



DISCIPLINARY COMPLAINT RESOLUTION AGREEMENT
pursuant to section 55(2)(a.1) of the *Health Professions Act*

BETWEEN:

JAANA LADI #71,405
(the “Regulated Member”)

and

The College and Association of Registered Nurses of Alberta
(“CARNA”)

A Disciplinary Complaint Resolution Agreement (“DCRA”) was executed between the Regulated Member and CARNA, dated with effect **November 10, 2020**. The below constitutes a summary of such DCRA:

Through a DCRA with CARNA, JAANA LADI, 71,405 (the “Regulated Member”), acknowledged and admitted that their behaviour constituted unprofessional conduct. Particulars of the Regulated Member’s unprofessional conduct arises from two (2) complaints to CARNA including the following:

- inappropriately accessed the electronic health record of patients;
- on at least two occasions contacted a physician on the physician’s personal cell phone to seek health advice and services for the Regulated Member’s family member;
- used an internal phone line to book an emergent appointment for the Regulated Member’s family member, and;
- contacted a physician on the physician’s personal cell phone to seek a reference letters.

The Regulated Member agreed to complete course work. Conditions shall appear on the CARNA register and on the Regulated Member’s practice permit.