

Sunrise Hospital and Medical Center

Complaints and Negative Reviews

This document provides a very small sample of the complaints and negative reviews regarding Sunrise Hospital and Medical Center in Las Vegas, Nevada. There are more than 780 reviews on Yelp (with an average rating of ONLY 2.1 stars), in addition to hundreds of additional reviews on other websites.

Each of the following reviewers gave Sunrise Hospital a rating of ONE STAR, with many reviewers saying they would give Sunrise Hospital ZERO STARS.

This information shows a long-term pattern of inadequate, substandard, harmful, and sometimes fatal patient care.

Complaints and Negative Reviews

- 03/04/2025 One star is too generous for this disgusting dump. Nurses, Doctors and anyone else in this hospital will let you die rather than get up from their chair where they've been texting on their phones for the last 45 minutes. Made it out of here by pure chance and was very worried i would die here. If you have any choice in the matter never ever set foot in this place. The service you receive will be the worst of your life by a very wide margin. This hospital needs to be closed right away and a criminal investigation should be brought against the workers of this hospital and their sub human standards. Might easily be one of the worst hospitals in the entire country. DONT GO HERE EVER.
- 01/12/2025 The most horrible hospital I've ever been. We were transferred here from Dignity Health on Craig. They said her room was ready and it wasn't. Checked everyone in just for her to sit by wall in the ER for hours and still no room. Wouldn't wish this hospital over my worst enemy.
- 06/29/2024 If I could give 0 stars I would. My mother was taken there and treated like poop on the bottom of your shoe that you wipe off and throw away and never think about again. She was taken there from her assisted/independent living facility after she had passed out. It was a Friday and there was happy hour going on. My mom is diabetic and has 1 or 2 drinks once a week, on Fridays, she never , ever gets wasted. Anyways, the paramedics were called and they took my mom saying she was intoxicated. They got her to the hospital and they kept her in the ER, put an IV in here and never checked on her again. I called 3 times. I told them she

was diabetic and they need to check her blood because she is not a drunk. They never checked her blood once. They told me I was not allowed to see her even though I have power of attorney over all her financial and medical stuff. After she came to they told her she could leave. She had no idea what was going on. She told them she was diabetic, shaky and not feeling good and they told her there was nothing else they could do because the Dr. discharged her. she finally got home and checked her blood and it was under 80. Thank god she made it out of that place alive... DO NOT GO THERE EVER FOR ANY REASON EVER!! Oh, I forgot that on her wrist band they didn't even put her name on it, like she didn't exist. They knew her name because I called to check on her and they knew exactly who she was .. WTF??

10/21/2024 My Mom was in the hospital on May 10th, 2023 and these videos were from May 10th as well. I met with the doctor that day and he was planning on discharging my mom this same day or the next day. He said my mom's lungs sounded clear & I went to get the nurse or CNA several times to let them know my mom was struggling to breathe and the nurse did not do much said I don't usually work in this unit kept thinking my mom was hacking the way she was because of something in her throat. You guys ignored what was going on with my mom until a new shift came on when I was leaving from visiting my mom and they had trouble waking my mom up so they had to use a bipap on her. You guys ignoring the way she was hacking and turned bright red caused major problems for her since then which led up to her going to the hospital October 11th, 2023 and being intubated on October 15th, 2023 & her passing Thanksgiving 2023. She could not even get her CPAP machine from the oxygen company Aerocare she had. You guys neglected my mom because in May 2023 my mom even told you guys she was struggling to breathe. This is patient neglect at the fullest. You could see clearly you guys just left my mom struggling and then when she was discharged none of the hospital staff could help us communicate with the oxygen company to get her CPAP fixed which was detrimental & important for her health. You guys caused my mom to die basically you guys just let her suffer & decline so basically her death was caused by your guys' negligence thinking something was stuck in her throat. That's why I got this video. I told the nurse more than once my mom was struggling to breathe.

05/08/2024 Worst hospital I have ever been to I'm waiting in this lobby for hours with IV still in my arm and this security guard wants to come ask me what my name is for no reason talking about people come to the hospital to just sleep why would I sleep in this uncomfortable chair when I have a whole bed at home this is the most

inconsiderate hospital I have ever been to if I can post a million posts about how horrible this hospital is I will the front staff is also inconsiderate they do not show no type of sympathy to anyone and also I have heard people come out and call names one time and walk back inside with this face like they don't care about the people here I DO NOT RECOMMEND THIS HOSPITAL AT ALL !!! I'm pregnant and I do not feel I was treated well here at all.

07/20/2025 Horrible hospital. It's run like a circus. Very disorganized and poor care of patients. You and your family have to pay attention to everything because nobody else is paying attention. Do NOT leave your loved ones alone in this place. Armed guards and metal detectors make it feel like a prison hospital. Read this warning about Sunrise Hospital on the Complaints Board.

Do NOT use Dr. Michael S. Bradford for surgery. Dangerous doctor, doesn't follow procedures and causes serious harm. Arrogant and has no compassion. Check all of the websites and read tons of negative reviews.

06/22/2025 My grandmother was in sunrise hospital for almost 2 weeks and let me tell you the nurses were horrible they don't respond quickly when it was emergency she needed to go to the bathroom & I told them 2xs & they still did not come so I got her up she had an accident I did not mind helping her but the nurses took advantage of us being there who lets these poor elderly people keep pushing the button and not answering my grandmother would call me at home to tell me she needed the bathroom I told her push button she said I did it's been going off for 20 min horrible there was a few nurses that were great Christine & Jan was awesome he wasn't even our nurse, but he had helped me when I asked him to help my grandmother up & the nurses assistant was amazing the one who makes the beds I had her name written down but lost it the room number was 3206 she was there from June 10th until June 21st 2025 on 3rd floor & also Jan he was amazing he helped us a lot when we needed something some of the people took pride in their job some of them didn't wanna do nothing I couldn't believe how they treat the elderly, especially once you can't even walk and they need help out of the bed to go to the bathroom my grandma is 91 years old and it had me so upset we were there every day & we were the ones cleaning her up because I did not want to see her dirty not even a sponge bath they would give her so I don't recommend this place never!!!!!! Good luck to anyone who goes there getting help when they need it.

06/07/2024 We are not local so we depended on staff to keep us updated on our family member. During their stay, our family member coded and we were NOT notified

by the hospital- we found out 15 hours later when we called for an update. Their excuse - too busy to call.... They made us feel bad for calling to get reports. A palliative care nurse called us and told us to stop treatment and send our family member to Hospice Care - they are now recovering in new facility. The hold time to reach the nurses station in ICU is always at LEAST 20 minutes IF they even answer. If they do answer we are told someone will call back - never do. The level of care and communication is beyond deplorable.

- 04/28/2024 The worst. If you don't die here they'll kill you.
The staff is horrible they do not care about the health of patients just their paycheck.
- 05/01/2024 Terrible hospital. My dad was admitted to the oncology floor for a couple weeks and he would go days and days with dirty linens. Staff were either overworked or just didn't care; we had one nurse mope around and say "I don't know why I decided to become a nurse" umm okay? And of course her name tag was covered with a sticker so we couldn't get her name. They would leave my dad in the PT chair for hours without coming back to help him into bed despite him ringing for help. I took a picture of the staff board on one of the worst days there. Nurse Sarah, assistant Lourdes, manager Ed. Hitting the call button to page a nurse takes anywhere between 30m to two hours to get someone in the room. One positive thing did come from our experience here. My dad's surgeon, Dr. Ofikwu, is amazing and talented at what he does. Removed a cancerous tumor from my dad's colon during a lifesaving hours-long procedure and created an ileostomy. The nurses and other staff leave much to be desired and were extremely disappointing. I would not recommend this hospital for a loved one.
- 02/01/2024 Filthy, scary place with angry nurses. I'd feel safer convalescing in a box under a bridge- it would be cleaner too.
- 05/19/2024 My friend had a medical emergency at a show at the sphere last night. She was taken to this ER by ambulance. She was having seizures and trouble communicating. She was scared. They didn't let her sister come back to be with her. A nurse threw cold water on her and told her to quit faking.!! The same nurse wanted to give her a shot. She said no because of the water incident. The nurse told her she'd have some police come in and pin her arms down and give it to her anyway. She'd been drinking, but that's not what caused this. She was having seizures and didn't know why and was terrified, and this was their course of treatment. They sedated her and kept her under observation, then released her at 7:30 am. Shameful treatment.

