

IN THE MATTER OF
SUSAN REVEAL-OTTONE
License Number 00973

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BEFORE THE MARYLAND
BOARD OF EXAMINERS FOR
AUDILOGISTS, HEARING
AID DISPENSERS & SPEECH-
LANGUAGE PATHOLOGISTS

CONSENT ORDER

On or about September 20, 2018, the Maryland Board of Examiners for Audiologists, Hearing Aid Dispensers and Speech-Language Pathologists (the “Board”), received a complaint regarding Susan Reveal-Ottone, Au.D., (the “Respondent”), License Number 00973. The complaint alleged that the Respondent had provided patients with poor hearing aid fittings, failed to complete required documentation in patient files, and exhibited occasional confusion. Based on this information, the Board initiated an investigation that included an interview of the Respondent conducted by the Board’s investigator on or about [DATE]. On November 21, 2019, the Board conducted a case resolution conference (“CRC”) in an attempt to settle the matter prior to issuing Charges for violations of the Maryland Audiology, Hearing Aid Dispensing, and Speech-Language Pathology Act (the “Act”), Md. Code Annotated, Health Occupations Article (“H.O.”), § 2-101 *et seq.* The Respondent appeared at the CRC. As a result, and pursuant to H.O., § 2-205.1, the Board required the Respondent to submit to an appropriate examination by a health care provider designated by the Board.

Based upon the independent medical examination and the results of the Board’s investigation, on February 20, 2020, the Board voted to offer a Pre-Charge Consent Order to the

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Respondent, in lieu of issuing Charges for violations of the Act and the Code of Maryland Regulations (COMAR), Chapter 10, Subchapter 41.

As a result of that offer, the Respondent and the Board agreed to the following Consent Order.

FINDINGS OF FACT

The Board finds that:

1. At all relevant times, the Respondent was licensed to practice as an audiologist in the State of Maryland, license number 00973. The Respondent was originally licensed to practice audiology in Maryland on May 17, 2001. The Respondent's license to practice audiology in Maryland is currently active and expires on May 31, 2020.

2. On or about September 20, 2018, the Board received a written complaint alleging that the Respondent had provided multiple patients with poor hearing aid fittings. The complaint also alleged that the Respondent was unable to complete required documentation in patient files, that her employer received multiple complaints from staff and patients concerning substandard care, and that, at times, she appeared confused during patient interactions.

3. On or about November 21, 2019, the Respondent attended a case resolution conference with representatives of the Board. The Respondent's answers to the Board representatives' questions gave the Board representatives reason to believe that the Respondent may cause harm to a person affected by the Respondent's practice of audiology. As a result, on that same date, the Board voted to have the Respondent submit to an examination by a health care provider designated by the Board pursuant to H.O., §2-205.1.

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4. On or about February 11, 2020, the Board-designated health care provider reported the results of the examination of the Respondent to the Board. On February 20, 2020, the Board determined, based upon the results of the examination of the Respondent, that the Respondent's continued practice of audiology at this time would cause harm to the public.

CONCLUSIONS OF LAW

Based on the foregoing findings of fact, the Board concludes that the Respondent violated H.O., § 2-314(19). Specifically:

§ 2-314 Subject to the hearing provisions of § 2-315 of this subtitle, the Board, may deny a license or limited license to any applicant, reprimand any licensee or holder of a limited license, place any licensee or holder of a limited license on probation, or suspend or revoke a license or limited license if the applicant, licensee, or holder:

(19) Is professionally, physically, or mentally incompetent[.]

