



BEFORE THE DISCIPLINARY COMMITTEE OF PAKISTAN MEDICAL & DENTAL  
COUNCIL

In the matter of

Complaint No. PF.8-1853/2019-DC

Dr. Nadia Aziz against Dr. Naveed Bashir (13267-D)

Prof. Dr. Muhammad Zubair Khan	Chairman
Barrister Ch. Sultan Mansoor	Secretary
Prof. Dr. Mahmud Aurangzeb	Member
Mr. Jawad Amin Khan	Member

*Present:*

Dr. Nadia Aziz	Complainant
Dr. Naveed Bashir (13267-D)	Respondent
Hearing dated	05.07.2024



**I. FACTUAL BACKGROUND**

1. Dr. Nadia Aziz (the "Complainant") filed a Complaint before the Disciplinary Committee on 30.07.2019 against Dr. Naveed Bashir (the "Respondent") working at Life Care Consultant Clinic, Karachi (the "Clinic"). The gist of the Complaint is that:

*The patient visited the Respondent for her interproximal reduction procedure, who suggested Clearpath Invisalign. Aligners were made and on second appointment (18.06.2019), IPR was begun. Being uncomfortable with the burr, Respondent was asked to use IPR strips, but he said that it would take*



some time to get them made. Eventually, on 20.06.2019, with prior confirmation of availability of IPR strips, Complainant visited the Respondent, who used excessive force during procedure and complainant's gingiva started bleeding.

Yet again, the Respondent tried to persuade for using burr, where Complainant agreed. Respondent used TF 11 burr between her tooth number 23,23,24,25 and removed the vital structure of her teeth. Complainant asked to stop the procedure; however, respondent continued and had actually done crown cutting of canine and premolar. Hence, the Complainant prays for action against Respondent for negligently removing the vital structure of her healthy teeth, resulting in psychological and mental trauma.

## II. SHOW CAUSE NOTICE ISSUED TO RESPONDENT

2. In view of the allegations leveled in the complaint; a letter dated 08.08.2019 was issued to the Respondent, directing him to submit his comments, record of the patient/complainant, along with a copy of his registration certificate.

## III. REPLY OF RESPONDENT

3. The Respondent submitted his response on 03.09.2019, wherein he stated, in similar terms, as under:

“... The Patient came to my clinic with the complaint of aesthetics and unsatisfactory results with previously orthodontic treatment from Altamash Hospital. As routine procedure, I told her about all the treatment options, 3D setup was also shown and I advised OPG and Ceph X-ray. After thorough examination, it was decided that this treatment can be done with clear path aligners, due to crowding and lack of spaces IPR (Interproximal reduction) will be needed, on which patient agreed.

Patient's previous brackets were already cemented, I advised to remove it initially and then advised her scaling prior to starting the next procedure, because gums were not in good health. As per routine, first aligners were given to the patient and was informed that in next appointment, IPR will be done. At next appointment, patient completely refused to go for IPR and insisted to proceed without it. I explained to the patient that space is required to proceed with treatment, however, I will discuss this with Clear Path team for any way out. After thorough discussion with Dr. Umer, complainant agreed for IPR, so on next appointment IPR of tooth no. 12 & 13 with strips as 0.6mm space was to achieve but this was time consuming & complainant was uncooperative. During IPR of tooth no. 22



and 23, I was using strips but complainant was continuously interrupting and I asked her to reschedule to which she insisted to finish the work in a single appointment.

She agreed that the Burr would save time and so I started using smallest burr for IPR of tooth no. 22, 23, 24 and 25. All due protocols were followed with measuring gauge used for each measurement. Patient was guided at each step of IPR. She herself was curious to know about every single step taken. As sensitivity is a common complain after IPR, I rescheduled appointment for remaining IPR after few days. Patient was counseled and satisfied with the treatment.

On very next day 21st June, 2019 complainant came to my office with two of her friends and started yelling and shouting and was not even listening to me and demanded Rs.500,000/- compensation for the IPR. At that time, I was totally confused for what reason patient is asking for this amount and what is the real issue but patient said that she went to some other dentist and she can't continue her treatment now as IPR has been performed with BUR. I told patient that proper counselling and consent was taken before using of bur and that consent has also been mentioned by the complainant in her complaint.