- 08/07/2022 Terrible hospital. My dad was admitted to the oncology floor for a couple weeks and he would go days and days with dirty linens. Staff were either overworked or just didn't care; we had one nurse mope around and say "I don't know why I decided to become a nurse" umm okay? And of course her name tag was covered with a sticker so we couldn't get her name. They would leave my dad in the PT chair for hours without coming back to help him into bed despite him ringing for help. I took a picture of the staff board on one of the worst days there. Nurse Sarah, assistant Lourdes, manager Ed. Hitting the call button to page a nurse takes anywhere between 30m to two hours to get someone in the room. One positive thing did come from our experience here. My dad's surgeon, Dr. Ofikwu, is amazing and talented at what he does. Removed a cancerous tumor from my dad's colon during a lifesaving hours-long procedure and created an ileostomy. The nurses and other staff leave much to be desired and were extremely disappointing. I would not recommend this hospital for a loved one.
- 12/29/2024 My sister was taken to this hospital on Christmas eve from needles Ca because they said that they could do the surgery to repair her fistula (she's on dialysis) and Needles doesn't have a hospital that could accommodate her. 7 days later they are FINALLY doing the surgery! She was scheduled a couple of times for the surgery which they canceled (without explanation). Nobody knew what the other person was doing and no one could give us a straight answer. Being in the hospital is stressful enough but being so far from home with no family around over Christmas is extremely difficult. I would say stay clear of this hospital by all means. If you have the choice to go elsewhere...GO.
- 07/31/2022 Dr. Faizan Sheraz, Dr. Li-chien Chen, and Dr. Dhan Kaushal should be ashamed for the negligence and lack of accountability that occurred under their care during my father's stay at Sunrise Hospital and Medical Center.

My father was admitted on July 20th due to pain and active wound from an unidentified infection, complications from cancer, and other pre-existing conditions. What ensued after admission was nothing short of a wildly disjointed, mishandled, and dismissive event - one that was extremely dangerous and harmful to my father's health.

While the details of the case are not appropriate for public posting, what I can share with those who are reading reviews is this - if your loved one is in pain, has ambiguous diagnoses, or if you do not understand the orders being given:
- You cannot assume care will be coordinated

- Do NOT leave until you have all hospital follow up appointments scheduled
- Do NOT leave until you see every order for home care that was verbally told to you, printed on your discharge papers, even if that means going back up to discuss with the discharging MD
- Do NOT let the physicians or care coordinator gaslight you into thinking you just "aren't keeping up" and that they "only have 1 minute" (words actually said to me and I WORK in healthcare.)

I had to fly in from the east coast to handle coordination of care because the final result left my dad with worse symptoms than what he came to the hospital with. I rushed to schedule him with a separate infectious disease doctor after seeing what the medications were doing to him (the ones that the ER doctors assured me would be fine) and now he has switched meds, but insurance won't cover it because he is no longer in a hospital setting.

The consequences of this hospital's behavior was not only the horrible decline in my father's health but ALSO a monetary waste (being forced to pay an additional \$400/ week) due to the medical appointments/medications that we had to find in order to fix the hospital's mistakes.

Families and caregivers - you have every right to ask questions. The bottom line is this - if you don't feel comfortable with what's happening in the hospital room for your loved one, do not leave until you have the information you need to confirm that your loved one is receiving appropriate care.

10/02/2022 I would give zero stars if possible.

Poor care. Poor communication.

Requested for doctors, nurses and case managers to call me since my mom is 82 and doesn't understand everything being discussed. No one would call! Despite multiple requests. And I'm durable power of healthcare! Case managers rude, disrespectful and lack compassion with discharge planning.

My mom called for help to use the restroom and no one would answer her call light. She tried to use the restroom herself and when her bed alarm went off, she was reprimanded and told if no one shows to help, just pee in the bed!

Do NOT go to this hospital. The lack of care and compassion is disgusting.

05/15/2021 Avoid this hospital, it's poorly staffed and badly run. My dad was medivac'd to Sunrise Hospital after a cerebral episode, later deemed a stroke. Upon arrival, he was within the window to receive medication to dissolve the clot but the

neurologist did not evaluate him. He languished for 4 days in a hospital bed without one visit from a doctor or attending physician. Dr. Syed was rude and dismissive of my 78-year-old father, and of me.

No one you love should go to this hospital.

- 03/08/2023 The worse hospital ever. All they want it your money. They killed my sister. Her care was compromised, and she had two Cardiac arrests UNDER THEIR CARE! PLEASE AVOID THIS HOSPITAL THEY DONT CARE!
- 07/12/2022 What a crap show. My husband went to the ER on Monday 7/11 about 9:00 am. He had chest pains and was seen immediately. An hour or so later he was called back for a blood test. 5 hours later we were told he needed another blood test. 2 hours later a doctor told him he wanted to "admit" him for tests and a procedure... however there were no rooms available so we'd be hanging out in the ER waiting room for 2 days with others that had already been waiting for 2/3/4 days. They were being "treated" in the waiting room. The waiting room was filthy and numerous fights broke out because of the sheer frustration of people being ignored while not feeling good. My husband finally "checked himself out" after 10 hours. Will never go here again. Choose wisely.
- 09/03/2022 My daughter was air ambulances to this hospital because she had a grand mal seizure and arrived at 4 am still unresponsive. It was over 6 hours before a neurologist saw her in ICU. Needless to say, the level of care in this hospital is very well represented by the 2-star Yelp review and you should avoid this hospital at all costs!
- 11/11/2023 Terrible communication. Admitted me after a dizzy spell - not with information but with scare tactics. No dinner or breakfast provided. Needed to cajole the nurse to get even water. In 20 hours they never even asked what meds I'm on (but knowing I'm in cancer recovery and in cardiac care). Signed myself out the next morning but they got a chunk of revenue off me while I was there.
- 01/26/2025 The place was kind of ghetto the security guard was very rude. They make you walk through a metal detector before you go inside the ER. The staff was very unprofessional not very excited about their job. I'm from out of town my mom was transferred there. I was there for about a week with my mom unfortunately my mom didn't make it back home because she had passed away from emergency surgery. The nurse was very rude and not very helpful at all when I was there seems like they didn't really care about their patients at all. They make

me do everything for my mom while they were laughing and talking outside in the hallway. We had to call them and take them awhile to get what we need. When my mom had an X-ray done they didn't tell us the results at all. Keep telling us oh we let you know once they get the results. The nurse in the ICU unit was very annoyed with her patients for some reason like she didn't want to do her job. She didn't say much but give that annoying look and talking underneath her breath most of the time. My mom had a fever and they didn't say anything to me. And when my mom didn't make it I feel like they were useless to me at that point. I feel rushed after she passed like they need me to hurry up so they can clean the room and get the next patient up there. I didn't get to be with my mom in peace either. They rushed me to pick a morgue in the middle of the news that I just lost my mom. I hate that hospital the surgeon that did the surgery was the worst doctor ever. I blame him for my death of my mom because he didn't do his part as a doctor to tell me the process of her recovery. I feel like they were hiding things from me the whole time. They could've been honest with me. So I will never grieve because I need more answers. The surgeon was doctor Keyser and his Asian assistant don't ever go to him. I'm still upset about the whole situation and it been only 2 weeks I just had my mom funeral on 1/23 and she pass on 1/9 now seeing a hospital just traumatized me now.

