



A GUIDE TO CLINICAL ASSESSMENT SERVICES

A CIRA HEALTH SOLUTIONS HANDBOOK



57	45	14006
56	20	8767
55	15	6384
57	15	28,672
50	20	25,342
55	20	3174
57	20	2,310
55	15	1,635
57	15	9,984
55	15	16,611
57	15	24,224
55	15	29,172

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Introduction

Welcome to Cira Health Solutions. This handbook provides useful information about your scheduled assessment, as well as information about Cira Health Solutions.

Cira Health Solutions is committed to delivering the highest quality services in a manner that is sensitive to all circumstances. Your comfort, health, and well-being are matters of high importance to us.

Please take a moment to review this booklet to help you gain a well-informed, supportive experience while receiving our services. Our goal is to help ensure that you feel treated with respect, dignity, and professional courtesy.

Your feedback is always welcome.



RIGHTS OF PERSONS SERVED

All persons served by Cira Health Solutions have the right to:

- **Be treated with respect and dignity;**
- **Privacy and confidentiality; and**
- **A medical examination that is independent, with a clear understanding of its process (including the right to request a Cira Health Solutions-appointed chaperone for a physical examination).**

About Cira Health Solutions

Cira Health Solutions is a leading provider of independent medical evaluations and clinical services across Canada. Cira Health Solutions aims to deliver the highest quality standards of service with unparalleled expertise.

- Over 30 years of experience providing medical assessment services and clinical risk assessment services
- Over 200 full time employees and 2,000 Medical Assessors across Canada
- Regional offices in Vancouver, Edmonton, Mississauga, and Montreal
- Cira Health Solutions is an SCM Company, and part of a larger family of companies across Canada.

Our Mission

We strive to be the most recommended independent medical evaluation and health-related services provider in all markets we serve.



Our Guiding Principles

- People:** the best in the business, our competitive edge
- Integrity:** without compromise
- Leadership:** ownership and accountability; inspiration and motivation
- Innovation:** creatively delivering value
- Quality:** validated by our customers
- Teamwork:** winning together with customers and stakeholders



- 1 Mississauga (Head Office)
- 2 Vancouver
- 3 Edmonton
- 4 Montreal



About Our Independent Assessors

Cira Health Solutions has access to over 2,000 medical professionals across Canada covering over 48 different medical disciplines.

Cira Health Solutions actively manages a rigorous process and works with highly qualified medical experts who have the training, experience and expertise to provide knowledgeable, evidence-based opinions that are professional, impartial, and objective.

Cira Health Solutions recruits assessors who reflect Cira Health Solutions' person-centred culture and maintain the highest professional standards. We ensure these standards are maintained through a number of ways including:

- Reviewing and monitoring feedback on reports
- Tracking and maintaining records of our assessor credentials (reviewed annually)
- Encouraging feedback from individuals receiving assessments (See Examinee Feedback Survey, page 16)



About The People We Serve

Cira Health Solutions provides medical services on behalf of various clients including insurers, members of the medical legal community, life and health providers, and employers. Some of the reasons our services are requested include:

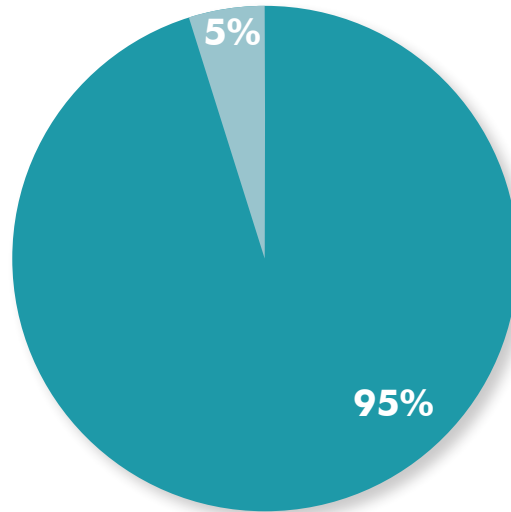
- Assessing an injury after a motor vehicle accident
- Providing accurate diagnosis and support for an employee unable to work due to injury or illness.

The top medical specialties that are requested include:

- Family Medicine (General Practitioner) assessments
- Mental health (psychiatry/psychology)
- Orthopaedic surgery
- Physiatry
- Neurology
- Physiotherapy (including functional evaluations)
- Vocational assessments

Our Satisfaction Scores

At Cira Health Solutions, we take great pride in our commitment to providing the highest quality of services. The results of our voluntary Examinee Experience Survey show a 95% satisfaction rate with our overall services.





