

Title: Medical negligence in cases decided by the National Consumer Disputes Redressal Commission: A five-year retrospective review.

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Annexure 1

Examples of different errors

Lack of skill and care	<ul style="list-style-type: none">• The treatment was given by an inexperienced person/not under the guidance of a senior.• Procedure was conducted without treating a pre-existing condition.• Leaving a mop in the abdomen.• Surgery was conducted without a diagnosis in a non-emergency case.• Excessive administration of drugs.• Performing too many procedures without a cure.• Failing to perform a lifesaving procedure.• Procedure leading to injury to other organs.• Improper IV line leading to gangrene.• Failing to shift the patient to the ICU.• Improper application of plaster cast.
Deficient medical records	<ul style="list-style-type: none">• Deficiency in service• Deficient informed consent• Flawed follow-up instructions• Absence of medical records• Consent form not appropriately filled• Tampering with records and deficient discharge summary
Deficient preoperative evaluation	<ul style="list-style-type: none">• Missing pre-anaesthetic check-up details in the medical records• Tests for coagulation/bleeding tendencies not performed before the surgery,• Preoperative evaluation by the cardiologist not done• USG/CT scan in blunt trauma to the abdomen not performed

Failure to diagnose	<ul style="list-style-type: none"> • Diagnosis not supported by clinical findings or the USG report, such as failing to diagnose even after prolonged hospital stay, not diagnosing fracture/dislocation from X-ray
Delay in treatment	<ul style="list-style-type: none"> • Not attending to a patient with acute appendicitis • Delayed treatment in a crush injury to the leg
Lack of infrastructure	<ul style="list-style-type: none"> • No NICU/ICU facilities • No ambulance to shift the patient • Lack of staff • No specialist (neonatologist/paediatrician).
Delay in referral	<ul style="list-style-type: none"> • Prolonged treatment without a cure • Not referring a patient with a cardiac ailment to a higher centre.
Miscellaneous category	<ul style="list-style-type: none"> • Handing over wrong slide for a second opinion. • Causing mental agony. • Burns due to heater. • Not sending the medical records to a referral hospital for further treatment. • Hospital bed not disinfected. • Instructions given to pharmacist to dispense drugs. • Unfairly billing the patient for treatment not rendered. • Belated submission of medical records to the Commission.

IV: Intravenous; ICU: Intensive Care Unit; NICU: Neonatal ICU; USG: Ultrasonography; CT: Computed Tomography.