

REPORT OF THE **ETHICS COMMITTEE**

2025/2026

**Persatuan Perubatan Malaysia
Malaysian Medical Association**



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Composition of the Ethics Committee



Standing (from Left to Right): Dr Loo Wing Hoh, Dr Amuthameena A/P Manoharan, Prof Dato' Dr N.K.S. Tharmaseelan, Assoc Prof Dr Mark Tan Kiak Min, Dr Muhamad Izwan Bin Ab Manan & Dr Thiyagar S/O Nadarajaw

Not in the Picture: Dr Vasu Pillai A/L Letchumanan, Dr Gayathri K. Kumarasuriar, Dr Peter Gan Kim Soon

At the 65th MMA AGM, during the 1st MMA Council Meeting (2025/2026) held on 13th September 2025, Assoc Prof Dr Mark Tan Kiak Min was appointed as the Chairman of the Ethics Committee, and the following members were also appointed for the 2025/2026 term:

Chairman

Assoc. Prof. Dr. Mark Tan Kiak Min

Secretary

Dr. Vasu Pillai A/L Letchumanan

Committee Members

Prof. Dato' Dr. N.K.S. Tharmaseelan
 Dr. Gayathri K. Kumarasuriar
 Prof. Dr. Thiyagar S/O Nadarajaw
 Dr. Peter Gan Kim Soon
 Dr. Muhamad Izwan Bin Ab Manan
 Dr. Amuthameena A/P Manoharan
 Dr. Loo Wing Hoh

MMA Secretariat

Ms. Nur Syarah Alya Binti Nizamuddin

Introduction



The practice of medicine is founded not only on scientific knowledge and clinical competence, but also on a deep commitment to ethical principles that safeguard the welfare, dignity, and rights of patients. Medical ethics serves as the moral framework that guides doctors in making decisions that are in the best interests of their patients while upholding the values of integrity, accountability, fairness, and respect.

In an increasingly complex healthcare environment, medical practitioners are frequently confronted with new ethical challenges that arise from advances in medical technology, evolving societal expectations, resource limitations, patient autonomy, confidentiality, and end-of-life care. As public awareness and access to healthcare information continue to grow, so too do expectations for transparency, professionalism, and ethical conduct within the medical profession. Maintaining public confidence requires doctors to consistently demonstrate sound ethical judgment, professional responsibility, and unwavering commitment to patient-centred care.

The medical profession occupies a unique position of trust within society. This trust is sustained through a social contract in which doctors are granted professional autonomy and privileges in return for adherence to the highest standards of ethical and professional behaviour. The privilege of practising medicine carries with it an obligation to act with honesty, compassion, integrity, and respect for all individuals, regardless of background or circumstance.

Doctors are expected to exercise their knowledge, skills, and clinical judgment responsibly and ethically. Every interaction with patients, colleagues, healthcare institutions, and the wider community presents an opportunity to uphold the values that define the profession. Conversely, unethical conduct or professional misconduct may erode public trust, compromise patient welfare, and diminish the standing of the profession.

The MMA Ethics Committee plays a pivotal role in promoting ethical medical practice and professional accountability among medical practitioners. Through education, advocacy, guidance, and the review of ethical concerns and complaints, the Committee seeks to foster a culture of ethical awareness, reflective practice, and professional excellence. Our commitment extends beyond addressing ethical issues when they arise; it encompasses strengthening ethical leadership and encouraging continuous engagement with the principles that underpin good medical practice.

Medical professionals are expected to:

- Uphold the principles of medical ethics, including beneficence, non-maleficence, respect for patient autonomy, and justice
- Maintain professional competence and deliver safe, evidence-based, and patient-centred care
- Demonstrate honesty, integrity, and accountability in all professional activities
- Respect patient dignity, confidentiality, privacy, and informed decision-making
- Communicate openly, respectfully, and compassionately with patients, families, and colleagues
- Recognise and appropriately manage ethical dilemmas and conflicts of interest
- Promote patient safety and always advocate for the welfare of patients
- Foster mutual respect, professionalism, and collaboration within the healthcare team

This report outlines the activities and initiatives undertaken by the MMA Ethics Committee during the 2025/2026 term (until 15 June 2026) in advancing ethical medical practice, strengthening professional standards, and supporting the medical profession in its continued commitment to serving society with honour, integrity, compassion, and ethical excellence.

