

**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. Clement Ka-Chun Yeung (CPSO # 32020)
(the Respondent)**

INTRODUCTION

The Complainant was a patient in the Respondent's family practice, and saw him several times between July 2014 and August 2014. The Complainant contacted the College of Physicians and Surgeons of Ontario (the College) to express concerns about the Respondent's conduct.

COMPLAINANT'S CONCERNS

The Complainant is concerned that the Respondent:

- **misdiagnosed keloids on his shoulder and provided a prescription unrelated to his medical issue;**
- **ordered blood work, with no explanation, that was unrelated to his medical issue and that caused adverse effects; and**
- **fraudulently charged OHIP \$77.20 twice and/or billed for care not provided in August 2014.**

COMMITTEE'S DECISION

A General Panel of the Committee considered this matter at its meeting of May 8, 2019. The Committee required the Respondent to attend at the College to be cautioned in person with respect to his medical record-keeping, his OHIP billings and his test results follow-up. In addition, the Committee brought its concerns about the Respondent's OHIP billings to the attention of the General Manager of OHIP.

COMMITTEE'S ANALYSIS

Misdiagnosed the Complainant and prescribed treatment unrelated to his medical issue

- The Complainant stated that he saw the Respondent with concerns about what he thought was acne on his back (later diagnosed by another physician as keloids), and that the Respondent misdiagnosed his condition. However, the Respondent maintained that he saw the Complainant for acne on his face and chin, which he diagnosed as acne vulgaris and treated with standard medication, and that the Complainant made no mention of lesions on his shoulders.

- The Committee indicated it was difficult to assess the Respondent's care given the very poor quality of his notes. Given the deficiencies in the record, the Committee was unable to conclude with certainty whether the Complainant mentioned skin lesions on his shoulder which the Respondent failed to appropriately diagnose. The Committee did note that the medication prescribed by the Respondent would be a standard and appropriate treatment for facial acne, which was documented in the record.
- The Committee noted that the Respondent's records consisted largely of templates with little in the way of detailed information, which made it difficult to obtain a good understanding of the care provided. The Respondent acknowledged that there were issues with his charting, including his use of templates. He noted that in a recent assessment by a College assessor he received recommendations to improve his record-keeping, that he would be commencing supervision to address the deficiencies in his records, and that he has taken a medical record-keeping course. The Committee recognized that the Complainant had engaged in remediation and was currently undergoing a reassessment of his record-keeping in another College proceeding, and indicated that it trusted the interventions would lead to improvement in that aspect of the Respondent's practice going forward. As such, the Committee was satisfied that a caution was sufficient to address the concerns in this case regarding the Respondent's record-keeping and that it was not necessary to impose further remediation at this time.

Ordered blood work with no explanation that was not indicated

- The Complainant stated that at a visit in late July 2014, the Respondent told him to complete blood work but provided him no explanation as to its purpose. The Respondent maintained that the Complainant attended for a periodic health visit and that the blood tests were ordered to assist him in determining if there were any major health problems. While the Committee acknowledged that is not uncommon to order blood work for new patients to determine certain baseline levels (for example hemoglobin, blood sugar and cholesterol), the Respondent ordered many other blood tests, which in the Committee's opinion was excessive, and the Committee found it difficult to understand why so many tests were ordered.
- The Committee was concerned that, having decided to order a battery of tests, there was no documentation in the record to indicate that the Respondent discussed the abnormal findings with the Complainant, and if he did, what follow-up plans were discussed and/or implemented. In the Committee's opinion, this was a serious deficiency.

Fraudulent billing to OHIP

- Regarding the visit in August 2014, the Respondent advised that the Complainant returned on that date for reassessment of his acne and consultation following his blood work, and he noted that his patient log and notes in the record confirm the Complainant's attendance.
- Of concern to the Committee was the fact that the Respondent billed for three major assessments in just a few weeks, when his records indicate that he was dealing with acne, reassessment of acne, and blood test results. In the Committee's opinion, three major assessments in such a short period of time would appear excessive. In addressing the use of the OHIP billing code A003 (General Assessment), the Respondent stated that he "may have made some errors" in its use, and that he was working with OHIP to repay any amounts that he may have received as a result of incorrect billings and was working to educate himself to ensure he bills OHIP correctly in the future. However, the Committee is not privy to the details of the Respondent's interactions with OHIP in this regard.
- The Committee felt a caution was appropriate in this case, in light of the issues raised regarding the Respondent's billings in this matter (as well as similar concerns that were raised in two concurrent matters before the Committee).

Other outcomes

- Given the concerns regarding the Complainant's billings, the Committee directed that the information be brought to the attention of the General Manager of OHIP.