

Case Reference: INT/KOL/2023/064

Mr. Nazrul Hasan Complainant

vs

ASG Eye Hospital, Lake Town, Kolkata..... Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	22/05/2023	<p>The complaint would relate to alleged post surgical complication in a case of cataract surgery. The patient was a high risk patient as would appear from his cardiological background that we find from the medical records.</p> <p>The patient was having 40 percent ejection fraction. He was examined by Dr. Aniruddha Mondal of C.K. Birla Hospital on January 10, 2023. Dr. Mondal's prescription did not clearly indicate whether the patient was fit for cataract surgery or not.</p> <p>The patient approached the concerned CE for cataract surgery and as per the medical records the surgery was uneventful. Subsequently bleeding was found out</p>

that was washed on a subsequent visit to the CE. The patient ultimately died of cardiac arrest.

The complainant would have three issues as against the CE:-

i) The patient was advised Ecosprin as would appear from the prescription of Dr. Mondal referred to above. The concerned Ophthalmologist did not specifically ask to stop Ecosprin that the patient was having. However, on the insistence of the complainant it was stopped before the surgery.

ii) After the surgery at the time of discharge the nurse advised the patient to continue with all medicines that he was having that would include Ecosprin. However, when the patient attended OPD and the bleeding could be found the concerned doctor opined that he should not have started Ecosprin and on his advice it was immediately stopped. The CE would deny such assertion. Our esteemed medical members on the panel are ad-idem on the issue, there was no need for stoppage of Ecosprin for cataract surgery.



		<p>iii) The third and final issue would relate to a phone call using 24x7 helpline. The complainant would contend, at about 6 o'clock in the evening she called up the hospital and enquired about the concerned doctor when the lady who received the call declined to transfer the call to the doctor. The complainant tried to impress upon her that the patient was too critical. He wanted to talk to the doctor to find out whether the symptom the patient was having, would have any relation with the cataract surgery. The lady who received the call was not impressed however, on insistence of the complainant ultimately she could contact the doctor and took his opinion accordingly.</p>
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We do not find any scope to interfere on the first two issues.

We have heard the CE on the third issue. The incident is unfortunate. The concerned lady, who received the call, in our view, should not have been so rude and indifferent.

The CE must be cautious in future. They must train their staff accordingly who would be receiving 24x7 helpline call availed by the persons in dire need of the



hour.

We direct the CE to send a letter of regret to the complainant on the issue.

Other issues raised by the complainant, relates to treatment protocol. He would be free to approach the appropriate authority on that score. In case she is successful therein he would be at liberty to approach us afresh .

The complaint is disposed of accordingly.

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
WJL
RASHAD HASAN WARSI
Secretary
WBCS (Ex)
E. R. C.