

Case Reference:INT/KOL/2023/186

Mr. Riteswar Nahata..... Complainant

vs

Park View Super Specialty Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	13/10/2023	<p>The complainant has initial grievance, he was not provided with the interim bill. The bill was provided at the time of discharge.</p> <p>We find justification in his complaint. We have noticed, generally the clinical establishments inform the patient and/or the patient family everyday the balance outstanding without giving any detailed break-up.</p> <p>We make it clear, in case any patient and/or the patient family would demand interim bill the CE must oblige them by providing such interim bill as and when asked for.</p> <p>The complainant would also raise issue with regard to the investigation cost. We have examined the bill. We do not find any serious lapses on the part of the CE save</p>

and except one or two minor issues that we have already pointed out to them and CE has already agreed that they would modify their programming accordingly.

With regard to medicine, we have also pointed out violation of our Advisories particularly in case of high end drug; antibiotic and/or anti-antifungal. The CE would assure, in future, they would adhere to our Advisory and if necessary, they would modify their programming.

Coming to the present case, we find a sum of Rs. 46,250/- has been overcharged as a cash mode patient. Detailed calculation have been shared with the CE. The instant case would relate to TPA admission where the CE already granted discount of Rs. 43,492/- as per their obligation under the MOU that they entered into with the insurance companies. The major part of the bill has to be cleared by the complainant as the insurance would hardly cover 60 percent of the total bill.

We feel interest of justice would be sub served, if we direct the refund of Rs. 20,000/- (lump sum) to the



complainant.

Dr. Chandra would assure, as soon as the bank details are provided by the complainant the money would be transferred to his account directly.

In view of such assurance we dispose of the complaint.

We hope and trust, the follies that we have pointed out, would be corrected and the software would be appropriately updated by the CE so that benefit would be passed on to the patients at large.

Sd/-

The Hon'ble Chairperson

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authenticated
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission