



How do I fix this?

**Private Hospital
Overcharged Me &**

Refusing

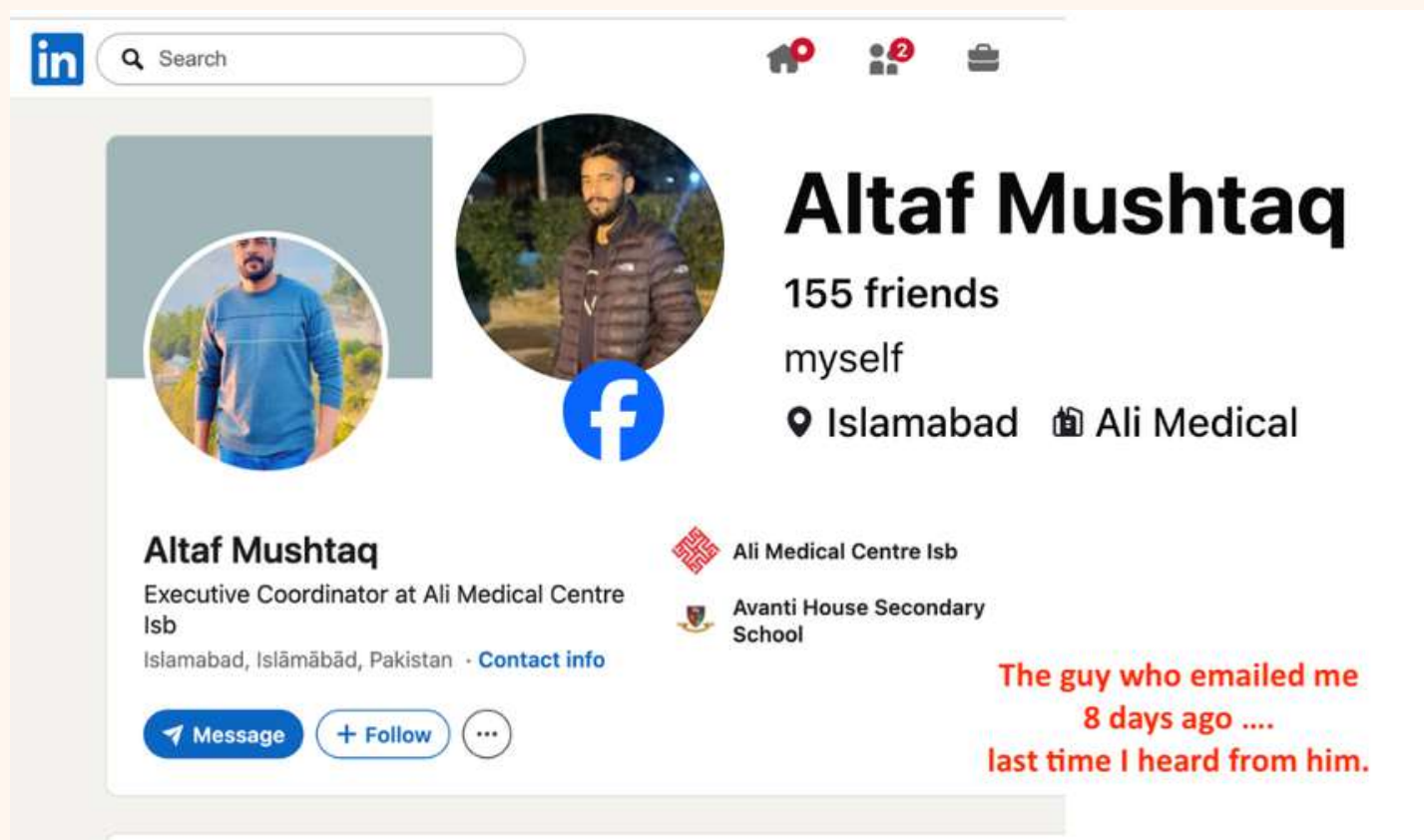
