

Case Reference: INT/SPG/2024/113

Mr. Saikat Ganguly Complainant

vs

Accu Health Diagnostic.....Respondent/ Respondents

ORDER SHEET

| Office Note | Order No. | Date | Order |
|-------------|-----------|------------|--|
| | 1. | 13/06/2024 | <p>PER Dr. Maitrayee Banerjee</p> <p>On 06/05/2024 a report of thyroglobulin was released by Dr. Atrayee Roy Chowdhury on behalf of ACCU Health Diagnostic with a value of 61.23 nano gm per ml on Ms. Alpana Ganguly. On presenting the report to Tata Medical Centre the doctor doubted it and called for a recheck the value of thyroglobulin was 0.049 nano gm per ml the next day.</p> <p>This is in co-relation with what one would expect on a patient history of thyroidectomy and radio iodine therapy for carcinoma of thyroid.</p> <p>There are several discrepancies Accu Health in its billing and report did not mention that the test had been outsourced. In accordance to transparency mandates it</p> |

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| | | <p>was imperative that the primary institution declared, the test was not done at the centre but was outsourced. Secondly, the report of thyroglobulin was transcribed from AI Diagnostic but not mentioned in the report. Thirdly, Dr. Atrayee's confession that she had no idea and no connection with the Accu Health Diagnostic division of Baruipur clearly indicates that her credentials had been misused.</p> |
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Dr. Shyamali Paul of AI Diagnostic has released the report with an NABL logo that needs to be confirmed whether thyroglobulin falls under NABL scope but she was not there at the hearing.

In my opinion, the primary centre is accountable for their wrong report of thyroglobulin which is a glycoprotein precursor of thyroid hormone in the thyroid gland. It is a cancer marker and used to confirm and eliminate recurrence of thyroid cancer. Some error and confusion between thyroglobulin and anti thyroglobulin and anti body may have caused Accu Health to release inaccurate report.

It is advisable to take history of a patient while

testing for a cancer marker as well as follow transparency guidelines during outsourced testing.

I would request the Commission to permit the lab to continue testing which are done at the centre itself however, I deeply resent the practice of misusing a professional name and designation in their reporting system without their knowledge.

It would be unfair if I do not point out again that the actual mistake was made by AI diagnostics and they cannot be let off without a warning.

Sd/-

Dr. Maitrayee Banerjee – Member

PER Ashim Kumar Banerjee (for self and Dr. Sukumar Mukherjee, Dr. Makhan Lala Saha and Smt. Madhabi Das)

The complaint would exfacie show harrowing state of affairs.

The pathological laboratory functioning at Baruipur in the name of ACCU Health Diagnostic was approached



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| | | <p>by the complainant for Thyroglobulin Test on May 6, 2024. Initially, they did not understand the test entrusted to them and gave a wrong report. After being pointed out by the complainant, they took a fresh sample and said to have tested and submitted a report that was found to be quite abnormal. On the advice of the treating doctor the test was repeated at a different centre when the mistake surfaced.</p> <p>After we received the complaint we asked for response. While going through the response, we are astonished to note that the test was not done at all by the centre. They outsourced the test and transcribed the report in their letter head using digital signature of Dr. Atrayee Roy Chowdhury who is present online on our request.</p> <p>Dr. Roy Chowdhury would submit, she had no connection with the test. In fact, she was never attached with this lab. She never visited this lab. She did not know where the lab is. She is actually connected with ACCU Health, Kasba who uses her digital signature. This particular laboratory has misused such digital signature while giving the report. After Dr. Roy</p> |
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[Handwritten signature]

[Handwritten signature]

Chowdhury came to know from us she has already made a complaint. We hope and expect, she would definitely take the issue to a logical conclusion before the appropriate authority to protect her interest.

Ms. Suronjona Dey, representing the ACCU Health Diagnosotic, Baruipur would admit, the test was outsourced and they transcribed the report on their letter head using the signature of Dr. Roy Chowdhury without her knowledge and consent.

The laboratory was approached by the patient for a test. She got the result from the laboratory who did not do the test at all. The report that the patient got, is having the signature of a doctor who had no nexus with the laboratory, far to speak of her involvement in the subject pathological examination resulting the report.

Ms. Mandobi Chowdhury, Learned Counsel, representing ACCU Health Diagnostic, Baruipur would submit, we should not take any drastic step against the laboratory as it would involve livelihood of many employees working there. We feel, if the laboratory is allowed to function it would create a disastrous situation



within the periphery where people at large might entrust the laboratory for pathological examination and the report they would be getting, would be the basis of their future treatment.

Our esteemed members present at the panel except Dr. Maitrayee Banerjee are of the view, it is high time, the establishment should be closed down at once.

CMOH 24 Pgs South is directed to suspend the licence and initiate appropriate proceeding therefor.

Dr. Maitrayee Banerjee, our esteemed member is however magnanimous to request other members to reconsider closure of the establishment.

While we appreciate her concern on humanitarian ground, we cannot take a lenient view when we find so many irregularities and illegalities surfaced as recorded above.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

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| | | | <p>Sd/-</p> <p>Prof. (Dr.) Makhan Lal Saha – Member</p> <p>Sd/-</p> <p>Smt Madhabi Das – Member</p> |
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Authenticated


Secretary
West Bengal Clinical Establishment
Regulatory Commission