- 08/21/2023 My dad was in the ICU for heat stroke and pneumonia and NINA STEFANOVA withheld fluid and food for almost 48hrs state medical examiner board for the poor quality care lack of communication and abuse she did to my father while he was admitted I'm gonna make sure she doesn't live this down they sent my dad to LTAC after almost starving him he was so weak only cause they kept getting frustrated with a stroke victim.
pulling their NG tube I don't know why they hired Nina she's a terrible doctor that'll kill you.
- 05/17/2024 was admitted to the ER around 19:30 on 05-10. Sat with an IV drip until about 23:30 when discharge WAS initiated. Never saw the attending doctor or a member of staff that completed their residencies.no initial medication to speak of. No help in transferring the prescription that was issued to me to the CVS pharmacy nearby. I am now a week without my diabetic medication and the follow up PCP has yet to return my calls.it would have been less a hassle on everyone to just Bslip into a diabetic coma.
- 11/01/2022 In its prime, Sunrise was the premier hospital in Las Vegas. That boat sailed long ago. I now label it a ghetto-challenged, bottom of the barrel hospital. The second

worse care I've ever received at a Las Vegas hospital (UMC took first place during my 6-hour stay in November). Upon arrival, you enter the emergency room through a metal detector and on permission of an armed guard. The only good part of the experience was the registration. They were quick. But ... they missed very pertinent medical information, which I hand to them, in clear writing, which was handed back to me - ignored - and I was told to save it for nurses and doctors. And throughout my stay, NO ONE would make note of these imminent, severely serious medical notations.

After admittance, and for the two and half days I was there, the assigned GP would not let me question any care, procedure or anything else, and gave the attitude of "Just do what I say, without question." As a critical care patient with extreme issues a hospital can really mess up, I need explanations and pre-approval for procedures and other treatments, because such things can kill me. I was totally ignored despite giving and offering warnings in clear concise writing. The nurses could not give me information because they didn't even know what was going on day-to-day. Maybe the doctors keep them in the dark too. I got fed up by the third day, and asked for a Patient Advocate and/or Charge Nurse. I was told there were none. I knew better, and when called my insurance who said "Press for the charge nurse" and if they deny you again, we'll send a personal Patient Advocate over," then I pressed on, and I received the bullsh*t excuse that they don't have a "Charge Nurse" instead it's a "Nurse Leader." The poorest crap explanation ever of playing "Don't let the patient have opportunity to complain" that I've ever seen -- by switching the title name of someone important who could correct bad care. When the GP found out I had spoken to the "Charge Nurse Leader," he immediately discharged me, even though my other doctors (specialists) told me it would be about two more days before I was discharged, plus I was unable to see the specialists before discharge. Has anyone else been discharged from a hospital within 20 minutes of the doctors saying, "You're discharged." Fastest discharge I've ever seen or experienced. He wanted me gone, NOW! Just FYI, discharge usually takes an hour to several hours. I was on the street within 20 minutes.

On the good side, my specialists were well-informed and quite efficient, and did answer my questions. The assigned GP was a literal a** who did everything to keep me in the dark. I don't know why the GP was so awful, but he needs relieved of duty ASAP. His care was UNACCEPTABLE.

I ONLY GAVE Sunrise Hospital 1-star because I was unable to give them negative stars! If possible, my star rating would have been -1000. Seriously. This is a hospital. Of course, we expect good care when coming to them with an emergency. I did not receive good care, I feel I received life-endangering care. NOT ACCEPTABLE! You would think the Charge Nurse Leader would have at least called to ask if my issues were solved, but NO! No follow up call at all, after that speedy discharge to prevent my GP from being relieved of duty to me!

11/27/2019 Poor nursing staff, Dr's cannot provide diagnosis in ample amount of time (3 weeks). I witnessed a Renal Dr search on google assistance with his diagnosis since he was incompetent, 3 weeks later still no answers and my family is still hospitalized, Dr refused to allow patient for a second opinion at another institution!!! I am still so pissed off.

Case manager MARY ANN in Neuro ICU is the worse! Her boss Lisa D'asunta (Director Case management) Does nothing to help patients, rude, talks down to family, doesn't respond to emails or phone calls. I complained to the Lisa D'asunta, charge nurses, Manager for Patient Advocacy and got nowhere, circular conversation. Hospital employees refuse to identify themselves and provide full name and job title, do not allow patient to exercise their patient rights either.

Nurses take hours to respond to calls requesting patient medications, assistance with cleaning bed sores, clean linens or new clothing.

Bathrooms are out of order all time! The same elevators are used for Dr's, patients, visitors, janitors, food services, and construction workers trying to fix the plumbing.

Do not stop at the hospital, you will regret it. Keep driving to someplace else.

07/04/2024 Honestly, while I was in the er area waiting for admission, I had to really question whether or not we were still in America. I watched a 70 + year old woman need to be cleaned up on her rear end, and the staff just exposed her naked rear end right in the middle of the hallway and cleaned her up as well as removing any dignity she may have had remaining. I needed to urinate, and they handed me a bottle to pee in with no type of ability to cover myself and maintain a shed of dignity. I then watched multiple people get quarantined for covid while myself and the majority of the people I spoke to weren't ever tested for covid. So the question is why quarantine some if you're checking all. That is extremely

counterproductive. On top of that, the fact that people in that kitchen are paid a living wage to produce the level of food produced is absolutely appalling. How do you create a plate with pasta noodles, taco seasoned meat, and green beans and call that a meal is just beyond me. It's truly an embarrassment that someone goes home day in and day out, believing they're an actual culinary worker creating meals unfit for human consumption.

- 02/20/2024 My mom died at the hospital. it's not a good hospital for sick people. there bad business and it's not a good hospital. there quick to pull up the plug.
- 01/08/2023 My husband was taken to this hospital after we called an ambulance, during our vacation in Las Vegas. First of all, the center is full of rude and clueless staff. The security at the door is not fit to be a security guard. Then you have few nurses that are so unprofessional and rude to the patients! We arrived there at about midnight on December 25/2022. They would
Not let me see my husband. After an hour they let him out to wait in the eating area with the Iv needle in his arm. Few hours pass and no results. So we complained 4 times to see a doctors or be released! Again no answer or doctor come out. Finally after being there for 5 hours we requested to be released n would like to leave to go back to our own state n see a real doctor!! They were unprofessional, rude and the place is very dirty. !!
- 04/22/2021 Went in 930AM, they did cat scan told us we needed surgery ASAP for appendix. They made us wait 12 hours before doing surgery. By that time my lady appendix ruptured causing a big surgery, life threatening infection in her body. Finally after surgery got a room. They told us there was some kidney issues too in ER. Complained about it the pain and could use the restroom. They waited a whole day for catheter. Kidneys about to ruptured. I recommend this hospital if u like playing Russian roulette with your life.
- 12/14/2022 If I could give this hospital a zero star I would I came in by ambulance in excruciating pain and they dropped me off at sunrise Hospital emergency they threw me out of the gurney and had me sit in a chair with other people I was crying and screaming in pain for a good three hours before they finally helped me Mind you I got there at about 1030 in the morning by 4 o'clock in the afternoon they are trying to either admit me or get rid of me I decided to have them admit me just in case I got worse well they kicked me out of that ER private area I was in and dumped me in the waiting room with an IV bag and I was there from 5:00 PM until 9:00 AM the following day sitting in a chair with an IV around all the sick people instead of putting me in a room or letting me stay in the ER room I was in

when I finally got to a room it was the most unprofessional group of people I ever dealt with in my life the room had zero privacy there was a clock in the room that didn't work and it was so noisy it was not a comfortable place to be it was not a safe place to be it was not a healthy place to be I strongly recommend nobody send any of your loved ones to sunrise Hospital! Oh and I almost forgot everyone in the ER didn't think I could hear them through my crying and screaming in pain they were all making fun of me laughing at me and I think they were purposely making me wait for any sort of help because it brought them enjoyment listening to somebody cry and scream in pain What kind of sick sick people work at that hospital and run the ER!

