

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/HOW/2023/237

Mr. Saikat Banerjee..... Complainants

vs

AMRI, Dhakuria..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	11/01/2024	The complaint would relate to most unfortunate incident that ultimately resulted in the death of the patient. We are not sure whether the death was inevitable or not. The patient had various co-morbidities. He took admission on the fateful day in day care ward to have chemo-therapy for his multiple myeloma. The patient had loose motion while in the ward. He complained about such discomfort to his son over phone who was waiting in the lobby. The complainant, the son of the diseased patient, approached the doctor when he was advised Lomotil that was administered. The complainant also bought adult diaper and gave it to the ward staff so that they could help the patient to wear the diaper.



The complainant would contend, the paramedical staff in the day care ward did not take serious note of say diarrhoea and discharged the patient soon after completion of chemo-therapy. While in transit, the patient had continuous loose motion. He was admitted in a nearby nursing home where he breathed his last on the next day.

We have heard the complainant in detail. He has two major issue to comply :-.

- i) When the patient had loose motion and that continued the Treating team should have taken it seriously and should not have discharged the patient on routine basis.
- ii) While the patient had loose motion nobody helped him to clean himself, he had to go to the toilet not only to clean himself but also to clean his wearing apparel. He was also not helped to wear the diaper that was given by his son.

Dr Khan, representing the CE, would contend, immediately on receipt of the complaint they had a



meeting with the complainant as well as the entire paramedical team involved in the process. It revealed, the incident happened after completion of the chemotherapy and he was discharged in a stable condition.

Even if we give full credence to what Dr Khan would say, we do not get any satisfactory reply to the other issue highlighted above.

We can not get him back. He had co-morbidities. He was otherwise critically ill and he breathed his last. Dehydration due to continued loose motion, might have accelerated the process. Lomotil was administered. Yet, he could not be survived. However, the other issue raised by the complainant should have been addressed by the CE at the earliest.

We feel it prudent to direct the CE to tender unqualified apology to the ill-fated widow for the unpleasant incident.

Mr Khan, in his usual fairness, would assure us, letter of apology would be sent to the widow within ten



days from date.

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/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authenticated

[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission

[Handwritten mark]