

1.1 Professional Standards Expected of an Approved Disability Analyst

All work is performed in a manner which recognises everyone's rights

This applies to both claimant and practitioner. Everyone is entitled to be treated with respect whatever their gender, sexual orientation, race, religion, nationality, culture, age, health, (dis)ability, marital status or physical characteristics/ appearance.

When Dealing with Claimants and their Representatives you must be:

<ul style="list-style-type: none">• Accessible• Punctual• Reliable• Presentable	<ul style="list-style-type: none">• Approachable• Courteous• Friendly
--	---

During the assessment of a claimant, all examining practitioners will:

- Introduce themselves to the claimant and wear a name badge, or offer other official identification
- Make the claimant welcome and feel at ease
- Be polite at all times
- Encourage a person accompanying the claimant to be present during the assessment, if so desired by the claimant
- Explain the purpose of the assessment
- Explain what the assessment entails
- Allow the claimant time to give their history, asking questions in a non-adversarial manner and following the relevant benefit guidance
- Carry out a relevant examination to provide the information necessary to give and justify clinically reasonable advice
- Avoid any unnecessary discomfort, where possible assessing active movement of limbs before even considering whether to perform any passive movements.

When giving advice:

- Atos Healthcare will advise in an objective, independent, fair and impartial, ethical manner in accordance with the practitioner's contractual obligations
- It must conform to the consensus of medical opinion, and be based on the balance of probability
- It will be of an appropriate depth, scope and focus and presented with clarity, permitting the DM to give reasonable consideration to the clinical issues.

1.1.1 Conflicts of Interest

Although legislation does not exclude you from performing disability assessments on current or recent patients, doing so potentially contravenes natural justice. Therefore, to minimise any potential conflicts of interest, **only in exceptional circumstances** would it be appropriate for a practitioner to assess current or past patients. These situations should be discussed with a Medical Manager.

1.2 Terms, Concepts and Definitions

Objective	Based on evidence
Independent	Without the influence of carer responsibility, or involvement in any other aspect of the claim
Fair and Impartial	With no personal interest, of any sort, in the outcome of the claim under consideration Everyone has the right to work without fear of harassment. (This applies as much to the practitioner as it does to the person being assessed) Every employee and person acting on behalf of the company has a duty to protect and respect this right (Harassment is a generic term, which encompasses bullying and victimisation)
Ethical	Conforming to the code of Professional Ethics as laid down by the General Medical Council, the Nursing and Midwifery Council and the Health Professions Council
Appropriate Depth	Sufficient factual detail obtained to support the advice