



Patient-119

Patient-119 went to Sunrise Hospital. She said Sunrise Hospital completely fails at communication. They don't explain anything to patients or caretakers. Zero communication. Zero accountability. Stay away.

Sunrise Hospital and Medical Center completely fails at communication.

They don't explain anything to patients or caretakers, offer no clear directions, and make it nearly impossible to get the help you need.

Someone I know was medically gaslit here -- told their condition wasn't serious and denied a referral to a specialist, with no explanation.

If I had a heart attack today, I wouldn't trust this place to save me or even refer me to someone who could.

Zero communication.

Zero accountability.

Stay away.

Additional Patient Stories about Failed Communication

Read about [Patient-1](#) where Sunrise Hospital and Dr. Michael Bradford at Nevada Orthopedic & Spine Center refused to tell the patient what went wrong during surgery and did not inform the patient that she had died during surgery due to being overdosed by the physician who was pretending to be an anesthesiologist. The patient was severely harmed and is continuing to suffer while Sunrise Hospital and Dr. Bradford remain silent and in hiding.

Read about [Patient-10](#), an infant suffered serious brain injury at Sunrise Hospital due to untreated anemia, doctors withheld critical information and provided false and misleading information in the discharge summary. Jury awarded \$14.5 million to the family.

Read about [Patient-17](#) where Dr. Michael Bradford at Nevada Orthopedic & Spine Center failed to tell the patient he had bone cancer and only sent the patient for pain management. The patient died a horrible, painful death.

Read about [Patient-21](#) where Sunrise Hospital failed to tell the patient he had colon cancer and instead put him through numerous horrible tests and surgeries. The coroner refused to do an autopsy, so his family paid for a private autopsy. The family finally got the truth when the private autopsy report showed that Miles died from an aggressive form of colon cancer that had spread to every organ in his abdomen.

Read about [Patient-30](#) who received very little medical care and said the communication was nonexistent.

Read about [Patient-33](#) where Dr. Holman Chan at Nevada Orthopedic & Spine Center lied to the patient when he failed to tell her that he broke her femur during surgery.

Read about [Patient-41](#) who was a patient at Sunrise Hospital for 3 weeks. The patient received no diagnosis, no answers, and poor communication.

Read about [Patient-55](#) who was mistreated, misdiagnosed and ignored at three hospitals in Las Vegas even though the patient needed surgery.

Read about [Patient-59](#) who received very little communication from doctors at Sunrise Hospital. Patient was not properly cleaned and was frequently left alone during treatments, including physical therapy.

Read about [Patient-60](#) who spent 3 days at Sunrise Hospital. His procedure was canceled and rescheduled multiple times, but the procedure never happened. Staff was disorganized and inept and provided very little communication.

Read about [Patient-61](#) who was treated for "alleged pneumonia" at Sunrise Hospital. Days later, the family learned from a home healthcare nurse who reviewed the medical records that the patient had actually suffered a heart attack and had a blood infection. Sunrise Hospital never told the patient's family. Dangerous lack of communication.

Read about [Patient-70](#) who received zero communication from Sunrise Hospital regarding his condition or treatment.

Read about [Patient-90](#) who was a patient at Sunrise Hospital for 11 days. Received very little medical care. Lack of communication and no answers from the doctors.

Read about [Patient-155](#) who was at Sunrise Hospital in the ICU. There was very little communication between the doctors and nurses. The doctor put a DNR (Do Not Resuscitate) Order in the patient's chart without her permission. When the family learned about it, they had it removed from her record.

Read about [Patient-197](#) who went to Sunrise Hospital with kidney problems. Poor communication and long wait times. Sunrise Hospital incorrectly labeled her condition as only urinary tract infection. They took her personal belongings. Patient has lost confidence in this hospital. (Learn about the **\$12 Billion that is wasted annually** in U.S. hospitals due to communication inefficiencies.)

Read about [Patient-199](#) who went to Sunrise Hospital for seven days. Patient says the doctors suck. Nonexistent, uninvolved ghosts, nowhere to be seen. Zero communication and zero involvement. **The worst group of doctors in the history of the world!!**

Read about [Patient-204](#) who went to Sunrise Hospital. Patient was left on a bedpan for over an hour. Communication was very poor. Facility was dark, dirty and poorly maintained. Staff was rude, dismissive and lacking compassion. Patient cannot recommend Sunrise Hospital.

Read about [Patient-215](#) who went to Dr. Ronald Hillock at Nevada Orthopedic & Spine Center for knee surgery. The patient was on the operating table when they discovered they did not have the correct part. The patient never heard from Dr. Hillock again. Zero communication. Patient found a better surgeon.