12/19/2023 If I could give a zero star I would. This hospital is neglect to patients. My grandpa has been waiting in the er since yesterday afternoon unfortunately this hospital only cares about money how is it fair that he is getting charged for medical expenses during his visit and he is being forced to stay in a chair in the emergency department for over 24 hours without feeding him and saying he must sleep on the chair. Family has called several times to get answers and staff is rude yells over us while we talk and states we don't know how they work. It is not my business to tell them how they work but as a medical professional I understand what neglect is and what patient care is. These individuals are unprofessional and only care about money. Do not take your loved ones here they do not care about people's life and well being. I bet if it was there family going through this they would care and fight. As we asked for their name they yell and hang up this is the worst nightmare ever.

01/25/2024 I am reluctant to even give this hospital a rating of one star. It is more like a prison that's for sure with metal detector when you come inside the building along with searching personal belongings and confiscating your items too. More cops than I could count wandering around throughout the hospital. I was misdiagnosed with having a large mass on my cervix so I was transferred there by an ER in Bullhead City, AZ. Once I got to sunrise, I felt bullied and violated by two doctors there who intimidated me into agreeing to have a hysterectomy right away and then chemo after that. I hadn't even had a biopsy done or talked to anyone regarding my so called mass. I ended up leaving against medical advice and went elsewhere to get a second and third opinion which contradicted what they supposedly found on my cervix.

12/22/2023 There are no words. I understand that this hospital at maximum patients and no room in the inn. However, why admit people into the hospital after staying over

night in the ER in a bed only to make them sleep in chairs night 2. The chairs were lined up in a makeshift "tent city" in a lobby. It isn't the nurses' faults as they are understaffed. However, going on a water and blanket hunt shouldn't be a cardiac patients night activities. Then to be told the hospital is out of blankets.

04/03/2024 Significant other was admitted, but we spent all afternoon & night in the waiting room. By 3am I asked staff for an estimate on a room. Was advised they had no rooms available and would have to stay in the waiting room. Wish I would've gone to other hospital instead. They literally came to us in the waiting room for blood work while surrounded by strangers.

12/26/2023 This place is the worst. My sister waited in the hallway for a room until early a.m. from early afternoon. They finally fed her at 3:30 a.m. After a couple days started feeling better went outside on the grounds, when she went to re-enter her room she was kicked out. Her purse got ripped off. They sent her on a wild goose chase for her medication. After I called patient advocate, they conveniently called in her meds for pneumonia and even worse came upon the contents of her purse. Money missing of course but at least IDs and passport and bankcard were there. Advocate said they just happened to come upon them, wonder if anyone lost their job. Charge nurse never called back and they claimed my sister left with a back pack on and they saw her pack her stuff up. She has NEVER even used a backpack.

10/07/2023 The nurses and all departments are not caring at all.
A family member has requested for a specific urgent treatment early in the morning.
still has not seen anyone at 2PM.
shameful uncaring and unprofessional staff.
everyone passes the buck round and round again with no result. The only thing that was delivered or a ton of excuses.
shame on sunrise hospital staffing system!
Severely unacceptable work practices.
Whoever is in charge needs to be retrained how to be a professional and fulfill the request of the sick patient there so they can heal.

07/25/2024 Horrible care. I just got discharged by the ER for what might be a slipped disk, I never saw the doctor, nurses were not forthcoming with information, had no clue what to do with me and made me walk back home. I was doubled over in pain!

05/16/2024 If you enter via er you'll be blessed to live. Otherwise expect to see a doctor be admitted for surgery, then spend 10 hrs in er waiting room being exposed to every possible virus disease and degrading treatment. Then finally moved into a hall of about 40 beds separated by a sheet curtain with no care. Spend 22 hours then sent to second pre OR room for another 10 hours before taken into er. Then back into pre and post ER room when advised you could go home. Promptly aggressively confirmed yes, get me the hell out of here. Change your own clothes then wait another 4 hours for some one to pull IVs. After the 4 hours. Discharge nurse shows up. Surprised it had been that many hours, they were just informed you were being discharged.

IN SUMMARY, stay the hell out of ER at this disgusting, abusive toilet and their non caring unprofessional rude lazy staff, you'll be lucky to survive. Let me clarify if your going to use this facility. Only do so via mediflight. That way you'll go directly to 2nd or 3 floor, prior entry at sunrise was via mediflight and the service and staff were wonderful. That's why the return which unfortunately was via ER Room and we would have been better off at an alley abortion clinic. YOU'VE BEEN WARNED.

08/25/2023 My dad was a patient here and it was the worst. My dad was transferred from VA hospital and was sitting in the ER for 12 hours. He was there for a heart attack and no other intervention was done on him. The nurses doesn't give no type of education especially when someone is having an open heart surgery. My dad asked the nurse on the cardiac medical unit what was a CABG 3x. The nurse answered my dad by saying the best bet is for you to google it. I was unpleasant to hear that type of answer. I'm a nurse myself and I know us as nurses shouldn't be answering questions that the doctor should be answering but I know I wouldn't be telling my patients to google it. It would of be nice if the nurse just said I would provide resources/education for you. Another concern I had was the staff not letting my dad bathe before his surgery. I understand he was on a continuous medication but it's still important to bathe their patients with CHG SOAP before surgery especially if their patient is a diabetic and is prone to get an infection. I would not recommend anyone especially if a patient is having heart surgery to come here. The nurses doesn't provide anything except to tell their patient to google it.

12/01/2022 I've reviewed this place before. This is the single worst hospital in the United States!!! My girlfriend suffers from various ailments, and all doctors do when she has to be admitted is tell her they will do tests and have a doctor speak to her.

They do next to nothing, and she usually has to wait for days before a doctor comes to visit. When they finally do tests, they tell her they're not sure what's wrong with her. Always comforting when your doctor says they can't figure out what's wrong, right?

One of the reasons she had to go back to this shithole was because she was unable to pee anymore. They hooked her up to a catheter and still can't figure out why she's having trouble. She developed muscle spasms in her legs and wasn't able to walk without falling. They just tell her she needs to walk more often. She needs a walker but they refused her.

She lays in bed for days with very little to no progress. They don't even change the bedsheets, so she's been laying in dirt for almost two weeks now without bathing, because they're "too busy" but will get her a shower soon. Then two more days go by before she can even get a shower.

Several days later, they tell her she has C-Diff and she'll need to go to a rehab facility to get medication and therapy for her legs. She's now rotting in Spanish Hill "Wellness Suites" where she is supposed to be on antibiotics for 10 days, and this place only put her on a day and a half's worth. They refuse to even walk her in the hallway and tell her she needs to walk on her own. So if she winds up breaking bones when she falls again, who does she sue???

Sunrise is extremely incompetent, but if you enjoy being treated like shit then it is highly recommended. The only thing this hospital is good for is bilking as much money from your insurance as possible, before they send you home because your insurance won't pay for any more. Go to Henderson or Spring Valley. STAY AWAY FROM HERE!!!!

