

# The Sibley Report

January / February 2008

...valuable information to make your job and life easier! To suggest topics, please call Angela Veri, National Director of Customer Relations. Sibley & Associates is a national disability management firm with close to fifteen years experience, nearly 300 staff/consultants and advanced technology.

## Quality In / Quality Out

There is nothing more frustrating than receiving an Insurer Examination (IE) report that is not only lengthy and difficult to follow, but also includes a lot of irrelevant information. Like most products and services, the quality of an Insurer Examination (IE) is only as good as the quality of the components that go into it.

As a starting point, the expertise of the Assessor is critical. To ensure you are referring to a qualified Assessor be sure to review his/her resume and look for the following:

- Education
- Training
- Current license
- Area of speciality
- Practical experience
- Professional memberships
- Authorships and/or research
- Expert witness experience

Selecting qualified assessors will ensure that he/she uses accepted tools and provides valid information that is pertinent and

that can withstand scrutiny if challenged.

A qualified and experienced Assessor will follow your questions and provide corresponding answers with recommendations that are realistic. In addition, reports will be concise and prompt, which is more important than ever given the timelines stipulated by the SABs.

In addition to reviewing Assessor credentials, it is important to ensure you provide the Assessor with:

- all documentation on file (accident details, medical history, reports, case notes)
- specific and appropriate questions, as well as a clearly-defined request for information

To assist you in obtaining clear, relevant answers and detailed recommendations regarding your client, consider using the attached *Insurer Examination Checklist*.

**Sibley**  
& ASSOCIATES INC.

**Steve Sibley**  
President & C.E.O.

**Jim Richings**  
Vice-President, Operations

3027 Harvester Road, Suite 401  
Burlington, Ontario L7N 3G7

**Tel: 905-633-7800 or**  
**1-800-363-8900**  
**Fax: 905-633-7900**

[www.sibley.ca](http://www.sibley.ca)

