

**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. Sheridan Reavely-Diaz (CPSO #62947)
(the Respondent)**

INTRODUCTION

The Respondent saw the Complainant at a walk-in clinic and the Complainant requested a referral for a colonoscopy. The Complainant contacted the College of Physicians and Surgeons of Ontario (the College) to express concerns about the Respondent's care.

COMPLAINANT'S CONCERNS

The Complainant is concerned about the Respondent's care, including that the Respondent asked her to do a blood test and colon screening which was done a year ago, that clinic staff were rude and disrespectful to her, and that after calling the clinic several times, the Respondent sent the wrong referral.

COMMITTEE'S DECISION

A Panel of the Committee considered this matter at its meeting of October 17, 2019. The Committee required the Respondent to attend at the College to be cautioned in person with respect to professionalism, delayed response to the College, and altered medical records. The Committee also issued advice to the Respondent on professional office management.

COMMITTEE'S ANALYSIS

Re: rude staff, delay in sending referral, wrong referral sent

In the Committee's view, the Complainant's concerns related to administrative problems in the Respondent's office. The delays sending the referral and sending the wrong referral reflected a pattern of unorganized office management, as seen in past complaints to the College regarding the Respondent and in concurrent matters before the Committee. The Committee felt that the Respondent's response to the College showed a lack of responsibility over office management at the clinic and a lack of concern that her patients were treated in an unprofessional manner. Therefore, the Committee issued advice to the Respondent on this aspect of the complaint.

Medical Records

The Committee noted significant discrepancies in some of the medical records, as revealed in the audit trail report. The discrepancies between the records in this case made it challenging for

the Committee to review and resolve the complaint. Additionally, the Respondent did not comply with the College's policy, *Medical Records*, to ensure that changes to the record were appropriately dated and initialed. The Committee's concern was heightened by the Respondent's history of medical record keeping issues, and similar discrepancies in the Respondent's medical records in several concurrent cases before the Committee. As a result, the Committee believes it is appropriate to caution the Respondent with respect to altered medical records.

Professionalism and Cooperation with the College

The College investigator had to follow up with the Respondent several times to obtain patient records and a response. The Respondent provided reasons for her delayed response to the College; however, the Committee remained concerned that her lack of response in this case appeared to be part of an ongoing pattern of poor communication with the College, as this was not the first time the Respondent appeared uncooperative with a College investigation. While the Respondent eventually cooperated with the College, she did not respond to the College's inquiries in a timely manner. In the Committee's view, the Respondent's behaviour was not in keeping with the medical profession's foundational values and policies. The Committee therefore decided to caution the Respondent.