

PROVINCE OF NOVA SCOTIA)
HALIFAX REGIONAL MUNICIPALITY)

IN THE MATTER OF:

The ***Regulated Health Professions Act***, SNS 2023, c. 15, ***Regulated Health Professions General Regulations***, NS Reg 106/2024, and ***Dentistry and Dental Assisting Regulations***, NS Reg 83/2025

- and -

IN THE MATTER OF:

Dr. Shadi Ashtari, Dental Practitioner, of
Halifax, Province of Nova Scotia

**PROFESSIONAL CONDUCT COMMITTEE,
NOVA SCOTIA REGULATOR OF DENTISTRY AND DENTAL ASSISTING**

REASONS FOR DECISION AND ORDER

(Settlement Approval)

1. The Registrar opened a complaint against Dr. Ashtari on August 2, 2024, as a result of findings from two practice review visits. Following its investigation, the Complaints Committee referred the matter on September 19, 2024 to the Discipline Committee (as it then was) pursuant to the *Discipline Regulations* under the *Dental Act*, SNS 1992, c. 3.

2. Effective May 1, 2025, the *Dental Act* was repealed and replaced by the *Regulated Health Professions Act*. As such, and subject to the transition provisions therein, the referral of the Registrar's complaint is now governed by the *Regulated Health Professions Act* and the applicable regulations thereunder, *i.e.* the *Regulated Health Professions General Regulations*, NS Reg 106/2024 (the "**General Regulations**") and the *Dentistry and Dental Assisting Regulations*, NS Reg 83/2025.
3. In June 2025, the Registrar and Dr. Ashtari agreed to settle the complaint on certain terms. The resulting Settlement Agreement (a copy of which is appended to these reasons as **Schedule "A"**) was accepted by the Complaints Committee and recommended to the Professional Conduct Committee. As one component of that Settlement Agreement, Dr. Ashtari agreed to receive a written reprimand from the Professional Conduct Committee in the form and substance as appended to these reasons as **Schedule "B"**.
4. The Settlement Agreement was brought to the Professional Conduct Committee for consideration, pursuant to section 87 of the *Regulated Health Professions Act* and section 27 of the *General Regulations*. In doing so, the parties advised of some time sensitivity to the matter, particularly given certain deadlines for the successful completion of remedial modules by Dr. Ashtari.
5. Pursuant to section 91 of the *Regulated Health Professions Act*, the Chair of the Professional Conduct Committee appointed a panel for consideration of the proposed Settlement Agreement as follows: Dr. Thomas Boyle (Chair); Dr. Mark Sutherland; and Karen Fitzner (Public Representative).

6. On July 14, 2024, the panel approved the proposed Settlement Agreement and advised the parties that “reasons ... will follow in due course”. These are those reasons, as required by subsection 28(1) of the *General Regulations*.

Statutory Criteria

7. Section 87 of the *Regulated Health Professions Act* provides as follows:

Proposed settlement agreement

87(1) *Where a matter has been referred to a professional conduct committee under clause 84(1)(i), the regulatory body or the respondent may submit a proposed settlement agreement to the other party for consideration as a means of resolving the matter.*

(2) *A proposed settlement agreement must include*

(a) *sufficient facts to provide context for the admissions of the respondent;*

(b) *an admission by the respondent to one or more of the matters referred to the professional conduct committee;*

(c) *the respondent’s consent to a specified disposition, conditional upon the acceptance of the settlement agreement by the professional conduct committee assigned to review the proposed settlement agreement; and*

(d) *an agreement on the amount of costs to be paid and the timing for such payment.*

(3) *Where the respondent and the registrar agree to the proposed terms of a settlement agreement, the proposed agreement must be processed in accordance with the procedure set out in the regulations.*

- (4) *The complaints committee and the professional conduct committee have the authority to address the proposed settlement agreement as set out in the regulations.*

8. In turn, sections 25 – 27 of the *General Regulations* provide as follows (in part):

Referral of settlement agreement to complaints committee

- 25 *The procedure for addressing a proposed settlement agreement under subsection 87(3) of the Act is for the registrar to refer the proposed agreement to the complaints committee for consideration.*

