

## Discipline Hearing Summary

### Han Wang (Scarborough, ON)

November 30, 2022

#### Decision

On November 30, 2022, the Discipline Committee held a hearing to address three matters related to Ms. Wang. The Discipline Committee found that Ms. Wang engaged in professional misconduct after she admitted to:

1. contravening a Standard of Practice of the profession or a published Standard of the College, or failing to maintain a Standard of Practice of the profession, in particular the:
  - a) *Communication/Public Health Standard 6: Obtain, Update and Record the Client's Health History* and;
  - b) *Communication/Public Health Standard 14: Client Health Record*;
2. failing to keep records as required;
3. falsifying a record relating to her practice;
4. signing or issuing, in her professional capacity, a document that she knew contained a false or misleading statement; and
5. engaging in conduct or performing an act relevant to the practice of the profession that, having regard to all the circumstances, would reasonably be regarded by registrants as disgraceful, dishonourable or unprofessional.

Ms. Wang admitted to issuing false receipts for Massage Therapy services that were: a) not provided at all; b) not provided on the date indicated on the receipt; or c) not provided by Ms. Wang but another individual. In some instances, clients received other spa services but were issued false receipts as if they received massage therapy services.

Ms. Wang also issued additional false receipts to an undercover investigator. When the insurance company requested supporting documentation for these false receipts, Ms. Wang created a false treatment plan and false treatment notes and submitted them to the insurer.

Ms. Wang also admitted to other acts of misconduct that showed broader record keeping issues. These included a failure to:

- a) maintain treatment notes;
- b) record client consent;
- c) record client health histories;
- d) maintain an appointment book;
- e) maintain accurate and complete billing records;
- f) store client records in a manner that is confidential and secure; and
- g) keep client records for 10 years.

### **Penalty Order and Cost Award**

The Discipline Committee's order included the following:

1. Ms. Wang must appear before a panel of the Discipline Committee immediately following the hearing of this matter to be reprimanded, with the fact of the reprimand and the text of the reprimand to appear on the College's public register.
2. The Registrar is directed to suspend Ms. Wang's Certificate of Registration for 12 months, to begin on November 30, 2022.
3. The Registrar is directed to impose the following terms, conditions or limitations on Ms. Wang's Certificate of Registration:
  - a) Successful completion of an ethics course, pre-approved by the Registrar and at Ms. Wang's expense, to be completed before her return to practice;
  - b) Successful completion of the College's Standards and Regulations Workshop at Ms. Wang's expense, to be completed before her return to practice; and
  - c) Successful completion of up to three (3) compliance audits, at Ms. Wang's expense, with each compliance audit being no more than \$500.00, within two (2) years following her return to practice;
4. Ms. Wang must pay the College costs in the amount of \$3,475.00 within 30 days of November 30, 2022.

The complete Decision and Reasons will be available on the [Canadian Legal Information Institute \(CanLII\)](#) website.

## **Reprimand Delivered to Ms. Wang**

Ms. Wang, the panel would like to acknowledge your cooperation in arriving at an Agreed Statement of Facts and a Joint Submission on Penalty. We also appreciate your presence here today.

That being said, the panel finds your conduct was simply unacceptable for a Registered Massage Therapist and a regulated health professional. Over several years, you deliberately and knowingly falsified treatment records and a significant number of receipts for treatments that you did not provide. This type of deceptive and dishonest behaviour undermines the sanctity of medical documents, which can have an adverse impact on a client's healthcare.

In addition, insurance fraud brings the entire profession of Massage Therapy into disrepute and erodes public confidence. This panel would like to remind you that being a Registered Massage Therapist is a privilege and not a right. It is our expectation that you will use your suspension time to reflect on the seriousness of this conduct, and that you will learn from this experience and from your ordered course work. The panel expects that when you return to practice, you will recommit yourself to upholding the highest ethical standards.