Read about [Patient-221](#) who went to Sunrise Hospital multiple times with the same symptoms. Received very little medical care and was discharged each time without proper evaluation. Staff had very little empathy, and the care felt rushed and dismissive. Patient says Sunrise Hospital staff needs training on compassion, communication and patient safety.

Read about [Patient-224](#) who went to Sunrise Children's Hospital with a broken elbow. Another bad experience and a child was suffering. This 5-year-old child was left waiting for more than 24 hours, with no food. Staff failed to keep the family informed. Patient says Sunrise Hospital is NOT serving patients -- they are only serving the bank accounts of the executive office.

Read about [Patient-235](#) who went to Sunrise Hospital by ambulance which is very far from his home. Did they have an agenda for bringing him to Sunrise Hospital? Awful place. Waiting room is filthy. Security guards threatened to take my phone if I took one more picture. Communication with the doctors at Sunrise Hospital is a tiny bit less convenient than having dead people renovate your kitchen through the use of a ouija board!!!

Read about [Patient-246](#) who went to Sunrise Hospital. Poor communication between staff and patients. There are reasons why this hospital is rated so low. Patient says you will die waiting in the Emergency Room at this hospital, and this is the first and last time this patient will come here.

Read about [Patient-251](#) who went to Sunrise Hospital. Horrible, dreadful, miserable care. Communication is ridiculous and confusing. You will get different answers every time. Patient says

just because they are covered by news a lot, does NOT mean it is a good hospital. Warning to patients entering this hospital.

Read about [Patient-274](#) who went to Sunrise Hospital. Entire experience was excruciating and terrible. They kept me in the hallway for 2 days, including 24 hours without food. Doctors have no clue about what they are doing. No communication. Do NOT send your loved ones here. This place should be shut down!!

Read about [Patient-298](#) who went to Dr. Bradley Baker at Nevada Orthopedic & Spine Center. Horrible care. The worst!! Patient was in excruciating pain and unable to lift his leg. MRI showed torn ACL and PCL, but Dr. Baker said it is arthritis and there is no cure. Lack of communication from the office. Patient says he will NEVER AGAIN go to Nevada Orthopedic.

Read about [Patient-304](#) who went to Sunrise Hospital with severe abdominal pain. Patient was discharged after only 30 minutes. She came back 3 more times and received the same lack of care and quick discharge. Patient says Sunrise Hospital lacks the empathy, communication and patient-centered care that every Emergency Room should provide. She does NOT recommend Sunrise Hospital to anyone seeking thoughtful or effective emergency care.

Read about [Patient-307](#) who went to Sunrise Hospital. Poor leadership. Not enough beds. People are lined up in the hallways. Communication is NOT equitable and care is subpar, not compassionate, and not efficient. Never let a wealthy hospital make you believe that negligent care is okay or the only option. Hold these hospitals and their workers accountable for humane and compassionate care!!

Read about [Patient-324](#) who went to Sunrise Hospital. Staff are non-responsive. Beds are so close together they are practically touching. Horrible smell of urine. Lack of communication. No baths, no pitchers of water, and no communication. Felt like I was in a nightmare that would not end. Patient says "What happens in Vegas should NOT stay in Vegas!! Get the word out!! DO NOT use Sunrise Hospital!!"

Read about [Patient-327](#) who went to Sunrise Hospital. Extremely disappointing experience. The patient's family has serious concerns about how the patient's care was handled, including lack of clear communication and explanations regarding his treatment. They have specific concerns about the lack of communication from Dr. Francis R. Tan and are asking Sunrise Hospital for answers and transparency about their father's care.

Who is Liable for Failure to Communicate a Diagnosis?

A failure to communicate diagnosis occurs when a medical professional does not adequately relay essential diagnostic information to the patient. This can happen at any stage of the healthcare process, from failing to inform a patient of test results to omitting critical updates about a developing condition.

Common examples include:

- Not informing a patient of abnormal lab or imaging results.

- Delaying the delivery of a life-altering diagnosis such as cancer or a chronic illness.
- Communicating test results to the wrong patient.
- Failing to follow up or misinterpreting the need for urgent intervention.

Liability doesn't stop at the doctor. Other healthcare professionals and institutions may also be responsible:

- Primary care physicians
- Radiologists who fail to report findings
- Nurses or medical assistants who don't relay results
- Hospitals that lack proper communication protocols

When a diagnosis is documented in the EHR (Electronic Health Records) but never actually communicated to the patient, both the provider and the system may be held responsible for negligence.

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Just say NO to Sunrise Hospital

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