

**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. Iram Kareemi Zando (CPSO# 59919)**

**INTRODUCTION**

The College received information raising concerns about Dr. Zando's clinical practice, communications and medical record-keeping. Subsequently, the Committee approved the Registrar's appointment of investigators to conduct a broad review of Dr. Zando's practice.

**COMMITTEE'S DECISION**

A General Panel of the Committee considered this matter at its meeting of July 24, 2019. The Committee required Dr. Zando to complete a specified continuing remediation and education program (SCERP) consisting of courses in medical record-keeping and communication, a period of clinical supervision and a reassessment three months following completion of the clinical supervision.

**COMMITTEE'S ANALYSIS**

As part of this investigation, the Registrar appointed an independent Assessor to review a number of Dr. Zando's patient charts, interview Dr. Zando, and submit a written report to the Committee. The Assessor identified concerns about Dr. Zando's clinical care in several charts, including a lack of judgement in ordering cardiac testing when there was no clear indication for doing so, her management of a patient's diabetic foot ulcers, having a patient undergo a treadmill stress test with no indication, failing to refer a patient with an infected hand to a plastic surgeon, and in ordering heart testing and in certain prescribing. The Assessor identified a risk of harm in two cases. The Assessor also noted flaws in how Dr. Zando gathered patient histories.

In the related public complaint, the Committee identified concerns about diabetes care, care of a patient's PCOS and indications for antibiotic use, and, taking into account Dr. Zando's College history, the Committee identified communications issues.

The Assessor who reviewed this matter for the College noted medical record-keeping deficiencies in certain charts, including reliance on templates and checking off items in the patient history, leading to inaccuracies, discrepancies within the documentation (for example, that a Pap smear was not done and that one was done at the same visit), garbled text, and discrepancies between dates in records and those in OHIP billings. Dr. Zando acknowledged that her record-keeping needs improvement.

The Committee further identified a concern about Dr. Zando's need to avoid conflict of interest in the ordering of tests/competing interests.

Based on all of the above, the Committee imposed a SCERP that would provide remediation, education and supervision on the following issues:

- a) diabetes care
- b) care of polycystic ovary syndrome
- c) indications for antibiotic use
- d) test ordering, and avoiding conflict of interest in the ordering of tests/competing interests
- e) medical record-keeping, including adequate detail and timely recording
- f) respectful, professional communication.

The Committee determined it would be appropriate in this case to have Dr. Zando's practice undergo a reassessment following completion of the SCERP, so as to ensure that Dr. Zando's completion of the required remediation/education has corrected the concerns that the Committee identified to be of concern in her practice.