Complaints committee actions when proposed settlement agreement referred

- 26(1) *The complaints committee may recommend acceptance of a proposed settlement agreement if it is satisfied that all of the following criteria are met:*

- (a) *the public is protected;*
 - (b) *if the respondent is permitted to continue practising, the conduct or its cause can be, or has been, successfully remedied or addressed, and, if applicable, the respondent is likely to successfully pursue the proposed remediation or other requirements of the proposed settlement agreement;*
 - (c) *settlement is in the best interest of the public.*
- (2) *If the complaints committee recommends acceptance of a proposed settlement agreement, the complaints committee must refer the proposed settlement agreement to the professional conduct committee for consideration.*

...

Professional conduct committee actions when proposed settlement agreement referred

27(1) *The professional conduct committee may accept a proposed settlement agreement if the criteria set out in subsection 26(1) have been met.*

(2) *If the professional conduct committee does not accept a proposed settlement agreement, it must do 1 of the following:*

(a) *recommend changes to the proposed settlement agreement;*

(b) *reject the proposed settlement agreement.*

(3) *If both parties agree with the changes recommended to a proposed settlement agreement under clause (2)(a), the proposed agreement must be referred back to the professional conduct committee for acceptance.*

(4) *If a proposed settlement agreement is rejected under subsection (2) or if both parties do not accept changes recommended under clause 2(a), the matter must be referred to another panel of the professional conduct committee for a hearing.*

9. Accordingly, the Professional Conduct Committee must be satisfied of the following to approve a proposed Settlement Agreement:

(a) First, the proposed Settlement Agreement must substantively include everything as required by subsection 87(2) of the *Regulated Health Professions Act*.

(b) Second, and by reference to subsection 27(1) of the *General Regulations*, the three criteria set forth at subsection 26(1) of those same regulations must be met.

Statutory Criteria are Satisfied

10. The proposed Settlement Agreement contains:
 - (a) detailed facts, set forth in 18 paragraphs, in full contextual support of Dr. Ashtari's admissions;
 - (b) admissions from Dr. Ashtari with respect to the referral by the Complaints Committee to the Professional Conduct Committee (see page 3 of the proposed Settlement Agreement, under the heading "Admissions");
 - (c) consent from Dr. Ashtari to a specified disposition, conditional upon the necessary approvals (see pages 3 and 4 of the proposed Settlement Agreement, under the heading "Sanctions"); and
 - (d) an agreement by Dr. Ashtari to pay costs in the amount of \$5,000 on or before July 15, 2025.
11. As such, the proposed Settlement Agreement substantively includes everything as required by subsection 87(2) of the *Regulated Health Professions Act*.
12. As to subsection 27(1) of the *General Regulations*, the panel agrees that the three requisite criteria have been met.
13. First, the panel finds that the public is adequately and properly protected. Importantly, the proposed Settlement Agreement imposes certain restrictions upon Dr. Ashtari until the successful completion of agreed-upon remedial courses and examinations. Thereafter, Dr. Ashtari has agreed to undergo regular practice

monitoring for a period of two years. Finally, and in particular response to a concern raised by the Complaints Committee during its investigation, Dr. Ashtari has agreed to undertake a comprehensive eye examination.

14. In this regard, the following sanctions are included within the proposed Settlement Agreement:

- c) *Dr. Ashtari agrees that she will not perform restorative dentistry (or any procedures employing a high-speed handpiece) until she successfully completes the above-noted customized remedial course and NDEB examinations.*
- d) *Following the successful completion of the customized remedial course and NDEB examinations, Dr. Ashtari will undergo prospective practice monitoring at 4-month intervals for two years, specifically to evaluate diagnosis and treatment planning, and restorative dentistry practices. The practice monitoring will be at the registrant's expense and will be conducted by someone appointed by the Registrar.*
- e) *Dr. Ashtari is required to undertake a comprehensive eye examination by an optometrist or ophthalmologist and submit a report of that examination.*

15. Second, and although she is permitted to continue practicing, Dr. Ashtari is subject to the significant practice restrictions noted above. In this way, and viewed comprehensively, the panel finds that the conduct of concern can be successfully remedied and that Dr. Ashtari is likely to successfully pursue the requirements as contained within the proposed Settlement Agreement.

