

**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. Paul William Gilbert Matthews (CPSO #64339)
General Practice
(the Respondent)

INTRODUCTION

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

COMPLAINANT'S CONCERNS

The Complainant is concerned that the Respondent failed to complete a long-term care (LTC) assessment form for the Patient in a thorough and timely manner and is also concerned that the Respondent conducted his office in a disorganized fashion between 2020 and 2021.

COMMITTEE'S DECISION

A General Panel of the Committee considered this matter at its meeting of April 6, 2022. The Committee required the Respondent to complete a specified continuing remediation and education program (SCERP) consisting of: professional education, including a medical record-keeping course, and self-directed learning (review and written summary of the following College policies: *Medical Records Documentation*, *Third Party Medical Reports*, and *Availability and Coverage*); and reassessment approximately 6 months following the Respondent's completion of the required remediation/education.

COMMITTEE'S ANALYSIS

The Committee noted that when it first considered this matter in December 2021, it shared the Complainant's concerns about the Respondent's care and therefore proposed that the Respondent enter into an undertaking with the College to address the issues identified.

The Respondent elected not to enter into the undertaking but otherwise provided no reasons to explain his refusal.

The Committee remained concerned about the Respondent's management of the Patient's care in this case when it considered the matter for a second time, noting that

an application for long-term care for a patient needing this service was delayed for at least one year, and this has created hardship for the Patient and possibly put him at risk of harm. The Respondent explained that “clerical errors” were the reason for the delay. The Committee questioned how many other clerical errors are being made in the Respondent’s practice. Ultimately, the Committee noted, the Respondent’s medical record-keeping and documentation does not meet the standard of practice in terms of detail, accuracy, and legibility, and timeliness.

Given that the Respondent declined to enter into an undertaking with the College, the Committee therefore required that he complete the SCERP outlined above to address the educational needs identified in this case.