

**SUMMARY of the Decision of the Inquiries, Complaints and Reports Committee  
(the Committee)**  
(Information is available about the complaints process [here](#) and about the Committee [here](#))

**Dr. Ivan Alexander Escudero (CPSO # 151863)  
(the Respondent)**

## **INTRODUCTION**

The Complainant is not the Respondent's patient. She contacted the Respondent's office to cancel the appointment of a family member, which gave rise to a series of difficult email exchanges with the Respondent's office manager, who eventually called the police on the Complainant. The Complainant contacted the College of Physicians and Surgeons of Ontario (the College) to express concern about the Respondent and his staff's conduct. In his initial communications with the College regarding the complaint, the Respondent communicated in an unprofessional manner with College staff.

## **COMMITTEE'S DECISION**

The Committee considered this matter at its meeting of June 11, 2025. The Committee required the Respondent to appear before a Panel of the Committee to be cautioned with respect to the importance of professionalism and professional communication, as well as cooperation with the College. In addition, the Committee requested that, in advance of his caution, the Respondent provide the Committee with a written report, approximately 2-4 pages in length, with respect to the College policy *Professional Behaviour* and its companion document, *Advice to the Profession: Professional Behaviour*, as well as the College publication *Essentials of Medical Professionalism*.

## **COMMITTEE'S ANALYSIS**

*Concern that when the Complainant questioned the clinic's cancellation policy, the Respondent responded, or allowed his staff to respond, using highly aggressive and defamatory language, threatening legal action, and banning her from clinic premises and called, or allowed his staff to call, the police and threatened the Complainant with criminal charges*

The Respondent acknowledged that his office manager contacted the police following a series of email communications between the Complainant and the office manager in response to the Complainant's initial request to cancel a family member's appointment. At the time, the Respondent's office had a 48-hour cancellation policy, which was not in compliance with the College's policy *Uninsured Services: Billing and Block Fees*, which contemplates fees for cancellations occurring with less than 24 hours notice.

The Respondent told the College he was away when these exchanges occurred, and that his office manager communicated with the Complainant without consulting him and without his authorization. He acknowledged that his office manager's communication had "crossed the line".

The Committee had concerns about the Respondent's professionalism and the management of his office. The Committee felt that the Respondent lacked insight into the nature of the complaint and was markedly unprofessional in his communications with the College. For example, his language with College staff was accusatory at times and suggested a lack of understanding and appreciation of the College's role in regulating physicians in the public interest.

Given the troubling nature of the exchanges between the Respondent's office manager and the Complainant, and between the Respondent, his office manager, and College staff, the Committee decided to caution the Respondent, as set out above.

This is a summary of the Committee's decision as it relates to the caution disposition.