



October 3, 2013

Ms. Rhona DesRoches
Board Chair
FAIR Association of Victims for Auto Insurance Reform
579A Lakeshore Road, East, P.O. Box 39522
Mississauga, ONL5G 4S6

Re: Open Letter dated September 16, 2013 – Reducing Fraud with Transparency in Ontario’s
Independent Medical Examinations

Thank you for including the AIAC in your Open Letter dissemination. We felt obliged to respond.

The membership companies of the AIAC have common ground with FAIR. Both of our organizations are striving towards an independent medical examination process that serves the Ontario public with fairness, accuracy, integrity and accountability. We are concerned, however, that your correspondence contains rhetoric that could be misleading to some of the recipients and the public in general.

As mentioned in your letter, the AIAC does believe that the “*value of independent assessments are directly proportional to the independence and quality that courts and arbitrators attach to them.*” This could be considered a founding principle behind the standards we use to operate our businesses. AIAC members have incorporated the highest quality standards known to this industry and are continually evolving to improve our processes. For example, there exists an international body for accrediting health care facilities known as the Commission on Accreditation of Rehabilitation Facilities (CARF). They have recently developed standards for the IME industry. The AIAC membership is actively pursuing CARF accreditation and promoting the process to FSCO and the IBC. CARF accreditation will likely evolve to replace current quality management accrediting bodies such as ISO that have been in use by most AIAC members for over a decade. These quality measures are very time consuming and come with significant expense, but we believe they will focus on the person served, and are worth the effort in order to ensure the delivery of quality, independent assessments to Ontarians

Your letter unfairly paints the AIAC membership and IME industry with a broad stroke of negative criticism. The fact is AIAC member companies represent the best-in-class assessment providers in the industry. To lump all players in the industry into one group fundamentally distorts reality. Your portrayal is not reflective of the quality of services provided over and over again, every day, by the AIAC membership. AIAC member companies work hard each day to deliver independent, high quality assessments.

There has been some discussion in the past between our organizations. We truly believe that FAIR and the AIAC have common goals. We would be pleased to further discuss these matters as we continue to move forward.

Best Regards,

Dr. Rocco Guerriero B.Sc., DC, FRCCSS(C), FCCPOR(C), FCCO(C)
President, AIAC- Association of Independent Assessment Centres