

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: **WBCERC/KOL/43/2025-26**

Mr. Wrichik Basu Complainant

vs

Fortis Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	30/05/2025	<p>The complaint would relate to refusal to accept medicine that the patient was already having at home prior to hospitalisation.</p> <p>The complainant would contend, when he got his mother admitted she was already having some medicine that she was carrying with her. The concerned nurse refused to administer those medicines and indented the same medicines from their in-house pharmacy.</p> <p>In response, the CE would contend, since they are not sure about the authenticity of the medicine carried by the patient, to be safe and sure, they always insist medication from their in-house pharmacy as a matter of practice.</p>



Mr. Sahin Biswas, representing the CE, would submit, they also give ten per cent discount as per WBCERC guideline in case of cashpatient andas per insurance tariff in case of insurance patient. In this case, the patient was admitted under a Mediclaim policy. They accordingly charged the medicine at the insurance rate.

We have considered the issue. In our view, once the patient was having her regular medicine with her at the time of hospitalisation the CE could have clarified the issue before hand. In case the patient would insist for use of those medicines they can get an undertaking signed by the patient and/or his or her relatives that the hospital would not be responsible for the side effects if any, such medicine that the patient would be having from her own possession.

Coming back to the present case, we direct the complainant to prepare a comparative chart supported by evidence as to the price of the medicine that the patient carried to the CE along with cash memo and the same

medicines indented from the in-house pharmacy.

We direct the CE to pay back the differential amount, if any, on production of the said calculation and the relevant cash memo referred to above.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

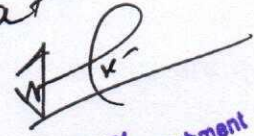
Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated


Secretary
West Bengal Clinical Establishment
Regulatory Commission