

**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)
(the Respondent)**

INTRODUCTION

The Complainant (Patient A) and her family member (Patient B) attended the Respondent from 2014 - 2015. The Respondent treated Patient A for polycystic ovary syndrome (PCOS) and Patient B for diabetes.

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 with the conduct and rude, unprofessional communication of the Respondent towards herself and her family member, Patient B, during visits to the Respondent's office between 2014 and 2015.

COMMITTEE'S DECISION

A General Panel of the Committee considered this matter at its meeting of July 24, 2019. The Committee required the Respondent 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

Clinical issues

As part of this investigation, the Committee retained an independent Assessor who specializes in internal medicine. The Assessor opined that the Respondent's treatment of Patient A's PCOS and of Patient B's diabetes failed to meet the standard. The Assessor further was concerned about the Respondent's use of antibiotics with no clear indication.

The Committee included these clinical areas in the education to be completed under the SCERP.

Communication issues

- The Committee was not in a position to determine with certainty whether the Respondent was unprofessional in her communications with Patients A and B.
- Having said that, given the Respondent's history of complaints to the College regarding her professionalism and communications, and taking into account the other matters about the Respondent which were reviewed at the same meeting, the Committee was left with the impression that there may be something lacking in the Respondent's communication style that results in patients having a negative perception of their encounters with her, and that the Respondent would benefit from some remediation on this issue.
- The Committee therefore included communications education in the SCERP.

Medical Record-Keeping

- In the course of reviewing this complaint, the Committee had concerns about the Respondent's medical record-keeping. The Assessor who reviewed this matter for the College also expressed concerns about the Respondent's documentation, in particular, about her failure to update the Cumulative Patient Profiles (CPPs).
- In the Committee's view, the Respondent's records in this case were sparse and incomplete. The Committee believed the Respondent would benefit from remediation regarding medical record-keeping, so included this element in the SCERP also. .