

Office of the West Bengal Clinical Establishment Regulatory Commission

1<sup>st</sup> Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.

Phone:- (033) 2262-8447 , Email: [wbcerc@wb.gov.in](mailto:wbcerc@wb.gov.in) Website: [www.wbcerc.gov.in](http://www.wbcerc.gov.in)

**Case Reference: INT/NPG/2022/107**

Mr. Avinandan Roy ..... Complainant

vs

Fortis Hospital..... Respondent/ Respondents

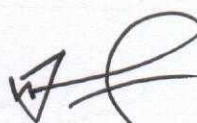
**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	18/05/2022	<p>The patient went for cardiological check up. However, at the time of doing the procedure for coronary angiography, the patient had coronary angio through upper limbs radial artery approach which was difficult. Then, Cardiologist tried Rt femoral arterial approach when local haemorrhage and swelling in inguinal region developed. This was subsequently seen by Radiologist and the patient had pseudo aneurysm (R) SFA. This was compressed by USG probe for some time and this was practically effective.</p> <p>The patient was discharged without any proper guideline for home care.</p> <p>The patient again came back and got admitted when</p>





		<p>they tried to cure. Curative procedure was done by the concerned sonolologist and patient was ultimately discharged second time.</p> <p>The complainant would contend, at the time of first admission, when the procedure was being done he had to wait outside cath lab. No counselling was done. No information was shared with him. After waiting for three hours, he forcefully crashed into the cath lab and saw, there had been immense bleeding on the right femoral region that the doctors team was trying to control.</p> <p>The complainant would also contend, at the time of discharge, there had been inordinate delay on the plea of insurance approval. At the time of discharge in case of second admission, he was billed for Rs. 42,000/-. He protested for the same and ultimately, he had to pay Rs. 32,000/- to get her mother back home.</p> <p>The CE is represented by Medical Superintendent. She is of the opinion, it is a known complication and the treating team did their best to control the same. However, she has no plausible explanation as to how in</p>
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		<p>case of curative procedure the patient was charged Rs. 42,000/-.</p>
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		<p>The members present at the panel, are unanimous of the opinion, even in case of a post procedural complication, the CE must take a moral responsibility and take care of the bill in that regard. We would not mind if the patient is charged for the medicine consumable and other investigations. However, the hospital charges should not have been billed particularly, when the insurance refused to honour the bill on the ground that it was not covered by the insurance policy.</p>
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		<p>The medical superintendent offers further service to the patient. The complainant is afraid of visiting the CE again as he might be charged again for the next follow up. Pertinent to note, the patient is still suffering for the complication.</p>
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		<p>We direct the CE to send a letter of regret to the complainant for the sufferance and harassment that has surfaced in his complaint.</p>
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		<p>The CE is also directed to review the second bill in</p>
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the light of the observation made by us hereinbefore and refund the balance to be found due and payable, to the complainant on sharing of his bank details.

The complainant would be at liberty to take the patient again for follow up check up on the assurance of the CE, the patient would not be charged any further save and except the actual cost of medicine, consumable and investigation.

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

Secretary  
West Bengal Clinical Establishment  
Regulatory Commission

Authenticated  
[Signature]