York Region
Infection Prevention and Control Lapse Report

Initial Report

Premises/Facility under investigation (name and address)

Richmond Hill Diagnostic Center
10243 Yonge Street
Richmond Hill, Ontario
L4C 3B2

Type of Premises/Facility

Diagnostic Clinic

Date Board of Health became aware of IPAC lapse (yyyy/mm/dd)	**Date of Initial Report posting (yyyy/mm/dd)**
2025/08/15	2025/08/22
Date of Initial Report update(s) (if applicable) (yyyy/mm/dd)	**How the IPAC lapse was identified**
	Complaint

Summary Description of the IPAC Lapse

- Non-compliance with adherence to the Manufacturer's Instructions for Use (MIFU) and "PIDAC Best Practices for Cleaning, Disinfection, and Sterilization of Medical Equipment/Devices in All Health Care Settings, 3rd Edition, May 2013", for the cleaning of multi-use diagnostic equipment/devices.
- Non-compliance with adherence to PIDAC Best Practices for Hand Hygiene in All Health Care Settings, 4th Edition, April 2014", for the provision of hand hygiene facilities and the Four Moments for Hand Hygiene.

IPAC Lapse Investigation	**Yes**	**No**	**N/A**	**Please provide further details/steps**
Did the IPAC lapse involve a member of a regulatory college?	☐	☒	☐	
If yes, was the issue referred to the regulatory college?	☐	☒	☐	
Were any corrective measures recommended and/or implemented?	☒	☐	☐	
Please provide further details/steps	**Corrective measures for Premises/Facility:** • Clean reusable medical devices after each use in accordance with the "PIDAC Best Practices for Cleaning, Disinfection and Sterilization of Medical Equipment/Devices in All Health Care Settings, 3rd Edition, May 2013. • Perform medical device reprocessing in an area that is physically separate from clean areas and not performed in patient care areas, procedure rooms, or clean storage rooms as per the National Standards of Canada CSAZ314:23 *Canadian medical device reprocessing in all health care settings*. • Provide a dedicated reprocessing sink for the cleaning and rinsing of reusable medical devices. • Provide hand hygiene facilities at point of care and at exit and entrance to the medical reprocessing area. • Perform hand hygiene in accordance with the "PIDAC Best Practices for Hand Hygiene in All Health Care Settings, 4th Edition, April 2014."			

York Region

York Region
Infection Prevention and Control Lapse Report

Date any order(s) or directive(s) were issued to the owner/operator (if applicable) (yyyy/mm/dd)

HPPA Section 13 Order issued on 2025/08/15.

Initial Report Comments:

HPPA Section 13 Order was issued on 2025/08/15, ordering the operator to correct conditions related to reprocessing of all reusable medical devices after each use in accordance with the "PIDAC Best Practices for Cleaning, Disinfection and Sterilization of Medical Equipment/Devices in All Health Care Settings, 3rd Edition, May 2013.

Any additional Comments: (Please do not include any personal information or personal health information)

If you have any further questions, please contact
Health Connection

Telephone Number	Email Address
1-800-361-5653	Health.inspectors@york.ca

Final Report

Date of Final Report posting (yyyy/mm/dd)

2025/10/28

Date any order(s) or directive(s) were issued to the owner/operator (if applicable) (yyyy/mm/dd)

HPPA Section 13 Order issued on 2025/08/15.

Brief description of corrective measures taken :

Reinspections were conducted on August 15, 2025, October 3, 2025, and October 27, 2025. The operator cleaned and high-level disinfected reusable medical devices after each use in accordance with the "PIDAC Best Practices for Cleaning, Disinfection and Sterilization of Medical Equipment/Devices in All Health Care Settings, 3rd Edition, May 2013. Medical device reprocessing was performed in an area that is physically separate from clean areas and not performed in patient care areas, procedure rooms, or clean storage rooms, as per the National Standards of Canada CSAZ314:23 *Canadian medical device reprocessing in all health care settings.*

Date of all corrective measures were confirmed to have been completed (yyyy/mm/dd)

2025/10/27

Final Report Comments and Contact Information

Any Additional Comments: (Please do not include any personal information or personal health information)

If you have any further questions, please contact
Health Connection

Telephone Number	Email Address
1-800-361-5653	Health.inspectors@york.ca