

Office of the West Bengal Clinical Establishment Regulatory Commission^{WBCERC}
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Case Reference:WBCERC/PASM/83/2024-25

Mr. Anandamoy Patra **Complainant**

VS

Gouri Devi Medical Research Institute & Hospital.....**Respondent/**
Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	14/08/2024	<p>The complaint would relate to hospital negligence resulting in death of 58 years old male patient Biren Chandra Patra.</p> <p>The patient was admitted on May 25, 2023 at 7.20 pm under Swasthya Sathi mode. The patient had shortness of breath from the next day i.e. May 26, 2023 and was advised nebulisation and injection hydrocortisone. Oxygen inhalation was advised at 8 pm with other medication. The patient was put on ventilation support on May 28, 2023 with a major cardiac arrest at 3.33 pm and was ultimately declared dead on the same day at 3.50 pm.</p>

The complainant raised an issue that the musk for supplying oxygen was refused from the pharmacy even when the patient family wanted to purchase it from the medical shop.

The CMOH, Paschim, Burdwan, conducted an enquiry by a Medical Board that considered each and every issue. The relevant part of the report is quoted below:-

"After hearing from both sides and verifying BHT and all other relevant medical documents, the Redressal Committee decided that some miscommunication / misunderstanding was happened between the patient parties and the hospital staffs at the hospital regarding the bipap support of the patient Dhiren Chandra Patra (deceased) and it was assumed by the relatives of aforesaid patient that the patient was expired due to the leakage of Oxygen from bipap mask, but it was not the actual fact. The patient died due to Bilateral pneumonia with AKI and metabolic Acidosis.

The Gouri Devi MSH, Durgapur is directed to display the helpline/redressal numbers in BOLD and large font at the hospital premises/all floors/convenient places which may clearly be visible to the patient parties so that such miscommunications may be redressed at the earliest convenience and send a written action taken report along with the photos of the displayed helpline numbers within one week positively".

In view of the said report, we do not find any scope to interfere.

This order would however, not preclude the complainant to challenge the report of CMOH, Paschim Burdwan, dated April 1, 2024 in accordance with law.

Before we part with, our esteemed member Dr. Sukumar Mukherjee has pointed out a gross mistake in the death certificate issued to the patient where cause of death was shown as refractory shock in a patient of severe pneumonia with dyselectrolytemia.

According to Dr. Mukherjee, there cannot be any

refractory shock without mentioning the actual cause of the shock. Dr. Abhijit Mukherjee, the treating doctor, would admit their mistake. He would express regret and assure, in future they would be cautious enough while issuing such certificate.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-


Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authenticated


Secretary
West Bengal Clinical Establishment
Regulatory Commission