

**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. Jayant Shankerprasad Bhatt (CPSO #26042)  
(the Respondent)**

## **INTRODUCTION**

The Complainant attended an appointment with the Respondent. The Complainant contacted the College of Physicians and Surgeons of Ontario (the College) to express concerns about the Respondent's care and conduct.

## **COMPLAINANT'S CONCERNS**

**The Complainant is concerned about the care and conduct of the Respondent when he attended the Clinic. The Complainant is concerned that the Respondent communicated in a manner that was rude, condescending, inappropriate and unprofessional when he attended with pink eye.**

## **COMMITTEE'S DECISION**

A General Panel of the Committee considered this matter at its meeting of January 22, 2020. The Committee received an undertaking from the Respondent and required the Respondent to attend at the College to be cautioned in person about appropriate patient interactions including with regards to respect and privacy.

## **COMMITTEE'S ANALYSIS**

- The Complainant felt that much of his appointment with the Respondent inappropriately focused on matters not related to his primary concern, and that the Respondent did not appropriately address his pink eye (his primary concern). The Complainant also felt the Respondent communicated in a condescending way, and that other patients may have overheard the conversation.
- The Respondent's records showed a brief note regarding pink eye, and his response and notes showed that he did provide eye drop instructions. He did note that the Complainant had other health issues which he discussed, but that the Complainant's perception was different than intended. Rather, the Respondent said that the discussion was to ensure that he provided appropriate preventative care. The Respondent also claimed that he closed the door appropriately for privacy.

- As a result of this investigation, the Committee had concerns about the Respondent's clinical care and professionalism. The Respondent has a long history with the College. The most serious aspects of this history include a Discipline referral related to his inappropriate conduct with nursing and other staff, as well as an undertaking and verbal caution regarding rude and unprofessional conduct.
- If this case had occurred in isolation, the Committee would have commented that the Respondent's notes lacked a complete history regarding the Complainant's eye symptoms, that it appeared to have been a cursory examination, and that the interaction lacked compassion and appropriateness.
- However, given the Respondent's past difficulties with regards to his professionalism and communications, the Committee's concerns regarding his communications and manner were heightened. The Committee also expected to see a more comprehensive history and examination recorded. The lack of such documentation raised concerns about his clinical care. Further, the Committee noted that Tobradex is not an appropriate treatment for pink eye because it contains a steroid.
- The Committee was satisfied that an undertaking would address the concerns identified in the College's investigation about the clinical care aspect and some of the professionalism issues in the Respondent's practice.
- In addition to accepting the Respondent's undertaking, the Committee determined that the appropriate disposition was to require the Respondent to attend at the College to be cautioned in person about appropriate patient interactions including with regards to respect and privacy.