16. Dr. Ashtari is “required to successfully complete a customized remedial course” on diagnosis and treatment planning and restorative dentistry within 24 months. She

is “required to successfully complete” two examinations, again within 24 months. In the meantime, she is not allowed to perform restorative dentistry. And if Dr. Ashtari fails to comply with any term of the Settlement Agreement, the matter will be automatically referred to the Complaints Committee for processing as a complaint (see section 32 of the *General Regulations*).

17. Third, and finally, the panel finds that settlement is in the best interest of the public. Dr. Ashtari has been cooperative throughout the regulatory process, she has admitted to her mistakes in a professional manner, and she has agreed to a reasonable and proportionate outcome in protection of the public.
18. In this way, the public interest is served by approval of the proposed Settlement Agreement.

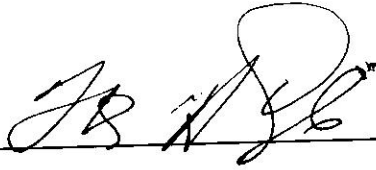
CONCLUSION AND ORDER

19. For all the foregoing reasons,

THE FOLLOWING IS HEREBY ORDERED BY THE PROFESSIONAL CONDUCT COMMITTEE OF THE NOVA SCOTIA REGULATOR OF DENTISTRY AND DENTAL ASSISTING:

1. The proposed Settlement Agreement, as appended hereto as Schedule “A”, is approved.
2. The proposed Letter of Reprimand, as appended hereto as Schedule “B”, shall be issued to Dr. Ashtari by the Professional Conduct Committee.
3. The Settlement Agreement, as approved, shall constitute the decision of the Professional Conduct Committee as to the Registrar’s complaint against Dr. Ashtari, and same shall be disposed of in accordance with the terms of the Settlement Agreement.
4. Pursuant to the terms of the Settlement Agreement, and for purposes of compliance with section 114 of the *Regulated Health Professions Act* and section 28 of the *General Regulations*, this decision shall be published on a named basis.
5. In the event that any term of the Settlement Agreement is alleged to have been breached, the matter shall be referred to the Complaints Committee for processing as a complaint, pursuant to section 32 of the *General Regulations*.

Dated: Aug 11, 2025.

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

Dr. Thomas Boyle
Chair, Professional Conduct Committee

SCHEDULE "A"

PROVINCE OF NOVA SCOTIA)
HALIFAX REGIONAL MUNICIPALITY)

IN THE MATTER OF: The *Regulated Health Professions Act*, SNS
2023, c 15, *Regulated Health Professions
General Regulations*, NS Reg 106/2024, and
Dentistry and Dental Assisting Regulations, NS
Reg 83/2025

-and-

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

SETTLEMENT AGREEMENT

Dr. Shadi Ashtari, a licensee with the Nova Scotia Regulator of Dentistry and Dental Assisting (the "Regulator"), hereby agrees with and consents to the following:

Statement of Facts

1. Dr. Ashtari is a dentist licensed by the Regulator who practises dentistry at Brookline Dentistry, a community dental clinic in Halifax, Nova Scotia (the "Clinic").
2. On July 4, 2024 and July 12, 2024, the Registrar conducted two practice review visits at the Clinic (the "Practice Review Visits").

Concerns from the Practice Review Visits

3. During the Practice Review Visits, the Registrar found issues with Dr. Ashtari's treatment of six patients (collectively, the "Patients").
4. On October 2, 2023, in the preparation of Patient A's tooth 37 for an MO restoration, Dr. Ashtari caused significant damage to the distal aspect of tooth 36. There was no reference in her clinical notes that this damage was reported to the patient. According to Patient A's dental record, the tooth was subsequently restored by Dr. Ashtari's colleague who wrote in their clinical notes that the tooth was "chipped" and "broken."
5. On April 12, 2023, during the preparation of Patient B's tooth 27 for an MO restoration, Dr. Ashtari caused significant damage to the distal aspect of tooth 26.
6. On November 20, 2022, Dr. Ashtari performed a poorly placed a composite restoration on Patient C's tooth 25. The clinical notes from subsequent appointments stated that this treatment caused the patient discomfort.

