

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: WBCERC/HOW/186/2024-25

Ms. Manideepa Sarkar **Complainant**

vs

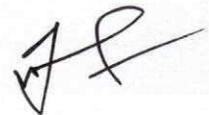
Medica Superspeciality Hospital.....**Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	27/11/2024	<p>The complaint would relate to treatment of a 76 years old male patient whose daughter is abroad. He is now residing at an old age home under whose care he is now under medication.</p> <p>The facts would reveal, the patient was admitted on October 19, 2024 at the CE with shortness of breath and other co-morbidities. He was there for about 21 days.</p> <p>The final bill amounted to Rs. 12,90,160/-.</p> <p>After giving appropriate discount and adjusting Rs. 7,50,000/- being sanctioned by the TPA a</p>



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sum of Rs. 3,95,471/- is still due and payable. The CE, however, released the patient without money being paid.

The complainant has now raised various issues that would be over-lapping medical issues and hospital issues. The complainant would make it clear, they do not have any intention not to pay the balance amount. They want a proper investigation as to the treatment protocol and other issues relating to hospital management.

In course of hearing, Mr. Sanjoy Saha, the son-in-law of the patient, in his usual fairness, would make it clear, they want to secure the amount till an adjudication as to the issues raised by them regarding treatment protocol and hospital negligence are resolved.

The CE is represented by Mr. Komal



Dashora. Mr. Dashora would submit, since the patient did not have any next to kin in the city there might have been some communication gap. The representative of the old age home and the brother of the patient were always consulted and informed about the treatment protocol. The local representatives did not have any authority to deal with the billing issues. As a result, the hospital authority used to make whats app call to the daughter on billing issues.

Mr. Saha would assure, the outstanding amount would be paid within a month from date.

As soon as the money is paid the CE would keep it in a suitable fix deposit account in any Bank pending resolution of the issues.

The CE is also directed to arrange for a video conference with the complainant and the



treating doctors as well as the concerned hospital management to resolve all the issues that are raised by the complainant.

The CE is also directed to share medical records in case those are pointed out to them by the complainant.

In case the issues are not resolved in the Medical Board to be constituted as directed above, the complainant would be free to approach appropriate authority for adjudication of the medical issues.

In case they get any favourable response they would be at liberty to apply afresh before us.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member



Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authentic

Secretary
West Bengal Clinical Establishment
Regulatory Commission