

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: ID- INT/KOL/2023/169

Present: Justice Ashim Kumar Banerjee (Retired), Chairman

Dr. Sukumar Mukherjee,

Dr. Makhan Lal Saha

Sri. Sutirtha Bhattacharya, IAS (Retd)

Dr. Maitrayee Banerjee,

Smt. Madhabi Das.

Mr. Akshat GuptaComplainant

- Versus-

Woodlands Hospital.....Respondent

Heard on: October 04, 2023

Judgment on: November 2, 2023.



BACKDROP

The complainant got injured while playing football. His orthopedic surgeon advised him to do MRI of the Knee region of his right leg. He visited Woodlands Hospital on August 31, 2023 at about 12.06 PM for an MRI. After completion of formalities he was taken to the MRI room. He was given a SOS button to be pressed in case of discomfort. Soon after the procedure had started Akshat felt discomfort and pressed the bell. The technician came when Akshat reported that he was having burning sensation. The technician assured that the process would be over within 10-15 minutes and he should bear it. Akshat pressed his second bell making the same complaint that was also not properly taken care of and he was asked to wait for another five minutes. He again pressed the bell for the third time that was not immediately attended. By that time, the procedure completed when it was found that there had been a large patch of skin being burnt off on his Knee calf. The technician took him to the Emergency where the Emergency Medical Officer advised medicine to be taken. He was also advised admission under Dr.



Anupam Golash, plastic surgeon. He did not agree and made a complaint to us. He also shared a photograph.

At the hearing we asked Dr. Saptarshi Basu, Medical Superintendent to produce the concerned technician we had to wait for a considerable time to get the technician joined us that too, over phone. On interaction, we found that the concerned technician could not locate the real cause of burning sensation. He was also not aware of the remedy therefore hence, this unfortunate incident happened. The CE had already offered curative treatment that the complainant declined.

The emergency bell is given to a person to call on feeling emergent condition. There should be established protocols covering MRI process. This is not a much unknown complication in process of MRI. Failure of a technician to call in his superior even admittedly after three emergency calls clearly shows that no minimum protocol existed or is operational in this respect in CE. This constitutes clear negligence on part of CE.

We impose a penalty of Rs. 50,000/- to be paid to the complainant by the CE on sharing of his bank details.

The complaint is disposed of accordingly.



Sd/-

(ASHIM KUMAR BANERJEE)

We agree,

Sd/-

Dr. Sukumar Mukherjee,

Sd/-

Dr. Makhan Lal Saha

Sd/-

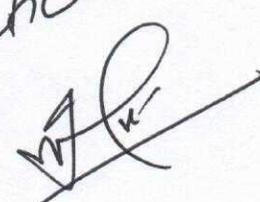
Sri. Sutirtha Bhattacharya, IAS (Retd)

Sd/-

Dr. Maitrayee Banerjee,

Sd/-

Smt. Madhabi Das.

Authenticated




LATER

The matter was heard by us on October 4, 2023. Due to annual vacation we could not reassemble earlier.

Today, the judgment is delivered on the basis of the hearing that took place on October 4, 2023.

Yesterday evening, the complainant has sent a mail along with an attachment of a photograph that would show, the wound has not yet to been healed.

We direct woodlands to give him free of cost treatment, if and when approached.

Sd/-

(ASHIM KUMAR BANERJEE)

We agree,

Sd/-

Dr. Sukumar Mukherjee,

Sd/-

Dr. Makhan Lal Saha

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)

Sd/-

Dr. Maitrayee Banerjee,

Sd/-

Smt. Madhabi Das.

Authentic copy
[Signature]

Secretary
West Bengal Clinical Establishment
Regulatory Commission