01/12/2022 What I am about to say may seem far-fetched or crazy... About two years ago I had heat exhaustion. I was picked up by an ambulance who basically forced me to go to sunrise hospital. The woman driving says remember me? Karma is a .. I don't know who she thought I was but I had never seen her before.

When we arrived to Sunrise, they took me to a lower level of the hospital. It was really scary and almost seemed like a jail (there were security officers everywhere).

They gave me a shot of something. I then felt them toss me like a dead animal to the hospital bed. I remember seeing roughly 8 other people who looked as if they were in a catatonic state.

Each of the patients had a security guard that stood next to our bed with a clip board. I remember going in and out of conscience. Every time I came to, the officer asked "are you still with me". I kept answering "yeah, I'm still here".

All of us were being held against our will. We were not allowed to contact our loved ones. We were not given any water or iv's. The most traumatic thing about the experience is that half of the people were rolled away with a white sheet over them.

I remember looking over to the girl next to me and telling her that I was afraid we would be next if we didn't figure out a way to get out of there. Hours later, I was given my clothes and told to change, that they were going to transfer me somewhere.

I went to the restroom and amazingly had enough strength to get myself dressed. As I was coming out I saw two officers who appeared to be walking out of the area and towards an exit. They do not notice me quietly walk right behind them. I stood in the middle hoping the staff thought I was being escorted by them.

I made it out the door before one of the nurses noticed. I was able to get out of there as she screamed for me to come back.

I couldn't believe what happened, but convinced myself that maybe I was nuts or going through some mental issue from the heat. I knew no one would believe it.

A year afterwards, however, my mother tells me an almost identical experience. Apparently she had gotten sick with MRSA and had to go to Sunrise.

She said it was two days before she said she was pleading with one of the nurses. She told her please I'm a teacher. The nurse says omg sweetheart, we thought you didn't have insurance, we'll send you right away to a room.

Believe it or don't, it doesn't make a difference to me. I say this only to warn those who will listen, and possibly prevent it from happening to others.

12/30/2023 As someone who also worked in very busy EDs as a nurse for over a decade, I'm very disappointed in the care received at this hospital. I get it's a Saturday and a holiday weekend but I don't quite understand how my mother - after waiting over 14 hours of to be admitted now moves to a hall bed to wait some more. She's still confused and unable to ambulate and placed on 'modified' contact precautions for a positive test. They gave us masks to wear while in the room but now it's ok to be in the hall with people passing unmasked consistently by us.

Additionally, the inpatient doctor told us at 1500 they would be placing orders for a diet and IV medications and others. But now it's 840pm and after asking since about 6pm and they're still 'looking up the chart' to see if she can eat??? She's a diabetic and sure her sugar is fine now...but she hasn't had a real meal since being confused and out of it for well over 24 hours now.

03/18/2025 I have a serious issue with the way this hospital chooses to contact family members of people who have been admitted to the emergency room. I admittedly had some pretty harsh criticisms for how it was handled, and I can admit I was incorrect in my initial assumptions of what happened. However, the fact of the matter remains that my mother died in this hospital and they did not contact me. They defended themselves by saying, they had to go off of what was on the face sheet. What that means is, my mother showed up unconscious, and a friend of hers filled out a form indicating who should be contacted. I truly think this person didn't even understand what next of kin meant. She did not have anyone's phone numbers so the hospital ended up having to reach out to people on Facebook, just hoping they could reach somebody. My mother had been to that hospital on multiple occasions, previously, and had written my name and phone number as her emergency contact. My issue is that they didn't even bother looking at that information. Information that my mother provided, not some stranger. What is the point of indicating an emergency contact if that information is never referenced in the future. it's as if the information presented at the moment superseded any previous form that was actually filled out by my mother. I am happy to learn that there was at least an attempt made, but I still don't feel right about how this was handled. I think that if I indicate an emergency contact on a form when I visit a hospital, that the emergency contact information I provide on that form would be referenced later if necessary. Apparently that is not the case. It seems like the only way this hospital would've known to contact me is if my number was tattooed on my mother's arm or written on a piece of paper in her pocket or something. It's absurd, and because

of the flawed procedures at this hospital, I did not get to say goodbye to my mother before she died. They couldn't be bothered to look through her file at a previous form which clearly indicated her emergency contact. This has given me a lot of anxiety about ending up in the hospital, knowing that it is very likely my loved ones would never be contacted, despite having indicated on forms in the past who my emergency contact is. I truly hope that they change their processes so that they use common sense instead of hiding behind "procedure".

04/20/2024 This hospital rates a negative star...

After being admitted to the hospital from the ER, I spent 5 hours in the ER lobby following nearly 12 hours in the ER itself. I was then transferred to the crowded family surgical waiting room on the 3rd floor, where 20 patients, including post-op, pre-op, and individuals with various health issues from cardiac to post-cesarean wound infections, were accommodated in hard reclining chairs. The environment felt overcrowded and uncomfortable, raising concerns similar to healthcare facilities in third-world countries.

Upon my arrival at the ER, I was initially informed about undergoing surgery that same night, but plans changed by midnight, rescheduling the procedure for Thursday morning. Come Thursday noon, experiencing back pain that impeded my mobility, I requested discharge. Initially, I was informed that I would need to make my way down three floors to the main entrance for an Uber pickup. However, I was later moved to a room with two available beds, enduring 24 hours without food or drink, until the surgery was rescheduled for that evening. On Wednesday at 6 pm, following 6 hours in the ER, I was examined by an ER doctor. Meanwhile, on Thursday morning at 9 am in the family waiting room, a physician assistant from the urology department informed me of a change in the planned surgical procedure, from stone removal to stent insertion. Despite requesting my required daily medications multiple times, I received no response. As Thursday progressed without the necessary administration of fluids, my IV became clotted, and I received limited water intake every 4-6 hours, further exacerbating my persistent pain. By Friday at 8 am, I was informed that the surgery would take place before noon.

Friday at 11 am, a hospital intern came to check on my post-operative progress and mentioned discharge. However, I clarified that I had not had surgery yet. The intern briefly visited for about 15 seconds and indicated he would return. By 12:30 pm (being in the hospital for over 48 hours), a discharge planner

approached me to prepare for discharge. I reiterated that I had not undergone surgery yet. The only questions asked were about my insurance coverage and arrangements for getting home before she left.

At 2 pm, there were no signs of progress in terms of surgery, with no surgeons, anesthesiologists, or surgical nurses visiting. I had not received any fluids orally or through IV, apart from 3 ounces every 4-6 hours. Feeling unwell with stomach issues, dehydration, and a severe headache, I decided to leave against medical advice. As I started walking out using the bedside table as support, the staff mentioned removing my IV. Upon doing so, there was no blood coming from the IV site. Subsequently, after some delay and disagreement, I was brought to the hospital entrance in a wheelchair.

Despite my insistence on leaving despite still having kidney stones (with sizes of 16 mm and 12 mm), I am back home, experiencing ongoing pain, blood in my urine, and administering iron and vitamin B shots to myself.

05/17/2024 my family member was in a car accident early this morning & this is the worst hospital experiences i have ever had.

he was in a very bad car collision & they took him to one of the trauma rooms in the ER. they did not give him any pain meds and did not wipe his dried blood from his body from his very severe car accident, he's clearly NOT OKAY. like he has gashes, cuts, bruises, stitches like everything. he was left naked, no gown, the same exact way as if he just came from the accident which was at 5-6am. we arrived around 10-11am, & he wasn't cleaned up or anything.

the nurses are saying they're busy to wipe him or check on him. or even asking that we do the wiping. Mind you I wasn't being disrespectful at all from the start. When I arrived I even asked nicely like hello is it okay if I can go into this trauma room & they looked at me if I were crazy from asking a simple question.

when we told his first nurse this isn't okay to leave him like this & we tried to get a new one. after, no one seemed to know who is taking care of him as their patient. I had to say so no one is taking care of him or do I have to figure it out on my own??? until kindly a nurse named James tried to step in and help as much as he could. but the first nurse a woman named Madelyn was so disrespectful and clearly was just sitting not helping him.