Meetings

As of the date of this report, three meetings have been held for the 2025/2026 term. The attendance of the Ethics Committee members is as follows:

No	Members	1st Ethics Committee Meeting – Virtual (07/10/2025)	2nd Ethics Committee Meeting – Hybrid (17/01/2026)	3rd Ethics Committee Meeting – Hybrid (28/03/2026)
1	Assoc Prof Dr Mark Tan Kiak Min	✓	✓	✓
2	Dr Vasu Pillai Letchumanan	✓	✓	✓
3	Prof Dato’ Dr N.K.S. Tharmaseelan	X	✓	✓
4	Dr Thiyagar S/O Nadarajaw	✓	✓	✓
5	Dr Gayathri K. Kumarasuriar	✓	✓	X
6	Dr Peter Gan Kim Soon	X	✓	✓
7	Dr Muhamad Izwan Bin Ab Manan	✓	✓	✓
8	Dr Amuthameena A/P Manoharan	✓	✓	✓
9	Dr Loo Wing Hoh	✓	✓	✓

**The 4th Ethics Committee Meeting for this term is tentatively scheduled to be held in July 2026.*

Complaints

The complaints received and deliberated by the MMA Ethics Committee are categorised into the following:

- **Official Cases** – Complaints or cases that are formally submitted to the Ethics Committee with a completed complaint form and assigned a case number.
- **CC Cases** – Complaints and queries whose primary intended recipient were the Malaysian Medical Council (MMC), the Ministry of Health (MOH) or other professional authorities in which the MMA was also copied in (CC) for information purposes only, and no further action is required from the Ethics Committee.
- **Other Cases** – Complaints or cases that do not fall under the classification of the above two categories, such as the complainants are unknown or uncontactable, or such complaints or inquiries were sent to MMA without a proper complaint form.

A total of **3 Official Cases**, **8 CC Cases** and **7 Other Cases** were received by the Ethics Committee during this term as of the 15th of June 2026. The following tables summarise the statistics of cases for this term.

A summary of the Official Cases is also provided below, and brief descriptions of the CC Cases and Other Cases are included as Appendix 1 and Appendix 2 respectively.

1. Number of Cases Received for the 2025/2026 Term:

Cases	No. of Cases
Official Cases carried forward from Previous Term - Old Cases (cases received prior to 1 August 2025)	5
Official Cases received - New Cases (cases received between 1 August 2025 - 15 June 2026)	3
Official Cases closed (Old Cases)	5
Official Cases closed (New Cases) (as of 15 June 2026)	2
CC Cases received	8
Other Cases received	7

2. Nature of Official Cases (New Cases) received by the Ethics Committee for the 2025/2026 Term (n=3)

Complaint Types	No. of Cases
Professional Fees	0
Medical Report	0
Alleged Unprofessional Conduct	1
Hospital / Clinic Charges	0
Advertisement	1
Alleged Medical Negligence	1

For comparison, the total number of Official Cases (New Cases) received in the last six years is shown below:

Term	No. of Cases
2019 - 2020	8
2020 - 2021	4
2021 - 2022	7
2022 - 2023	12
2023 - 2024	5
2024 - 2025	5
2025 - 2026	3

3. Summary of Official Cases (New Cases) and Action Taken by the MMA Ethics Committee

3.1 Case 1: Alleged Medical Negligence

Ref No: EC1869/2025

Date Received: 3rd September 2025 (via email)

Complaint: A complaint was received regarding alleged medical negligence and service shortcomings involving a private hospital. The complainant alleged that the patient was not provided with a copy of the consent form related to the medical procedure and that adequate consultation was not conducted by the attending doctor prior to the procedure. Concerns were also raised regarding the use of medical equipment, particularly in relation to hygiene standards and professional practice.