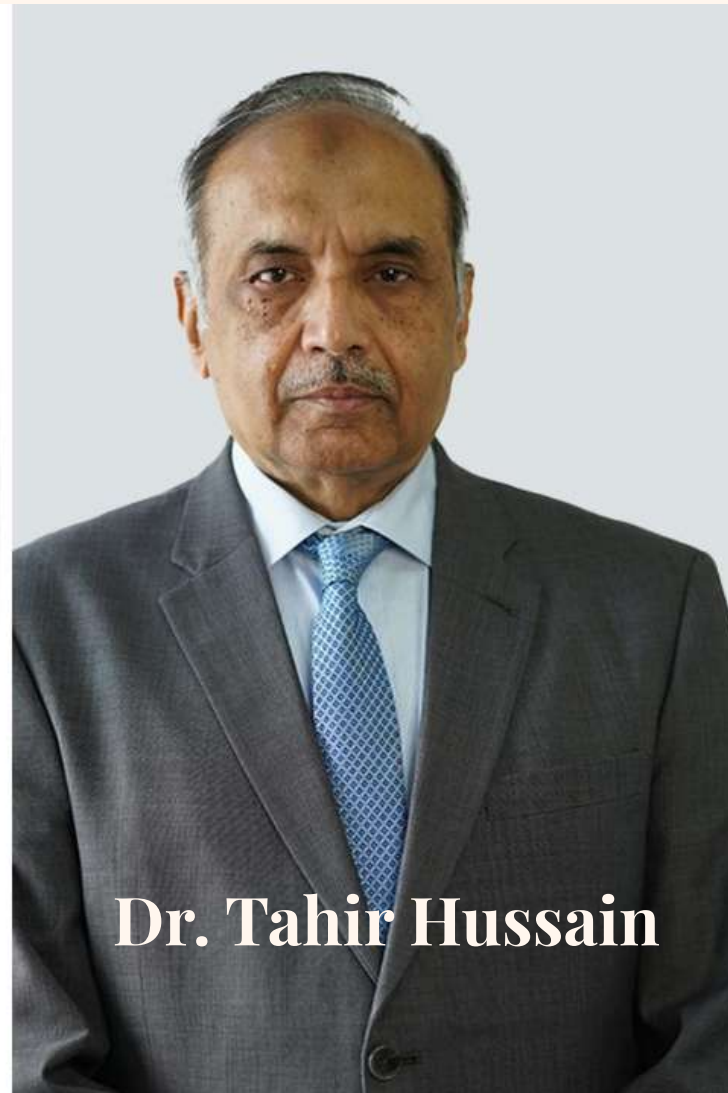
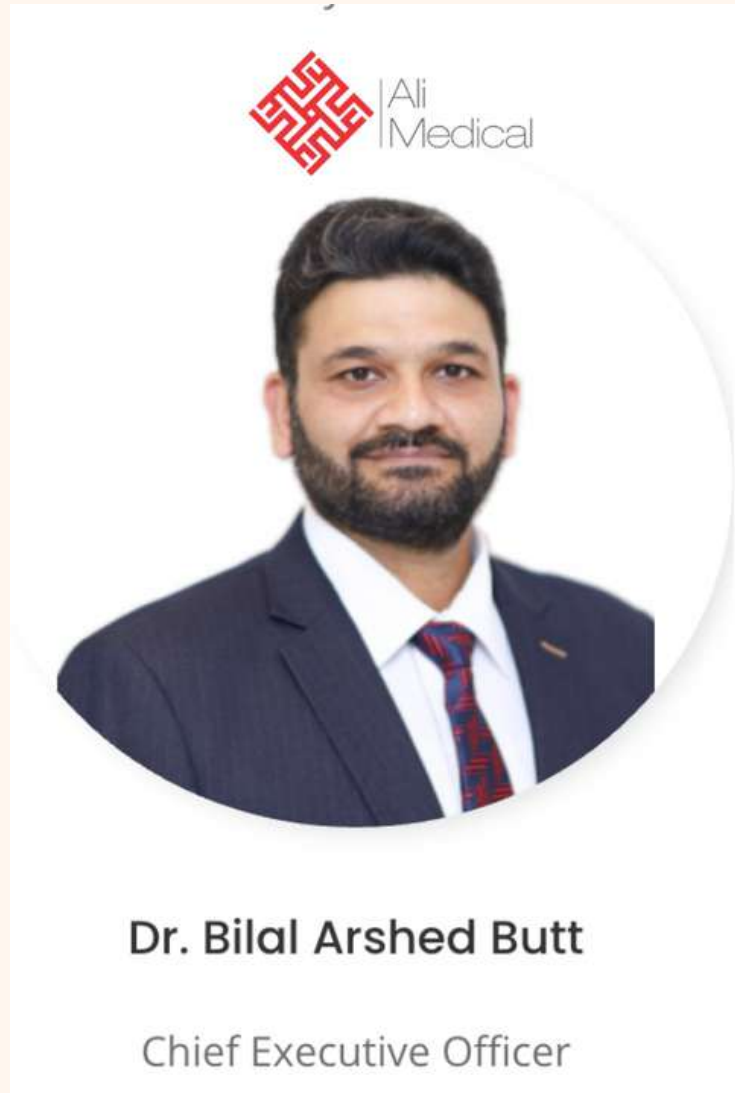
TO REFUND