7. On November 28, 2022, Dr. Ashtari performed a poorly placed MO composite restoration on Patient D's tooth 45. This restoration had a significant gap on the gingival floor of the mesial box and a widely open margin. Also, Patient D's pre-treatment radiograph had demonstrated no evidence of decay.
8. In 2021, Dr. Ashtari performed multiple composite restorations on Patient E. These restorations were poorly placed, resulting in damage to 14D, 25D, and 27M. Also, Patient E's pre-treatment radiograph had demonstrated no radiographic evidence of decay for some of the teeth restored.
9. On December 12, 2022, Dr. Ashtari performed an MO composite restoration on Patient F's tooth 15, despite there having been no radiographic evidence of decay on bitewing radiographs taken on November 30, 2022.

The Professional Conduct Process

10. As a result of the Registrar's findings at the Practice Review Visits, on August 2, 2024, the Registrar lodged a complaint against Dr. Ashtari (the "Complaint"). The Complaint addressed Dr. Ashtari's clinical skills with respect to restorative dentistry. In the Complaint, the Registrar requested that Dr. Ashtari immediately cease providing restorative treatment to her patients pending the outcome of the Complaint.
11. On August 2, 2024, Dr. Ashtari agreed to cease providing restorative treatments to her patients.
12. On August 23, 2024, Dr. Ashtari responded to the Complaint, outlining her efforts to enroll in additional courses on restorative dentistry.
13. On September 6, 2024, the Registrar informed Dr. Ashtari that a panel of the Complaints Committee would meet to hear the Complaint on September 19, 2024.
14. On September 19, 2024, the Complaints Committee met to hear the Complaint.
15. Dr. Ashtari attended the hearing of the Complaints Committee and answered the Committee's questions.
16. After careful deliberations, the Complaints Committee determined that, in the treatment of at least six patients, Dr. Ashtari had:
 - 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;
 - Engaged in over-treatment;
 - Failed to maintain adequate patient records; and

- Breached the Code of Ethics by failing to provide competent care and failing to inform patients of negative treatment outcomes.

The Complaints Committee was also concerned by Dr. Ashtari's admission in the interview that there may be problems with her eyesight and wondered to what degree this had contributed to the deficiencies in her clinical skill.

17. On September 19, 2024, the Complaints Committee referred the Complaint to the Professional Conduct Committee. The referral to the Professional Conduct Committee was communicated to Dr. Ashtari on October 18, 2024.
18. On October 30, 2024, Dr. Ashtari submitted additional correspondence in this matter in which she outlined immediate operational and policy measures that she would be introducing to her practice, including conducting conference calls with past patients to explain treatment deficiencies, and providing patients with the opportunity for a complementary review of their x-ray and free corrective treatment.

Admissions

Dr. Shadi Ashtari admits the facts set out in the above Statement of Facts, and further admits that she engaged in professional misconduct pursuant to Section 2 of the *Regulated Health Professions Act* with respect to her treatment of the Patients as follows:

- a) Dr. Ashtari failed to maintain the standards of practice with respect to:
 - a. diagnosis and treatment planning;
 - b. restorative dentistry; and
 - c. recordkeeping;
- b) Dr. Ashtari failed to adhere to the Code of Ethics by failing to provide competent patient care and failing to inform the Patients of negative treatment outcomes.

Sanctions

Dr. Shadi Ashtari and the Regulator agree, conditional upon the recommendation of this Settlement Agreement by the Complaints Committee and the approval of this Settlement Agreement by the Professional Conduct Committee, that Dr. Ashtari shall be subject to the following sanctions:

- a) Dr. Ashtari is required to successfully complete a customized remedial course that covers each of the following areas:
 - i. Diagnosis and treatment planning; and

ii. Restorative dentistry

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

- b) Following successful completion of the customized remedial course, Dr. Ashtari is required to successfully complete the following examinations administered by the National Dental Examining Board of Canada (NDEB):

- i. Assessment of Clinical Judgement (ACJ); and
- ii. The Clinical Skills Component of the National Dental Examination of Clinical Competence (NDECC) offered at the NDEB Testing Centre in Ottawa

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

The Registrar will facilitate the registration and initial payment of the above-noted NDEB examinations. The Registrar will make best efforts to facilitate a special seating for the examinations. Dr. Ashtari will reimburse the costs of the examinations to the NSRDDA before the date of the examinations. Dr. Ashtari will be provided with one attempt to pass each of the examinations.

