

Office of the West Bengal Clinical Establishment Regulatory Commission

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**Case Reference: INT/KOL/2023/133**

Mr. Hari Mohan Bhattacharya ..... Complainant

vs

Woodland Multispeciality Hospital..... Respondent/ Respondents

**ORDER SHEET**

Office Note	Order No.	Date	Order
	1.	29/08/2023	<p>Smt. Santana Bhattacharya, aged about 64, years was admitted under care of Dr. Hindole Dasgupta, consultant pulmonologist attached to Woodlands Hospital. The patient was a cancer survivor. She initially visited Uni-Speciality Hospital pertaining to cardiac ailments complaining about chest pain. She was referred to pulmonologist. The complainant, the husband of the patient, contacted Woodlands and selected Dr. Dasgupta, the concerned pulmonologist and took his appointment. Accordingly, the patient visited OPD of Dr. Dasgupta. Dr. Dasgupta advised admission.</p> <p>Despite treatment, the patient breathed her last on May 22, 2023. She was there for about seven days. The bill</p>

		<p>was settled through TPA.</p> <p>The complainant, the ill-fated husband of the deceased patient would raise three questions. Those are extracted below:</p> <p>I) Why no haematologist was consulted despite Hb level was alarmingly low.</p> <p>II) Why no oncologist was consulted despite her medical history was properly briefed to Dr. Dasgupta.</p> <p>III) Endocrinologist referral was also missing.</p> <p>The CE, in their response, tried to address the issues.</p> <p>According to them, the patient's repeat Hemoglobin came at 7.3 gm and a Haematology referral was planned. However, the chest pain settled completely and the patient wanted to go home soon hence, it was not done.</p> <p>With regard to oncology referral, according to Dr. Saptarsi Basu the history of past malignancy of 16 years old was not relevant as thought of by the concerned treating team hence, such referral was not made.</p>
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			<p>Mr. Bhattacharya, the complainant would strenuously oppose the contention of Woodlands to the effect that the patient wanted early discharge and adhering her request the discharge was expedited.</p> <p>We do not find any such mention in the discharge summary. Moreover, the discharge of a patient would depend upon the clinical decision of the concerned treating lead doctor. In case there is any insistance contrary to doctor's advice the patient may be discharged under DAMA or LAMA. This case was a normal discharge as we find from the records. We thus accept the contention of the complainant on that score and reject the response in this regard.</p> <p>The complaint would principally relate to medical negligence that would be outside out domain.</p> <p>The issues raised by the complainant would be effectively gone into by an appropriate body of experts. Interest of justice would be sub-served if we direct the CE to furnish all medical records to the complainant so</p>
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that he can approach the appropriate body of experts questioning the treatment protocol as has been done before us.

Dr. Saptarsi Basu, representing Woodlands would fairly admit, Dr. Dasgupta did mention about the previous ailments in his prescription where he advised admission of the patient that is conspicuously absent in the discharge summary dated May 22, 2023 signed by Dr. Soubhik Majumder, the on duty doctor belonging to Woodlands.

This is a serious lacuna on the part of the Woodlands who claimed to be a hospital of repute.

We dispose of the complaint by recording our strong displeasure on the issue of omission of the oncology ailment that the patient suffered in the past, in the discharge summary.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member



			<p>Sd/-</p> <p>Prof. (Dr.) Makhan Lal Saha – Member</p> <p>Sd/-</p> <p>Dr. Maitrayee Banerjee – Member</p> <p>Sd/-</p> <p>Sri. Sutirtha Bhattacharya, IAS (Retd)- Member</p> <p>Sd/-</p> <p>Smt Madhabi Das – Member</p> <p><i>Authenticated</i></p> <p><i>[Signature]</i></p> <p><b>Secretary</b> <b>West Bengal Clinical Establishment</b> <b>Regulatory Commission</b></p>
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