For over 1 month I have tried to resolve this ... 1st via WhatsApp & email but Ali Medical just ignored me. Then I tried a different strategy (cc'ing local hospitals on my email) & that triggered one reply but no REAL HELP.

So I'm trying Instagram >>

- Had surgery 23 July**
- Dr. Tahir Hussain was my surgeon, had “drama” with him**
- I paid cash (PKR300k) for laparoscopic appendectomy**
- Was overcharged small items, request refund (around 10k)**
- Ali Medical is ignoring me**

The Ali gents in my story >>



My 1 cm incisions should have been delicately sutured. Only NGO / military field hospitals or rural area clinics need to use metal staples. NO excuse at private hospital to butcher my body.



FULL STORY on my blog >> link in bio

angeladenisecarson.com



MY DIARY - MY TIME IN PAKISTAN

Appendectomy Surgery in Islamabad: The Surgeon vs. Hospital Ethics

02.08.2026

10 days ago I had an urgent
appendectomy surgery that took
me by surprise. **I'm a foreigner
alone in Pakistan, which plays no
part in this except maybe the fact**

After weeks of trying, only this strategy of mine worked :-)



Angela Carson 

13 Aug 2026, 12:09 (8 days ago) ☆ 😊 ↩

to info, feedback, info, hr, hello, info, info ▼

Dear Dr. Bilal Arshed Butt & Ali Medical Administrators (+ cc'd Shifa, Maroof, olodoc & Markham),

Since 24-August I have been trying to speak with you via your 2 WhatsApp customer support & liaison team accounts but you are ghosting me. On 5-August I sent the email below complaining about my laparoscopic appendectomy by Dr. Tahir Hussain (written in MORE detail on my blog post and with photos), and KINDLY asking to be refunded for items I was overcharged but you refuse to even speak to me.

@ADMINISTRATORS AT SHIFA, MAROOF, OLADOC & MARKHAM (cc'd here): if you know someone ethical Ali Medical who you could encourage to engage with me, I would be grateful. I already tried posting this to social media 2x but they genuinely do not care.

ALI - PLEASE KNOW that I understand your tactic is to keep ignoring me until I lose interest so you can keep my money and not have to apologise for Dr. Tahir's behaviour forbidding the team to tell me post-operative instructions or even telling me he had stapled me up for speed instead of delicately closing me with sutures. Shame on you.

ORIGINAL EMAIL BELOW + LINK TO MY DETAILED BLOG POST WITH PHOTOS.

Kind regards,
Angela



Angela Carson
thatwow.info
 
My Travel Channel
 



↩ Reply

↩ Reply to all

➡ Forward

😊

This is the email that inspired Ali Medical to finally reply to me

The ONLY REASON it worked was because this time I cc'd Islamabad other hospitals & a couple of industry websites.

