

**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. Mahmud Kara (CPSO #59474)
(the Respondent)**

INTRODUCTION

The Complainant attended the Respondent's clinic on multiple occasions between March 2019 and September 2019 for cosmetic Botox injections. These were administered by staff at the Respondent's clinic. In July 2021, the Complainant purchased three units of laser therapy and 82 pre-paid units of Botox for future treatment.

The Respondent took a leave of absence and then subsequently closed his practices in the summer of 2021.

The Complainant contacted the College of Physicians and Surgeons of Ontario (the College) to express concerns about the Respondent's care and conduct.

COMPLAINANT'S CONCERNS

The Complainant is concerned with the care and conduct of the Respondent after paying for Botox and laser treatments that have not been fulfilled. Specifically, the Respondent:

- **inappropriately took her payment, while knowingly closing his practice;**
- **inappropriately closed his office locations abruptly without providing notice or contact information; and**
- **had his staff inappropriately offer a Laser treatment immediately following Botox injection, rather than waiting the required two weeks post injection.**

COMMITTEE'S DECISION

The Committee considered this matter at its meeting of May 8, 2023. The Committee required the Respondent to appear before a Panel of the Committee to be cautioned with respect to his failure to abide by obligations and responsibilities regarding temporary absences or closing of a medical practice while ensuring continuity of patient care, including not communicating with patients and not following the College policy, *Closing a Medical Practice*. The Committee also decided to accept an undertaking that is now posted on the public register.

COMMITTEE'S ANALYSIS

*Inappropriately took the Complainant's payment, while knowingly closing his practice;
- and -
Inappropriately closed his office locations abruptly without providing notice or contact information*

As part of this investigation, the Committee retained an independent Assessor who specializes in plastic surgery. The Assessor expressed the view that, contrary to the College's policy, *Closing a Medical Practice*, the Respondent did not have a proactive plan in place for his office's closure and he did not take reasonable steps to ensure the Complainant's ongoing care. In this way, the abrupt closure of the Respondent's practice and his out-of-hospital facility did not meet the standard of care.

The Committee concurred with this view and decided to caution the Respondent in regard to this aspect of his care and to accept the undertaking.

Had his staff inappropriately offer a Laser treatment immediately following Botox injection, rather than waiting the required two weeks post injection

The Committee took no action with respect to this area of concern.