

SUMMARY

DR. DAVID SLYFIELD (CPSO# 26724)

1. Disposition

On November 8, 2017, the Inquiries, Complaints and Reports Committee (“the Committee”) required general practitioner Dr. Slyfield to appear before a panel of the Committee to be cautioned with respect to his failure to provide a copy of a patient’s complete records when requested.

2. Introduction

A patient complained to the College that Dr. Slyfield failed to provide a copy of her medical record to her insurer and to her family physician when requested. She also expressed concern that Dr. Slyfield was rude to her during a telephone conversation about her request for records.

Dr. Slyfield reported that when he received the insurer’s request for a copy of the patient’s records, he sent a quotation setting out the fee for the records, which he stated he required in advance. He indicated he did not receive the fee and heard nothing more from the insurer. As for the request to transfer records to the family doctor, he said he first sent a copy of his initial consultation note, and then a summary of his visits with the patient. He confirmed he did not send a complete copy of his records to either the insurer or the family physician.

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. 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, under the heading "Policies & Publications."

4. Committee's Analysis

The Committee noted that it was clear that when Dr. Slyfield received a request for records from the patient's insurer, he forwarded a quotation for a fee for producing the requested records, but did not ever provide the insurer with a copy of the records. Furthermore, there was no indication that he ever followed up with the insurer after sending the quotation (for example, to ensure that they received the quotation) when he heard nothing further from the insurer.

The Committee also noted that while Dr. Slyfield did send the patient's family physician an initial consultation note, and then a summary of her records, he did not send a copy of the entire record, which is what the patient wanted, and which she was entitled to, in accordance with the College's policy on *Medical Records*.

Given Dr. Slyfield's failure to respond in an appropriate manner to the patient's request for a transfer of her records, the Committee felt a caution, as set out above, was warranted.

In terms of Dr. Slyfield's manner and language during his telephone conversation with the patient regarding her request for records, the Committee was faced with the parties' competing recollections, with no independent information to assist it in preferring one version of events over the other. As such, the Committee could not determine the quality of the interaction, and whether Dr. Slyfield was in any way inappropriate in his manner towards the patient. In the circumstances, the Committee stated its expectation that a physician will ensure that he/she communicates with patients in a professional manner at all times.