Office of the West Bengal Clinical Establishment Regulatory Commission
1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.
Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

## Case Reference: NPG/2017/000197

Faruk Ahamed..... Complainant

vs

AMRI Hospitals Ltd, Mukundpur..... Respondent/ Respondents

## ORDER SHEET

| Office Note | Order No. | Date | Order |
|---|---|---|---|
| | 1. | 23/07/2019 | This complaint would pertain to a terminally ill patient at the age of 90 years admitted in the clinical establishment with a history of suspected case of lever ceresin. At the time of admission the patient was having complication with regard to sodium level. The complainant would allege, they approached the clinical establishment only for the purpose of perfusing sodium level and not for any other treatment including carcinoma treatment. The treating doctors, especially the oncologist and the intensivist are present. Dr. Roy, being the principal treating doctor, would apprise us the details of the treatment that were given to the patient. The complainant would allege, it was totally unnecessary as they were aware of the terminal illness of the patient and they were not ready to have expensive treatment on other count. The doctors present in the panel, are unanimous of the view, when a patient comes up for treatment the treating doctor could not be oblivion of the other complications as one complication would relate to other. These are questions which we are not in a position to answer, we are also not competent to do so. |

The doctors in the panel are also of the view, the treating doctor had done their duty well, however, it is their prima facie view.

The applicant would also complain about inflated billing. According to them, when the patient was in ICU there should be maximum one visit for the doctor, there are unnecessary referral. We are not in a position to deal with such situation as the referrals were made by the treating doctor. Whether it was necessary or not, similarly are not answerable by us. However, on examination of the bill we find that the referral would involve an approximate a sum of Rs. 10,000/-. The amount is trifle in nature considering the treatment given to the patient. We ask the respondent clinical establishment to give the discount to the complainant for a sum of Rs. 10,000/- within two weeks from date.

In case the amount is paid by the clinical establishment and accepted by the complainant the complainant would not be entitled to proceed as against the clinical establishment in any other forum. With this observation we dispose of the case.

Sd/-

Hon'ble Chairperson

Sd/-

Dr. Sukumar Mukherjee, Member

Sd/-

Dr. Madhusudan Banerjee, Member

Sd/-

Dr.Maitreyi Banerjee, Member

Authenticated

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