The Board finds that this violation of the Act falls within category A.(19) of the Board's sanctioning guidelines. See COMAR 10.41.13.04.A.(19). The range of potential sanctions for a violation of A.(19) is a reprimand up to revocation of a license and a \$5,000.00 fine. *Id.*

ORDER

Based upon the foregoing Findings of Fact and Conclusions of Law, it is hereby:

ORDERED that the license of the Respondent to practice audiology in the State of Maryland, license number 00973 is hereby **SUSPENDED** for **ONE (1) YEAR**. The suspension shall commence upon the effective date of this Order; and it is further

ORDERED that the Respondent may petition the Board to terminate the suspension of her license to practice audiology no earlier than **TWELVE (12) MONTHS** from the effective

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date of this Order; *provided that*:

1. The Respondent has undergone an appropriate examination by a health care provider designated by the Board, and as required by the Board under H.O. §2-205.1; and

2. The Respondent has met all other requirements for active licensure of an audiologist as of the date of the petition for termination of the suspension; and

3. The Respondent has maintained the Continuing Education Credits required by COMAR 10.41.03.06; and

4. The Respondent has met all other additional requirements determined by the Board; and

5. Upon any petition from the Respondent for termination of the suspension of the Respondent's license to practice audiology under the provisions of this Order, the determination regarding the petition for the termination of the suspension of the Respondent's license to practice audiology shall be at the sole discretion of the Board; and it is further

ORDERED that if the Respondent violates any of the terms and conditions of this Consent Order, the Board, in its discretion, after notice and an opportunity for an evidentiary hearing before the Board, if there is a genuine dispute as to the material fact(s), or an opportunity for a show cause hearing before the Board, may impose any other disciplinary sanction which the Board may have imposed in this case under H.O., § 2-314 including reprimand, probation, suspension, revocation, and/or additional monetary fine, said violation being proven by a preponderance of the evidence; and it is further


ORDERED that the Respondent shall comply with the Maryland Audiology, Hearing

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Aid Dispensing and Speech-Language Pathology Act, H.O., § 2-101 *et seq.*, and all federal and State laws and regulations governing the practice of speech-language pathology in Maryland; and it is further

ORDERED that this is a Final Decision and Order of the Board and, as such, is a **PUBLIC DOCUMENT** pursuant to Maryland Code Annotated, General Provisions Article § 4-101 *et seq.*

7/9/2020
Date



Jennifer Mertes, Au.D, Chair
Maryland Board of Examiners for Audiologists,
Hearing Aid Examiners, and Speech-Language Pathologists

CONSENT

By this Consent, I acknowledge that I have read this Consent Order in its entirety and I hereby admit the truth of the Findings of Fact and accept and submit to the foregoing Consent Order and its conditions. I acknowledge the legal authority and jurisdiction of the Board to initiate these proceedings and to issue and enforce this Consent order. I acknowledge the validity of this Consent Order as if entered into after the conclusion of a formal evidentiary hearing in which I would have had the right to legal counsel authorized to practice law in Maryland, to confront witnesses, to give testimony, to request subpoenas for witnesses, to call witnesses on my own behalf, to introduce testimony and evidence on my own behalf, and to all other substantive and procedural protections provided by law. I waive these rights, as well as any appeal rights under Maryland Code Annotated, State Government Article § 10-222.

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I sign this Consent Order after having an opportunity to consult with an attorney, voluntarily and without reservation, and I fully understand and comprehend the language, meaning, terms, and effect of this Consent Order.

4/26/20
Date

Susan Reveal-Ottone
Susan Reveal-Ottone, License Number 00973

NOTARIZATION

STATE: Maryland

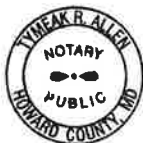
CITY/COUNTY: Howard

I HEREBY CERTIFY that on this 16 day of June, 2020, before me, a Notary Public of the State and City/County aforesaid, personally appeared **Susan Reveal-Ottone** and made oath in due form of law that the foregoing was the voluntary act and deed of **Susan Reveal-Ottone**.

AS WITNESSETH my hand and Notarial Seal.

Tymeak R Allen

SEAL



Tymeak R. Allen
NOTARY PUBLIC
Howard County
State of Maryland
My Commission Expires
June 19, 2023

SUSAN REVEAL-OTTONE
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Notary Public

My Commission Expires: _____