*That I am a professional Dentist and has been doing my practice for the last many years. ...”*

#### IV. REJOINDER OF COMPLAINANT

4. A letter for rejoinder was sent to the Complainant on 05.09.2019 enclosing the comments received from the Respondent doctor, directing her to submit her response. Due to no response, another letter dated 18.06.2020 was sent to the Complainant for submission of her rejoinder.
5. Notwithstanding, no response/rejoinder has been received from the Complainant, till date.

#### V. HEARING

6. The matter was fixed for hearing before the Disciplinary Committee for 05.07.2024. Notices dated 27.06.2024 were issued to the Complainant, Mr. Naveed Bashir and Respondent, Dr. Naveed Bashir directing them to appear before the Disciplinary Committee on 05.07.2024.
7. On the date of hearing, both the Complainant and the Respondent were present before the Disciplinary Committee, in person.



8. The Complainant was asked to present her complaint, where she stated that she visited the Respondent for her Interproximal Reduction (IPR) procedure, who suggested Clearpath Invisalign. Aligners were made and on her second appointment, IPR was begun, but during procedure, being uncomfortable with the burr, she asked the Respondent to use IPR strips, but he said that it would take some time to get them made. Later, on next appointment with prior confirmation of availability of IPR strips, she visited the Respondent, who used excessive force during procedure and resultantly her gingiva started bleeding. Yet again, the Respondent tried to persuade for using burr, but he used TF 11 burr between her tooth number 23,23,24,25 and removed the vital structure of her teeth. She asked to stop the procedure, however, respondent continued and had actually done crown cutting of her canine and premolar.
9. The Respondent was asked to present his stance, where he submitted that when complainant visited his clinic she was comprehensively counselled about her treatment including the IPR procedure, which reduces the inter dental spaces, so that space is created and the teeth can be re-aligned/moved. It is incorrect that she objected to the treatment and I did not stop the procedure and that I used the wrong burr to treat her, as a living person being a dentist herself cannot be forced to have any dental treatment. The Complainant was counselled and she was satisfied with her treatment.

## VI. EXPERT OPINION

10. An Expert of Dentistry was appointed to assist the Disciplinary Committee in this matter. The Expert opined as under:

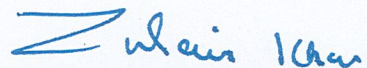
“... it is noted by reviewing the Clearpath Invisalign treatment that it is medical negligence. Holistic approach was ignored and disregarded. ... Respondent is not authorized to conduct such aesthetic or the denture treatment, as he was not specialized.”

## VII. FINDINGS AND CONCLUSION

11. The Disciplinary Committee has perused the relevant record, heard the submissions of the parties at length and considered the expert opinion in the instant Complaint.



12. Keeping in view the statement of the parties and the available record, the Disciplinary Committee is of the considered opinion that the Respondent should not have treated the Complainant, as this procedure was to be done by a specialist i.e. an orthodontist. It is evident from the record and the statements before this Committee that the neglectful actions of the Respondent while treating the Complainant, have resulted in major dental cavity loss, which could have been avoided had a specialist treated the Complainant.
13. It is unfortunate to observe that the Respondent tried to deflect responsibility of his dental mis-treatment of the Complainant, stating that he had counselled the patient and that she was counselled before her treatment, in presence of another doctor. This Committee notes that a medical or dental practitioner should always be careful about his conduct including pre-treatment counselling, treatment and post-treatment actions vis-à-vis the medical ethics.
14. In view of the foregoing, the Disciplinary Committee finds that Dr. Naveed Bashir (13267-D) was negligent while treating the Complainant, Dr. Nadia Aziz for her dental (IPR) treatment and his conduct was sub-par, to what is expected vis-à-vis the medical ethics. Accordingly, the Disciplinary Committee recommends that Respondent Dr. Naveed Bashir (13267-D) shall compensate the Complainant by bearing the expenses of corrective specialized treatment of the Complainant Dr. Nadia Aziz from a specialist dental surgeon, of her choice, in Karachi.
15. This instant Complaint is disposed of in the above terms.

  
Prof. Dr. Muhammad Zubair Khan  
Chairman



11 September, 2024