

**DISCIPLINE COMMITTEE OF
THE ROYAL COLLEGE OF DENTAL SURGEONS OF ONTARIO**

BETWEEN:

Royal College of Dental Surgeons of Ontario

-and-

Dr. Douglas Caine
Registration No: 9248

NOTICE OF HEARING

TAKE NOTICE THAT IT IS ALLEGED THAT:

1. You committed an act or acts of professional misconduct as provided by s.51(1)(c) of the Code in that, in or about 2025, you contravened a standard of practice or failed to maintain the standards of practice of the profession in relation to your care of Patient A and/or Patient B, contrary to paragraph 1 of Section 2 of Ontario Regulation 853/93 under the Dentistry Act, 1991, as amended ("*Professional Misconduct Regulation*").

Particulars:

- You failed to maintain a complete, clear and accurate record of Patient A's dental care in accordance with the standard of practice of the profession, including but not limited to the following:
 - You did not appropriately document information such as the patient's chief complaint, your clinical findings, your diagnosis, the informed consent discussion and/or the details of your treatment.
 - You did not maintain appropriate financial records providing an accurate statement of the patient's account including all fees charged, all payments received and/or a running balance in accordance with standard accounting practices.

- You failed to maintain a complete, clear and accurate record of Patient B's dental care in accordance with the standard of practice of the profession, including but not limited to the following:
 - You did not appropriately document information such as the patient's chief complaint, your clinical findings, your diagnosis, the informed consent discussion and/or the details of your treatment.
 - You did not maintain appropriate financial records providing an accurate statement of the patient's account including all fees charged, all payments received and/or a running balance in accordance with standard accounting practices.
2. You committed an act or acts of professional misconduct as provided by s.51(1)(c) of the Code in that, in or about 2025, you failed to keep records as required by the regulations in relation to your care of Patient A and/or Patient B, contrary to paragraph 25 of Section 2 of the *Professional Misconduct Regulation* and s.38 of Regulation 547, R.R.O. 1990, under the *Drug and Pharmacies Regulation Act*, as amended, pertaining to the practice of dentistry.

Particulars:

- You failed to make and keep required clinical and financial records respecting Patient A and/or Patient B, including the examination procedures you used, the clinical findings you obtained, the treatment you prescribed and provided and/or your fees and charges, contrary to s. 38(b) of Regulation 547.
 - You failed to keep the required records in a systematic manner, contrary to s. 38(c) of Regulation 547.
3. You committed an act or acts of professional misconduct as provided by s.51(1)(c) of the Code in that, in or about 2025 and/or 2026, you engaged in conduct or performed an act that, having regard to all the circumstances, would reasonably be regarded by members as disgraceful, dishonourable, unprofessional or unethical, contrary to paragraph 59 of Section 2 of the *Professional Misconduct Regulation*.

Particulars:

- You misrepresented the Canadian Dental Care Plan (CDCP) to Patient A and/or Patient B.
 - You told Patient A and/or Patient B that the CDCP would reimburse them directly for payments made to you for dental treatment when you knew or

ought to have known that the CDCP only reimburses oral health providers for CDCP-covered services.

- You asked for and took direct payment from Patient A and/or Patient B for dental treatment when you knew or ought to have known they were enrolled in the CDCP.
- You took no steps to confirm your patients' CDCP coverage before treatment and/or submit their claims to the CDCP afterwards in accordance with the CDCP's dental benefits guide.
- You failed to remediate your recordkeeping despite completing the College's course in dental recordkeeping as part of a specified continuing education or remediation program directed by the ICRC in 2024.
- You failed to cooperate appropriately with a College request for patient records required to investigate a complaint about you despite previous regulatory action taken by the ICRC and/or the College's Discipline Committee to address your past failures to respond appropriately to College requests during an investigation into your conduct.
 - On or about March 31, 2026, the College investigator notified you about Patient A's complaint and asked that you provide the College with all relevant patient records for Patient A and Patient B.
 - Despite the College investigator's reminders by telephone and email, you failed to provide the College with all of the requested patient records, including Patient A's 2025 clinical notes, by the May 1, 2026 deadline.
 - You have previously been the subject of remediation and discipline for failing to cooperate in a timely manner with requests to provide patient records for a College investigation.
- Your conduct demonstrates a pattern of disrespect for the College's mandate to regulate the profession in the public interest.

Such further and other particulars will be provided from time to time, as they become known.

AND TAKE NOTICE THAT the said allegations respecting professional misconduct will be heard and determined by a panel of the Discipline Committee of the Royal College of Dental Surgeons of Ontario ("panel") on a date and time to be agreed upon by the

parties, or on a date to be fixed by the Chair of the Discipline Committee, at the offices of the Royal College of Dental Surgeons of Ontario, 6 Crescent Road, Toronto, Ontario, M4W 1T1, or by electronic hearing as required. You are required to appear in person or by a legal representative before the panel with your witnesses, if any, at the time and place aforesaid.

ONCE A DATE IS FIXED, IF YOU DO NOT ATTEND ON THE FIXED HEARING DATE, THE PANEL MAY PROCEED IN YOUR ABSENCE AND YOU WILL NOT BE ENTITLED TO ANY FURTHER NOTICE OF THE PROCEEDINGS.

The *Code* provides that if a panel finds that you have committed an act of professional misconduct, it may make an order doing any one or more of the following:

- (1) directing the Registrar to revoke your certificate of registration;
- (2) directing the Registrar to suspend your certificate of registration for a specified period of time;
- (3) directing the Registrar to impose specified terms, conditions and limitations on your certificate of registration for a specified or indefinite period of time;
- (4) requiring you to appear before the panel to be reprimanded;
- (5) requiring you to pay a fine of not more than \$35,000.00 to the Minister of Finance;

or any combination thereof.

Furthermore, the *Code* provides that if a panel is of the opinion that the commencement of these proceedings is unwarranted, it may make an order requiring the College to pay all or part of your legal costs.

The *Code* also provides that in an appropriate case, a panel may make an order requiring you, in the event the panel finds you have committed an act or acts of

professional misconduct or finds you to be incompetent, to pay all or part of the following costs and expenses:

1. the College's legal costs and expenses;
2. the College's costs and expenses incurred in investigating the matter; and
3. the College's costs and expenses incurred in conducting the hearing.

If you have not done so already, you are entitled to and are well advised to retain legal representation to assist you in this matter.

You are entitled to disclosure of the evidence in this matter in accordance with section 42(1) of the *Code*. You or your representative may contact the prosecutor for the College, Karen Heath, in this matter at:

Steinecke Maciura LeBlanc
401 Bay Street, Suite 2308, P.O. Box 23
Toronto, ON M5H 2Y4
Tel: 416.599.2200
email: kheath@sml-law.com

You, or your legal representative, should familiarize yourself with your disclosure obligations under law, including section 42.1 of the *Code*.

DATED at Toronto, this 9th day of October, 2026.

Royal College of Dental Surgeons of Ontario