Action: After deliberation on the facts of this complaint, it was forwarded to the Cawangan Kawalan Amalan Perubatan Swasta (CKAPS) and the complainant was provided with information on the appropriate channels for pursuing the matter, as the complaint fell outside the scope of the MMA Ethics Committee's jurisdiction. The case was closed following confirmation that the matter had been taken up by CKAPS and that further communication had taken place between CKAPS and the private hospital concerned.

3.2 Case 2: False Advertisement and Alleged Unprofessional Conduct

Ref No: EC1870/2025

Date Received: 8th December 2025 (via email)

Complaint: A complaint was received regarding an alleged discrepancy in medication pricing at a private general practice (GP) clinic, as well as alleged unprofessional conduct by the Person-in-Charge of the clinic. The complainant alleged that the clinic had advertised a medication at a particular price but charged a different amount upon payment. Concerns were also raised regarding the conduct of the attending doctor, who was alleged to have made inappropriate remarks and exhibited rude behaviour towards the patient.

Action: MMA forwarded the complaint to the clinic concerned to obtain clarification regarding the pricing of the medication. The complainant was also provided with information about the appropriate channels for pursuing the matter related to medication pricing. This case was also forwarded to the PPS for further action regarding the alleged misuse of medication price display by the clinic and subsequently closed.

3.3 Case 3: Alleged Unprofessional Conduct

Ref No: EC1871/2026

Date Received: 24th May 2026 (via email)

Complaint: A complaint was received regarding alleged unprofessional conduct by a doctor. The complainant alleged that the doctor had treated the patient in a rude and unprofessional manner, including making remarks that the patient had not been taking the prescribed medication properly. The complainant sought MMA's assistance in reviewing the matter and requested guidance on the appropriate course of action.

Action: The complaint remains under review. The Committee is currently working on obtaining an update from the complainant and will deliberate on action regarding the matter once sufficient information is obtained.

Activities

1. Migration Health Ethics 2026: Social Justice for Forced Migrants in Malaysia

- **Date:** Saturday, 13th June 2026
- **Venue:** Monash University Malaysia
- **Organisers:** Jeffrey Cheah School of Medicine and Health Sciences, Monash University Malaysia & MMA Ethics Committee
- **Mode:** Physical
- **Number of Participants:** 24

Migration Health Ethics 2026 explored the role of medical personnel and their dilemmas on ethics and legal issues in exposure to the forced migrant community in Malaysia. As amplified by their oath and their position, medical personnel have the capacity to be agents of prosocial change, advocacy, and social justice, thereby promoting societal understanding, and appreciation of multiculturalism against the damaging effects of individual, institutional, and societal racism, prejudice, and all forms of oppression based on stereotyping and discrimination.

This event was conducted as a four-hour educational programme comprising keynote lectures, expert presentations, panel discussions, sharing sessions, and interactive question-and-answer sessions. The programme was designed to provide participants with both theoretical understanding and practical insights into migration-related ethical challenges encountered within healthcare systems and public health practice.

Migration Health Ethics 2026 attracted participation from a multidisciplinary audience consisting of:

- Medical practitioners
- Public health specialists
- Academicians
- Medical students
- Representatives from non-governmental organisations
- Humanitarian practitioners

This event successfully served as a platform for advancing discourse on ethical challenges in migration health and promoting interdisciplinary engagement among stakeholders. The programme underscored the importance of integrating ethical principles, social justice considerations, and human rights perspectives into healthcare delivery, research, and policy development for migrant populations.

The encouraging participation and positive feedback received demonstrate the need for sustained educational initiatives and collaborative efforts to strengthen ethical capacity in migration health. The organising committee remains committed to continuing this dialogue and supporting future activities that contribute to equitable, inclusive, and ethically grounded health systems for all populations.



