

Case Reference: INT/KOL/2023/157

Mr. Soumya Chatterjee Complainant

vs

Eskage Sanjeevani, Bagbazar.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	26/09/2023	<p>The complaint would relate to hospital negligence.</p> <p>The patient was admitted with the history of fever and UTI. She was treated conservatively. At the time of discharge, the patient was found to be having bed sore on both the buttocks.</p> <p>The CE would contend, the patient was having loose stool and she was put on huggies. Despite care, the bed sore happened.</p> <p>Our Esteem members on the panel, are not impressed by the submission of the CE on bed sore issue.</p> <p>It is true, The patient was an aged patient and had loose motion. The hospital should have been more careful</p>

		<p>to see that the bed sore did not develop.</p> <p>The complainant would contend, in the ward of ten patients, maximum two-three attendants were looking after all the patients of the ward.</p> <p>The CE would contend, they always provide one each for two patients that is strenuously disputed by the complainant.</p> <p>We would rather go by the version of the complainant particularly, considering the photographs produced before us by the complainant.</p> <p>The CE would contend, they would hire Ayas from centre at the rate of Rs. 500/- for 12 hours that would cost them Rs. 1,000/- per day. It is however, not clear, why they have charged Rs. 680/- instead of Rs. 500/-. They must reimburse the differential amount.</p> <p>The non medical expenses to the extent of Rs. 16,000/- is not covered by the policy of insurance. Our Advisory is clear, on that point.</p> <p>The patient is entitled to discount at least at the rate</p>
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of 20 per cent.

A sum of Rs. 3,200/- is payable on account of consumable discount, so is Rs. 2,800/- on account of attendant aggregating to Rs. 6,000/-. We direct the CE to pay the said sum forthwith on sharing of the bank details by the complainant.

We caution the CE, they must take adequate care of the patient undergoing treatment at their hospital so that complaint on account of bed sore does not recur in future.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission