

Office of the West Bengal Clinical Establishment Regulatory Commission

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Memo No. 1941/WBCERC/6M-09/2020

Dated: 09.03.2023

To
The Chief Executive Officer/ Unit Head/Medical Superintendent
Clinical Establishments (All)

Madam/Sir,

The West Bengal Clinical Establishment Regulatory Commission (WBCERC) has issued an advisory which is as follows:

Advisory No. - 33

Whereas it has come to the notice of the Commission that O.P.D. patient in Clinical Establishment gets 7 (seven) day time to show the report/results of the investigations to the consultant. In case of failure to report back with reports/ result of the investigations as prescribed by the doctor within 7 days, patient has to pay full consultation fees for showing the test reports/result of the investigations from the eighth day.

And

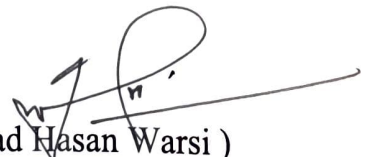
Whereas it has been brought to the notice of the Commission that this duration is very short. In many cases, the reports are not available and the patient party has to make payment of second consultation fees just to show the reports/results of the investigations.

And

Whereas the Commission passed an order while hearing a complaint of this nature on 27.02.2023 that the period for showing reports/results of the investigations prescribed by the doctor will extend from presently allowed 7 days to 15 days. It means a patient party can show the reports /results of the investigations prescribed within a period of 15 days without paying any additional consultation charge.

Therefore, it is communicated to all the Clinical Establishments that no extra consultation charge should be levied for the period upto 15 days from the date of primary consultation for showing reports of the tests/results of the investigations prescribed by the doctor in O.P.D. However, this will not preclude the Clinical Establishments from requesting the patient party to show the report/ results of the investigations as prescribed as early as possible when it is available in the interest of timely treatment of the patient.

This is for compliance by all concerned.


(Arshad Hasan Warsi)

Secretary

West Bengal Clinical Establishment
Regulatory Commission