

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 regarding unprofessional communications with peers and patients, and also required Dr. Remillard to undergo a specified continuing education or remediation program involving individualized coaching in communications and self-directed learning.

2. Introduction

Patient B complained to the College that Dr. Remillard failed to provide adequate care in the Emergency Department, in that he failed to take time to assess Patient B’s symptoms and provide treatment advice regarding medications, and also that he communicated in a rude, abrupt, and dismissive manner questioning why he was even involved in assessing her, and failed to answer questions.

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

A specialist involved in Patient B’s care had advised Patient B to go to the Emergency Department for assessment of symptoms. Dr. Remillard attended upon Patient B in the Emergency Department and also spoke to Patient B’s specialist by telephone. The Committee felt that Dr. Remillard’s assessment of Patient B was adequate, although it remarked that his documentation of his examination could have been better. The Committee was troubled, however, by Dr. Remillard’s interactions with Patient B and Patient B’s specialist (who provided support for Patient B’s account of the interaction with Dr. Remillard). Patient B’s specialist reported that thirty minutes after the referral of her patient, she answered a page from Dr.

Remillard who asked her “What the hell do you want from me?” in a disrespectful manner with respect to Patient B’s assessment.

Dr. Remillard informed the Committee that he faced many competing demands upon his time that day and acknowledges that he may have been more terse in his communications than he appreciated.

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 and require Dr. Remillard to undergo a specified continuing education or remediation program involving individualized coaching in communications and self-directed learning.