MONASH University **JEFFREY CHEAH SCHOOL OF MEDICINE AND HEALTH SCIENCES**

Migration Health Ethics 2026

Social Justice for Forced Migrants in Malaysia

13 JUNE 2026 | 9.00AM - 1.30PM | ROOM 6306 MONASH UNIVERSITY MALAYSIA

The Jeffrey Cheah School of Medicine and Health Sciences, in collaboration with MMA Ethics Committee will be organising an immersive event that examines the ethical and legal dilemmas faced by medical personnel in their engagement with forced migrant communities seeking medical care in Malaysia.

Program Includes:

Session 1	Welcome Address
Session 2	Introduction and Equity in Healthcare Access
Session 3	Being a Refugee or Stateless in Malaysia
Session 4	Ethical Dilemmas and Decision Making
Session 5	Breakout Session - Case Studies Discussion
Session 6	Reflection
Session 7	Feedback & Q&A

Speakers:

- Dr. Noor Huda, Primary Care Physician & Humanitarian Health Practitioner
- Dr. Nurul Huda, Social Scientist, Monash University Malaysia
- Dr. Nurul Huda, Social Scientist, Monash University Malaysia
- Dr. Nurul Huda, Social Scientist, Monash University Malaysia
- Dr. Nurul Huda, Social Scientist, Monash University Malaysia

Target participants: Final year medical students, House officers, Junior medical officers

4 MMA CPD points will be awarded

For more information, or if you require financial support to attend, please contact: carmen.cheng@monash.edu

In collaboration with **mma**



2. Guideline Development Workshop by the Sub-Committee of the MMA Ethics Committee on the Development of Guidelines on Responsible Social Media Use

- **Date:** Saturday, 13th June 2026
- **Mode:** Physical

Participants:

The workshop participants comprised members of the Sub-Committee of the MMA Ethics Committee for the Update of the Guidelines on Responsible Social Media Use:

1. Dr Muhamad Izwan bin Ab Manan
2. Dr Tioh Beng Siong
3. Dr Wan Amni binti Zulkifar
4. Dr Muhamad Nur Aiman bin Noor Ali

Objectives:

- To develop guidelines on responsible social media use for medical practitioners.
- To identify gaps in current practices relating to social media use.
- To deliberate on emerging ethical and medicolegal issues.
- To formulate clear, practical, and contextually relevant guidelines.
- To align the guidelines with current professional standards and expectations.

The workshop involved detailed discussions on the ethical, professional, and medicolegal implications of social media use by medical practitioners. Members reviewed existing local and international guidance documents and identified key areas requiring clarification and updating to reflect current digital communication trends.

Key topics deliberated during the workshop included professional conduct and professionalism online, maintenance of patient confidentiality and privacy, management of doctor-patient interactions through digital platforms, dissemination of medical information, management of conflicts of interest, advertising and self-promotion, use of artificial intelligence and digital content creation tools, and the responsibilities of medical practitioners when engaging with the public on social media. The participants also discussed practical scenarios frequently encountered by healthcare professionals and considered appropriate guidance to ensure that the proposed recommendations are relevant, applicable, and aligned with contemporary medical practice in Malaysia.

The workshop successfully achieved its intended objectives. A preliminary framework and draft content for the MMA Guidelines on Responsible Social Media Use were developed and will be submitted to the MMA Ethics Committee for the review. The discussions provided a strong foundation for the preparation of a comprehensive guideline that promotes ethical, professional, and responsible social media engagement among medical practitioners while safeguarding public trust in the medical profession.