Before then, they did NOT CARE.

The only reply from Ali Medical management I have received >>

Request for your help with Ali Medical & Dr
Tahir Hussain

Inbox x



Angela Carson

Thu 13 Aug, 12:09 (8 days ago)



Dear Dr. Bilal Arshed Butt & Ali Medical Administrators (+ cc'd Shifa, Maroof, olodoc & Markh...



Executive Coordinator <ex-co@... Thu 13 Aug, 16:05 (8 days ago)



to bilalbutt, me

Respected Ms. Angela,

Thank you for bringing this matter to our attention. We sincerely apologize for this unpleasant experience at Ali Medical Centre.

Please be assured that your complaint has been forwarded to the concerned department for review and investigation. Appropriate corrective measures will be taken, where necessary, based on the findings.

We appreciate you bringing this matter to our attention and remain committed to improving our patient services.

Regards

Altaf Mushtaq



Only email I've received from Ali Medical

Ex-Co



My reply to them #1



Angela Carson <[REDACTED]>

13 Aug 2026, 19:15 (8 days ago)



to info, feedback, info, hr, hello, info, info, Executive, bilalbutt ▼

Hello Altaf,



My reply to Altaf ... haven't heard back from him yet :-)

As you can imagine if you were in my place, the apology means nothing given how many hours of effort and how HARD I had to fight for this simple communication to discuss my bill.

Please advise when someone will contact me so I can share the line items I believe I was overcharged (this type of email exchange is not a good use of time). The staples on my tiny 1 centimetre incisions I now understand were implemented to charge me extra money, not for my benefit on any level, which is simply gross. The rest I do not believe was added by you to my bill with bad intention. They are items simply not removed when I checked out, if that makes sense. Although you sure found a lot to "increase" on my final bill after the initial estimate was given but absolutely nothing to decrease which mathematically does not compute ;-)

I'm cc'ing everyone again as you have not cared about my previous emails, the multitude of WhatsApp to your support team, my elaborate blog post, the Instagram stories, or the Facebook posts. This is the only power I seem to wield to protect myself against Ali Medical.

Cheers,
Angela



Angela Carson

thatwow.info



My Travel Channel



[Pakistan Trip Planner](#)



My reply to them #2

Hi Bilal and Tahir,

Given that you had an assistant contact me today to tell me lies and -- basically -- blame me for everything, I've now posted to Google Review. I'm about to post a new blog post as a follow up to this one too (<https://angeladenisecarson.com/appendectomy-surgery-in-islamabad-the-surgeon-vs-hospital-ethics/>), and I'll be sharing the full Google Review to Facebook. The review has photos of me, Tahir, Bilal, and a couple of the ridiculous invoices where I have written proof from your team that they lied about the charges.

Bilal, all I wanted was a bit of respect and probably under 10k PKR refund for the small things I know you overcharged me for (and the enraging skin stapler that my little 1cm incisions were butchered with against my consent).

Now, though ... as a branding, SEO and comms expert, I'm using the powers I usually reserve "for good" for my clients to tell my story of your disgraceful customer care and use them like a comic villain "for evil" in hopes of helping others steer clear of your front door.

I don't know who your head of comms or ethics or comms is but I would never work for a client who forced a cash-paying client like me to spend HOURS of her life just to get a small reply about a little refund. Your gross entitlement is something I will tell people about every time the topic of healthcare in Pakistan comes up in conversation.

