

Case Reference: WBCERC/KOL/51/2024-25

Mr. Partha Panja Complainant

vs

AMRI, Mukundapur.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	25/07/2024	<p>The complaint would relate to billing.</p> <p>The patient came from another establishment in almost vegetative state. He was treated for 22 days when the patient was discharged under DAMA.</p> <p>The complainant would contend, they could not master requisite resource to continue with the treatment and as such shifted the patient to a government set-up.</p> <p>For 22 days stay, the hospital billed Rs. 9,18,346/. Needless to mention, the patient was a cash patient. The hospital discounted the bill for Rs. 44,148/-.</p> <p>We have examined the bill. The discount already given, would take care of consumable, medicine and</p>

investigations as complained by the complainant being on the higher side. However, the complainant has drawn our attention on four items that we feel, should be addressed. The items are:-

Discharge on DAMA 22 DAYS STAY		
RMO	3x300	900/-
52 Litres water	20x52	1,040/-
Dr I Ghosh (Anaesthesia)	13x1500	19,500/-
Physio	20x1370	27,400/-
TOTAL		48,848/-

When a patient is admitted particularly, in critical care unit it is always expected, he would be getting the nursing care as well as medical care through RMO. Hence, RMO fees cannot be charged separately.

Dr. Monalisha Ghosh, representing CE, would fairly admit, the patient was almost in a vegetative state. We fail to appreciate how the patient in a vegetative state would consume 52 litre of mineral water in 22 days

Dr.

Dr.

accommodation. Dr Ghosh has tried to explain that the mineral water might have been used for dilution of the medicine. We are not impressed.

Dr. Indranil Ghosh was the Anaesthetist who assisted the Neuro Surgeon for doing the procedure for which the CE separately billed. We do not find any plausible explanation from the CE how Dr. Ghosh could also be charged for 13 days visit @ 1500/- per day.

Dr. Monalisha Ghosh, representing CE, would try to explain, Dr. Indranil Ghosh also acted as Neuro Anaesthetist and his assistance was required at the critical care unit. We have examined the BHT. We do not find any note of Dr. Ghosh.

There are other irregularities with regard to fees of other Doctors however, we do not wish to make any comment in absence of any definite complaint on that score. We disallow Dr Ghosh's visits as charged.

The vegetative patient was charged for 20 visits of physio @ 1,370/-. We find from the records, the patient

had severe bedsore. The vegetative patient in coma, would hardly need such vigorous physio assistance that too, for 20 visits on an admission for 22 days. We disallow the same.

We cannot overlook the fact that Dr. Indranil Ghosh, a specialist doctor who not only is an Anaesthetist but also is having specialisation in Neuro anaesthesia as claimed by Dr. Monalisha Ghosh. His fees are Rs. 1500/- whereas the physio has charged @ Rs. 1,370/-.

We direct refund of the said sum of Rs.48,840/- mentioned above.

The complainant is directed to share his bank details with CE so that money could be refunded at once.

The complaint is disposed of accordingly

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

			<p>Sd/-</p> <p>Dr.Maitrayee Banerjee – Member</p> <p>Sd/-</p> <p>Smt Madhabi Das – Member</p> <p><i>Authenticated</i></p> <p><i>[Signature]</i></p> <p>Secretary West Bengal Clinical Establishment Regulatory Commission</p>
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