

**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 Complainant contacted the College of Physicians and Surgeons of Ontario (the College) to express concern about the Respondent, a general practitioner. The Complainant's concerns relate to care for ongoing concerns of bleeding hemorrhoids and difficulty in contacting the Respondent and his office as well as other issues.

COMMITTEE'S DECISION

The Committee considered this matter at its meeting of May 1, 2024. The Committee required the Respondent to appear before a Panel of the Committee to be cautioned with respect to his failure to comply with the College's policy on availability and coverage.

The Committee also accepted an undertaking from the Respondent.

COMMITTEE'S ANALYSIS

Concern that the Respondent is difficult to reach as he has no telephone number and is only available via the "WeChat" [smart phone] application

The Committee noted that the Respondent referred in his response to the complaint to the College's policy on availability and coverage, maintaining that his practice is consistent with that policy. The Committee disagreed with the Respondent, noting that he did not ensure that voicemail messages were reviewed and responded to in a timely manner or employ a secure means of electronic communication, contrary to the policy.

The Committee noted that:

- The Respondent's use of WhatsApp or WeChat as a means of communication with patients is not secure. While this appears to have been the most effective means of communication for the Complainant with the Respondent's office, use of such applications is not consistent with College policy.
- The Respondent's reliance on non-secure smart phone applications for patient communications represents a risk that patients' personal health information may be breached. Physicians must ensure patient confidentiality and the Committee

therefore expects the Respondent to ensure electronic communications are consistent with the College's policy on protecting personal health information.

- Information from the College's investigator regarding attempts to contact the Respondent's office by telephone or receive a reply to voicemail messages directly contradicted the Respondent's assurances to the College that his practice is readily contactable by telephone, as required by College policy.
- The Complainant's concern about the difficulty experienced in contacting the Respondent and his office was repeated across three complaints the Committee considered concurrently. The Committee noted that the Respondent is new to medical practice and pointed out that it is concerning that he should be the subject of such complaints so early in his career.
- The Committee expressed its belief in the importance of providing guidance to the Respondent so that he might avoid similar complaints in future and for this reason decided to caution him in person on this aspect of his practice.

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