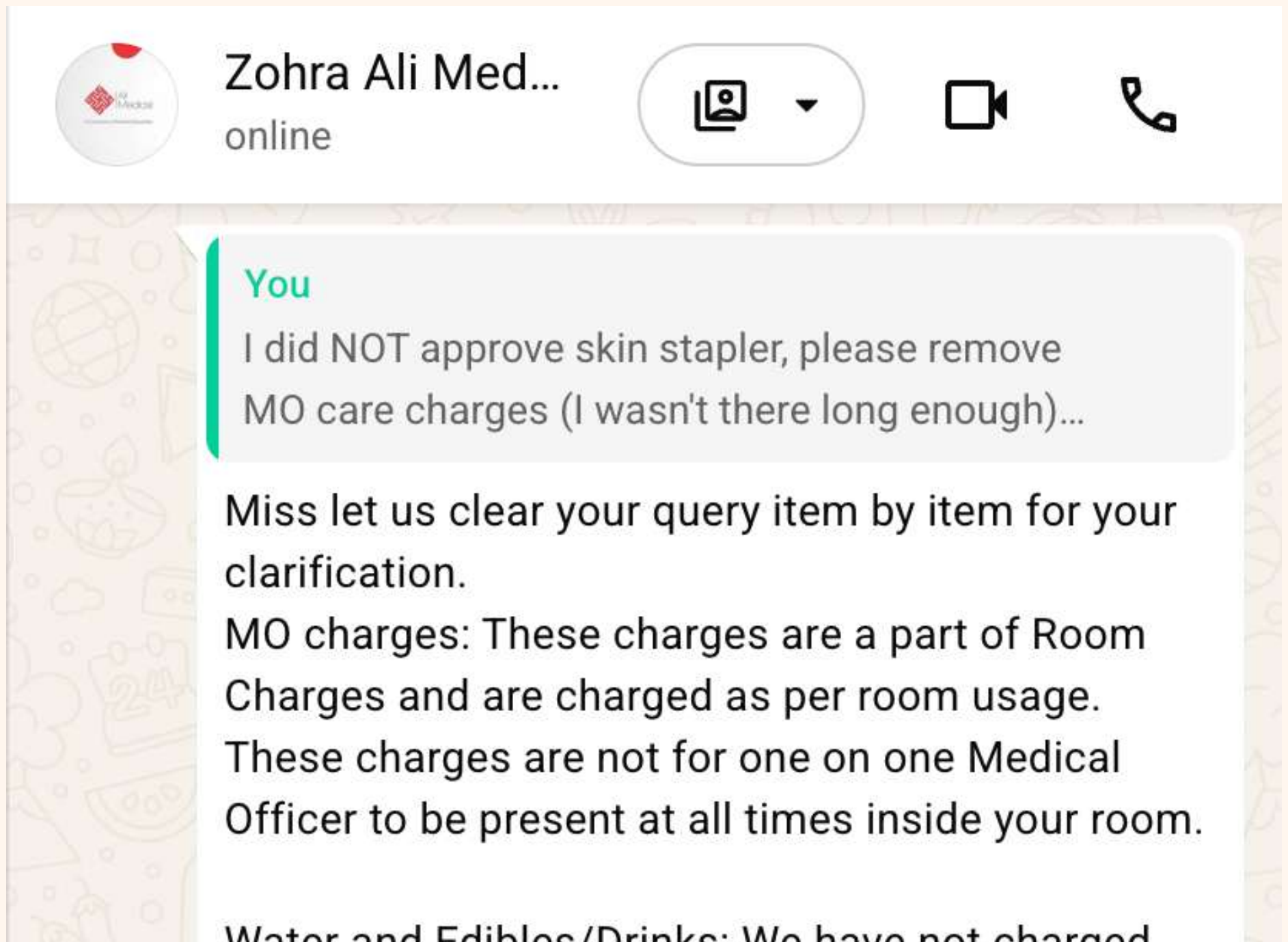
You know, I just live down the road. I WANTED A TRUSTED HOSPITAL I could go to day or night. **I would have been your loyal repeat client had Tahir (then your head of admin I suppose) not treated me like pure garbage.** Once you had my money, you had no regard for my needs. OR, at least, that's how it feels to me and that means a lot. It means that's how your brand made my feel.

I think much of this is Tahir. I think his misogyny shined a bit bright when I wanted to leave early and he didn't like that. Telling staff to NOT SAY A WORD about how to care for myself after I left said a lot about him -- and that isn't "what a caring doctor" in my opinion. Cuz if Tahir had cared about my health even one ounce, he would have checked on me. But he didn't. So he was never upset cuz he was worried about me. I think he didn't like that a woman defied him.

