

PROVINCE OF NOVA SCOTIA)
HALIFAX REGIONAL MUNICIPALITY)

IN THE MATTER OF: The *Dental Act* (the “Act”), SNS 1992, c 3 as
amended, and the *Discipline Regulations*, NS
Reg 3/2000 (the “*Discipline Regulations*”)

-and-

IN THE MATTER OF: **Dr. Sura Hadad**, Dental Practitioner, of
Halifax, Province of Nova Scotia

SETTLEMENT AGREEMENT

Dr. Sura Hadad, a licensee with the Provincial Dental Board of Nova Scotia (the “PDBNS”), hereby agrees with and consents to the following:

Statement of Facts

1. Dr. Hadad is a dentist licensed by the PDBNS who practises dentistry at Clayton Park Dental, a community dental clinic in Halifax, Nova Scotia (the “Clinic”).
2. Patient E was a pediatric patient of Dr. Hadad’s from January 2017 to September 2023.
3. On March 7, 2024, Complainant A, who is Patient E’s mother, lodged a complaint against Dr. Hadad relating to alleged unethical billing practices (the “Complaint”). The PDBNS received the Complaint on March 28, 2024.

The Complaint

4. On May 16, 2023 and September 22, 2023, Patient E attended Dr. Hadad’s dental office accompanied by Complainant A for the treatment of caries by tooth restoration under conscious sedation with nitrous oxide and oxygen (the “Treatments”).
5. The Complaint primarily focuses on Dr. Hadad’s billing practices for Patient E’s Treatments. Specifically, Complainant A asserts that Dr. Hadad submitted duplicate insurance claims for the Treatments.
6. Due to Complainant A’s concerns, Patient E attended an appointment at the clinic of another community dentist, Dr. P on March 6, 2024. Dr. P found several discrepancies between the restorations present and the treatment that was billed to Complainant A’s insurance provider.
7. There were a number of deficiencies regarding Dr. Hadad’s billing procedures, including:

- Billing Complainant A for the restoration of five tooth surfaces for Patient E's four primary second molars, when clinical and radiographic exams (performed by Dr. P as well as Dr. D, a community dentist engaged by the Complaints Committee to perform an independent assessment of Patient E) revealed that Dr. Hadad only completed three to four surface restorations.
 - Billing Complainant A for the restoration of four tooth surfaces for Patient E's two primary canines, when clinical and radiographic exams revealed that Dr. Hadad only completed two-surface restorations.
 - Submitting a claim for eight units of sedation, which should have been billed as four units.
8. There were a number of deficiencies regarding Dr. Hadad's standard of clinical care, including:
- Failing to abide by the PDBNS *Standard of Practice for Sedation and General Anesthesia in Dental Practice* (the "Standard") by:
 - i. not completing a thorough pre-treatment assessment including a meaningful health history update;
 - ii. not providing adequate pre-operative instructions to Patient E's mother;
 - iii. not obtaining and recording pre-operative, intra-operative, or post-operative vital signs; and
 - iv. not maintaining a sedation record in compliance with the Standard.
9. Dr. Hadad failed to obtain informed consent in relation to significant aspects of Patient E's treatment, including:
- Failing to disclose all details associated with Patient E's restorative needs and options for treatment; and
 - Failing to produce sufficient evidence of informed consent for the administration of Nitrous Oxide sedation.
10. There were a number of deficiencies regarding Dr. Hadad's record keeping and administrative processes, including:
- Failing to keep complete and accurate patient records, including records of the discussion of options, costs, and plans for Patient E's Treatments, and supporting diagnostic evidence;
 - Keeping an inadequate sedation record;

- Failing to keep an accurate business record; and
- Failing to accept responsibility and provide proper oversight for administrative aspects of Patient E's care, stating to the Complaints Committee: "I have no idea bout what happens at the front desk. We are a corporate office, so I have no idea about that."

The Discipline Process

11. On May 7, 2024, Dr. Hadad responded to the Complaint.
12. On June 14, 2024, Complainant A responded with a written reply to Dr. Hadad's response to the Complaint. Dr. Hadad received this response on July 9, 2024.
13. On August 8, 2024, the Registrar informed Dr. Hadad that a panel of the PDBNS Complaints Committee would meet to hear the Complaint on September 5, 2024.
14. On August 12, 2024, Complainant A was informed that the PDBNS requested that an independent dentist perform an examination on Patient E. This examination occurred on August 14, 2024.
15. On August 19, 2024, the PDBNS informed Dr. Hadad that an independent dentist had performed an examination on Patient E and invited Dr. Hadad to respond to the results of this examination either through a written submission or at the meeting of the Complaints Committee.
16. On September 5, 2024, the Complaints Committee met to hear the Complaint.
17. Dr. Hadad attended the hearing of the Complaints Committee and answered the Committee's questions.
18. After careful deliberations, the Complaints Committee determined that, in the treatment of Patient E, Dr. Hadad had:
 - a) Failed to provide clinical assessment, diagnosis and treatment with a standard of skill, knowledge, or judgment that is reasonable in the practice of dentistry in Nova Scotia;
 - b) Engaged in over-treatment;
 - c) Charged fees for services that were not performed;
 - d) Failed to maintain adequate documentation of Patient E's clinical history, informed consent, diagnosis and treatment planning;
 - e) Failed to abide by the PDBNS *Standard of Practice for Sedation and General Anesthesia in Dental Practice*;