- c) Dr. Ashtari agrees that she will not perform restorative dentistry (or any procedures employing a high-speed handpiece) until she successfully completes the above-noted customized remedial course and NDEB examinations.
- d) Following the successful completion of the customized remedial course and NDEB examinations, Dr. Ashtari will undergo prospective practice monitoring at 4-month intervals for two years, specifically to evaluate diagnosis and treatment planning, and restorative dentistry practices. The practice monitoring will be at the registrant's expense and will be conducted by someone appointed by the Registrar.
- e) Dr. Ashtari is required to undertake a comprehensive eye examination by an optometrist or ophthalmologist and submit a report of that examination.
- f) Dr. Ashtari will remit to the Regulator the sum of \$5,000, on or before July 15, 2025, as a contribution to the Regulator's costs to investigate the Complaint.
- g) Dr. Ashtari will receive a written reprimand from the Professional Conduct Committee.

Publication

Dr. Ashtari and the Regulator agree, conditional upon the recommendation of this Settlement Agreement by the Complaints Committee and the approval of this Settlement Agreement by the Professional Conduct Committee, that the Professional Conduct 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 Professional Conduct Committee, there shall be no reference to this Settlement Agreement or any admissions contained herein in any subsequent proceeding or hearing under the *Regulated Health Professions Act*, and the terms of this Settlement Agreement will not be disclosed to any person, except with the written consent of both the Regulator and Dr. Ashtari or as may be required by law.

THIS SETTLEMENT AGREEMENT made this 27 day of June, 2025.


Witness


Dr. Shadi Ashtari


Witness


Dr. Doug Mackey, Registrar
Nova Scotia Regulator of
Dentistry and Dental Assisting

Recommended by the Complaints Committee this 19th day of June, 2025, by Dr. Clare Champoux, Chair of the Complaints Committee.

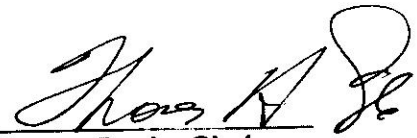

Witness


Dr. Clare Champoux, Chair
Complaints Committee

Accepted by the Professional Committee this 11 day of Aug 2025, 2025 by Dr. Thomas Boyle, Chair of the Professional Conduct Committee.


Witness

Susan Dunfee


Dr. Thomas Boyle, Chair
Professional Conduct
Committee

SCHEDULE "B"

XX, 2025

PERSONAL AND CONFIDENTIAL

Dr. Shadi Ashtari
101-6 Bloom Lane
Bedford, NS B4B 2E6

RE: Letter of Reprimand

As ordered by the Professional Conduct Committee of the Nova Scotia Regulator of Dentistry and Dental Assisting (the "Regulator"), this letter represents a written reprimand.

As you are aware, the Registrar initiated a complaint against you on August 2, 2024, following his findings during Practice Reviews (the "Complaint"). The Complaints Committee met on September 19, 2024, to deliberate and render a decision regarding the Complaint.

In its decision, the Complaints Committee resolved that you:

1. Failed to maintain the standards of practice with respect to:
 - a. diagnosis and treatment planning;
 - b. restorative dentistry; and
 - c. recordkeeping;
2. Failed to adhere to the Code of Ethics by failing to provide competent patient care and failing to inform your patients of negative treatment outcomes.

Pursuant to the Complaints Committee's findings and the Settlement Agreement related to this matter, the Professional Conduct Committee issues this letter of reprimand pursuant to the *Regulated Health Professions Act*, SNS 2023, c 15.

Sincerely,

Dr. Thomas Boyle, Chair
Professional Conduct Committee
Nova Scotia Regulator of Dentistry and Dental Assisting