Anyway, just my opinion.

Once I get bored of sharing updates I'll stop. But for now -- every few days just for SEO-reasons and to keep it alive on Google -- I'll be sharing more.

**Lies about one of the items they
overcharged me >>**



Proof they lied.

MO Charges are a single line item like all else. That was not a service I used >>

Ali Medical		SUMMARISED IPD BILL		
FINAL BILL		Patient Name:	Ms. ANGELA DENISE	Admitted By: Dr. Tahir Hussain
		MR No:	[REDACTED]	Referred By: Dr. Hamza Latif
		Age / Gender:	[REDACTED] Female	Admitted In: Executive Rooms
		Admission No:	[REDACTED]	Bed No: Ex # 4
		Admission Date:	23-Jul-2026 15:54:42	Discharge Date: 23-Jul-2026 23:35:28
		Panel:		Sub-Panel:
		Bill No:	IB-33221	
Service	Amount	Discount	Bill To Panel	Cash Payable
ADMISSION & REGISTRATION SERVICES				
ADMISSION CHARGES	6,000.00			6,000.00
CONSULTATION				
ANESTHETHIST CONSULTATION	4,000.00			4,000.00
DIAGNOSTICS				
LABORATORY	14,300.00			14,300.00
RADIOLOGY	2,500.00			2,500.00
HOSPITAL SERVICES				
OTHER SERVICES	9,500.00			9,500.00
PATIENT SERVICES				
HOSPITAL AMENITIES	8,059.00			8,059.00
PHARMACY				
MEDICINE	48,343.54			48,343.54
SURGICAL	29,619.75			29,619.75
STAY / MO / NURSING				
MEAL CHARGES 0.5 Day(s)				
MO CARE CHARGES 0.5 Day(s)	3,250.00			3,250.00
NURSING CARE CHAREGS 0.5 Day(s)	3,250.00			3,250.00
STAY CHARGES 0.5 Day(s)	10,500.00			10,500.00
STAY CHARGES Recovery Room In-Out Time 23-07-2026 20:10 23-07-2026 20:40	3,750.00			3,750.00
SURGICAL / OT SERVICES				
ANESTHESIA CHARGES	18,500.00			18,500.00

On Facebook, some comments have been hilarious. I've been called a Karen and ... well, this was a fun one, too! (he's a surgeon in Islamabad haha 🤔)

👍 🗨️ Reply Send message Hide



Muhammad Ibrahim · 9h

Total bullshit.. you assholes from which country do you belong? What if a pakistani visit anywhere in europe or USA, Australia? You charge millions for any surgical procedure. Now when you are in pakistan, so you think it is a poor country and you must be charged just few pennies for this surgery? Actually many foreigners are usually assholes. When they are in 3rd world countries, they think they are kings and queens. Can you tell me how many dollors they charge in your bloody country for a laproscopic appendectomy?

👍 🗨️ Reply Send message Hide 1



Angela Carson · 1m · Author

Muhammad Ibrahim oh my you are very upset but don't think it's about me. The last country I lived 12 years as a permanent resident (legal immigrant) was Spain and they have socialised medicine. Since then, for decades, I have lived in 8 countries, normally 3 - 6 years each and I either pay out of pocket or have expat or travel insurance.

I have nothing to do with the country where I was born and have my passport, which I think is what your snark is all about right? Sorry. I have no idea. I took a couple of jobs there in the 90s but then moved back to Europe. Don't even have a bank account there. ...

So maybe cut me a break and assume that I'm just a resident here who started a small consulting company in Islamabad to help local brands to grow. AND I DO NOT BELIEVE THAT ANYONE SHOULD BE TAKEN ADVANTAGE OF.

