

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: KOL/2019/000654/000655

Soumya Kanti De..... Complainant

vs

Ashok Nursing Home and healthcare Private Limited.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	26/11/2019	<p>The complaint would relate to billing. The irregularity so pointed out, are set out below:-</p> <ol style="list-style-type: none">1. "USE OF BIPAP DEVICE : MAKE NIDEK BIPAP-25 PLUS – MRP 55000/- CHARGED @ 2000/- PER USE!2. AIR MATTRESS IN ITU/ICU BED: SIMILAR ITEM MRP: 5000/-, CHARGED @ 400/- PER DAY!3. GLUCOSTRIP- EVEN WHEN PATIENT HAD NO BLOOD SUGAR; WAS USED TO TEST GLUCOSE EVERY DAY FROM 19/16- 24/06 @ 70/- PER INSTANCE4. NEBULIZER- CHARGED @ 120/- PER USE!5. DIAPER- ANGEL (L) @ 110/- PER DIAPER; NOTE: PATIENT DID NOT GET A DIAPER CHANGED ON 28TH NIGHT AND HAD TO STAY DIRTY TILL 29TH MORNING, SHE WAS ONLY CLEANED AFTER MANY REMINDERS BY PATIENT & THEN BY PATIENT PARTY IN MORNING. AT TIME OF DISCHARGE, WE PROVIDED DIAPER!" <p>In respect of item No.- 1 we feel, the charges are on the higher side compared to the bed capacity it would be apt, if the Hospital Authority would give a discount of Rs. 500/- per day i.e charges @ Rs. 1500/- per day instead of Rs. 2000/- .Hence, for five days use, the patient should get Rs.2500/- as refund.</p> <p>Item No. 2,3 and 4, in our view, would not require any further consideration</p>

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at our end.

The complaint pertaining to item No. 5 is very serious. The patient was charged diaper at the rate of Rs.110/- per piece whereas the patient did not get such facility on 28th night when she was admitted and she had to stay dirty till the next day when she was cleaned and that too, after repeated complaint, made by the patient party.

This allegation is very serious in nature. The complainant is absent today. Unfortunately, he has lost the patient, mother of the complainant. He has also lost his wife, in the meantime. He does not wish to proceed further in the matter. We impose a penalty of Rs. 5000/- on this count. The Clinical Establishment would thus refund a total sum of Rs. 7500/- to the complainant.

The amount be sent by the Hospital Authority within a period of one week from date.

The complaint is disposed of accordingly.

We caution the Clinical Establishment, they must be careful so that this type of complaint, particularly in respect of item No. 5, does not recur in future.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Madhusudan Banerjee – Member

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