



— COLLEGE OF —  
**CHIROPRACTORS**  
— OF ALBERTA —

## Complaint Resolution Agreement Admission and Orders of:

Dr. Mohammad Hejran Omarzay

On:

January 16, 2026

Posting expiration date:

January 16, 2031

## **COMPLAINT RESOLUTION AGREEMENT**

Dated this 16 day of January, 2026 (the "Effective Date")

Pursuant to section 55(2)(a.1) of the *Health Professions Act*

**BETWEEN**

**Dr. Mohammad Hejran Omarzay ("Dr. Omarzay")**

---and---

**Ms. Linda Sahli, Acting Complaints Director for the College of Chiropractors of Alberta  
(the "Complaints Director")**

### **BACKGROUND MATTERS**

- A. The College of Chiropractors of Alberta or CCOA (the "College") is the regulatory body for the profession of chiropractic pursuant to the *Health Professions Act*, R.S.A. 2000, c. H-7 ("HPA"). The parties agree that for the purposes of this agreement, the term "College" shall include the College of Chiropractors of Alberta and all predecessor colleges under prior applicable legislation.
- B. On or about June 20, 2024, the College received a complaint (the "Complaint") from [REDACTED] (the "Complainant") concerning the conduct of Dr. Omarzay. The Complaint alleged that Dr. Omarzay:
  - a. Did not have detailed discussions with the Complainant and the Complainant's wife of their health issues or the number of treatments needed to achieve the expected health improvement,
  - b. Did not advise the fees for service and billed the Complainant more as motor vehicle accident patients than regular patients, and
  - c. Pressured the Complainant and his wife to visit the office as often as possible, was careless in how he treated them, and charged \$200 for visits lasting 5 minutes.
- C. On June 21, 2024, the Complaints Director notified Dr. Omarzay of the Complaint and requested a response.
- D. The Complaints Director appointed an investigator who conducted an investigation pursuant to Part 4 of the HPA.
- E. The investigation report was received on July 10, 2025. The Complaints Director believes that there is sufficient evidence of unprofessional conduct to refer the complaint to a Part 4 HPA discipline hearing.
- F. The Complaints Director, under the authority of s. 55(2)(a.1) of the HPA, has proposed this Complaint Resolution Agreement (the "CRA") to Dr. Omarzay in an attempt to resolve the Complaint. The Complainant provided consent to proceed in this manner with the terms outlined in this agreement.

## **COMPLAINT RESOLUTION AGREEMENT**

**IN CONSIDERATION OF** the terms and conditions set out herein, the Complaints Director and Dr. Omarzay hereby agree, and Dr. Omarzay hereby acknowledges that:

1. At all times concerning the conduct in question, Dr. Omarzay was a regulated member of the College.
2. Dr. Omarzay acknowledges that:
  - a. On, or between November 22, 2021 to November 20, 2023, Dr. Omarzay failed to appropriately document objective assessments, examinations, treatments, re-evaluations, or clear progress markers in association with the treatment plan for the complainant and for M.N. Chart note documentation is repetitive with duplication of objective information and with inaccurate entries relating to treatment. Documentation does not reflect discussions regarding treatment recommendations, the plan to decrease chiropractic treatment, or the recovery process and timeline for recovery.
  - b. Dr. Omarzay failed to consistently complete and document re-examination assessments at the re-evaluation interval of every 12 treatments and did not document a physical examination with resisted range of motion or orthopedic testing.
  - c. Dr. Omarzay failed to document that fees for service in the amounts billed were communicated to the Complainant. Fees charged were not congruent with the published clinic fee schedule. The published fee schedule on the website was not clear or up to date.
  - d. Dr. Omarzay failed to communicate increases in fees for service to the Complainant.
3. Dr. Omarzay's conduct, as described above, could be considered conduct that harms the integrity of the profession and could be considered violations of the following parts of the College's Standards of Practice and Code of Ethics:

### Standards of Practice

- 1.3 Informed Consent
- 2.1 Fee Schedule
- 2.5 Billing Practices
- 3.2 Treatment Recommendations and Referrals
- 4.0 Provision of Professional Service
- 4.1 Scope of Practice for Chiropractors
- 5.1 Record Keeping Requirements
- 5.2 Clinical Relevance of Treatment Recommendations

### Code of Ethics

- A2: Current/Continued Competence
- A5: Informed Choice and Consent for Treatment
- A6: Provision of Full and Accurate Information
- A8: Guarantees and Expectations
- B3: Contractual Services/Practice Arrangements
- B6: Fees and Compensation for Service

**IN CONSIDERATION OF** the conduct acknowledged above, the Complaints Director and Dr. Omarzay agree to the following terms:

1. Dr. Omarzay will take the following education courses:

- a. PBI – Medical Record Keeping (MR – 17)  
[Medical Record Keeping • MR-17 • PBI Education](#)

This will be taken at Dr. Omarzay’s cost and will not count towards his annual continuing competence requirements. This course must be completed within 6 months of the effective date of the CRA.

2. Dr. Omarzay will participate in and comply with two (2) in-person practice visits to be conducted by a College-approved delegate. The Complaints Director, or the College-approved delegate, will communicate with Dr. Omarzay to select dates for the practice visits that work for both parties. The two practice visits must be completed within one(1) year of the effective date of the CRA.

The costs associated with the practice visits, including reporting and any costs associated with implementing the recommendations resulting from the practice visits will be Dr. Omarzay’s responsibility. The hourly rate for the College-approved delegate is \$200/hour and this includes time spent preparing for, conducting, and reporting for each practice visit.

Upon completion of the two consecutive practice visits, the College-approved delegate will be required to provide written notification to the Complaints Director that Dr. Omarzay successfully implemented the required practice changes and that there is no evidence of violations of the Standards of Practice and Code of Ethics with respect to the issues identified in the Complaint. Specific areas of review for ongoing compliance will include:

- a. Standards of Practice (SP):
  - SP 1.3 Informed Consent
  - SP 2.1 Fee Schedule
  - SP 2.5 Billing Practices
  - SP 3.2 Treatment Recommendations and Referrals
  - SP 4.0 Provision of Professional Services
  - SP 4.1 Scope of Practice for Chiropractors
  - SP 5.1 Record Keeping Requirements
  - SP 5.2 Clinical Relevance of Treatment Recommendations

After the two (2) practice visits, if there is ongoing evidence that Dr. Omarzay’s practice is not meeting the CCOA’s Standards of Practice or Code of Ethics, then a new complaint may be initiated by the Complaints Director in accordance with s. 56 of the HPA.

3. Dr. Omarzay will pay a total fine of \$2500. This will be payable in full within 6 months of the Effective Date.
4. A copy of the CRA with Dr. Omarzay’s name will be published on the College’s website for 5 years. Publication with the name of the practitioner is mandatory according to College Bylaws.
5. Dr. Omarzay agrees and acknowledges that in the event he fails to comply with any term of this Agreement, the College may initiate a new complaint under s. 56 of the HPA.
6. Upon Dr. Omarzay’s and the Complaints Director’s mutual execution of this CRA, College File 24-24 will be closed by resolution with consent as per subsection 55(2)(a.1) of the HPA.

I, Dr. Mohammad Hejran Omarzay have had the opportunity to seek legal advice from a lawyer in relation to this matter and hereby acknowledge that I voluntarily enter into this CRA with the Complaints Director.

Jan 16, 2026

**Date**



Dr. Mohammad Hejran Omarzay

January 19, 2026

**Date**



Linda Sahli, CEO & Acting Complaints Director  
College of Chiropractors of Alberta