



105A 701 Cynthia Street, Saskatoon, SK S7L 6B7

## DISCIPLINE CASE SUMMARY

Re: SCPT Complaint File 2018.3

Date: April 10, 2019

SCPT Member: Janet Exner, License Number 990

Accusations of failure to provide requested and required information to SGI

A written complaint dated August 1, 2018 was received by the Saskatchewan College of Physical Therapists (SCPT). The complaint concerned SCPT member Janet Exner, License number 990.

### **Summary of the Complaint:**

The written complaint addressed two concerns:

- 1) The Member was not providing required reporting documents to SGI as per the ePay Guidelines, despite multiple letters and phone calls from SGI representatives to the Member.
- 2) The Member did not provide SGI with the patient's medical file from the treatment sessions prior to the SGI claim.

### **Summary of the PCC investigation:**

Following review of the written complaint, including a review of the patient file, information request letters sent by SGI to the Member and the Member's response to the complaint, the lead investigator contacted both the Complainant and the Member in order to gather further information. The concerns outlined in the complaint were addressed:

#### *Delay*

Member saw the client for initial assessment and subsequent treatment for the SGI claim but did not submit reports as per the SGI ePay guidelines. ePay guidelines clearly outline when reports by a care provider are to be submitted to SGI. Member's initial assessment report and subsequent treatment reports were received by SGI well outside of the ePay guidelines. Member did not respond to multiple contact attempts by SGI.

#### *Information Request*

As the Member had provided treatment to the client prior to the SGI claim, SGI requested a copy of the client's previous file. Member was unable to provide the requested information to SGI in a timely manner. The Member did not communicate the difficulty in accessing this requested information to SGI.

**Conclusion:**

As a result of its investigation it is the opinion of the PCC that these facts do disclose evidence of professional misconduct as defined in section 23 of *The Physical Therapists Act, 1998*, specifically section 17 of the SCPT Code of Ethics in contravention of section 20 of *The SCPT Regulatory Bylaws, 2016*.

The Member and the Complainant agreed to resolve the complaint with the terms of a Resolution by Mutual Consent Agreement. The Member accepted a formal reprimand as well as was ordered to pay \$1000.00 to the College towards the cost of the investigation.



Kim Woycik  
Professional Conduct Committee Member

On behalf of committee members:

Lee Hall  
Andrea Walbaum