3. Ethics Committee Monthly Webinar Series

The MMA Ethics Committee continued to organise its Webinar Series on the last Wednesday of each month from 9:00 PM to 10:00 PM. These sessions, which were started during the previous term, are designed to benefit MMA members by addressing a wide range of ethical issues in medical practice. The webinars feature insights from esteemed and experienced speakers, including updates on new Malaysian Medical Council (MMC) guidelines and evolving standards in medical ethics. Below are the summary reports for the webinars:

3.1 Webinars Completed for the 2025/2026 Term (September 2025 – June 2026)

• 8 Webinars

Date	Speaker	Title	Registered	Attended
24/09/2025	Dr Wan Amni Binti Zulkifar	Ethical Approaches to Documentation Errors and Adverse Events	380	210
29/10/2025	Ms Christine Jasmine Ellis (MEDEFEND)	MMC Disciplinary Proceedings	308	163
26/11/2025	MMA CPD Special Course – No Webinar Scheduled in November 2025			
24/12/2025	Christmas- No Webinar Scheduled in December 2025			
28/01/2026	Prof. Dato' Dr. Muhammad Shamsir Bin Mohd Aris	Updates on the MMC Guidelines on Assisted Medical Reproduction	328	167
25/02/2026	Dr Hasdy Haron	Updates on the MMC Guideline on Organ, Tissue, Cell Transplantation and Cell Therapies	276	147
25/03/2026	Ms Munita Kaur	MMC Guidelines on the Ethical Use of Artificial Intelligence in Medical Practice	384	218
29/04/2026	Prof Dato' Dr Abdul Hamid Abdul Kadir	MMC Guidelines on Ethical Implications of Doctors in Conflict Situations	393	197
20/05/2026	Dr Khairul Hafidz Alkhair Khairul Amin	Updates on the MMC Guideline on Dissemination of Information by the Medical Profession Including on Social-Media	506	300
24/06/2026	Ms Nurulhuda Mansor (MPS)	Lessons From the MMC Disciplinary Proceedings	310	171

3.2 Planned Webinars for the Remainder of the 2025/2026 Term (July – August 2026)

• 2 Webinars

Date	Title
29/07/2026	Updates on the MMC Guideline on Brain Death
26/08/2026	MMC Guideline on Expert Witness

4. MMA Position Paper on Medical Errors

The position paper entitled "Medical Errors", led by two Ethics Committee members, Dr Muhamad Izwan Ab Manan and Dr Gayathri K. Kumarasuriar, is currently at the MMA Council level for final review and approval.

Upon approval by the Council, the position paper will be officially published on the MMA website.

5. MMA Position Paper on Access to Medical Records

At the request of the MMA National Health Policy (NHP) Committee, the Ethics Committee agreed to assist in updating the position paper entitled "Access to Medical Records."

A Subcommittee of the Ethics Committee was established to further develop the position paper, led by Dr Loo Wing Hoh. The other members of the subcommittee, Dr Gabriel Tang Pei Yung and Dr Seow Hwui Choong, also contributed to this effort.

The draft position paper is currently undergoing further discussion and deliberation by the Ethics Committee and will subsequently be submitted to the NHP Committee for review before being presented to the MMA Council for consideration and approval.

Other Planned Collaborations/Events For 2025/2026 Term

Events	Date	Venue
Sabah East-Coast Medical Ethics Seminar (SEAMES) 2026 in collaboration with Kelab Rekreasi & Kebajikan and Medicolegal Unit Hospital Lahad Datu, Sabah	25 July 2026	Hospital Lahad Datu, Sabah
Kursus Medikolegal & Etika Peringkat Hospital Kluster Kelantan Utara 2026 in collaboration with JKN Kelantan, MPS/MEDEFEND and Hospital Raja Perempuan Zainab II Kota Bharu, Kelantan	18 August 2026	Hospital Raja Perempuan Zainab II, Kota Bharu

Organised by:

Kelab Rekreasi & Kebajikan
Hospital Lahad Datu

Medicolegal Unit
Hospital Lahad Datu

In collaboration with:

MMA Ethics Committee

SABAH EAST-COAST MEDICAL ETHICS SEMINAR (SEAMES) 2026

POLICY VS PRACTICE: THE FRONTLINE REALITY

GUEST SPEAKERS

Assoc. Prof. Dr Mark Tan Kiak Min
Healthcare Ethics Consultant &
Chair of MMA Ethics Committee