- f) Failed to meet a reasonable standard in seeking, obtaining and documenting valid informed consent; and
 - g) Contributed to a loss of trust in dentistry for Patient E and her family.
- 19. On September 5, 2024, the Complaints Committee referred the Complaint to the Discipline Committee.
- 20. On November 18, 2024, Dr. Hadad submitted additional correspondence in this matter in which she outlined immediate operational and policy measures that she would be introducing to her practice to enhance diagnostic documentation, monitoring, record keeping and clinical care, and also provided a list of continuing education courses in which she had enrolled.
- 21. The referral to Discipline Committee was communicated to Dr. Hadad on January 2, 2025.

Admissions

Dr. Sura Hadad admits the facts set out in the above Statement of Facts, and further admits the following matters constitute unprofessional conduct as defined in sections 4(1)(c), (d), (f), and (g) of the *Discipline Regulations*:

- a) Dr. Hadad failed meet the standard of skill, knowledge, and judgment that is reasonable in the practice of dentistry in Nova Scotia with respect to the administration and management of sedation with nitrous oxide and oxygen.
- b) Dr. Hadad's recordkeeping in the case of Patient E does not meet the standard of practice for a dentist licensed in Nova Scotia;
- c) Dr. Hadad's billing practice in the case of Patient E, and specifically, the act of charging for services that were not performed, does not meet the standard of practice for a dentist licensed in Nova Scotia;
- d) Dr. Hadad's process for achieving meaningful informed consent in the case of Patient E does not meet the standard of practice for a dentist licensed in Nova Scotia.

Sanctions

Dr. Sura Hadad and the PBDNS agree, conditional upon the recommendation of this Settlement Agreement by the Complaints Committee and the approval of this Settlement Agreement by the Discipline Committee, that Dr. Hadad shall be subject to the following sanctions:

- a) Dr. Hadad is required to successfully complete a customized remedial course that covers each of the following areas:

- i. Recordkeeping;
- ii. Ethical billing practices;
- iii. Communication (i.e., Informed consent);
- iv. Administration and management of sedation using nitrous oxide and oxygen; and

as approved by the Registrar, at her own expense, within 24 months of the date of the Order approving this Settlement Agreement.

- b) Dr. Hadad will remit to the PDBNS the sum of \$5,000, on or before December 31, 2025, as a contribution to the PDBNS's costs to investigate the Complaint.
- c) Dr. Hadad will receive a written Reprimand from the Discipline Committee.
- d) Following the completion of the customized remedial course, Dr. Hadad will undergo prospective practice monitoring at 4-month intervals for two years, specifically to evaluate sedation protocols and billing practices. The practice monitoring will be at the registrant's expense and will be conducted by someone appointed by the Registrar.

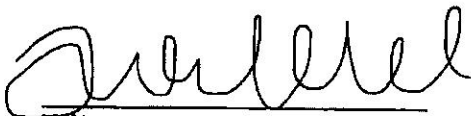
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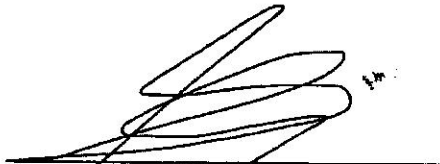
Dr. Hadad and the PDBNS agree, conditional upon the recommendation of this Settlement Agreement by the Complaints Committee and the approval of this Settlement Agreement by the Discipline Committee, that the Discipline Committee shall publish its decision with respect to this matter on a named basis.

Confidentiality


If, for any reason whatsoever, this Settlement Agreement is not recommended by the Complaints Committee, or is recommended by the Complaints Committee but not accepted by the Discipline Committee, there shall be no reference to this Settlement Agreement or any admissions contained herein in any subsequent proceeding or hearing under the *Act*, and the terms of this Settlement Agreement will not be disclosed to any person, except with the written consent of both the PDBNS and Dr. Hadad or as may be required by law.

THIS SETTLEMENT AGREEMENT made this 16 day of April, 2025.


Witness


Dr. Sura Hadad


Witness


Dr. Doug Mackey, Registrar
Provincial Dental Board of Nova
Scotia


Recommended by the Complaints Committee this 2nd day of July, 2025, by Dr. Clare Champoux, Chair of the Complaints Committee.


Witness


Dr. Clare Champoux, Chair
Complaints Committee

Accepted by the Discipline Committee this 14th day of NOVEMBER, 2025
by Dr. Thomas Boyle, Chair of the Discipline Committee.


Witness


Dr. Thomas Boyle, Chair
Discipline Committee