

## **SUMMARY**

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

#### **1. Disposition**

On December 20, 2017, 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**

A patient complained to the College that Dr. Hyson failed to respond to requests for a referral to another specialist, and to requests that he transfer a copy of the patient's medical record to other physicians.

Dr. Hyson responded by apologizing for his delay in responding to the patient's requests, stating that he had been under a great deal of personal stress. He advised that he was only in his office every two weeks, and had been relying on an answering service to pick up his calls, but learned that the service was missing calls. He reported that he had retained a new answering service, and that he would respond to the patient's requests immediately.

#### **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](http://www.cpso.on.ca), under the heading "Policies & Publications."

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

After Dr. Hyson was notified of the complaint, he did take immediate steps to send the patient's records to other specialists, as requested. However, the Committee was troubled by Dr. Hyson's clear failure to respond appropriately to administrative tasks in his office in a timely manner, despite repeated requests by the patient. Not only did Dr. Hyson fail to send the necessary referral over several months, but he also failed to respond to the patient's telephone calls to his office about the referral, requiring the patient to make the effort to attend Dr. Hyson's office in person to speak with him.

The Committee noted that this is not the first complaint the College has received about Dr. Hyson's administrative practice. In fact, he received advice from the Committee in January 2017 about responding to patient requests in a timely manner. In addition, the Committee had two concurrent complaints before it, raising similar concerns about Dr. Hyson's administrative conduct.

Dr. Hyson reported that he is regularly absent from his office and he does not appear to have administrative staff to respond to matters when he is not there. Instead, he attempts to manage his office long-distance, with the aid of an answering service, and it is clear to the Committee that he is failing to meet all of his obligations to his patients. This scenario raises a significant potential for harm to patients, unless proper safeguards are put in place (which Dr. Hyson does not appear to have put into place).

For these reasons, the Committee felt it was appropriate to have Dr. Hyson attend for the caution set out above.