

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: KOL/2019/000578

Shyamal Kumar Roy Complainant

vs

Medica Superspeciality Hospital..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	28/05/2019	<p>We have heard the parties at length. This complaint would relate to over billing. The facts would reveal, the patient came to the emergency with a complain of profuse nose bleeding on the background of hypertension and diabetes and post angioplasty. More so, the patient was on clopidogul which is essential for post angioplasty patient. This could influence the severity of bleeding unless it is stopped. In this emergency ENT surgeon took the decision of ligation of(R) sphenopalatine artery for saving the life as the bleeding continued inspite of nasal plugging.</p> <p>We have deliberated on the issue examining the medical records and find, whatever best treatment could be given, was given. The petitioner would also agree, he would have no grievance at all on account of treatment. His complain would be on the billing.</p> <p>At the time of admission, the establishment gave an estimate of Rs. 1.12 Lakh as OT expenses (<i>In and out only</i>).</p> <p>We are surprised to find, the hospital authority did not mention about the other charges including bed charges. The petitioner would complain, he was verbally told not to bother about the estimate that might go down as well. However, at the end of the day, he had to pay Rs. 1.29 lakhs. The Clinical</p>

Establishment would contend, the bill was made strictly as per the estimate, however, they could not give any plausible explanation as to why the other charges were not included in the estimate. We feel, the petitioner's grievance on this score sounds logic. We would expect, the Clinical Establishment would, in future, look into such aspect and be cautious enough while giving estimate of expense of treatment to the patients who would be coming to their establishment for treatment.

With this observation, we dispose of the complaint.

Sd/-
The Hon'ble Chairperson

Sd/-
Dr. Sukumar Mukherjee, Member

Sd/-
Dr. Madhusudan Banerjee, Member

Sd/-
Dr. Maitreyi Banerjee, Member

Sd/-
Smt. Madhabi Das, Member

Authenticated

ARSHAD HASAN WARSI
Secretary
West Bengal Clinical Establishment
&
Regulatory Commission
Joint Secretary
Health & F.W. Department