

Case #24-49 Dr. Liu PCC Summary



A complaint was received by the College of Dental Surgeons of Saskatchewan regarding unauthorized access to an office database by Dr. Sally Liu. The Professional Conduct Committee investigated the complaint, and the following is a summary of the findings:

1. Dr. Sally Liu had her associate contract terminated at “Clinic X” on November 20, 2023.
2. Dr. Sally Liu started her own clinic, Crest Endodontics, in the spring of 2024.
3. Staff at Clinic X noted unusual interactions with patients who had been referred to Clinic X beginning in the spring of 2024. Several patients reported that they had been contacted by a representative of Crest Endodontics prior to Clinic X contacting them to schedule an appointment. Several referring dentists were approached about this, all of whom reported the patients had not been referred to Crest Endodontics.
4. A patient contacted Clinic X quite upset that Clinic X had provided her personal health information and contact information to Crest Endodontics. This patient had specifically requested a referral to Clinic X and after being contacted by Crest Endodontics she was assured by her referring dentist that they had referred her to Clinic X specifically. The patient accused Clinic X of providing all her information to Crest Endodontics.
5. Clinic X investigated these claims and were able to establish that an individual had been accessing their clinic software remotely.
6. Dr. Liu stated that in May of 2024 she shared login information for Clinic X with a staff member at Crest Endodontics. She was aware this staff member intended to access Clinic X software remotely using this login information.
7. Dr. Liu looked at the schedule of Clinic X while the Crest Endodontics staff member was logged into the Clinic X software.
8. Dr. Liu was aware that the staff member was planning to call patients who had been referred to Clinic X and offer appointments at Crest Endodontics.
9. Dr. Liu acknowledges that she is responsible for these actions and her actions failed to comply with the following:
 - a. *Section 27 of the Act;*
 - b. *Section 9.2(1)(c) of the Regulatory Bylaws of the College then in effect, with reference to the Code of Ethics prescribed by Section 9.1 of the Regulatory Bylaws of the College then in*

effect

[9.1 The code of ethics of the Canadian Dental Association, as attached to these bylaws as Appendix 1 and as amended from time to time, shall be the code of ethics of the College;
9.2(1)(c) Each member shall: uphold the honor and dignity of the profession of dentistry, and abide by the provisions of the code of ethics of the College;];

- c. *Section 9.2(2)(s) of the Regulatory Bylaws of the College then in effect*
[9.2(2)(s) No member shall, nor permit a professional corporation in which the member is a director to: give information concerning a patient's dental condition or any professional services performed for a patient to any person other than the patient without consent of the patient unless required to do so by law;];
- d. *Section 9.2(2)(v) of the Regulatory Bylaws of the College then in effect, with reference to The Health Information Protection Act, S. S. 1999, c. H-0.021*
[9.2(2)(v) No member shall, nor permit a professional corporation in which the member is a director to: contravene while engaged in the practice of dentistry any federal, provincial or municipal law, regulation or rule or bylaw of a health district passed for the purpose of regulating the provision of dental care to the public;];
- e. *Section 9.2(2)(w) of the Regulatory Bylaws of the College then in effect*
[9.2(2)(w) No member shall, nor permit a professional corporation in which the member is a director to: conduct or commit, or in the case of a professional corporation, permit a member to conduct or commit any act relevant to the practice of dentistry that, having regard to all the circumstances, would reasonably be regarded by members as disgraceful, dishonourable or unprofessional]; *and*
- f. *Section 9.2(2)(r) of the Regulatory Bylaws of the College then in effect*
[9.2(2)(r) No member shall, nor permit a professional corporation in which the member is a director to: make a misrepresentation respecting a remedy, treatment or device;].

10. As a result of the findings of this investigation, Dr. Liu has agreed to a list of conditions that includes the following:

- a. Dr. Liu consents to this complete summary of this complaint and investigation authored by the Professional Conduct Committee. This summary can be shared with CDSS Registrants and on the public portion of the CDSS Website.
- b. Payment of a fine in the amount of \$5,000.00.
- c. Dr. Liu agrees to complete a minimum of 16 hours of Continuing Education focused on the legislation and implementation of proper procedures regarding the maintenance and

importance of Protecting the Health Information of all patients. These Continuing Education credits will not count towards the mandatory Continuing Education requirements of all CDSS Registrants.

- d. Dr. Liu agrees to complete the PCC approved program for Continuing Education, PROBE: Ethics and Boundaries Program – Canada. This program will not count towards the mandatory Continuing Education requirements of all CDSS Registrants.
- e. Dr. Liu acknowledges that a written reprimand will be issued based on the results of the investigation, which shall be kept on file and communicated with any dental regulator who seeks a certificate of standing for Dr. Liu.
- f. Dr. Liu will issue an apology addressed to all CDSS Registrants for her actions and how they resulted in patients losing trust in their relationship with their referring dentist.
- g. Dr. Liu agrees to a 30 consecutive day suspension of her license to be served within 9 months of the effective date of this agreement.