Dr Chin Kuen Yei
Head of Medicolegal Section
Sabah State Health Department

Dr Tioh Beng Siong
Anesthesiologist & Critical Care Specialist
Hospital Duchess of Kent

Dr Muhammad Izwan bin Ab Manan
Head of Medicolegal Unit
Hospital Raja Perempuan Zainab II

DATE
Saturday, 25th July 2026

TIME
08:00 AM - 5:00 PM

LOCATION
Dewan Darun 162,
Hospital Lahad Datu

Inviting All Healthcare Workers

- House Officers
- Medical Officers
- Specialists
- Nurses
- Medical Assistants
- Pharmacists

REGISTER HERE TODAY
CERT & CPD POINTS PROVIDED
FEE: RM40

016-5090167 (DR SITH) | SITH@ARRTHEN@GMAIL.COM

Acknowledgements

The Chairman of the Ethics Committee extends his sincere appreciation to all committee members for their efforts, contributions, and spirit of cooperation throughout this term. A special note of thanks is also accorded to the Secretariat staff for the dedication in managing the day-to-day administrative responsibilities of the Committee.

Prepared By:

MS. NUR SYARAH ALYA BINTI NIZAMUDDIN

**Secretariat
MMA Ethics Committee 2025-2026**

Verified By:

ASSOC. PROF. DR. MARK TAN KIAK MIN

**Chairman
MMA Ethics Committee 2025-2026**

Appendix 1

SUMMARY OF CC CASES FOR THE TERM 2025/2026 (n=8)

CASE 1:

Date Received: 29th August 2025

Subject: Grievance Report Concerning an Alleged Professional Misconduct by a Medical Officer

Summary: The complainant copied MMA in a complaint lodged to MOH regarding an incident involving professional misconduct by a medical officer who misdiagnosed the complainant's leg injury as a bruise, but which later turned out to be a fracture. Additionally, the complainant alleged that the attending doctor did not inform the patient on the nature and extent of the injury which led to serious complications and outcomes. The complainant has requested MOH on a review of the case.

CASE 2:

Date Received: 30th August 2025

Subject: Formal Complaint Against a Doctor for Misconduct (Harassment, Intimidation, and Threatening Behaviour)

Summary: The complainant copied MMA in a complaint that was lodged directly to the MOH and MMC regarding the misconduct of a registered medical practitioner. The individual in question has engaged in repeated harassment, intimidation, and the use of abusive and threatening language towards the complainant and the complainant's family, both in person and through social media messages.

CASE 3:

Date Received: 9th September 2025

Subject: Formal Complaint of Medical Negligence, Poor Patient Care & Claim for Compensation

Summary: The complainant copied MMA in a complaint that was lodged directly to the MOH, MMC, MSQH, NCCC and the private hospital regarding the extremely poor handling of the patient's medical condition and treatment. The entire sequence of events caused significant physical pain, emotional distress and mental harassment to the patient which constitutes to the medical negligence and breach of duty of care by the attending doctors. The complainant has requested for a full refund, compensation and a formal written apology from the private hospital acknowledging the failure in duty of care.

CASE 4:**Date Received:** 17th October 2025**Subject:** Complaint Regarding Alleged Negligence in the Examination of a Child's Injury

Summary: The complainant copied MMA in a complaint that was lodged directly with the private GP clinic concerned and the Malaysian Medical Council (MMC). The complaint alleged that the attending doctor failed to detect a serious injury sustained by the complainant's child despite having performed an X-ray examination. The complainant further alleged that this resulted in additional personal expenses incurred in seeking further assessment and treatment at other healthcare facilities. Concerns were also raised regarding an alleged delay in treatment, which the complainant believed contributed to further complications or worsening of the injury. The complainant requested a formal written apology from the clinic as well as a full refund of the treatment costs incurred.

CASE 5:**Date Received:** 19th December 2025**Subject:** Complaint Concerning on the Hospital Charges of a Private Healthcare Facility

Summary: A complaint was received regarding escalating hospital charges. The complainant had initially raised the matter directly with the healthcare facility concerned but was dissatisfied with the response received. The complaint was subsequently forwarded to MMA for assistance and guidance.

