

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/NAD/2022/093

Mr. Bhaskar Sarkar..... Complainant

vs

Health Care Diagnostic Centre..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	21/04/2022	<p>The complaint would relate to USG report that was ultimately found to be wrong on a re-examination made at Chennai.</p> <p>The facts reveal, the patient approached the diagnostic Centre for ultrasound complaining abdominal pain on the left side. The concerned sonologist did the procedure and reported “ Calculus in Gallbladder having 1.14cm”. The complainant expressed doubt and immediately rushed to Chennai where on re-examination, no such calculus could be found.</p> <p>After receipt of the complaint, we requested Dr. Avik Bhattacharya, eminent sinologist, to assist us in the</p>



process of hearing. Dr. Bhattacharya is present.

The experts present at the panel, are unanimous of the view, even if there was a humane error concerned sonologist, before signing the report, should have categorically observed that the report must be corroborated by the concerned clinician. From the report, it appears, he was definite about presence of the calculus that would automatically attract surgical intervention. Fortunately, same could be avoided. It is unfortunate the concerned sonologist was not so serious while making such report.

We feel, interest would be sub-served, if we direct the diagnostic Centre to refund the amount that the patient had to pay for the procedure. In addition, we permit the complainant to submit the vouchers pertaining to the re-examination at Chennai and other incidental medical expense that the CE would also reimburse at once.



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With the above direction, we dispose of the complaint.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Prof. (Dr.) Madhusudan Banerjee – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Secretary
West Bengal Clinical Establishment
Regulatory Commission

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