



# RIGHTS OF PERSONS SERVED HANDBOOK

HVE Healthcare Assessments Inc.  
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[www.hvehealth.com](http://www.hvehealth.com)

# RIGHTS OF PERSONS SERVED HANDBOOK

## WELCOME TO HVE HEALTHCARE ASSESSMENTS

Thank you for reviewing this handbook. It provides an overview of HVE's policies, procedures, and guidelines to help you understand our commitment to service quality and your rights as a person served.

If you need additional information or clarification on any topic in this handbook, please contact an HVE Resource. We are here to assist you.

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## OUR MISSION AND VALUES

### Person-Centered Philosophy

Since 1994, HVE has delivered Independent Medical Evaluations with a focus on individual care, quality, and client satisfaction. Our goal is to build long-term relationships through consistent, high-quality service.

We believe that every individual deserves dignity and respect. Our person-centered approach ensures services are tailored to meet the unique needs of each individual.

### Commitment to Inclusion and Equity

HVE is committed to promoting equitable access to services for all individuals, regardless of race, gender identity, sexual orientation, disability, or other protected characteristics. We ensure our policies and practices uphold the highest standards of inclusion, diversity, and accessibility.

### Core Values

- **Respect:** Treating everyone with dignity and fairness.
  - **Ownership:** Taking responsibility for personal and professional commitments.
  - **Integrity:** Acting ethically and honestly in all interactions.
  - **Innovation:** Continuously seeking creative and effective solutions.
  - **Teamwork:** Fostering a collaborative environment to achieve excellence.
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## CODE OF CONDUCT AND ETHICS

HVE is committed to maintaining the highest ethical standards in all interactions and operations. Our Code of Conduct and Ethics serves as a guiding framework to ensure that all staff, contractors, and representatives act with integrity and professionalism.

### Guiding Principles

1. **Professional Integrity:** All actions must reflect honesty, fairness, and a commitment to ethical practices.
2. **Respect and Dignity:** Treat all persons served, colleagues, and stakeholders with respect and courtesy.
3. **Conflict of Interest:** Avoid conflicts between personal interests and professional responsibilities.
4. **Compliance with Laws:** Adhere to all applicable laws, regulations, and professional standards.

### Expectations for HVE Resources

- Maintain confidentiality of all personal and organizational information.
- Avoid behavior that could harm HVE's reputation or the individuals we serve.
- Report any unethical conduct or violations of this code immediately to a supervisor or compliance officer.

HVE ensures all team members are trained in ethical standards, and non-compliance is addressed through appropriate corrective actions.

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## YOUR RIGHTS

### Right to Inclusion and Equity

You have the right to services free from discrimination and bias. HVE ensures proactive inclusion by providing training to staff and creating systems that respect diverse needs and preferences.

## **Right to Participation**

You are entitled to participate actively in decisions regarding your care. HVE will provide you with clear, accurate, and timely information to support informed decision-making.

## **Right to Accessibility**

HVE will ensure services are accessible by:

- Providing information in various formats (e.g., large print, braille, digital).
- Offering translation and interpretation services.
- Making facilities physically accessible with ramps, elevators, and accessible restrooms.
- Leveraging technology to facilitate remote service delivery when needed.

## **Right to Feedback and Advocacy**

Feedback is essential for continuous improvement. You are encouraged to share your experiences and suggestions through the mechanisms provided. If you have a complaint, HVE is committed to addressing it through a fair and transparent process.

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## **FEEDBACK AND COMPLAINTS**

HVE welcomes feedback from persons served and will use it as a tool for continuous improvement. Feedback can be provided through:

- Online and physical feedback forms available at all locations.
- Scheduled forums and meetings with persons served.
- Direct communication with HVE staff or management.

### **Complaint Resolution Process:**

1. Complaints can be submitted verbally or in writing to any HVE Resource.
2. Acknowledgment of the complaint will be provided within two business days.
3. Complaints will be reviewed and addressed at the earliest level, escalating to senior management or third-party mediation if necessary.

4. A summary of complaint resolutions and systemic improvements will be shared annually with stakeholders.

Every individual has the right to a harassment- and discrimination-free environment. HVE prohibits any negative treatment of persons involved in the complaint process.

We aim to resolve complaints promptly and fairly, with our Director and Vice President annually reviewing formal complaints for trends and improvement opportunities.

To file a complaint, speak with an HVE Resource or request a Complaint Form. Assistance is available throughout the process, with all meetings held in accessible locations.

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## PRIVACY AND CONFIDENTIALITY

HVE adheres to strict privacy principles to protect your personal information:

- **Purpose Identification:** Personal information is collected only for specific, stated purposes.
- **Consent:** Information is collected, used, and disclosed with your explicit consent.
- **Safeguards:** Data is protected with measures appropriate to its sensitivity.
- **Access and Correction:** You may review your personal information and request corrections as needed.

Our appointed Privacy Officers ensure compliance with all applicable privacy laws and address concerns related to data security.

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## HEALTH AND SAFETY

### Emergency Procedures

In the event of an emergency (fire, flood, or other critical incident), HVE staff will guide you through evacuation procedures to ensure your safety.

## **Medical Emergencies and Access to First Aid**

HVE staff trained in First Aid and CPR are available to assist with medical emergencies. Emergency procedures are reviewed regularly by our Fire Warden and Health and Safety Team.

## **Accessibility in Service Delivery**

HVE eliminates barriers to access by:

- Providing information in accessible formats.
- Maintaining physical accessibility of all facilities.
- Offering virtual services when appropriate.

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## **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 and claimant's discretion, a chaperone and translator are permitted.

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## **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.

## **Accessibility in Service Delivery**

HVE is dedicated to eliminating barriers to accessing services by:

- Providing information in multiple formats, including large print, braille, and digital formats.
- Offering translation and interpretation services as needed.
- Ensuring physical accessibility of all facilities, including ramps, elevators, and accessible restrooms.
- Utilizing technology to facilitate remote access to services when appropriate

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## **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 will the assessment 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 for any of our HVE Resources. Alternatively, you can find information on our website at [www.hvehealth.com](http://www.hvehealth.com).*