

September 18, 2017

Dr. Kevin Lai – Section 36

Following an investigation of the Inquiry Committee under s. 33(4) of the *Health Professions Act* (the “HPA”), Dr. Lai admitted that he (1) charged patients paying cash less for products than patients paying for products through their insurance, (2) did not collect co-payments from patients, (3) billed insurers added charges to recoup co-payments that were not collected from patients, (4) failed to keep billing and clinical records that were complete and complied with College standards, and (5) offered existing patients financial incentives for referring new patients to his office.

Based on these admissions, Dr. Lai consented under s. 36 of the HPA to (1) a reprimand, (2) a suspension of 60 days with 30 days to be held in abeyance provided (3) the following undertakings are met: (a) no misrepresentation of professional fees to payors, (b) comply with College requirements for billing insured services, (c) implement a consistent fee schedule, (d) ensure clinical and billing records comply with College standards, (d) only recommend products necessary for the well-being of patients as documented in their clinical records, (e) cease offering financial incentives for referring new patients, and (f) submit to, and pay the cost of, an office inspection.