A client of mine was scammed by a UK company last year and I was an ASSHOLE then I guess too when I wrote about it and tried to help her shine a light on their scam: <https://www.facebook.com/share/p/1DWRBTdDSo/>

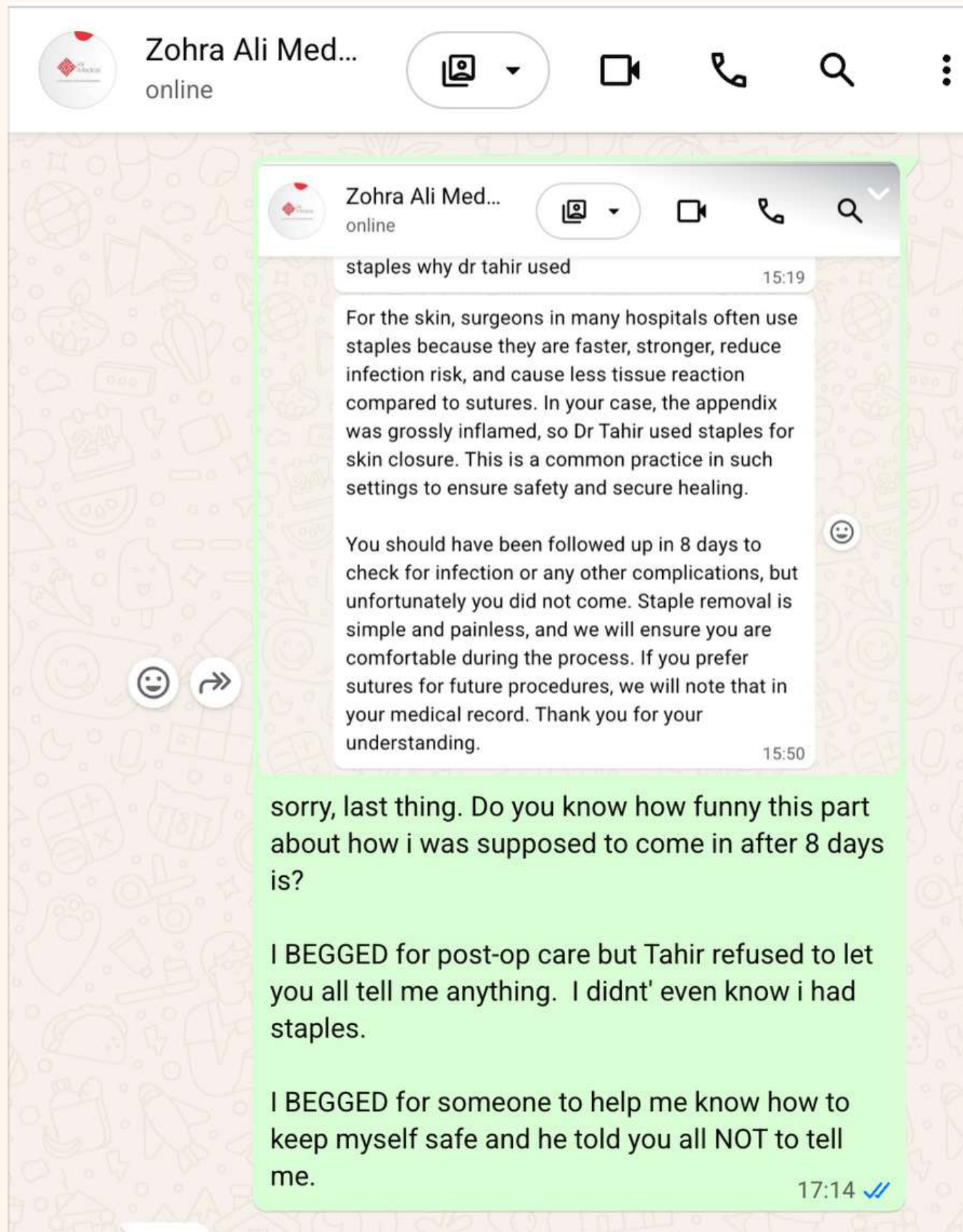
Have a lovely, lovely day 😊

👍 Reply



Reply to Muhammad Ibrahim

**You'll need to read the blog post for this
to really make sense:
Ali telling me it's all my fault cuz i should
have come in for post-op visit >>**