I've been in different ERs for less severe incidents than this & I had better care. This hospital is a disappointment. I am a nursing student & this just showed to me that if these are the people in charge of our lives, I'm scared for my life and the future for others. Especially, if this is the care they provide. and MIND YOU he is still in there waiting for a room in the ICU because they're that booked! plus they left trash on the floors, trash on the trays where mind you his food was right next it too like ok great. I had to throw away their biohazards since clearly this hospital can't do it and I have to try my best to care for my family member to keep him calm & at least in a clean space.

I will be also file a complaint because seeing from the reviews this is just unacceptable & unfortunately a common thing.

07/18/2025 This is the worst care, most non communicative, neglectful hospital. Treating Senior Citizens as throw aways is unacceptable. Nobody takes responsibility, they pass the buck and blame others.

06/10/2025 If I could give less than one star, I would. My recent experiences at Sunrise Medical Hospital's ER have been deeply troubling.

On May 31, I arrived with severe abdominal pain. I was quickly given a CAT scan and medicated with benzodiazepines, then observed for barely 30 minutes before being discharged--despite still feeling unwell and having unresolved symptoms.

I returned three more times that weekend: Saturday, Sunday morning, and again Sunday night. Each visit followed the same pattern--more benzos, minimal examination, and being sent home. I began to feel more like a number than a patient. The staff's tone and body language made me feel like I was being profiled as a drug seeker rather than someone genuinely suffering.

To avoid being dismissed again, I started documenting each visit just to have proof that I wasn't coming in for medication.

There were moments of compassion, like Dr. Kirsten, who offered me food after learning I hadn't eaten in two days. That simple kindness stood out--but unfortunately, it was the exception, not the norm. The overall atmosphere felt rushed, cold, and indifferent.

Sunrise may be one of the largest hospitals in Las Vegas, but in my experience, it lacks the empathy, communication, and patient-centered care that every ER should prioritize. Patients deserve to be treated like people--not inconveniences to be quickly cleared out. I would not recommend this hospital to anyone seeking thoughtful or effective emergency care.

- 05/26/2024 Absolutely one of the worst ERs I've ever dealt with. My daughter was brought in EMS for a ruptured ovarian cyst and she was left in a chair with no triage and no relief for over an hour. The operator refused to send me to the ER line saying she has to be registered first but she arrived an hour ago. She refused to let me speak to a house supervisor as well. I wouldn't send my dog there!
- 08/03/2025 I went to Sunrise Hospital ER in terrible pain--back pain so severe it radiated to my arms and legs. Dr. Lovinger ordered tests and told me everything looked fine. I trusted him and went home, still hurting and scared. Later, I checked my records and saw my X-ray said there was something suspicious in my lung. I got a second opinion at urgent care and was diagnosed with pneumonia. I felt shocked, angry, and honestly heartbroken. I have lupus, and missing something like this could've been dangerous. No one should leave a hospital still in pain and completely unaware of what's really going on.
- 05/06/2024 I wish I could give it zero stars! I went here a few days ago and I was in so much pain I only saw the dr when they took me in so he could ask me what's wrong and nurse did vitals and I did a urinalysis and they never came back as I waited for hours while I cringed in pain and only registration went to ask me for billing info! They did not give me anything for pain or asked if I was fine after hours of waiting! Never go here again! While there nurses are talking about lashes and food! Pathetic how they get paid to just sit there!
- 02/27/2023 This has to be the worst hospital in the US. We unfortunately found ourselves here after our friend had a medical emergency and arrived via ambulance. For a second I thought we had boarded a flight and ended up in a war torn country. This place is a literal dump. The hospital is surrounded by rubble. That aside, the care rendered to my friend was HORRENDOUS. Avoid this place at all costs.
- 09/03/2024 My friend arrived by ambulance and was put in the waiting room sitting on a chair for 17 hours, then another 6 hours on a gurney for a room. He has a swelling in his neck and was not able to open his mouth just 1/4". He had an MRI and Jaw bone biopsy and was never given the results. He was there 7 days and requested a dietitian but never happened. His diet was supposed to be clear

liquid but he was getting oatmeal, puddings etc which he couldn't eat. They forgot to bring him any nutrition for 2 days. He requested a dietitian but never happened. The pain was so bad in his mouth, they did give him morphine every 4 hours which helped. He was discharged without any pain medication. It's been 2 weeks and no one has even called him, doctors or hospital. I would never recommend Sunrise Hospital or even. UMC. Meantime he's still suffering and waiting.

09/03/2025 Nursing staff might look all nice but deep down inside your on there outside line so look out I've seen more people walk out of here then I have at other hospital, they are to busy with not enough nurses. When they post you have to nurses you actually only have 1/2 of one and hope you can't get online access to your records because the stuff they put in there is not good not fare and not real. It really has been a nightmare living thru the daylight at sunrise.

12/01/2024 Absolutely scary experience!
My son got treatment at a ER clinic around 6pm then was transferred to @ 9pm to Sunrise for monitoring (4-6hrs) he was stable and healthy/hungry on the transportation. (Sunrise was to monitor him for 4hrs since my 5yr old son had a peanut reaction, it's his normal life of being allergic to nuts) got to sunrise pediatric ER 9:30 and they keep telling me my son is looking fine and great for 5hrs (mind you not ounce did a Dr come to see him in the ER to diagnose or see he was healthy and hungry for Thanksgiving food) we ask if we are good to leave, then a resident from upstairs tells us he has been admitted (without our permission) to the hospital for 24hr watch, I ask how? he is healthy so my husband being military (military tricare insurance gets used and abused if the hospital is not VA or military) so my husband asks for a AMA (to refuse medical advice, so we can go eat Thanksgiving food my son was hungry) they said they had no knowledge of this form and called down a social worker to see my son (social worker confused on resident since he showed no health issues) she said yes we can sign the AMA (again no Dr has seen my son or checked his air ways and skin to see he is fine) 30 mins after the okay for AMA form. Resident comes in to tell us the Dr (starting to think this "DR" is made up since they have yet to show it's been 7+hrs) Dr has put an administrative hold on my son and that he is in critical condition/near death. MY HEART DROPPED! She said if you refuse and still want the AMA form you we will have to call CPS. I call a military attorney and my husband calls his First shirt to help because now they (admitted my child illegally to pediatrics without my permission, then stripped my husbands and I of our rights to our son!!) CPS was threatened over and over again and we were

told by military personnel to say "okay call them so they can see my son has been stable since we showed up and prior." They refused my son a nurse and still NO DR. We were watching him as if we were home... why are we here? They called security to take my son upstairs and hold him up there. We went with him to make sure they didn't drug him up or harm him. (We were seeing a force of power that was very illegal and inhumane) going on 12 hrs now no Dr. only seen a nurse ounce. Military First shirt shows up to document treatment and witnesses A LOT. Nurse came in to try vaccinating my son with Covid and flu shots (military personnel and my husband both guarded my son saying no, and what for?) nurse flipped his head and smirked and left without answering any questions...14+ hrs now. No Dr, Nurse only checked my son 3 times the whole time we were @ sunrise... @12 the WHOLE HOSPITAL BOARD WALKED IN WITH (FINALLY) THE DR. She checked my son's vitals and breathing, then said he's perfectly fine and healthy and we can go home now. They apologize for mistreatment and stripping of rights, Dr says she had no idea of anything and CPs will not be called. Military personnel and husband asked tons of questions and was shocked by the answers, then we left. To come home to cops and CpS at our home blocking the road. MILITARY PERSONNEL CALLS ENTIRE WING FOR HELP... this is insane! My family being tired, diapers full and kids crying and everyone is hungry. With CPS walking through my house and nitpicking my kids and stripping them down to see their bodies... one agent knew it was wrong, the other claims she knows a lot of people @ the hospital "their my friends" military personnel helps with questioning. And now they will be visiting for the next 48 days... military is helping us on the legal side. All because sunrise made FALSE ACCUSATIONS THAT I REFUSED MEDICAL CARE FOR MY SON IN CRITICAL CONDITION/NEAR DEATH. Hope this helps you make a decision, if this is where you want your kids to be treated. Good luck. If you are a military family, go to Nellis ER and save your time & family from a hospital using their force to strip parents right under false pretenses.

