

**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. Collins Hong (CPSO #54042)
(the Respondent)**

INTRODUCTION

The Patient was referred to the Respondent regarding removal of a mole on his back. The Complainant contacted the College of Physicians and Surgeons of Ontario (the College) to express concerns about the Respondent's care and conduct.

COMMITTEE'S DECISION

A Surgical Panel of the Committee considered this matter at its meeting of February 7, 2025. The Committee required the Respondent to appear before a Panel of the Committee to be cautioned with respect to professional behaviour and to provide a written report to the College.

COMMITTEE'S ANALYSIS

The Complainant expressed concern that the Respondent acted in an unprofessional manner by wearing earphones during the encounter and acted in a dismissive manner by saying, "Life is a gift, and you should feel blessed you are here getting this done. If you think this is painful, it could turn into skin cancer and that would be much, much more painful. Don't rush me."

The Respondent acknowledged that he had an earbud in one ear while he was excising the Patient's mole and that he made the comment about life being a gift. He expressed regret that the Complainant interpreted the comment negatively, as he was communicating his feeling of being thankful that the Patient's family had acted so quickly towards a suspicious mole.

The Committee recognized that the Respondent might have meant his comment in a positive manner, and that it is important for physicians not to feel rushed during procedures; however, the Committee was concerned by the Respondent's response to this complaint. It was not apparent to the Committee that the Respondent had reflected on his care or on the effect his actions appeared to have had on the Patient. The Respondent did not fully acknowledge in his response that the Patient was uncomfortable during the procedure and that he missed opportunities to communicate more effectively and empathetically to try to put the Patient at ease.

The Respondent's comments to the College were focused on early treatment of skin cancer, which is important. There could be little doubt, however, that the Patient and his

family had a negative experience, and the Committee would have expected the Respondent to acknowledge that there was room for improvement in his approach.

The Respondent's history with the College includes complaints about the Respondent's communication and professionalism toward patients. While the Committee was satisfied upon review of the record that the Respondent's medical care in the current case was appropriate, it was concerning to the Committee that the issue of communication and professionalism was a recurring theme. For this reason, the Committee decided to require the Respondent to appear before a panel of the Committee to be cautioned in this matter and to provide a written report.

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