

Hello,

Fair and timely access to auto insurance benefits after injury is important to everyone in Ontario. This is especially true when a person has a brain injury from an auto collision. We are graduate students at **McMaster University** working in collaboration with **Acquired Brain Injury Survivor Solutions (ABISS)**, a group of individuals who have brain injury due to motor vehicle collisions. **To learn more about ABISS and their experiences, we encourage you to visit www.abiss.ca.**

During discussions with ABISS about their experiences with insurance companies, 5 key themes emerged: **(1)** insurer examinations, **(2)** privacy, **(3)** timely access to treatment, **(4)** financial support and payment, and **(5)** insurer communications and support. Together, we have created a survey based on these themes to learn about the experiences of individuals who have a brain injury following a motor vehicle collision with their insurance companies.

The members of ABISS are an advocacy group of individuals with lived experience of brain injury and auto insurance processes. These individuals acted as a consulting group who understand what it is like to go through the process but who are objective in the sense that they are no longer involved in auto insurance claims or active rehabilitation. They assisted in survey design and distribution and they completed a trial survey to ensure that it was accessible for participants. The results of this trial survey will not be included in the final data set.

We are seeking your help to distribute our survey. It would be greatly appreciated if you could please send the survey to individuals on your email list or spread the word through social media. We ask that you kindly include our prewritten email correspondence (*see attachments*) when distributing the survey, whether it be through email or social media. When sharing the prewritten email correspondence, it may be introduced with a message as follows: *"Please see the attached message from student researchers at McMaster University and ABISS"*.

Clinicians, we appreciate your assistance in distributing the survey to current and former clients/patients. Please ensure the individual's confidentiality by keeping survey completion separate from clinical intervention as follows:

- distribute the survey in group emails with client's names hidden,
- do not discuss the survey in therapy sessions,
- do not assist with survey completion, and
- do not document survey discussion or completion in clinical notes and records.

Individuals with brain injuries have a right to communicate their opinions without bias, influence, or breach of privacy. Thank you for ensuring that participants complete surveys in their private time and omitting survey discussions from the clinical record.

CAUTION:

Any discussion about the survey (written or verbal) or assistance with completion of the survey, or documentation regarding the survey, could result in their survey responses becoming part of the Clinical Notes and Records and could be admissible in litigation. We ask all clinicians distributing the survey to protect patients' rights to privacy by ensuring survey completion is conducted in their own time, separate from clinical intervention. Allow the person to complete the survey in their private (non therapy) time and do not discuss, assist with, or document survey completion in clinical notes and records (reporting, chart notes, emails etc.). Thank you!

The goal of this research project is to help us better understand the experiences that those with brain injury following a motor vehicle collision have with their auto insurance claims. We hope to identify areas for improvement in the insurance process and raise awareness about the needs of brain injury survivors!

Thank you,

ABISS and McMaster