



Office of the West Bengal Clinical Establishment Regulatory Commission

3rd floor, Standard Assurance Building 32 B.B.D Bag, Kolkata – 700001.

Phone:- (033) 2262-8447. Email : wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Memo No. 69 /WBCERC/2017

Dated.26th May 2017

Notice

Sub: “Suggestions/Feedback relating to the levy of non-medical or incidental charges from the patients by the Clinical Establishments in West Bengal”.

The Government of West Bengal under the West Bengal Clinical Establishments (Registration, Regulation and Transparency) Act, 2017 has set up the West Bengal Clinical Establishments Regulatory Commission (WBCERC) which is located from its office at Standard Assurance Building, 32, B.B.D. Bag, Kolkata – 700 001.

2. The said Act empowers the WBCERC to make regulations with regard to fixing of rates or charges for indoor patient department and outdoor patient department treatment including diagnostics and also to ensure compliance with fixed rates and charges by clinical establishments and, further, to tender advise and make suggestions regarding measures to be adopted under this Act for improving patient care services and redressal of grievances.

3. The Commission is in receipt of grievances and feedback that the clinical establishments in the State are charging outdoor/indoor patients under heads/items which are non-medical in nature such as handling of insurance claims as third party charges, supply of medical records, disinfection charges in operation theatre etc.

4. Additionally, it has also been brought to the notice of the Commission that some clinical establishments link the standard diagnostic /pathological tests of in-patients to the standard of bed/room that they occupy. For example, a patient occupying a cabin/bed/ room of lower value has to pay a lower fee for tests than that charged for similar tests for a patient occupying higher value cabin/bed/room.

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5. The Commission, prima facie, is of the opinion that there is no basis for levying differential charges for diagnostic and pathological tests, drug prices or doctor's fee linked to the rate that a patient pays by occupying a certain category of room/cabin/bed. Further, the billing relating to the third party insurance charges, supply of medical records, disinfection charges in operation theatres etc are completely extraneous to the medical treatment charges/treatment packages that a patient receives at the clinical establishment.

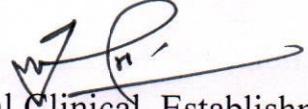
6. In view of the above, the Commission requests the clinical establishments to send suggestions and feedback about the admissibility or otherwise of such charges/fee from the patient. The suggestions and feedback may be given to the Commission through its e-mail id. wbecrc@wb.gov.in under the subject titled "Suggestions/Feedback relating to the levy of non-medical or incidental charges from the patients by the Clinical Establishments".

The suggestions may also be sent to the Commission at the following address within 12th June, 2017.

Standard Assurance Building
32, B.B.D. Bag Kolkata – 700 001.

For any further clarification, the Commission may be contacted on the telephone no. (033) 2262-8447.

Secretary,



The West Bengal Clinical Establishment
Regulatory Commission

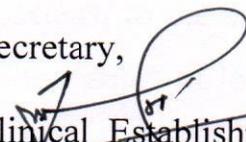
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Copy for kind information to :

1. Shri Anil Verma , IAS
Acting Chairperson , WBCERC

Secretary,



The West Bengal Clinical Establishment
Regulatory Commission