Patient Name: **Ms. ANGELA DENISE**
 MR No: [REDACTED]
 Age / Gender: [REDACTED] / Female
 Admission No: [REDACTED]
 Admission Date: **23-Jul-2026 15:54:42**
 Panel:

Admitted By: **Dr. Tahir Hussain**
 Referred By: **Dr. Hamza Latif**
 Admitted In: **Executive Rooms**
 Bed No: **Ex # 4**
 Discharge Date: **23-Jul-2026 23:35:28**
 Sub-Panel:

Final Diagnosis

ACUTE APPENDICITIS

Brief History & Hospital Stay

A 55 YEARS OLD FEMALE PRESENTED TO THE EMERGENCY DEPARTMENT WITH ONE DAY HISTORY OF ABDOMINAL PAIN, THE PAIN INITIALLY STARTED AROUND THE PERIUMBILICAL REGION AND AFTER SOME TIME MIGRATE TO RIGHT LOWER QUADRANT WHERE IT BECAME LOCALIZED. THE PAIN WAS GRADUAL IN ONSET, CONTINUOUS AND SHARP IN NATURE AND PROGRESSIVELY INCREASED IN SEVERITY. THE PATIENT DENIED FEVER, NAUSEA, VOMITING, ANOREXIA, DIARRHEA, CONSTIPATION OR URINARY COMPLAINTS. SHE HAD NO SIGNIFICANT PAST MEDICAL OR PAST SURGICAL HISTORY.

PATIENT WAS ADVISED POST OPERATIVELY TO STAY ON IV MEDICATIONS, HOWEVER SHE LEFT AGAINST MEDICAL ADVISE WITHIN 3 HOURS OF OPERATION.

BOWEL SOUNDS- NOT APPRECIATED ON AUSCULTATION.

ADVISED TO NOT TAKE ANYTHING ORALLY FOR ATLEAST 8 HOURS AND THEN START WITH LIQUIDS SLOWLY.

RED FLAGS EXPLAINED IN DETAIL.

Surgery / Procedures

LAPROSCOPIC APPENDECTOMY DONE ON 23.7.26

That's a lie. Dr. Tahir told them to say ZERO to me. Every nurse on staff that night can verify...

Discharge Medications

The only IV drip they gave me post-surgery (but they charged me for all of that, I have photos!)

Medicine	Dose	Days	Frequency	Special Instruction(s)
TANZO INJ 4.5G	4.5 ram	1	6am-2pm-10pm - ہر آٹھ گھنٹے کے بعد	then shift to oral
BOFALGAN INF 1000MG	1gram		6am-2pm-10pm - ہر آٹھ گھنٹے کے بعد	
TORADOL INJ 30MG	30 mg		10am-10pm - روزانہ دو وقت	
RISEK INJ 40MG	40 mg		10am-10pm - روزانہ دو وقت	

Diet & Other Instructions

NPO TILL 8 HOURS AND THEN START ORALLY WITH LIQUIDS SLOWLY

LEAVING AGAINST MEDICAL ADVISE

That's a lie. Dr. Tahir told them to say ZERO to me. Every nurse on staff that night can verify...

Clinical Assessment at time of discharge

VITALLY AND HEMODYNAMICALLY

BEING DISCHARGED ON IV MEDICATIONS

Follow Up

FOLLOW UP IN ER IN CASE OF EMERGENCY (RED FLAGS EXPLAINED IN DETAIL)

That's a lie. Dr. Tahir told them to say ZERO to me. Every nurse on staff that night can verify...

**The link to the blog post is
in my bio :-)**

**IMPORTANT:
I'm not complaining about
the price.**

**I'm a normal immigrant /
resident in Pakistan. I started a
small consulting company in
Islamabad to help local brands
to grow.**

**AND I DO NOT BELIEVE THAT
ANYONE SHOULD BE TAKEN
ADVANTAGE OF.**