- 04/12/2025 Take the patient anywhere but this mismanaged hospital. They wouldn't even make a good veterinary hospital they leave the patients with no care the doctors @ this place don't give a shit about patients it's all about the Benjamin's with these people I'm about to file a complaint for medicare fraud. Just look @ the reviews if I could give it no stars I would. And any five star reviews are probably written by employees for a bonus.
- 10/14/2024 If I could give 0 stars I would! My husband was transferred from St Rose St Martin Hospital ER after they stabilized his condition! They told St Rose they had a bed

to admit him! Ambulance transferred him and they left him outside on a chair at ER waiting room with a nasal rocket, double morphine and a heart failure condition! He couldn't even stay up, his shirt was cut open by the previous ER and he had no shoes, he asked to sit inside and the receptionist laughed at him and said the cut open shirt looks good on him! Are you serious? What kind of care is this? And receptionist told us admission always lies about having rooms so other ERs would transfer their patients here when they actually don't!
DO NOT COME TO THIS HOSPITAL VOLUNTARILY!

09/18/2023 Sunrise Hospital is the worst hospital I have ever seen! I was transported to Sunrise Hospital on September 11 at 3:26am from another hospital because they wanted me to get an MRI because they suspected I had a TIA which is also called a mini-stroke sometimes. I had to sit in the waiting room with 80 or more sick and vomiting people for 26 or 28 hours before I had my MRI and got a room! A girl I spoke to had been waiting 36 hours with chest pain! Long story short, it took me 3 days to get my MRI and talk to a doctor!

This hospital needs to be shut down!

03/20/2025 Do not go here if your life depends on it. Literally. Seek care elsewhere.

1. The nurses and doctors speak openly and horribly about the patients in their care, and joke amongst themselves about their condition.
2. Billing is a joke. After you pay your bill you will still receive notices that your bill is late.
3. Good luck trying to find a person to speak to regarding your bill.
4. Don't bother waiting for a callback from the financial department. It will never come.

Posting this information online for legal recourse. That is how bad the patient care and financial management system are at Sunrise.

01/07/2025 Blows my mind that an ICU nurse would go to work drunk on SEVERAL occasions and nobody would even know. One time she drank all night until 6am and had to be at work at 7:30am. She drank every night, passed out most of those nights. Sometimes even forgetting to set her alarm. She'd vape in the bathroom, talk bad about her coworkers, talk bad about her patients. What a piece of work.

04/08/2024 Went to the ER at least 8 times in one month presenting with shortness of breath and chest and left arm pain and was told nothing was wrong with me despite not

being able to breathe. I was sent home every time. As it turns out I had a herniated disc and torn muscles which I didn't find out until 2 months later. You are doctors, but you need to listen to us sometimes. We know what we are experiencing...we are the ones going through it. Every time I was told that I have anxiety and some sort of benzo and pain medicine was given to me (which didn't work). Go figure. I did benefit from these encounters because as a nursing student, I was able to witness first hand being on the receiving end, which makes me more empathetic than I already am. Great learning experience, however, so much time and frustration could have been avoided each time had the doctors actually believed me and what I was telling them.

Upon being admitted to the ER but ambulance, I told one of the nurses that I was going to fall and pass out because I couldn't breathe and she snapped back, well if you fall I cant pick you up off the ground". Excuse me???? Isn't it in your job description to not let me fall in the first place, especially when being brought in my ambulance?

Dr. Lovinger also almost killed me in the ER by neglecting to treat me. Instead he chose to make his own assumptions about me and was yelling at me on the top of his lungs while I was on the bed in the CT room having my chest scanned. Please take him out of patient care.

09/06/2022 I have lived here since 1997 and have always thought sunrise was a good hospital. how wrong I was it's all about money and heartless people that work in the Icu unit. my mom was there for open heart surgery .she came out of surgery fine but was in a lot of pain but she was awake later that night they had to put her on a ventilator said she wasn't breathing deep enough never got a phone call letting us know this. they had her on a high dose of fentanyl and she would try n wake up she would be agitated so they would give her more fentanyl .so they wouldn't have to deal with her.at one time one of the nurses keep coming in her room turning it up until she reached 300 plus all the other crap they had her on. well they decide they were going to send her to a rehab place without give me a chance to check this place out .they told it would cost me 20,000 a day to keep her at hospital .she should of never left the hospital because she had life treating problems .. Jen a dr in icu takes her chest tube knowing she was still bleeding. It's was all About money they make more money with that empty bed they don't care we're they send your love one and no matter what condition they are in .my mom died a few days later due to there greedy asses. your day is coming. oh

jenifer the nurse for my mom she was to busy talking and not paying attention to what the drs notes on the computer and she jumped up and oh shit she ran and shut off one of moms medications and flew out the door. well the dr must had prescribed her blood because her she comes with blood I said wow really.oh one more thing they came into moms room to find out what meds she was on because they ordered a mri or I asked for a MRI .the nurse was telling her everything mom was on and I wish I had a camera because her was face wow are you kidding.

I started worrying about my mom so I starting researching the internet and I found this dr on there awesome man he knows how these dr s work in a icu he was telling me a lot and I could of saved my mom's life if I could of meet him 2 weeks before this happened he told she should of never left the hospital and put her in a place that knows nothing about a ventilator or why my mom was leaking on her right side thanks (Jen) she was Leaking from were Jen took out her chest tube. but any way if you have a loved one here in icu please please go to internet and look up this icu dr he is awesome.

12/14/2022 It's a city hospital ER... but even for that the security guards are mostly awful.

Today one was shouting HIPAA violation at me in an attempt to seize my phone and delete my pictures of the ambulance that brought my husband here just now.

I'm wondering if the ambulance company had an agenda in bringing us here-- it's a six times longer drive than the nearest hospital and there are many other choices.

The ER has gotten him into testing etc quickly but they did not mask him even though he reported that he tested positive for COVID recently.

The waiting room is filthy but I have been told that if I take one more picture my phone will be confiscated.

01/17/2025 Haven't been released from hospital yet, cancelled my surgery twice, but yet have an invoice waiting for me at home. Sure didn't cancel or delay THAT being processed and mailed!

05/19/2025 My elderly relative who has been hospitalized at sunrise for almost a month had his phone stolen!! Beware the thieves that are among the staff.

The cna / nurse staff are bad at communicating when they will be arriving or if they were even called when needed and rude to the patients and visitors once they do arrive. The CNA was very rude as she didn't think anyone was in the room visiting with how she treated and talked to the patient and to us after realizing we were in the room. This is the worst understaffed team out of all the hospitals my relative has stayed in, and they're thieves on top of it!

