

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/KOL/2024/107

Mr. Sandipan Biswas Complainant

vs

Apollo Hospital..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	24/05/2024	<p>The complaint would relate to delay in giving treatment at the time of discomfort felt by the patient during chemo-therapy session.</p> <p>The CE is running a Day Care centre which could be about around 1.5 kilometres away from the main centre.</p> <p>The patient was having chemo-therapy at the centre. She had discomfort at 3 p.m. as contended by her son, the complainant above named. Immediately the complainant contacted the concerned RMO who advised antacid which was given to the patient by the complainant himself that yielded no result. Ultimately, the patient was shifted to the regular set-up at 5 p.m. where the</p>

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consultant oncologist examined the patient at Emergency and advised ICU admission.

The complainant would contend, had the patient been shifted two hours before there would not have been deterioration in the health status of the patient.

This question squarely comes within the domain of the West Bengal Medical Council. We leave it open for the complainant to approach the appropriate authority questioning the treatment protocol.

The complaint is disposed of accordingly.

Sd/-
The Hon'ble Chairperson

Sd/-
Prof. (Dr.) Makhan Lal Saha – Member

Sd/-
Dr. Maitrayee Banerjee – Member

Sd/-
Smt Madhabi Das – Member

Aulken H'catel
WFL