

## **Statutory Offenses and Violation Committed by Continental Hospitals**

The information contained in this dossier is a legal disclosure, particularly with this document presenting pertinent and relevant information about the conduct of Continental Hospitals Pvt. Ltd., Gachibowli, Hyderabad, Telangana (hereafter referred to as, Continental Hospital).

It is necessary to disclose this information so as to legally show an example of how severely Consumers have been impacted and harmed, by the systemic faults and errors involving Central Government Health Scheme (CGHS) Program.

It is already an established fact that Continental Hospital has continued to be a member of the CGHS Program till date, since the year 2014. Continental Hospital was required to provide CGHS rates and tariffs to reasonably qualified persons based on Government Employee ID Cards, in the manner that other conscientious and mindful hospitals have continued to do for the current and previous years, in Hyderabad, Telangana.

Any reasons, disputes, counter claims, or contentions that Continental Hospital can possibly pose to disclaim their responsibility to provide CGHS rates to members of University of Hyderabad (UoH), can be successfully refuted and rebutted, as illustrated by the files enclosed in this dossier.

So, actions committed by Continental Hospitals to deprive UoH members, or any other members of Central Government Employers, of their rights to utilize CGHS Program, constitute insurance fraud and a breach of contract as well as a breach of trust, on part of Continental Hospitals. The questions that arises now are:

1. Whether the type of breach of contract and trust as mentioned above, was accidental or deliberate on part of Continental Hospital?

2. How many individual incidents of such malpractices (accidental or deliberate) by Continental Hospitals involving patients or next-of-kin of those patients, have occurred, or are occurring per month?

The second question is for the investigative branch of State and Central Government law enforcement agencies to answer in the interests of justice. However, to answer the first of the above questions, and to explain the range of violations being suffered by persons needing CGHS, I can legally disclose the following facts:

1. Between 26-03-2023 and 01-04-2023, my elderly widowed mother who was mentally sick, had Covid, and was bed-ridden due to a small fracture in her lower spine from aging related health problems, was hospitalized as an inpatient in Continental Hospital. She was allotted an individual room with single-bed, at the 3rd Floor of the hospital's building, after being seen and examined in the hospital's Emergency Room, on the afternoon of 26-03-2023.
2. I have been the only available next-of-kin and guardian of my mother at home in Hyderabad, since February 2021, and on the morning of 31-03-2024, when she was supposed to be discharged from Continental Hospital as per the hospital's Discharge Summary, I was given a "Provisional Bill" which did not have CGHS rates.
3. For many hours during the afternoon of 31-03-2024, I tried to reason with the hospital's Finance Officer and then with their Senior Management that the given bill needed to reflect CGHS rates for Central Government employees and retirees. Their managers refused to acknowledge the authentic ID Cards presented to them which showed that my mother was eligible for CGHS rates. They then said that they do not give CGHS tariffs and rates to any institute.
4. The Senior Manager of the hospital then told me that if I did not pay the demanded non-CGHS price, they would keep my mother

and increase the charges on the "Final Bill." Any well-dressed corporate manager giving such a threat calmly in a nonchalant manner, is much more insidious than a cut-throat bandit threatening to keep a vulnerable patient as collateral for demanded monies in an aggressive manner. That is because, the Senior Management of Continental Hospital were entirely confident that they would be able to get away with that type of injurious cheating and threats.

5. Later in the afternoon of 31-03-2024, I sought help from UoH management at the UoH Health Center by explaining to them about the situation of Continental Hospital not releasing my mother and demanding me to pay non-CGHS tariffs. The UoH Health Center management gave me a print out of the "Proof of MoU between Hyderabad Central University and CGHS Empanelled Hospitals", and told me that it was compulsory and mandatory for Continental Hospital to give a bill as per CGHS rates. I went back to Continental Hospital and showed them the print out of the given "MoU", which they refused to acknowledge. For the rest of the evening I pleaded them to release my mother and the Senior Manager of the hospital continued to say that it was the hospital's policy to not give discharge to patients until the settlement of the "Final Bill."
6. I did not have the sufficient cash money to pay the overcharged and surcharged amount on the hospital's bill from my bank account. And so, on 01-04-2023, I paid the non-CGHS based "Final Bill" which also had the increased charges for the day Continental Hospital kept my mother hostage, by taking money from my mother's bank account. I was forced to pay the ransom demanded by Continental Hospital for releasing my mother, under duress and under protest.
7. Between 31-03-2023 and 01-04-2023, my mother was kept away from her guardian and home, as a piece of collateral property and chattel overnight at the hospital, by the hospital's management via the instructions and directions of their corporate Managing Directors. My bed-ridden mother was illegitimately confined in

her room on the 3rd floor of the hospital building, and during that time period she was frightened and crying aloud to be released from the hospital. The Floor Incharge, the attending Doctors, the Head Nurse and the Duty Nurses throughout that period of time, knowingly remained complicit, in that type of abduction and abuse of a vulnerable woman.

The above-mentioned data explains how Continental Hospital deliberately and systematically took undue advantage of me and my mother, simply because they have been prioritizing their pecuniary interests above patient safety, and also above the Civil and Consumer Rights of the patient as well as the patient's next-of-kin.

Now, since one-and-a-half years, I have not received restitution for that incident because Continental Hospital has been able to take further undue advantages of the systemic faults and errors involving the CGHS Program.

The local hospitals have been able to convince the Police Sub-Inspector and Inspector of Gachibowli Police Station in the Cyberabad Madhapur Zone that, hospitals have "a right to keep the patient as collateral" if the payment for the healthcare goods and services provided by the hospital are not paid in full by the Debtor (Consumer). The Gachibowli Police Station's Sub-Inspector told me on 01-06-2024 that he had seen other such incidents involving private hospitals, in which the managers of the hospitals deny any wrong doings to the police, and the victims remain helpless. He then instructed me to file a lawsuit in the Consumer Forum and also file a complaint with the Telangana State Medical Council (TSMC). But then, he instructed the Police Constable in front of me, to not take and write down any Police Complaint from a victim that involves hospital services.

The Gachibowli Police Station's Inspector then told me on 01-06-2024 that he would not file a First Information Report (FIR) because I was too late in reporting the incident, and wouldn't open an investigation without a court order. He also instructed me to file a lawsuit and obtain a court order.

The TSMC never replied to my complaint even though I repeatedly sent them letters about the malpractices pertaining to Continental Hospital and also went to their office in-person, but to no avail.

The Ranga Reddy District Consumer Forum in the mean time passed a wrongful judgment saying that, "the only available adult next-of-kin of an elderly and mentally sick person is not allowed to be party to a Consumer Complaint as a Consumer." In doing so, the Consumer Forum screened and protected the Opposite Party Hospital i.e. Continental Hospital, from every possible kind of indictment and/or police investigations that were supposed to be conducted by public servants who are duty-bound to prevent such offenses and violations. So now, how does one ever manage to fight against that type of injustice and prosecutory misconduct of a district's judiciary system?

These are the types of systemic problems spanning across the Judiciary, Police Commissionerates, corporate hospitals, and State's Medical Boards that are tied to the core issue of vulnerable persons getting victimized and exploited by "Empanelled Hospitals" via the CGHS Program.

The only thing that I request and need the gentle readers of this set of documents to remember is:

If Ravana had dared to opportunistically abduct Sri Ram's mother, Queen Kaushalya, then Ramayana would have been a very different narrative, with Ravana along with his global hoard of imps begging to be killed, and the Heavens not granting them the peace and mercy of death.

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