

**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. Iram Zando
(CPSO #59919)
(the Respondent)**

INTRODUCTION

The Complainant contacted the College of Physicians and Surgeons of Ontario (the College) to express concern about the Respondent's conduct.

The Respondent saw the Complainant at a walk-in clinic in July 2019.

COMMITTEE'S DECISION

A General Panel of the Committee considered this matter at its meeting of January 31, 2024. The Committee required the Respondent to appear before a Panel of the Committee to be cautioned with respect to communications and professionalism.

COMMITTEE'S ANALYSIS

According to the Complainant, when she attended the walk-in clinic believing she needed blood work, the Respondent was unprofessional and aggressive in her manner.

The Respondent told that College that she was not unprofessional or aggressive. She indicated that the Complainant became argumentative when she declined to order the unnecessary blood work. She pointed out that she had successfully completed an educational program to improve her communication skills with patients. In particular, she learned strategies to minimize the potential for misunderstanding and disagreement.

The Committee noted that patients occasionally present with specific requests that may pose challenges for physicians to address. However, physicians should always communicate with patients effectively and compassionately and maintain professionalism when addressing their concerns. It appeared that the Respondent was unable to communicate with the Complainant in a manner that allowed for an effective and professional interaction.

The Committee noted that the Respondent's College complaints history showed a pattern of communication challenges with patients. The Respondent's history, including the present complaint, suggested a concerning pattern of behaviour that the Committee felt compelled to address.

On the basis of the above, the Committee decided to caution the Respondent.