

**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. Josée Michaud (CPSO# 94660)**

**INTRODUCTION**

The College received information raising concerns about Dr. Michaud's office management practices and conduct. Subsequently, the Committee approved the Registrar's appointment of investigators to conduct a review of Dr. Michaud's practice.

**COMMITTEE'S DECISION**

A General Panel of the Committee considered this matter at its meeting of July 10, 2019. The Committee required Dr. Michaud to attend at the College to be cautioned in person with respect to office management practices and its implication for patient care and outcomes, including the storage of medical records, communications with staff, and test results management.

The Committee also directed an undertaking from Dr. Michaud. The undertaking requires Dr. Michaud to engage in professional education in recordkeeping, practice management, and professionalism. As detailed in the undertaking, Dr. Michaud must be supervised for a minimum of seven months; complete coursework in medical record-keeping, and effective team management; complete self-study in medical record-keeping, test results management, and patient confidentiality among other things; and undergo a reassessment approximately six months after she completes the period of clinical supervision.

*The College received Dr. Michaud's signed undertaking dated August 6, 2019.*

**COMMITTEE'S ANALYSIS**

As a result of this investigation, the Committee is concerned about Dr. Michaud's office management and its implication for patient care and outcomes.

The Committee is troubled that Dr. Michaud failed to store records appropriately, did not complete dictations in a timely manner, and did not act on test results in a timely manner. Dr. Michaud practices cardiology and thus has many patients with serious illnesses; delayed management for these patients places them at high risk. For example, after testing cardiology patients may need urgent interventions (such as having a pacemaker inserted, implantable cardioverter defibrillator battery changed, or anticoagulants prescribed.) Though Dr. Michaud told the College that staffing issues affected her office organization, the Committee noted that Dr. Michaud is responsible for her staff and ensuring that her office is managed so that it does

not impact patient care. The Committee noted that its concerns would be satisfied if an undertaking could be obtained from Dr. Michaud to address the issues in question.

In addition to Dr. Michaud's undertaking, the Committee has determined that the appropriate disposition is to require Dr. Michaud to attend at the College to be cautioned in person with respect to office management practices and its implication for patient care and outcomes, including the storage of medical records, communications with staff, and test results management. Though Dr. Michaud does not have concerning prior College complaints or investigations, Dr. Michaud's poor office practices represented a major lapse of professional judgement that justifies issuing a verbal caution in the Committee's view.