

Office of the West Bengal Clinical Establishment Regulatory Commission
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Case Reference:INT/KOL/2023/033

Mr. Debanjan Chaudhuri..... Complainant

vs

Fortis Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	13/03/2023	<p>The complaint would mainly relate to medical negligence that would be outside our domain. The complainant would be free to approach the appropriate forum.</p> <p>The complainant would also contend, there has been second degree bed sore however, the discharge summary does not say so. The complainant would contend, the same revealed when there was second admission at a different CE. The complainant has not disclosed the second admission record to support his contention.</p> <p>We have examined the bill. The patient was under CGHS hence, normally the patient cannot be charged any</p>



		<p>amount as it was a cashless admission. The concerned doctor is present online. He has explained the procedure. According to him, the implant that was covered by CGHS was not apt for the subject surgery. The patient family was properly counselled in this regard.</p> <p>CE supplied implant at the cost price against which they have shared vendor memo that would be kept on record. According to the CE, they have charged the differential price being the cost allowed under the CGHS and the actual price of the implant.</p> <p>The contention of the CE seems to be justified however, there is lack of transparency. In future, the CE must be cautious enough to document the counselling process as referred to above, giving all details of the expenses.</p> <p>In case the complainant is successful before the appropriate forum on the other issue he would be at liberty to apply afresh before us.</p> <p>The complaint is disposed of accordingly.</p>
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