How We Improve Our Services To You

As part of Cira Health Solutions' commitment to achieving the highest quality of services to you, we encourage your feedback and we are committed to a process of tracking, managing and responding to that feedback in a timely manner.

Examinee Experience Survey

After your assessment, you will receive an "Examinee Experience Survey" like the one on the next page. Please take a moment to provide your feedback. You can submit this form before you leave your assessment.

If you do not receive this Survey, please request a copy from our reception desk.

Complaint Policy

If you have a complaint regarding any of your services from Cira Health Solutions, please notify the person that referred you to Cira Health Solutions.

The person that referred you to Cira Health Solutions will follow-up with us on your behalf in writing to Cira Health Solutions for review.

The complaint is formally tracked and managed in a timely process.



Accessibility

As part of our ongoing commitment to service excellence, Cira Health Solutions takes several actions to ensure that all visitors receiving assessments are able to access our services without barriers. Cira Health Solutions promotes an organizational understanding of promoting accessibility.

If you have a complaint, suggestion, or request around Cira Health Solutions' accessibility standards (e.g., if you want to comment about a broken wheelchair ramp), we encourage you to do so. Please ask our reception desk for a copy of our Accommodation Request Form, or our Barrier Complaint Form (see next pages for examples of these forms).



Sample: Accommodation Request Form

Accommodation Request

Date:

Accommodation Request

Name of Person Documenting Request:

Name of Person Making Request:

Street :

City:

Postal Code:

Phone Number:

Email address:

Sample: Barrier Complaint Form

Accessibility Complaint

Date:

Barrier Identified:

Name of Person Documenting Complaint:

Name of Person Making Complaint:

Street :

City:

Postal Code:

Phone Number:

Email address:

Diversity and Cultural Awareness

Cira Health Solutions is committed to fostering, cultivating and preserving a culture of diversity and inclusion. We recognize that we serve diverse populations. We hold ourselves accountable to the provision of culturally appropriate services and to manage diversity as a strategic priority that is central to achieving our organizational mission. Cira Health Solutions' stakeholders across Canada are bound by policies guided by their professional affiliations, including but not limited to, colleges, associations, and governing bodies. Cira Health Solutions employees are also bound by Cira's current Code of Conduct ("the Code") and Respectful Workplace Policy.

The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities, and talent that our employees invest in their work represents a significant part of not only our culture, but our reputation and Cira Health Solutions' achievements as well.

We embrace and encourage our employees' differences in age, colour, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our employees unique.



All employees of Cira Health Solutions have a responsibility to treat others with dignity and respect at all times. All employees are expected to exhibit conduct that reflects inclusion during work, at work functions on or off the work site, and at all other company-sponsored and participative events. All employees are also required to attend and complete annual diversity awareness training to enhance their knowledge to fulfill this responsibility.



Privacy Statement

Cira Health Solutions provides impartial medical, mental health and ergonomic evaluative services (the “Services”) for individuals who have been referred by various third parties. This Privacy Statement outlines the practices of Cira Health Solutions relating to the collection, use and disclosure of personal information (including personal health information) obtained through the performance of the Services. In this Privacy Statement, individuals are referred to as the “Examinees” and the third parties who refer the individuals are designated as the “Referring Sources”.

Personal Information

For the purpose of this Privacy Statement, “personal information” means information about an identifiable individual, but does not include the name, title or business address or telephone number of an employee of an organization. “Personal health information” means: (a) information concerning physical or mental health; (b) information concerning any health service provided; (c) information concerning the donation of any body part or any bodily substance or information derived from the testing or examination of a body part or bodily substance; (d) information that is collected in the course of providing health services; and (e) information that is collected incidentally to the provision of health services.

Collection of Personal Information

Cira Health Solutions collects the following personal information about an Examinee:

- Contact information (such as name, address, e-mail address and telephone number);
- Demographic information (such as gender, date of birth and occupation);
- Medical information (such as medical history and information generated through the conduct of medical examinations and additional diagnostic testing) from: (i) Referring Sources; (ii) Examinees; and (iii) third party service providers who conduct diagnostic testing on behalf of Cira Health Solutions.
- Proof of identity (such as a signature and photo identification).

Use of Personal Information

Cira Health Solutions only uses personal information about an Examinee in connection with performing the Services. Specifically, personal information is used to:

- Conduct evaluations of the specific condition(s) related to an Examinee's injury or illness and any prior or subsequent condition(s) that might affect such injury or illness;
- Communicate with an Examinee for purposes related to the conduct of an evaluation; and
- Confirm the identity of an Examinee.

