

## Family Information on the Independent Clinical Review Process

The Independent Clinical Review (ICR) allows families to request a review of their child's Ontario Autism Program (OAP) Behaviour Plan. It is administered by a third party agency, the ICR Coordinator. If you have concerns about your child's OAP Behaviour Plan, the first step is to speak with your OAP service provider. Your service provider will work with you to try to address your concerns. If you are dissatisfied with the outcome, you can request an Independent Clinical Review of your child's OAP Behaviour Plan. You will receive a decision within 45 business days from the date you requested an ICR. Below is an outline of the key steps in the ICR process:

### 1 You Request an Independent Clinical Review

To request an ICR, complete a *Family Request Form*, available from your [OAP provider](#) as well as from the [ICR Coordinator](#). Once you sign the form submit it to your OAP provider. Within **5 business days** of receiving your *Family Request Form*, your provider will send your child's case file materials to the ICR Coordinator. The Ministry of Children and Youth Services contracts with a third party agency to act as the ICR Coordinator. The ICR Coordinator has a strictly administrative role and is not involved in the development of OAP Behaviour Plans or the delivery of behavioural services.

### 2 Your Child's Case File is sent to an ICR Review Committee

Within **10 business days** of receiving your child's case file materials, the ICR Coordinator will remove all information that could identify your child and family, as well as your OAP provider, before sending it to your assigned Review Committee. The Review Committee includes two Clinical Reviewers, including one Board Certified Behaviour Analyst (BCBA) and one psychologist/psychological associate, who will provide a decision about your child's OAP Behaviour Plan, and also a Family Representative, who will help make sure your concerns are clearly understood.

### 3 You have a phone call with your ICR Family Representative

Within **5 business days** of sending your child's case file to the Review Committee, the ICR Coordinator will contact you to set up a phone call for you and your ICR Family Representative to go over your concerns about your child's OAP Behaviour Plan.

### 4 Your ICR Family Representative Finalizes a Family Perspective Form

Following their phone call with you, your Family Representative has **5 business days** to complete a *Family Perspective Form* containing your concerns as they will be presented to the Clinical Reviewers. You will have an opportunity to have input on this form.

### 5 The ICR Clinical Review Meeting

Within **15 business days** of sending your child's case file materials to the Review Committee, the ICR Coordinator sets up a phone call with the Review Committee called a Clinical Review Meeting. This call allows you or your Family Representative to explain your concerns about your child's OAP Behaviour Plan to the Clinical Reviewers. The Clinical Reviewers then discuss your child's case file materials and OAP Behaviour Plan and reach a decision.

### 6 An ICR Decision is Written and Sent to the ICR Coordinator

ICR Clinical Reviewers have **10 business days** from the date of the Clinical Review Meeting to write up their decision. The Clinical Reviewers can either accept the plan as is, or direct it back, through the ICR Coordinator, to you and your OAP provider to address areas of concern in the plan. If the Clinical Reviewers cannot reach a decision within 10 business days, they will send the plan back to the OAP Clinical Supervisor, through the ICR Coordinator, for additional information. In this case, your OAP provider will have 15 business days to meet with you and inform the ICR Coordinator when the additional information will be sent to the Review Committee.

### 7 Getting a Decision

The ICR Coordinator has **5 business days** from the day they receive a decision from the Clinical Reviewers to send it to you and your OAP provider. At this point you and your OAP provider can work together on any issues raised by the Clinical Reviewers. If your plan is sent back for revisions and you cannot agree to the revised plan, you can request a second independent clinical review of the revised plan. The ICR Coordinator will assign a new Review Committee for the second review. Once a second independent clinical review is initiated, the entire process begins anew.