

**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. Jason Edmund Elliott Murdoch (CPSO #76765)
(the Respondent)**

INTRODUCTION

The Complainant in this case is a law firm representing a patient in a personal injury lawsuit. The Respondent was the patient's family physician.

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 that the Respondent failed to respond to repeated requests for the patient's medical records, which were required for a personal injury case.

COMMITTEE'S DECISION

A General Panel of the Committee considered this matter at its meeting of August 20, 2019. The Committee required the Respondent to attend at the College to be cautioned in person with respect to his failure to provide medical records in a timely manner. The Committee also requested that the Respondent provide the Committee with a written report regarding his obligation to provide medical records upon patient request, as per the College's *Medical Records* policy.

COMMITTEE'S ANALYSIS

The Committee found the Respondent's conduct in this matter to be concerning. It took the Respondent approximately two years to provide the patient's medical record. His excuses for failing to provide the record in a timely manner (that the patient's condition was not stable or that the record was very large) were not reasonable.

The Respondent's history with the College includes several complaints regarding failure to respond to requests for medical records in a timely manner. The Committee cautioned the Respondent in person on this issue in 2009 and 2011. The Committee was disappointed that the College continues to receive complaints about the Respondent's failure to provide records upon request, despite the College's interventions.

It was particularly concerning to the Committee that the Respondent was under investigation by the College at the time of the events in the current complaint and yet he still failed to respond to the Complainant's records request when it arrived at his office.

As a result of this investigation, the Committee concluded that a verbal caution was warranted in this case.