

COMMONWEALTH OF MASSACHUSETTS

Middlesex, ss.

Board of Registration in Medicine

Adjudicatory Case No. 2024-035

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)  
In the Matter of )  
)

Edwin Ishoo, M.D. )  
\_\_\_\_\_)

**STATEMENT OF ALLEGATIONS**

The Board of Registration in Medicine (Board) has determined that good cause exists to believe the following acts occurred and constitute a violation for which a licensee may be sanctioned by the Board. The Board therefore alleges that Edwin Ishoo, M.D. (Respondent) has practiced medicine in violation of law, regulation, or good and accepted medical practice, as set forth herein. The investigative docket number associated with this order to show cause is Docket No. 20-962.

Biographical Information

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. He owns Boston Acne & Cosmetic Specialists, a private practice in Cambridge where he treats patients for skin conditions including acne.

Factual Allegations

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

3. The Respondent recommended Patient A participate in an eight-week intensive program, which included in office extractions and *G.L. c. 4, § 7(26)(c)*

4. Patient A agreed to participate in the program and returned to the Respondent's office for treatment 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. The Respondent's practice posted a response to Patient A's review, which contained the following information:

- 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 staffs 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."

#### Legal Basis for Proposed Relief

A. Pursuant to Levy v. Board of Registration in Medicine, 378 Mass. 519 (1979); Raymond v. Board of Registration in Medicine, 387 Mass. 708 (1982), and Sugarman v. Board of Registration in Medicine, 422 Mass. 338 (1996), the Board may discipline a physician upon proof satisfactory to a majority of the Board that said physician has engaged in conduct that undermines the public confidence in the integrity of the medical profession.

B. Pursuant to G.L. c. 112, § 5, eighth par. (h) and 243 CMR 1.03(5)(a)11, the Board may discipline a physician upon proof satisfactory to a majority of the Board that said physician violated a rule or regulation of the Board. Specifically, engaging in disruptive behavior contrary to Board Policy 01-01 Disruptive Physician Behavior (Adopted June 13, 2001).

The Board has jurisdiction over this matter pursuant to G.L. c. 112, §§ 5, 61 and 62. This adjudicatory proceeding will be conducted in accordance with the provisions of G.L. c. 30A and 801 CMR 1.01.

#### Nature of Relief Sought

The Board is authorized and empowered to order appropriate disciplinary action, which may include revocation or suspension of the Respondent's license to practice medicine. The Board may also order, in addition to or instead of revocation or suspension, one or more of the following: admonishment, censure, reprimand, fine, the performance of uncompensated public

service, a course of education or training, or other restrictions upon the Respondent's practice of medicine

Order

Wherefore, it is hereby **ORDERED** that the Respondent show cause why the Board should not discipline the Respondent for the conduct described herein.

By the Board of Registration in Medicine,

A handwritten signature in black ink, appearing to read 'Booker T. Bush', written over a horizontal line.

Booker T. Bush, M.D.  
Board Chair

Date: July 10, 2024