

# Nova Scotia Pharmacy Regulator

## Summary of Complaints Committee Decision

*published pursuant to section 114(2) of the Regulated Health Professions Act*

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<b>Registrant:</b>	Michael McKeigan	<b>Licence:</b>	Pharmacist – Practicing
<b>Registration:</b>	#1824	<b>Status:</b>	Active
<b>Date of Decision:</b>	March 30, 2026		

### **Overview**

On March 30, 2026, the Complaints Committee (the **Committee**) of the Nova Scotia Pharmacy Regulator (the **NSPR**) issued a decision ordering a consent reprimand and licence conditions on registrant, Michael McKeigan, pursuant to section 84(1)(f) and (g) of the *Regulated Health Professions Act*. The registrant consented to the reprimand and licence conditions on April 24, 2026.

### **Background**

The NSPR received a complaint from the registrant’s employer dated August 12, 2025. The complaint alleged that, on August 11, 2025, the registrant physically pushed a patient who was waiting for a replacement of their medication which had been stolen. The complaint stated that the registrant tossed the replacement prescriptions toward the patient and then the patient yelled at the registrant and used derogatory terms prior to the registrant pushing him. The registrant subsequently apologized to the complainant, who accepted his apology.

The complaint was investigated by the Committee pursuant to the *Regulated Health Professions Act*.

In his response to the complaint, the registrant noted that the patient was very upset that they were not given a new release of medication immediately. The registrant noted that this had happened before and they had to contact the prescriber to review the matter. The registrant noted that the patient was muttering and cursing under their breath and using vulgar and derogatory terms towards him. The registrant reported that he decided the patient needed to leave the store and that the patient tripped over their feet as the registrant was walking him out. The police were later called. The registrant declined to have the patient banned from the premises.

### **Concerns of Committee**

An investigation was conducted by an investigator and reviewed by the Committee. In its decision, the Committee noted:

- The Committee noted that the registrant reported there had been numerous occasions where the patient's medication had been stolen and agreed that the prescriber should be involved prior to providing a replacement.
- The Committee discussed the wait time the patient experienced during this incident. The Committee agreed that the patient was most likely very stressed from getting their medication stolen and already on edge when they returned to the pharmacy. The extended wait may have pushed their patience beyond its limit and/or made them feel unimportant. The Committee questioned whether the registrant could have handled the situation differently so that the patient did not feel that they were not a priority.
- The Committee also discussed reports that the registrant would sometimes "throw" prescriptions towards patients. The Committee agreed that even if the registrant was doing it in a playful manner, it did not seem to be well received and should not be continued.
- The Committee reviewed surveillance video and agreed that the registrant pushed the patient into a chair which resulted in the patient dropping some of their belongings and falling into the chair.
- The Committee agreed that the video showed that the patient was already on their way out of the pharmacy; therefore, there was no need for them to be escorted. The Committee agreed that it appeared that the registrant immediately realized that their actions were inappropriate. The video showed the registrant halt their pushing action when the patient started to fall and helped the patient gather their belongings.
- The Committee felt that the registrant was not truthful with the information provided to the police in that they did not tell police that they had pushed the patient.
- The Committee noted that the patient is from a vulnerable population and agreed that the registrant should have shown compassion; however, the Committee also noted that the patient's comments were specifically triggering to the registrant due to the registrant's personal circumstances.
- The Committee discussed that the registrant would benefit from volunteering with a community outreach program to better understand some of the patients that they provide care for. The Committee agreed that it would also be beneficial for the registrant to write and submit a reflective essay about the volunteering experience after they complete it.
- The Committee agreed that the altercation was inappropriate and unnecessary. The Committee appreciated that the registrant's employer understood the seriousness of the matter and brought it forward but also wanted to support the registrant so that they could continue to provide care to their patients, who have expressed appreciation for the care they have received from the registrant.

- The Committee discussed that the registrant is attending monthly anger management counselling sessions and agreed that these sessions should continue for a minimum of 12 sessions.
- The Committee noted that the registrant and the patient have made amends and that the patient continues to receive care from the registrant. Staff members reported the registrant and patient's relationship is better than before the incident.

The Committee was concerned the registrant's behaviour constituted a breach of the *Code of Ethics* Values I, II, VI and X, as well as Section 1.1.1 of the *Standards of Practice: General Pharmacy Practice*. The Committee believed there was evidence to support a finding of professional misconduct against the registrant meriting a licensing sanction.

### **Disposition**

With the registrant's consent, the Committee ordered, under sections 84(1)(f) and (g) of the *Regulated Health Professions Act*, that the registrant be reprimanded for engaging in professional misconduct when the registrant engaged in an altercation with a patient, and that the following conditions be imposed on the registrant's licence:

- the registrant must undergo monthly anger management sessions for a minimum total of 12 sessions;
- the registrant must volunteer a minimum of five hours a month for six months with a local outreach program that serves the homeless population; and
- the registrant must submit a 1000-word reflective essay to the NSPR at the end of the six-month volunteering experience reflecting on the experience.