

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/PAB/2022/006

Mr. Birendra Sharma **Complainant**

vs

The Mission Hospital, Durgapur..... **Respondent/ Respondents**

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	24/01/2022	<p>Despite notice, the complainant is absent. We have just now contacted the complainant over phone. He would assure us, he would be joining the hearing. Despite wait, the complainant has not turned up hence, we are constrained to dispose of the complainant in his absence.</p> <p>We have perused the complaint.</p> <p>Facts would reveal, the patient was admitted with burn injury on November 5, 2021 the patient is ready for discharge as contended by Dr. Partha Pal representing the CE however, the patient party does not show any inclination to take back the patient.</p> <p>The complaint would relate to billing. We have</p>

perused the bill. There are three items where we would find justification in the complaint.

(i) The patient was admitted at the late hours of November 5, 2021. He was charged for two bed charges on that day. The representative of the CE would contend, since the patient came at 1 o'clock in the night and the check out time is fixed at 12 noon there might be two day bed charge shown in the bill. They would assure, it would not be taken from the patient party.

We fail to appreciate the reasoning. By our Advisory No. 17 and 18, we made it very clear, the bed charge would be liable to be charged on expiry of actual 24 hours of in-house admission. We direct the CE, they must update their billing system on that count.

(ii) In terms of Advisory No. 14, the patient is entitled to discount on medicine and consumable that is not shown in the provisional bill. The CE must forthwith update their system on that count.

(iii) The patient has been charged for centre line

which is a routine procedure at the ICU. ICU charge is higher than the ordinary bed charge that should include routine procedure like centre line, channel fixation, Ryle's tube etc. The billing system must be updated accordingly.

In this case, we have calculated the charge on the above items. We would find a sum of Rs. 85,000/- overcharged as shown in the provisional bill. We direct the CE to prepare a revised bill taking care of the anomalies referred to above.

Despite doctors advise of discharge, the patient party has not shown any interest. Dr. Pal would inform us, they are ready to give further discount on the bill. In such event, the CE is directed to contact the local police administration to help them for discharge of the patient.

Later on The complainant has appeared after the matter is over. He was in difficulty to attend the hearing earlier. He assures us, he would take the patient back today itself hence, the hospital is not required to approach

the administration as directed above.

We would request the CE to consider appropriate discount to ameliorate the grievance of the patient party.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Madhusudan Banerjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated
WZM

ARSHAD HASAN WARSI
Secretary
W. B. C. E. R. C.