

Office of the West Bengal Clinical Establishment Regulatory Commission  
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Case Reference: INT/NPG/2024/077

Mr. Pran Gopal Roy Choudhury ..... Complainant

vs

Zenith Super Specialist Hospital.....Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	02/04/2024	<p>The complaint would relate to questioning treatment protocol in a case of unfortunate death of an elderly female patient who had various co-morbidities. The death occurred after four consecutive hospital admissions.</p> <p>Initially, the patient was admitted on October 24, 2023. She was discharged after four days on DAMA. Second admission took place on December 3, 2023 when patient was discharged after five days by the treating doctor as a normal discharge. Third admission took place at the same establishment on December 12, 2023. The patient became critical on December 17, 2023 and she was discharged on LAMA on the next day i.e December 18, 2023. Fourth admission took place at a different</p>

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establishment on the same day where the patient breathed her last after about 26 days of admission on January 12, 2024.

The complainant would contend, he had to discharge her mother in respect of first admission because of financial issue as well as some family issue. However, according to him, the patient was quite stable at the time of said discharge. She became unstable that resulted her second admission and she was discharged by the doctor on the fifth day of admission. The third discharge was due to the advise of Dr. Arindam Roy, who advised him to take her to any higher set up. Accordingly, she was transferred to Peerless where the patient was kept on ventilation for about 26 days.

The complainant however, made the complaint only against Zenith where the patient was admitted on three occasions. Out of those three admissions, in two cases the patient was discharged either DAMA or LAMA.

Our medical experts are ad-idem on the issue, the

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aged patient having various co-morbidities should have been consistently treated. Her frequent discharge escalated her illness. However, this is our prima-facie view.

Complainant would raise medical issue that would be outside our domain.

He would be at liberty to approach the appropriate body of experts on that score.

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/-

Smt Madhabi Das – Member

*Authentic*  
*Secretary*  
West Bengal Clinical Establishment  
Regulatory Commission

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