

**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. Wei Ting Xiong (CPSO #132321)  
(the Respondent)**

## **INTRODUCTION**

The Respondent was the Patient's family physician. The Patient contacted the College of Physicians and Surgeons of Ontario (the College) to express concern about the Respondent's care and conduct, including that he fails to complete in-person physical assessments and that he schedules frequent, unnecessary telephone appointments which are conducted by an assistant.

## **COMMITTEE'S DECISION**

The Committee considered this matter at its meeting of October 29, 2025. The Committee required the Respondent to appear before a Panel of the Committee to be cautioned with respect to his virtual care practices, including scheduling unwarranted appointments, not conducting in-person appointments when clinically indicated, and his failure to actively engage in virtual clinical encounters.

The Committee also accepted an undertaking from the Respondent.

## **COMMITTEE'S ANALYSIS**

The Committee considered that the Respondent, who was licensed for Independent Practice with the College in June 2023, has been the subject of multiple prior complaints involving allegations that he has limited patient interactions, improperly delegates to a physician assistant, and schedules multiple unnecessary virtual appointments. As a result of these complaints, the Respondent agreed to undergo education, including with respect to delegation and virtual care. The Respondent received the decisions related to these complaints prior to providing care to the Patient.

While the Respondent disagreed with some of the Patient's allegations, his history with the College provided support for the Patient's report of his experience and heightened the Committee's concerns.

Based on the medical record, the information provided by the Patient, and the Respondent's history, the Committee was concerned that the frequency of the Patient's appointments, five within a month-and-a-half period, was not based on clinical need.

The Committee further noted that some issues addressed at the Patient's virtual appointments required an in-person assessment. As directed in the College's policy, *Virtual Care*, physicians must only provide virtual care if it is in the patient's best interest and when the quality of care will not be compromised. Patient preference or providing care to a greater number of patients is not an acceptable reason to provide virtual care if virtual care is not also clinically appropriate.

The Committee was also concerned by the Respondent's failure to actively participate in the Patient's virtual appointments. The Committee noted that physicians should be interacting with patients themselves in order to foster patient trust and patient-centred care, and to ensure that patients understand the nature and significance of their conditions and the treatment options available to them.

The Committee noted that the Respondent is new to medical practice and it is concerning that he should be the subject of so many similar complaints so early in his career. Considering this, along with the concerns about the Respondent's care of the Patient, the Committee was satisfied that it was appropriate to caution the Respondent to review the care in question and to discuss ways in which such concerns can be prevented in future.

This is a summary of the Committee's decision as it relates to the Caution disposition.