

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference: INT/NPG/2022/079

Mr. Soumik Mondal Complainant

vs

Medica Superspecialty Hospital and ILS Salt Lake..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	13/04/2022	<p>The complaint would relate to miscommunication as well as treatment protocol. Treatment protocol would be outside our domain. Let the complainant approach the appropriate authority on that score.</p> <p>On the other issue, we find, the complainant wanted to have discussion with Dr. Tanmoy Banerjee, critical care expert. Despite repeated requests, the CE did not arrange for such meeting.</p> <p>Mr. Dashora would contend, the patient party was given update everyday that the representative of the complainant has admitted in course of hearing. Mr. Dashora would assure, they would arrange a meeting</p>

with Dr. Tanmoy Banerjee on prior appointment.

The patient was earlier admitted at ILS, Salt Lake hospital. In course of treatment, he was found to be covid positive. ILS wanted to shift him at their Dumdum or Howrah unit where covid treatment was going on however, the complainant wanted to shift the patient at Medica hence, the patient was discharged and referred to Medica.

We have considered the bill. There has been excess billing to the extent of Rs. 45,824/-. The CE has discounted the bill to the extent of Rs. 28,387/- leaving a balance sum of Rs. 17,437/- that the patient party had to pay. Pertinent to note, the patient was a retired West Bengal Government employee. On the request of the patient party, he was formally discharged on January 2, 2022 and was re-admitted under WBHS scheme. The concerned bill would relate to earlier period. One fifth of the bill has been paid by the family and the rest has been paid by the insurance.



Mr. Dashora would contend, only 1/5th was paid by the party. If the discounted amount is taken into account practically nothing would be payable. We keep this issue pending for the present.

We grant liberty to the complainant to approach us afresh in case they are successful before the appropriate authority

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

Secretary
West Bengal Clinical Establishment
Regulatory Commission

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