

Case Reference:INT/KOL/2024/117

Sk. Alimuddin Complainant

vs

Suraksha Diagnostic, Sinthee More.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	25/07/2024	<p>The complaint would relate to harassment of the patient while undergoing USG at the Sinthi Unit of Suraksha Diagnostic Centre. The patient was booked for USG on May 18, 2024 at 9.30 a.m. On arrival, the patient was asked to wait as there had been heavy rush. The patient waited till the last patient had been cleared. When the doctor doing the USG, abruptly left the Centre without attending the only patient left being the wife of the complainant. They were told, the doctor had some personal issue and left the Centre. Hence, they rescheduled the USG on May 23, 2024 at 7.30 a.m.</p> <p>The complainant in his complaint, categorically stated,</p>

they compromised and agreed to have the USG performed on a later date.

On May 22, 2024 a phone call came informing the patient that the USG was again rescheduled from 7.30 to 8.30 a.m. The patient accordingly visited the Centre at 8.30 a.m. when she was told, it was again rescheduled for 10 a.m.

At that juncture, the complainant wanted to meet the floor manager. He was denied. Hence, the complaint.

The Legal Team of Suraksha has given a response. The response would relate to explanation with regard to May 18, 2024 and not a whisper has been made dealing with the real complaint that the complainant has made before us for harassment on May 23, 2024 . The relevant paragraph of the response is quoted below:-

“Regrettably, due to unforeseen circumstances, the attending doctor in the USG Department was compelled to leave without any alternative. Consequently, we felt it

		<p><i>was our duty to promptly reschedule Mrs Rafat Akbari's USG for 23rd May, 2024, at approximately 7.30 a.m. As a responsible healthcare facility, we recognize the patient's concerns. Upon receiving notification from the doctor about an unexpected emergency delay, we immediately informed Mr. Sk Alimuddin, the complainant, to ensure that Mrs Rafat Akbari did not encounter any issues of difficulties".</i></p>
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From the paragraph quoted supra, it would appear that the patient was scheduled for USG at 7.30 a.m. and the patient **"did not encounter any issues or difficulties"** which is absolutely far from truth.

At the hearing, Ms Anindita Bhramha, representing Suraksha Legal Unit would try to explain, there must be other patients waiting that is why she could not be taken care of earlier.

The claim made by the response would be belied on a plain reading of the receipt given to the patient. As per the receipt, money was taken* at 9.30 a.m. on May 23,

2024. So question of doing the USG at 7.30 a.m. or 8.30 a.m. would not arise at all.

We are convinced, the patient suffered for the lackadaisical approach of the Sinthi Unit of Suraksha. They must tender unqualified apology to the patient both by visiting her residence as well as in writing. The entire process must be done personally by the Unit Head within a week from date.

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
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission