

COMMONWEALTH OF MASSACHUSETTS

Middlesex, SS.

Board of Registration in Medicine

Adjudicatory Case No. 2024-035

In the Matter of

EDWIN ISHOO, M.D.

**CONSENT ORDER**

Pursuant to G.L. c. 30A, § 10, Edwin Ishoo, M.D. (Respondent) and the Board of Registration in Medicine (Board) (hereinafter referred to jointly as the "Parties") agree that the Board may issue this Consent Order to resolve the above-captioned adjudicatory proceeding. The Parties further agree that this Consent Order will have all the force and effect of a Final Decision within the meaning of 801 CMR 1.01(11)(d). The Respondent admits to the findings of fact specified below and agrees that the Board may make the conclusions of law and impose the sanction set forth below in resolution of investigative Docket No. 20-962.

**Findings of Fact**

1. The Respondent graduated from the University of Michigan Medical School in 1993 and has been licensed to practice medicine in Massachusetts under certificate number 154977 since October 1997. He is board-certified in Otolaryngology, which includes a specialization in facial plastic surgery. The Respondent owns Boston Acne & Cosmetic Specialists; a practice in Cambridge where he treats patients for skin conditions including acne.

2. On <sup>G.L. c. 4, § 7(26)(c)</sup> 2020, Patient A, then a <sup>G.L. c. 4, § 7(26)(c)</sup> male, had an initial appointment with the Respondent to discuss treatment options for his <sup>G.L. c. 4, § 7(26)(c)</sup>

3. The Respondent recommended an eight-week intensive program.
4. Patient A agreed to participate in the program and returned to the Respondent's office for treatments on diverse dates in August, September, October, and November 2020.
5. On or about G.L. c. 4, § 7(26)(c) 2020, Patient A emailed the Respondent to report he was unhappy with the results of his treatment.
6. In G.L. c. 4, § 7(26)(c) 2020, Patient A posted a negative online review of Boston Acne & Cosmetic Specialists.
7. Within twenty-four hours of becoming aware of Patient A's review, the Respondent's practice responded with the following information, believing it was privately communicating with Patient A:
  - a. Patient A's first and last name;
  - b. Comments about Patient A's noncompliance with treatment specifically claiming Patient A exhibited a "complete lack of commitment to treatment";
  - c. Attributing Patient A's review to his disappointment at not receiving free services; and
  - d. Comments suggesting Patient A was dealing with "personal issues" that caused him to be "sad" and "angry";
  - e. Upon becoming aware of the staff's response to Patient A, Respondent directed his staff to delete the response; and
  - f. Respondent contacted Patient A personally and offered to provide further treatment free of charge, which offer was declined.
8. Disruptive behavior is defined as style of interaction with physicians, hospital personnel, patients, family members or others that interferes with patient care and it includes foul

language, rude or offensive comments and intimidation of staff, patients, and family members.

Board Policy Number 01-01, Disruptive Physician Behavior (Adopted June 13, 2001).

According to Policy 01-01, "Disruptive behavior by a physician has a deleterious effect on the health care system and increases the risk of patient harm."

#### Conclusions of Law

A. The Respondent engaged in conduct that undermines the public confidence in the integrity of the medical profession. See Levy v. Board of Registration in Medicine, 378 Mass. 519 (1979); Raymond v. Board of Registration in Medicine, 387 Mass. 708 (1982).

B. The Respondent violated G.L. c. 112, § 5, eighth par. (h) and 243 CMR 1.03(5)(a)11 by violating a rule or regulation of the Board. Specifically, the Respondent engaged in disruptive behavior contrary to Board Policy 01-01 Disruptive Physician Behavior (Adopted June 13, 2001).

#### Sanction and Order

The Respondent's license is hereby Reprimanded. This sanction is imposed for each violation of law listed in the Conclusion section and not a combination of any or all of them.

#### Execution of this Consent Order

Complaint Counsel and the Respondent agree that the approval of this Consent Order is left to the discretion of the Board. The signature of Complaint Counsel, the Respondent, and the Respondent's counsel are expressly conditioned on the Board accepting this Consent Order. If

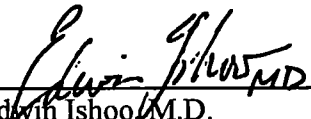
the Board rejects this Consent Order in whole or in part, then the entire document shall be null and void; thereafter, neither of the parties nor anyone else may rely on these stipulations in this proceeding.

As to any matter in this Consent Order left to the discretion of the Board, neither the Respondent, nor anyone acting on his behalf, has received any promises or representations regarding the same.


The Respondent waives any right of appeal that he may have resulting from the Board's acceptance of this Consent Order.

The Respondent shall provide a complete copy of this Consent Order with all exhibits and attachments within ten (10) days by certified mail, return receipt requested, or by hand delivery to the following designated entities: any in- or out-of-state hospital, nursing home, clinic, other licensed facility, or municipal, state, or federal facility at which the Respondent practices medicine; any in- or out-of-state health maintenance organization with whom the Respondent has privileges or any other kind of association; any state agency, in- or out-of-state, with which the Respondent has a provider contract; any in- or out-of-state medical employer, whether or not the Respondent practices medicine there; the state licensing boards of all states in which the Respondent has any kind of license to practice medicine; the Drug Enforcement Administration Boston Diversion Group; and the Massachusetts Department of Public Health Drug Control Program. The Respondent shall also provide this notification to any such designated entities with which the Respondent becomes associated in the year following the date of imposition of this reprimand. The Respondent is further directed to certify to the Board within ten (10) days that the Respondent has complied with this directive.

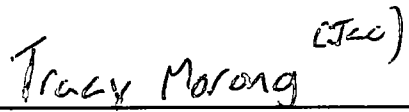
The Board expressly reserves the authority to independently notify, at any time, any of the entities designated above, or any other affected entity, of any action it has taken.

  
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Edwin Ishoo, M.D.  
Licensee

07/02/2024  
Date


  
\_\_\_\_\_  
Mary Azzarito, Esq.  
Attorney for the Licensee

7/3/2024  
Date

  
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Tracy Morong, Esq.  
Complaint Counsel

7/9/2024  
Date

So ORDERED by the Board of Registration in Medicine this 10<sup>th</sup> day of July,  
2024

  
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Booker Bush, M.D.  
Board Chair