

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/SOU/57/2024-25

Ms. Preeti Sen Complainant

vs

Apollo Multispeciality Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	31/07/2024	<p>This complaint would relate to very very unfortunate situation where an asthma patient was given contrast while the patient was undergoing MRI examination that had tremendous re-action. Test was stopped immediately. The patient was shifted to the Emergency. She was in ventilation for about 48 hours.</p> <p>By the grace of God she is now cured. However, she is in tremendous mental trauma that we find, in course of hearing, when she would narrate her ordeal.</p> <p>We unfortunately faced the similar situations in two other cases in the past where we lost both the ladies; one at the age of 21 and the other at the age of 45 years. This time, we must thank God, patient is here, she is</p>

cured.

She would complain as against the mis-behaviour of the technician who was responsible to do the examination.

We have interaction with the technician in presence of the complainant. We find, there was some misunderstanding.

Dr. Vatia, in his usual fairness, would agree to send a letter of regret to the patient to ameliorate her grievance.

The complainant has also questioned the doctor's decision to go for MRI with contrast in a case of asthma patient.

We are unable to answer the same as it would be outside our domain. She would be free to approach the appropriate authority for the same if she so desires.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

			<p>Sd/-</p> <p>Prof. (Dr.) Sukumar Mukherjee – Member</p> <p>Sd/-</p> <p>Dr. Maitrayee Banerjee – Member</p> <p>Sd/-</p> <p>Sri. Sutirtha Bhattacharya, IAS (Retd)- 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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