

**Office of the West Bengal Clinical Establishment  
Regulatory Commission**

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Case Reference: **Case No ID-KOL/2018**

**/000443/000444/000452/000453**

Mr. Agnishwar Som .....Complainant

vs

Apollo Gleneagles Hospital Limited .....Respondent/  
Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	01	14-02-2019	<p>We have heard the petitioner as well as the Clinical establishment. The petitioner was admitted on Saturday evening of 14<sup>th</sup> July, 2018 with hand infection with history of thorn prick. The Medical records would show that consultant in charge did not recommend MRI to be done on Monday. The consultant, who admitted the patient on 14<sup>th</sup> July, 2018 had advised for antibiotic, elevation of hand and x-ray of the local part. After admission the patient was seen by surgical registrar who advised for MRI of the hand with contrast in addition to advice of Dr. Nandi, the consultant in-charge. The petitioner has submitted that he was not counselled about the cost of MRI which came around Rs. 23,000/- . When the patient came to know that the expenditure for surgery would be Rs. 85,000/- in addition to five to ten days staying in hospital expecting to have further cost to be incurred, the patient got himself discharged and treated elsewhere.</p> <p>Dr. Nandi, the consultant is present. According to him, when he examined the patient at the outdoor department he has not suggested</p>

MRI in admission ticket/ out door department ticket.

The representative of the establishment submits that, charges are displayed at conspicuous places of the hospital. From the medical record, we are not in a position to be sure whether the patient was counselled or not. The patient complains, he had to pay Rs. 43,000/- at the time of discharge on Monday late night without having any surgery done there.

The medical records would also show that the patient expressed his desire to be discharged at 9.00 p.m whereas he was allowed to leave the hospital after about 12.00 in the night. Dr. Basu, the authorised representative of the hospital would submit, they would require at least 3-4 hours time to discharge a patient.

We have considered all the contentions and are of the view that the medical establishment has erred in not counselling the patient at the time of admission. They have also failed to give satisfactory response for making inordinate delay to discharge the patient. We feel that it would be appropriate to caution the clinical establishment that it must have record of counselling of the patient at the time of admission as to the expenditure likely to be incurred at the hospital during treatment. We direct the hospital to pay a sum of Rs 10,000/- to the petitioner within a period of fortnight from date. It is further directed that the clinical establishment must have the arrangement of audio visual recording of counselling of the patient party regarding the expenditure of the treatment at the time of admission.

The case is concluded and disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Smt. Sanghamitra Ghosh, IAS, Vice-Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) G. K. Dhali – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Prof. (Dr.) Madhusudan Banerjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

*Authenticated*



**ARSHAD HASAN WARSI**  
WBCS (Ex)

Secretary  
W. B. C. E. R. C.