint procedure:

1. If you communicate a complaint, the organization will provide every reasonable opportunity for informal and/or formal resolution of the complaint, and will provide you with assistance throughout the process.
2. If you file a complaint you shall in no way be subject to disciplinary action or retaliation from the organization, in the form of denial or termination of services or loss of privileges.
3. You are encouraged to resolve any complaint that you may have informally with staff responsible for the coordination of service as soon as you feel unsatisfied with the level of service provided to you.
4. If your complaint is not resolved to your the satisfaction, our staff will adhere to the guidelines contained in the Grievance and Appeals Policy and Procedures, and can assist you in accessing the procedures necessary to resolve the concern.
5. A formal complaint shall be documented on a Complaint Form, which is available at the reception desk. If you file a formal complaint you will receive a copy of the completed form immediately after filing.
6. The Manager of Client Services will be notified of the complaint and will meet with you immediately following filing to resolve any related issues that may get in the way of full participation in services. The Vice President, Field Operations will be notified of the complaint and will assist the Manager of Client Services with reviewing and resolving the complaint.

7. Dynamic Functional Solutions Inc. will issue the examinee and/or designated representatives a formal written response within five working days of the complaint.

Dynamic Functional Solutions Inc. has a policy and written procedure for appealing the decision of a formal complaint:

1. If you are unsatisfied with the findings of the written response provided by Dynamic Functional Solutions Inc. you may appeal the decision within five working days following receipt of the written response.

2. An appeals committee will review your original complaint, the response to the complaint, and will determine whether the response to the complaint was valid, or if an alternative, revised response is warranted. You may be asked to speak to the appeals committee during this process in order to assist the committee members with making the most appropriate and reasonable decision.

3. You will receive a written response based on the appeal committee’s recommendation, within 10 working days.

4. Our staff will endeavor to resolve every informal and formal complaint effectively and efficiently to the Examinee’s satisfaction.

Privacy Matters

The privacy of personal information is very important to Dynamic Functional Solutions Inc. We are committed to collecting, using and disclosing personal information responsibly and only to the extent necessary for the services that we provide. Our company is committed to transparency as to how we handle personal information, and we freely disclose our privacy policies to our Examinees.

If you would like to review our Privacy Policy please visit our website at www.dynamicfunc.com.

We trust that the information provided in this guide has been helpful in answering questions that you may have had about your Independent Medical Evaluation. If you require any additional information about your upcoming evaluation please feel free to let us know. Our office hours are Monday to Friday 8:00 a.m. to 6:00 p.m.

Regards,

Dynamic Functional Solutions Inc.