

Office of the West Bengal Clinical Establishment Regulatory Commission

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Memo No. – 1416/WBCERC//2020

Dated 7.8.2020

To
The Chief Executive Officer / Unit Heads / Medical Superintendents
Clinical Establishments (all)

Madam / Sir,


This is to inform you that the West Bengal Clinical Establishment Regulatory Commission has given an advisory which is as follows:

ADVISORY- 89

1. This has come to the notice of the Commission that patient parties face hardship in fulfilling requirement of advance payment by the clinical establishment at the time of admission of a patient in cases other than acute emergency.
2. This has been under active consideration of the Commission to fix an amount of advance payment in cases other than acute emergency.
3. After due deliberation and careful consideration it is decided that Clinical Establishment would not be entitled to demand more than 20% of the estimated cost of treatment or a maximum amount of Rs.50,000/- whichever is less, at the time of admission.
4. In case the patient party is not in a position to deposit the required amount at the time of admission, the hospital would admit the patient as and by way of provisional admission and give adequate necessary treatment required right at that moment. However, the admission would be regularized upon deposit of the amount within a period of twelve (12) hours.
5. In case the deposit is not made within the time stipulated above, the hospital would be at liberty to cancel the provisional admission and ask the patient party to take back the patient within one hour thereafter.

6. They will also provide a daily update on billing through SMS/email / WhatsApp to the patient parties for proper perception of the billing. Furthermore, any substantial increase in the estimated cost should be properly communicated to the patient parties with the reasons mentioned therein.
7. All payments should be made through banking transaction against proper receipt thereof.
8. In case the patient party is unable to deposit money through banking transaction and deposit money in cash, the hospital must issue receipt simultaneously on such payment being made.
9. This is without any prejudice to the licensing conditions and other provisions in the West Bengal Clinical Establishment (Registration, Regulation and Transparency) Act, 2017 and the Rules framed there under.

You are requested to comply with the above advisory.



Secretary

(Arshad Hasan Warsi)

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

Memo No.- 1416 (7) /WBCERC/2020

Dated 7.8.2020

Copy forwarded to:

1. The Secretary, Department of Health and Family Welfare, Government of West Bengal.
2. The Director, Health Services, Government of West Bengal.
3. The Director, Medical Education, Government of West Bengal.
4., Hon'ble Member of the Commission.
5. P.A. to the Hon'ble Chairperson, W.B.C.E.R.C.
6. P.A. to the Secretary, W.B.C.E.R.C.
7. Office Copy.



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