

**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. Mohamed Emad Hussein Abdalla

**(CPSO #83551)
(the Respondent)**

INTRODUCTION

The Complainant was a member of the Respondent's family practice for many years.

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 that the Respondent as her family physician, failed to provide appropriate care in that he did not appropriately monitor and treat her hypertension over the past two years. Specifically, the Respondent:

- **changed her blood pressure medication for no apparent reason, from one that she could tolerate to one that caused a dry hacking cough;**
- **refused to change her blood pressure medication back to the previous one, or to one that she could better tolerate, when she reported the persistent side effect; and**
- **told her that he would not prescribe anything if she was not going to take the medication that he recommended, when she continued to request a change in medication, and then he did not renew her prescription.**

The Complainant is also concerned that the Respondent failed to manage his office appropriately in that:

- **he requested/permitted his secretary/wife to call the Complainant chastised her for having attended an Urgent Care Clinic on the weekend;**
- **his secretary threatened the Complainant and told her she will never find another doctor;**
- **his secretary told her that she needed to bring the medication to the clinic; and**
- **he sent letters to the Urgent Care Clinic and the pharmacy directing them not to continue to provide care/service to the Complainant.**

COMMITTEE'S DECISION

A Family Practice Panel of the Committee considered this matter at its meeting of June 25, 2021. The Committee required the Respondent to complete a specified continuing education or remediation program (SCERP), consisting of successful completion of a medical record-keeping course, through a course provider indicated by the College.

COMMITTEE'S ANALYSIS

Did not appropriately monitor and treat the Complainant's hypertension over the past two years

The record indicates that the Respondent appropriately treated the Complainant's hypertension and provided close follow-up. However, in reviewing the Respondent's records, the Committee was concerned by the brevity of the notes, which had very little detail about what was discussed during the visits. In particular, there was no documentation regarding the change in medication and the reasoning behind it. It was difficult for the Committee to know with any certainty what discussions the Respondent had with the Complainant about her medication changes/renewals.

Overall, the Committee was of the opinion that the Respondent's records were lacking, not only in their comprehensiveness, but also in their legibility. This hampered the Committee's ability to understand the Respondent's thought process and management. The Committee noted with concern that the Respondent has received previous advice regarding the legibility of his records.

The Committee was of the opinion that the Respondent would benefit from remediation in the area of his record keeping.

Efforts to obtain an undertaking from the Respondent in this regard were not successful, even though the Respondent indicated he had completed certain elements of a proposed undertaking.

The Committee stated that although the Respondent had completed some of the elements of the proposed undertaking, he had not satisfactorily completed the medical record keeping course that he said he had attended. In particular, he had not provided the College with evidence that he had completed the post-workshop assignments (which are a required element of the course) and a formal certificate of completion.

The Committee decided to require a specified continuing education and remediation program, to ensure completion of the medical record keeping course in order to adequately address the educational needs the Committee perceived in this case.

The Committee took no further action on the other elements of the complaint.