

## SUMMARY

### DR. HARVEY CHRISTOPHER HYSON (CPSO# 70546)

#### 1. Disposition

On July 5, 2018, the Inquiries, Complaints and Reports Committee (the Committee) required neurologist Dr. Hyson to appear before a panel of the Committee to be cautioned with respect to his office management.

#### 2. Introduction

The Patient complained to the College that Dr. Hyson failed to manage his office in a professional manner, causing her unnecessary frustration when she attended his clinic, for example, he failed to return her telephone calls, failed to complete forms and send updates to her family physician, and failed to refer her for a second opinion.

Dr. Hyson responded that he left more than one message for the Patient in response to her telephone calls, he actually completed the required forms twice and the agency involved informed him they required no further information, he updated the Patient's family physician, and he sent a referral for a second opinion.

#### 3. Committee Process

A General Panel of the Committee, consisting of public and physician members, met to review the relevant records and documents related to the complaint/investigation. The Committee always has before it applicable legislation and regulations, along with policies that the College has developed, which reflect the College's professional expectations for physicians practising in Ontario. Current versions of these documents are available on the College's website at [www.cpso.on.ca](http://www.cpso.on.ca), under the heading "Policies & Publications."

#### **4. Committee's Analysis**

Dr. Hyson's College history includes three previous cautions (in December 2017) on issues related to his office management, as well as advice (January 2017) on issues related to the timeliness of his response to colleagues and to patients. The Committee referred Dr. Hyson to the College's Discipline Committee in November 2017, for allegations of professional misconduct.

Notwithstanding what Dr. Hyson relayed in response to this matter, the Committee was concerned, overall, that his office management was again an issue that has caused a patient to lodge a complaint with the College. This was indicative to the Committee of a pattern of poor administrative management, which appears refractory to interventions, to the frustration of patients.

The Committee was of the view that a serious response was required, given the similarity of this case to those noted above in Dr. Hyson's history at the College.

Noting the outstanding referral to the Discipline Committee, as well as the timing of the events in this complaint (around the same time the Committee issued its decisions surrounding the previous cautions), the Committee decided that a caution was appropriate in this case.