

Office of the West Bengal Clinical Establishment Regulatory Commission

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Case Reference: INT/KOL/2023/042

Mr. Abhijit Paul Complainant

vs

Apex Institute of Medical Science..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	13/04/2023	<p>We have heard the parties at length.</p> <p>The complaint would relate to questioning treatment protocol of a high risk critical aged patient who ultimately died during treatment.</p> <p>The complainant would contend, there had been rampant use of various groups of antibiotic and such use was totally irrational and resulted in huge amount of medicine bill. The complainant would also contend, the pulmonologist referral was made. Yet, the CE could not arrange visit of pulmonologist at the appropriate time. Dr. Ansuman Mukherjee, concerned pulmonologist came just on the day prior to the death of the patient.</p>

AP
02.05.23

The complainant was informed by the concerned RMO that the pulmonologist advised bronchoscopy that was not done. Dr. Das, the concerned physician would however, inform us, bronchoscopy was advised by the nephrologist. Pulmonologist agreed with the medicine already prescribed. Dr. Das ignored the suggestion of the nephrologist for bronchoscopy.

Medical part would be outside our domain hence, we permit the complainant to approach the appropriate authority questioning the treatment protocol if he so likes.

There has been some deficiency in the hospital procedure as complained by the complainant. We would definitely go into the same once the complainant comes back to us afresh as and when he becomes successful before the appropriate forum.

We have examined the bill. We find, medicines were charged at MRP. Representative of the CE would however, contend, they permitted the complainant to purchase medicine from outside. Moreover, they have

given discount of Rs. 44,000/- that would take care of the medicine discount as advised by the Commission. We do not wish to go into the issue in detail when we find, in deference to the desire of the Commission, the CE would agree to give further discount of Rs. 20,000/- on the total bill.

Mr. Sujit Gopal Bhattacharjee representing the CE, would agree to pay Rs. 20,000/- (lump sum) over and above the discount already given to the complainant. He would also assure, the money would be transferred to the bank account of the person who paid the bill, within ten days from the date of communication of the bank details.

The complaint is disposed of.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

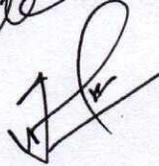
Dr. Maitrayee Banerjee – Member

Sd/-

Sri. Sutirtha Bhattacharya, IAS (Retd)- Member

Sd/-

Smt Madhabi Das – Member

Authenticated


Secretary
West Bengal Clinical Establishment
Regulatory Commission