CASE 6:**Date Received:** 23rd February 2026**Subject:** Concern Regarding Alleged Professional Misconduct Involving a Medical Officer Attached to a Government Hospital

Summary: The complainant copied MMA in a complaint that was lodged directly with the MOH, regarding the alleged professional misconduct involving a medical officer from government hospital including allegations of conduct of a sexual nature by the doctor. The complainant has submitted a complaint directly to the Hospital Director of the Government Hospital and has also copied the MOH and MMA in the email correspondence. The complainant has further lodged a police report in relation to the matter.

CASE 7:**Date Received:** 23rd April 2026**Subject:** Complaint Regarding Alleged Unprofessional Conduct and Case Management by an Attending Doctor**Summary:** The complainant copied MMA that was lodged to the private hospital directly which the complaint concerned an alleged unprofessional conduct of an attending doctor during a hospital admission. The complainant alleged that the doctor failed to adequately review the relevant referral documents, provided insufficient explanations regarding the patient's condition and insurance matters, and displayed inappropriate behaviour towards nursing staff in the presence of the patient. Concerns were also raised regarding the handling of the insurance Guarantee Letter application, which allegedly resulted in delays to further treatment and additional costs to the patient. The complainant requested an investigation into the matter, a formal explanation from the hospital, appropriate action against those involved, and a refund of the consultation fee charged.**CASE 8:****Date Received:** 30th May 2026**Subject:** Formal Complaint: Serious Breakdown in Billing Coordination and Delay of Critical Cancer Diagnostic Test**Summary:** The complainant copied MMA in a complaint that was lodged directly to the private hospital concerned and CKAPS. The complainant alleged administrative and communication failures in the management of a patient's care at a private healthcare facility. The complainant alleged that internal miscommunication and billing discrepancies resulted in delays to a critical diagnostic test, causing additional distress and uncertainty during the management of a serious medical condition. The complainant expressed concerns regarding the lack of coordination between clinical and administrative departments, the temporary suspension of a diagnostic test due to billing issues, and the resulting delay in treatment planning. The complainant requested a formal explanation of the incident, assurance that future care would proceed without further delays, and clarification on measures taken to prevent similar occurrences.*Report Verified on 15th June 2026.*

Appendix 2

SUMMARY OF OTHER CASES RECEIVED FOR THE 2025/2026 TERM (n=7)

CASE 1:

Date Received: 5th September 2025

Subject: Concern on Patient Safety and Clinic Practices

Summary: The complainant submitted a complaint to MMA via email regarding a circumcision procedure, alleging that inadequate post-operative care resulted in complications that subsequently required hospitalisation. The MMA acknowledged receipt of the complaint and requested more information, but the complainant did not reply, and no further correspondence was received despite follow-up. After a significant period lapsed with no communication received from the complainant despite attempts from the Secretariat to reach out, the Committee considered the case closed.

CASE 2:

Date Received: 31st October 2025

Subject: Clinic imposing excessive consultation fees and making false claims

Summary: A complaint was received via email regarding alleged discrepancies in billing and consultation charges at a private clinic. The complainant alleged that a consultation fee was charged despite only purchasing medication at the clinic counter and not being seen by a doctor. Concerns were also raised regarding a medication entry reflected in the panel billing system that the complainant alleged was neither prescribed nor administered. The complainant requested clarification regarding the charges and raised concerns about the clinic's billing practices, transparency, and professional integrity. The MMA acknowledged receipt of the complaint and requested more information but the complainant did not reply and no further correspondence was received despite follow-up. After a significant period lapsed with no communication received from the complainant despite attempts from the Secretariat to reach out, the Committee considered the case closed.

