



**Evolve Assessments and Diagnostics provides treatment and assessment services at the request of private individuals, insurance companies, legal representatives, and employers. In the course of providing treatment and assessment services, we are provided with personal information about you and we collect personal information from you. This brochure answers some of the most frequently asked questions about how we handle personal health information, and lets you know exactly how we are protecting the information entrusted to us.**



## What personal information do you collect about me?

We may receive or collect the following information about you:

- Name
- Address
- Phone Number
- Date of Birth/Age
- Gender
- Family status
- Information about your job
- How you were injured or became disabled
- Information about your health
- Symptoms
- Treatments you may have had
- What types of jobs you've done in the past
- What you are able to do and what you are not able to do
- Interests and hobbies



Not all of the above information will be collected at every assessment. The information collected will depend on the purpose of the assessment and the type of evaluator. For example, if the assessment is looking at your ability to work, you can expect to answer questions about your job. Different evaluators will collect different information—for example, a psychologist will collect different information than an orthopedic surgeon or an occupational therapist.

### How do you use this information?

The personal information collected by the evaluator will be used for the purpose discussed in the consent process. The health practitioner or vocational expert will use the information you provide as well as information provided by you, your lawyer, the insurance company, and/or your employer. For example, your insurer may have asked for an independent medical examination to determine what type of treatment you need. The health practitioner will collect information required to answer the question being asked, and will then write a report that answers questions asked by the referral source. Only health practitioners or vocational evaluators who are providing assessment or treatment services to you have access to your file.

Administrative staff at Evolve may see or use your information in order to arrange services for you, including arranging the assessment, arranging any needed services (e.g. arranging for an interpreter or transportation), reminder calls about the assessment, and preparing the medical file documentation for the health practitioner. All information is stored electronically in a secure and encrypted data management system using the same protocols as on-line banking.

Managerial staff at Evolve may see or use your information in order to recommend appropriate services, for quality assurance purposes, to investigate and respond to complaints, and for training of our staff.

If you complete a Client Satisfaction Survey about your experience (this is optional), this information is used by our administrative staff and management to ensure that we provide the best level of service. Specific feedback about health practitioners is also considered, but the completed form is not directly shared with the evaluator.

**Do you share any of your information about me with other people or companies?**

We share personal health information about you only with your consent except in a few very specific circumstances. These circumstances would include legal requirements -- for example, health practitioners are legally required to report concerns about child welfare. A health practitioner may also be required to act if there are significant concerns about your safety or the safety of other people. A judge may issue an order requiring us to provide file documentation. We may also release information about you if you require emergency care but you are incapacitated and unable to provide consent.

**Do you share less personal information with other people or companies?**

Sometimes we share information such as your name, address, and phone number in order to arrange services for an assessment such as transportation or interpretation services. Such information is shared only when required. Information about your health is not provided unless it is relevant to the service being provided—for example, if you use a wheelchair, a transportation company would need to know this so that they use an appropriate vehicle, but they would not need to know why you are using a wheelchair.

Be assured that we would never provide your information to other companies for commercial reasons e.g. telemarketing lists.





### How do you get my consent?

Before we provide assessment or treatment services to you, we will ask you for consent. This may be in written form but will also include a discussion and should provide you with an opportunity to ask any questions you may have. Some of the information covered in the consent will relate to the reason that the personal information is being collected and how this information will be used, including release of that information in the form of a report. Please do not hesitate to ask your evaluator any questions you may have.

Be aware that you can withdraw your consent at any time by letting Evolve or the evaluator know. Depending on the purpose of the assessment, this may impact your eligibility for insurance benefits, so be sure to discuss this with the health practitioner, with administrative or clinical staff at Evolve, or with the person who requested the assessment.

### How do I get more information?

Our staff will be happy to answer any questions you may have about your personal information. If you would like more information about our policies, you would like to see exactly what personal information we have about you in our records, you wish to correct mistakes in your personal information, or you wish to register a complaint, please contact Evolve's Privacy Officer :

Henrietta Visscher, OT Reg. (Ont.)  
519-432-7211 or toll free 1-866-432-7211  
or via e-mail at [henriettav@evolveax.com](mailto:henriettav@evolveax.com)

### Other sources of information:

The Privacy Commissioner of Canada  
Toll-free: 1-800-282-1376  
<http://www.priv.gc.ca>

Office of the Information and  
Privacy Commissioner of Ontario  
Toll-free: 1 (800) 387-0073 (free within Ontario)  
<http://www.ipc.on.ca/>



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