

**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 office for a pre-operative consultation for a breast lift. The surgery was scheduled for September 2021, and the Complainant paid the full cost for the procedure in advance.

The Respondent took a leave of absence from his practice in July 2021 and subsequently closed his plastic surgery clinics. He did not carry out the Complainant's surgery.

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 about the Respondent's conduct after she paid in full for a breast lift. Specifically, the Respondent:

- **Inappropriately cancelled the Complainant's surgery and consultation the night before her consultation**
- **Failed to provide the Complainant with a refund for the cancelled services**
- **Failed to return the Complainant's messages and e-mails, stopped answering her telephone calls and has now inappropriately discontinued his phone services**
- **Inappropriately closed his offices without providing notice.**

COMMITTEE'S DECISION

The Committee considered this matter at its meeting of August 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 the obligations and responsibilities regarding temporary absences or closing of a medical practice to ensure continuity of patient care, including communicating with patients and his failure to follow 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

As part of this investigation, the Committee retained an independent Assessor who specializes in plastic surgery. The Assessor expressed the view that it appeared that the Respondent made little or no attempt to help the Complainant receive medical care from another surgeon after he closed his practice or to provide her with a timely refund so she could seek out another surgeon. 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.