

Office of the West Bengal Clinical Establishment Regulatory Commission
1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.
Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference: INT/KOL/2022/162

Mr.Ajay Gupta..... Complainant

vs

AMRI Hospital, Dhakuria..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	31/08/2022	<p>The complaint would relate to recording of co-morbidities in the discharge summary for which the complainant is facing difficulty in getting reimbursement from TPA. The complainant would contend, the patient did not have any COPD beforehand. Hence, there was no occasion for the same to be recorded in the discharge summary.</p> <p>In support of his contentions, he would refer to a certificate recently issued by Dr.Koushik Mukherjee, the treating doctor. Unfortunately, the same has not been shared with us.</p> <p>Dr. Bagchi, would contend, he has seen the certificate issued by Dr. Koushik Mukherjee, that was issued very</p>

Das.

[Signature]

recently. The patient was discharged six months ago and the past history that the treating doctor recorded in the discharge summary, cannot be changed at this stage. However, they are prepared to ratify the certificate that Dr. Koushik Mukherjee has issued to the complainant.

We direct the CE to issue such ratification so that the complainant could approach the Insurance Authority for persuasion of his claim.

The complainant would also raise issue with regard to bill. We have considered the same. It is true, that there were some execs charges made by the CE. However, that were ultimately taken care of by giving a discount of Rs.10,749.62/-. Hence, we do not wish to deliberate on the same.

The complaint is accordingly disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-
Dr. Maitrayee Banerjee – Member

Sd/-
Smt Madhabi Das – Member

Authenticated


Secretary
West Bengal Clinical Establishment
Regulatory Commission

