

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference: INT/KOL/2024/026**

Mr. Rahul Gupta ..... Complainant

vs

Woodlands Hospital.....Respondent/ Respondents

**ORDER SHEET**

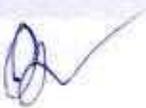
Office Note	Order No.	Date	Order
	1.	20/02/2024	<p>The complaint would relate to harassment of an elderly patient being 63 years old (wrongly described as 61 years). The patient had an orthopaedic intervention earlier. She was advised for implant removal.</p> <p>Mr. Rahul Gupta, the complainant above named, being the son of the patient, contacted Woodlands Hospital. Mr. Samarjit Biswas, a member of the Marketing team by a whats app message dated January 18, 2024 offered him an estimate of Rs. 45,000/- to Rs. 52,000/- for a two days stay.</p> <p>The patient was admitted on January 22, 2024. The surgical intervention was done on the same day evening. According to Mr. Gupta, patient was supposed to be</p>

		<p>discharged on January 24, 2024 as advised by the concerned surgeon in the medical records. Suddenly on January 23, 2024 someone from the Administration called up the patient herself and informed her that she would be discharged on January 23, 2024. The patient was frightened. She immediately contacted her son over phone. When Mr. Gupta came to the Hospital and raised the issue hospital agreed to adhere to the medical advise given by the doctor. Ultimately the patient was discharged on January 24, 2024 as advised.</p>
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The complainant has come up before us alleging harassment of the aged patient.

Mr. Gupta would raise two issues.

When he contacted Mr. Samarjit Biswas he categorically offered two days stay that would end on January 24, 2024 morning. Such statement is corroborated from the fact that the concerned orthopaedic surgeon also advised discharge after two days i.e January 24, 2024. Hence, there could be no



question of discharging the patient on a day prior and that too, by informing the aged patient and not the patient relative who got the patient admitted at the CE.

In response, the CE would contend, the admission record would show that the admission would be for one day and not two days as claimed by Mr. Gupta.

It is true, the document was signed by Mr. Gupta. The CE is candid enough to admit, the form was filled up by insurance desk and not by Mr. Gupta. Hence, it is not clear when such form was filled in. If the package would expire on January 23, 2024 as would appear from the insurance papers annexed to the response there could be no question of alluring the patient for two days accommodation.

We want to enquire from Mr. Samarjit Biswas who is conspicuously absent online.

We have enquired about the person who filled in the admission form. Someone is presented online. Mr. Gupta would contend, he is not the right person. Someone else

was at the desk.

The entire situation is absolutely "horrendous" that Mr. Gupta, in his mail dated January 24, 2024 mentioned. Pertinent to note, on January 24, 2024 Mr. Gupta mailed the CE at 8.19 am complaining about the harassment of the patient. The said mail was replied to by the CE at 1.25 pm on the same day assuring immediate action by the CE.

Mr. Ajay Singh representing the CE would submit, they had meetings with Mr. Gupta on more than one occasion. However, we do not find any letter, far to speak of letter of regret, from the CE who claim themselves to be a hospital of repute.

Mr. Singh would contend, they sent a letter of regret on January 25, 2024 at 3.54 pm which is conspicuously absent in the record sent by Woodlands Hospital to us.

We direct Woodlands Hospital to write a letter of regret and apology to the patient Smt. Urmila Gupta within a week from date.



It is a fit and proper case where we should penalise the CE however, we have conveyed a peace of mind and this time we are not doing so hoping that they would change themselves and revamp their administration so that patients or patient family are not harassed while visiting the CE.

The complaint is disposed of.

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  
Secretary  
West Bengal Clinical Establishment  
Regulatory Commission