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**March 18, 2025**

## **Dr. Jay Quan found guilty of failing to respond to CPSA**

**Edmonton, AB** – A CPSA Hearing Tribunal found Dr. Jay Quan, a diagnostic radiologist from Calgary, guilty of unprofessional conduct for failing to respond to communications from CPSA.

Under the *Health Professions Act*, health professionals have a responsibility to cooperate with their regulators and respond to correspondence as required. From March 2022 to August 2023, CPSA made several attempts to communicate with Dr. Quan about a complaint filed against him through multiple emails, letters and phone messages, and did not receive a response. CPSA was able to connect with Dr. Quan by phone on one occasion, during which he confirmed he had received CPSA's correspondence but did not realize he was obligated to reply. In a follow-up letter, Dr. Quan was asked to submit a written response to CPSA regarding his complaint. Dr. Quan did not respond to this request.

Dr. Quan did not attend the hearing and did not send a representative to attend on his behalf. After considering testimony and the evidence presented, the Hearing Tribunal determined the allegations were proven and found Dr. Quan guilty of unprofessional conduct.

A hearing to consider submissions on sanction will be held at a later date.

### **Resources:**

[CPSA Hearing Tribunal decision](#)

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*The College of Physicians & Surgeons of Alberta is the regulator for all physicians, physician assistants and surgeons in the province and is governed by the Health Professions Act. Our role is to protect the public by issuing practice permits to those who meet educational and training criteria, hold Alberta physicians to ethical and medical practice standards, and investigate and resolve physician-related complaints. CPSA also ensures the safety and quality of medical and diagnostic testing services in Alberta through an independent accreditation program.*

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