08/01/2023 My husband is a type 1 diabetic and was admitted to Sunrise Hospital for a stroke on July 23rd. On the night of July 24th, he was medically neglected by the night staff from 11:25pm-10:25am when they refused to give him insulin. This action sent him into full blown Ketoacidosis and he was vomiting and begging for insulin for 11 hours and was continually refused. At 10:30 am, the morning staff apologized for the "miscommunication" and admitted him into the ICU to save his life at that point. I spoke with the following medical staff who apologized and admitted error which was on-call Hospitalist and Endocrinologist. My husband's hospital roommate also witnessed him begging for insulin because he was over 500+ and feeling dizzy. This is completely irresponsible on the night staff and my husband suffered for 11 hours. All he needed was insulin because he has type 1 diabetes. I still can't believe this happened. I spoke with a Sunrise patient advocate on the day this happened, but I haven't heard back from him since.

I want to make sure this incident is reported, and the night staff is held responsible for their medical neglect. This needs to be fully investigated so no other patient suffers unnecessary for simply needing a life sustaining medication like insulin. This hospital is absolutely sloppy and horrible!

11/26/2022 Sunrise is the worst hospital to ever be built. Outside near emergency rooms is nvr clean. Blood spots everywhere. They think every patient are crack heads or drug heads. I had a relative just go in for a breathing treatment and they put her in icu when she was perfectly fine. She NEVER made it out of that icu room alive. There were several bodies dropping like flies and being willed out of that icu floor in ONE DAY. They are overly sedating their patients to where they are weak and have no movement of their own. Their bodies start to depend on the medications and at that point it is literally nothing you can do about it. The nurses are head over the doctors. They just does what they want. That nurse LEA ON ICU AND MAGGIE ARE KILLERS STRAIGHT UP. They literally are over dosing patients on their own will and giving false updates to the doctors. I will NEVER step grounds on this hospital ever again in my life. This whole building needs to

be burned to the ground. They have metal detectors because they know family members will kill for their relatives that's being killed and MURDERED inside that dump ass hospital. The nurses on the ER AND ICU FLOOR don't give a shit about your symptoms. They will laugh behind your back and in your face. I walked through ER and seeing people struggling to breathe, a guy leaking from his head & slumped over passing out and he was sitting there when I left to go get food and was there when I got back. I was lost of words at what my eyes were witnessing. My friend I work with said his brother went in and got taken to ICU and died 2 days later when he was perfectly fine. When I went to visit my relative, I saw 6 bodies being willed out of their wills all next to each other. Like my heart was weak. I couldn't believe it. I'm just at an all time AW. They really should be ashamed of themselves. But they're not. Doctors leave nurses the power of taking someone's life and they do it to their advantage. They don't care who their patients are leaving behind. Sick fucking fuckers. FORREAL. They all need to be under the JAIL ON THE DEATH PENALTY L. Feeling every bone crack until they rot.

09/04/2022 If I could give them negative stars, I would. These "medical professionals" are down right CRIMINAL.

#1 - I was administered to the hospital without my permission. I was sucker punched and hit my head pretty hard on the way down. I didn't need stitches, staples, or anything of the sort.

#2 - I begged them to release me once I gained consciousness. They refused & strapped me down to a bed. After they strapped me down, I had a HUGE anxiety attack. I have PTSD from war, & I felt like I was tortured. I will always live with these memories of this terrible place.

#3 - These people wouldn't even let me take a piss. I ended up having to pee on myself. Disgraceful people that should NEVER be in medicine practice.

#4 - 6 months later, I was given a bill for over 2000\$. These people wouldn't let me go so they could profit more off of me. Luckily, I have 100% free medical insurance because I am a 100% disabled Veteran. Once I got this bill, I immediately called them to give them my information. The VA paid them. 6 months after that, with zero warning, 2 separate collections showed up on my credit report. These people seriously took money from the VA & then turned around and sold my "unpaid" bill to a collections agency & never said a word to me. They never sent me another bill, never called me, emailed me, or any attempt to contact me after I gave them my information. I thought everything was good until these collections showed up on my credit report.

This is a for profit, garbage, uncompassionate, & untrustworthy hospital. They are the nastiest of the nasty.

I am currently trying to file a lawsuit against them. I went to Iraq to fight for yours & my freedom, & they strapped me down, caused trauma, & made me piss on myself. Disgraceful!!!!

02/11/2025 This Place should be shut down! They are filthy, Do not care for their patients and it's run by a bunch of young non give a shit staff with attitude. Also wtf with the metal detectors and security going through your things???? Never seen this in my life! someone coming in with heart problems and the security wasting time to dig in your belongings ????? Sitting people in the lobby with their own urine in their hands !!!!???? IVs in their arm no one gives a shit here it's crazy and so unkept. No one tells you who they are they just poke you take blood leave you there and then some person comes out in the lobby and tells your business to everyone in the lobby!!! Isn't this a Hipa thing????

I left there being told I have an infection and inflammation around my heart. Go home take ibuprofen and nothing for the infection. I look at all my blood work at home..... I'm pretty damn sick and should have been told what is happening. Instead giving me B.S. I will never return here these people will let you die for real!!! any hospital but this one! I'm 50 years old seen many hospitals in my day and never have I ever seen disgusting behavior , cleanliness and attitudes in my life

Save your aggravation, this place is scary they do not pay attention they do not care. you are only \$\$\$ to these people and cattle

01/11/2023 so tonight i ripped my own ivys out of my arm an walked out! after being in the hospital with chest pains for hours, the staff did not care... i heard about stupid nurses marriage problems an hearing a doctor cry about whos going to cover stations cleans...! the staff are disgusting rude an need to be fired! do better sunrise! i use to like this hospital! now its just garbage! so yea... if anyone feels like dying go to sunrise cause they dont give a crap about nobody! thank god for social media cause im deff posting these videos on tik tok!

04/08/2018 I'm here now and this has been the MOST MISERABLE hospital experience I've ever had. They put people in broken chairs in a back hallway. People vomiting on both sides of you. It's dirty and nasty. There's a puddle of unidentifiable fluids under our chairs. They have IV bags hanging from COAT HOOKS! My daughter was brought here by ambulance transferred from another hospital last night because she was admitted for respiratory distress, we got here at 6:00 pm last

night. We are STILL sitting in the waiting room at 7:32 am waiting for a room. Not only that but this whole time we have been here there have been no breathing treatment and she hasn't been on oxygen the entire time! Her oxygen saturation is great! We haven't even seen a doctor yet! Just nurses. I keep asking when we will see the doctor and I'm told that "he starts rounds at 8:00" but no one knows when he will get to us because he has 400 other patients to see! DO NOT COME TO THIS HOSPITAL! DO NOT BRING YOUR FAMILY HERE!

08/09/2015 This place should be shut down, the care here is horrific, if you are looking for quality care DO NOT GO HERE!!!!

03/18/2018 Worst fucking hospital i have ever been to or ever seen! my grandmother was transferred to this piece of garbage shit hole because her insurance was accepted from this dump. arrived in an ambulance to this shit shoot of a dump. her wait time to even be seen.....over 24 fucking hrs of sitting in the hallway throwing up on herself, great way to treat a patient. How anyone survives this place is beyond me and there bullshit wait times are all lies. No one should have to wait to be seen this long for anything. They should shut this dump down.

There are hundreds of additional negative reviews about Sunrise Hospital.

The owners of ComplaintsBoard.com sum it up this warning about Sunrise Hospital:

We ask reviewers to be cautious when dealing with Sunrise Hospital and Medical Center and using their services, and to carefully read the experiences of other customers on ComplaintsBoard, because who is warned is armed, you know!