

PUBLIC SUMMARY

DR. Timothy Remillard (CPSO# 62578)

1. Disposition

On July 8, 2015, the Inquiries, Complaints and Reports Committee (“the Committee”) ordered family medicine specialist Dr. Remillard to appear before a panel of the Committee to be cautioned with respect to unprofessional behaviour in failing to attend upon a patient in the Emergency Department while on call.

2. Introduction

Patient A complained to the College that Dr. Remillard, as physician on duty, failed to provide adequate care by refusing to see her in the Emergency Department of a small community hospital after she was triaged as “CTAS3” (Canadian Triage and Acuity Scale Level 3). Patients triaged at this level need to be seen by a physician within 30 minutes 90% of the time.

Dr. Remillard had left the Emergency Department to go to his office in a nearby town by the time Patient A had been triaged. When contacted by hospital staff, Dr. Remillard suggested that Patient A travel to his office to be assessed or wait for him to return to the hospital.

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 as well as College policies and relevant legislation.

4. Committee’s Analysis

While the Committee recognized that it is not uncommon for physicians on call in small community hospital Emergency Departments to leave the department when there are no patients, nevertheless they are still required to return in a timely manner to assess and manage any active patients. The Committee was concerned that Dr. Remillard failed to return in a timely manner to assess Patient A (a patient triaged at an acute level) and also felt that it was not appropriate for Dr. Remillard to expect Patient A to travel to his office for assessment.

The Committee noted that it has previously addressed complaints with respect to Dr. Remillard's communications with patients. In addition, the Committee also considered the fact that it received a concurrent complaint against Dr. Remillard from another patient raising similar concerns with respect to his professionalism and communications in the Emergency Department. Given these reasons, the Committee decided to caution Dr. Remillard in person.