Cira Health Solutions does not use personal information about an Examinee for any other purposes without seeking the Examinee's prior consent.

Sharing of Personal Information

Cira Health Solutions may share personal information with third parties engaged to assist it in carrying out the Services. For example, a limited amount of personal information (name, contact information and language preferences) is shared with translators who assist in the conduct of evaluations of non-English speaking Examinees. Personal information (including personal health information) is shared with medical services providers engaged by Cira Health Solutions to perform medical, mental health and ergonomic evaluations. These service providers are prohibited from using personal information for any purpose other than to provide this assistance and are required to protect personal information disclosed by Cira Health Solutions in accordance with the general privacy principles described in this Privacy Statement and in accordance with applicable privacy laws.

Personal information about an Examinee (including personal health information generated through the conduct of medical examinations and additional diagnostic testing) is also shared with the Referring Source who referred the Examinee.



Disclosure of Personal Information

Cira Health Solutions does not disclose personal information for purposes unrelated to the Services without seeking an Examinee's prior consent.

Cira Health Solutions reserves the right to disclose personal information to a third party if a law, regulation, search warrant, subpoena or court order legally requires or authorizes it to do so.

Cira Health Solutions also reserves the right to disclose and/or transfer personal information to a third party in the event of a proposed or actual purchase, sale, lease, merger, amalgamation or any other type of acquisition, disposal or financing of all or any portion of Cira Health Solutions or of any of the business or assets or shares of Cira Health Solutions or a division thereof in order for that third party to continue to provide the Services.

Knowledge and Consent

Cira Health Solutions only collects personal information about an Examinee with his/her consent. An Examinee may withdraw consent at any time, subject to legal or contractual restrictions and reasonable notice. If an Examinee wishes to withdraw his/her consent, he/she may contact Cira Health Solutions (1 800 483 3926). The Examinee will be informed of the implications of withdrawing consent.



Protection of Personal Information

Cira Health Solutions makes commercially reasonable efforts to ensure that personal information is protected against loss and unauthorized access. This protection applies in relation to information stored in both electronic and hard copy form. Access to personal information is restricted to employees or representatives on a need-to-know basis. In addition, Cira Health Solutions employs generally accepted information security techniques, such as firewalls and access control procedures to protect personal information against loss and unauthorized access.

Retention of Personal Information

Cira Health Solutions retains personal information for as long as necessary to fulfill the purposes for which it was collected and to comply with applicable laws.





Changes to this Privacy Statement

Cira Health Solutions reserves the right to modify this Privacy Statement at any time without notice. The Privacy Statement distributed at any time or from time to time shall be deemed to be the Privacy Statement then in effect.

Contacting Us

In the event that an Examinee has any questions about Cira Health Solutions' Privacy Statement, the Examinee may contact Keith Edwards, FCILA, CLA, FUEDI-ELAE, Senior Vice-President, Compliance for SCM Insurance and Cira Health Solutions at keith.edwards@scm.ca.

Contact Us

Central Canada and North, Head Office (ON, NU)

1550 Enterprise Road, Suite 100

Mississauga, Ontario L4W 4P4

T: 416 599 5991 | Toll Free: 800 483 3926 | Toll Free Fax: 888 399 4555

Email: referrals@cirahealth.ca

Western Canada and North Regional Office (BC, Yukon)

1100 Melville Street, Suite 510

Vancouver, British Columbia V6E 4A6

T: 604 629 1570 | Toll Free: 855 276 2777 | Toll Free Fax: 855 669 8199

Email: cirawest@cirahealth.ca

Eastern Canada Regional Office (QC)

625, Avenue du Président Kennedy, Bureau 1100

Montréal, Québec H3A 1K2

T: 514 281 7997 | **Toll Free:** 855 281 7997 | **F:** 514 499 8004

Email: expertises@cirasante.ca

Western Canada and North Regional Office (AB, SK, MB, NT)

Suite 310, Circle Square, 11808 St. Albert Trail

Edmonton, Alberta T5L 4G4

T: 780 443 3499 | **Toll Free:** 877 399 6902 | **Toll Free Fax:** 888 444 3094

Email: cirawest@cirahealth.ca

Central Canada 800 483 3926 referrals@cirahealth.ca

Western Canada 855 276 2777 cirawest@cirahealthca

Eastern Canada 855 281 7997 expertises@cirasante.ca