CASE 3:

Date Received: 7th November 2025

Subject: Clarification on charges and delay in transfer

Summary: A complaint was received via email regarding alleged discrepancies in medical charges and dissatisfaction with the quality of service provided at a healthcare facility. The complainant questioned the appropriateness of the charges incurred, claiming that they did not correspond to the treatment received. Concerns were also raised regarding a prolonged waiting period prior to referral to another hospital for further management, during which the complainant felt that insufficient updates and assistance were provided. The complainant requested a detailed breakdown of the charges and an explanation for the delay in care from the private hospital. The MMA acknowledged receipt of the complaint and requested more information but the complainant did not reply and no further correspondence was received despite follow-up. After a significant period lapsed with no communication received from the complainant despite attempts from the Secretariat to reach out, the Committee considered the case closed.

CASE 4:**Date Received:** 19th November 2025**Subject:** Formal Complaint on Alleged Medical Negligence, Improper Post-Operative Management and Lack of Professional Accountability

Summary: A complaint was received via email regarding alleged medical negligence, inadequate post-operative management, and concerns over professional accountability following a spinal surgery performed at a private hospital. The complainant alleged that surgical complications were not identified or appropriately investigated despite persistent symptoms and repeated follow-up consultations. Concerns were also raised regarding delays in diagnostic assessment, the management of ongoing symptoms, and difficulties in communication with the attending doctor. The complainant requested an independent review of the care provided, including an assessment of whether appropriate medical and professional standards were followed, and sought guidance on the appropriate course of action. The MMA acknowledged receipt of the complaint and requested more information but the complainant did not reply and no further correspondence was received despite follow-up. After a significant period lapsed with no communication received from the complainant despite attempts from the Secretariat to reach out, the Committee considered the case closed.

CASE 5:**Date Received:** 22nd November 2025**Subject:** Complaint Regarding Unverified Credentials, Past Sexual Misconduct, and Ongoing Predatory Behaviour Toward Minors Under 18

Summary: A complaint was received alleging sexual misconduct and inappropriate behaviour by a medical practitioner. The complainant also questioned the validity of the doctor's professional qualifications and credentials. The Committee decided to seek clarification from the MMC regarding the doctor's qualifications and registration status. Upon receiving confirmation from MMC, it was established that the doctor's qualifications and registration were valid. MMA subsequently informed the complainant of the findings and provided the relevant confirmation from MMC. Regarding the allegations of sexual misconduct and inappropriate behaviour, the Committee was unable to proceed further due to insufficient evidence to substantiate the claims. The information provided was inadequate to verify the authenticity of the allegations or to support further action. After a significant period lapsed with no additional requested information received from the complainant, the Committee considered the case closed.

CASE 6:**Date Received:** 23rd February 2026**Subject:** Allegations of Misdiagnosis, Abuse of Power by Psychologists, and Coercive Control by Parents and Involved Medical Personnel

Summary: A complaint was received alleging misdiagnosis and abuse of power by healthcare professionals at a government healthcare facility. The complainant had previously submitted a similar complaint to MMA in 2024 involving multiple complex issues and continued to raise concerns on the same matter during the current term. The MMA Ethics Complaint Form was provided to the complainant on multiple occasions. While the complainant responded periodically and requested additional time to complete the form, the completed form was never submitted to MMA. In the absence of a completed Ethics Complaint Form and any substantive follow-up from the complainant, the Committee was unable to formally review the matter. After a significant period lapsed with no communication received from the complainant despite attempts from the Secretariat to reach out, the Committee considered the case closed.

CASE 7:**Date Received:** 16th April 2026**Subject:** Complaint Regarding Alleged Unethical Conduct by a Medical Practitioner

Summary: An anonymous complaint was received via email alleging unethical conduct by a medical practitioner in relation to comments made on a social media platform concerning a patient seeking advice on HIV pre-exposure prophylaxis (PrEP). The complainant expressed concerns that the remarks were inappropriate, potentially stigmatizing towards certain patient groups, and may discourage individuals from seeking healthcare services. As the complaint was submitted anonymously, the Committee was unable to verify the authenticity of the facts of the claims and proceed with an investigation. Consequently, the case was considered closed without further action.

Report Verified on 15th June 2026.