

## SUMMARY

### DR. SOUDABEH AGHAZAMAN KASHANI (CPSO# 65926)

#### 1. Disposition

On August 9, 2016, the Inquiries, Complaints and Reports Committee (“the Committee”) ordered family physician Dr. Aghazaman Kashani to complete a specified continuing education and remediation program (“SCERP”). The SCERP requires Dr. Aghazaman Kashani to:

- Successfully complete a medical record-keeping course
- Undertake self-directed learning with respect to the College’s Policy on *Medical Records*
- Attend for one-to-one coaching in communications
- Undergo a reassessment.

#### 2. Introduction

A family member of a three year-old patient complained to the College that when they attended Dr. Aghazaman Kashani for assessment and treatment of the child’s pink eye, which had caused her eyes to be badly crusted, Dr. Aghazaman Kashani did not provide adequate treatment to the child, and did not offer comfort measures during the visit.

Dr. Aghazaman Kashani responded that she assessed the child and provided appropriate treatment, including antibiotic eye drops, discussion of hygiene and advice to follow up if the child was not better by the next day. She thought it best not to attempt to clean the child’s eyes in the office, and advised the family member to shower the child at home.

#### 3. Committee Process

A 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.” In the present case, the Committee referred to Policy #4-12, *Medical Records*.

#### 4. Committee’s Analysis

The Committee was satisfied that Dr. Aghazaman Kashani’s assessment, diagnosis and management of the child’s condition were adequate.

However, the Committee was concerned about Dr. Aghazaman Kashani’s communications approach in this case, which did not seem to exhibit compassion for the child’s discomfort or the family member’s concern. Dr. Aghazaman Kashani acknowledged some communication difficulty in her interaction with the family member respecting the child. The Committee noted that Dr. Aghazaman Kashani has a history of complaints to the College raising communications issues, and that this Committee previously suggested to Dr. Aghazaman Kashani that she take a communications course, which she has not done, to date. These concerns led the Committee to impose the elements of the SCERP aimed at improving Dr. Aghazaman Kashani’s physician-patient/parent communications.

Further, during the course of investigating this matter, the Committee had concerns about Dr. Aghazaman Kashani’s medical record-keeping. Dr. Aghazaman Kashani acknowledged legibility issues in part of the record, and some missing elements. The Committee noted that Dr. Aghazaman Kashani’s College history contains similar concerns. This led the Committee to impose the elements of the SCERP aimed at improving Dr. Aghazaman Kashani’s approach to medical record-keeping.