



Patient-127

Patient-127 went to Sunrise Hospital due to a possible stroke. The doctor refused to see him and did not do proper testing. They left the patient in a hallway for 2 days. The patient signed an AMA form, and his daughter took him to a better hospital. The second hospital confirmed the patient had a bad stroke and said Sunrise Hospital could have given him medication to reverse the damage, but it was too late.

Horrible experience!!! If I could give 0 stars, I would.

I took my dad to Sunrise Hospital in Las Vegas, because I was concerned that he was having a stroke or had a bad infection.

They wouldn't take me seriously at first because I told them that my dad has dementia. So, they thought his confusion was associated with that. I told them it wasn't.

The guy in the admitting room who checked him out, kept laughing and smirking at me and kept saying I "just don't understand how dementia works."

I kept arguing and luckily they took him in to get checked out.

A few of the resident doctors/nurses were nice in the ER back rooms. They did do a CT scan to see if it showed anything but said it was clear.

They agreed to keep him for observation because they saw how upset I was. They kept him in a hallway for two days. I stayed with him the whole time.

The doctor assigned to him, Dr. Charmaine Tan, refused to come see him even though I kept asking the different nurses to call her. She kept telling them that she was busy and would come see him when she had the time.

They did send a psych doctor who was very nice and confirmed that this was not related to his dementia. She told them to look into it more, but they ignored my dad while he sat there in the hallway.

The nurses were the only ones who would come give him meds that he usually takes. I kept asking for another doctor to see him, but they said his assigned doctor has to be the one to see him.

After being ignored and seeing that my dad was getting worse, I pulled my dad out of the hospital “against medical advice.” (Patient signed an AMA form.)

That’s finally when Dr. Tan came down to see him and wanted to know why I didn’t tell her he was this sick. I told her that many nurses tried to call her, but she didn’t make the time to see him during the two days that we were there. She said she didn’t know he was that sick.

I told her that if she checked on her patients, she would be able to see how sick they were. She then told me that if I decided to keep him there instead of taking him out and that she would try to do a brain scan on him the next night if they weren’t too busy.

At this point, I wasn’t going to wait any longer. I pulled him out of Sunrise Hospital, and we drove straight to Loma Linda in California where doctors said my dad had a bad stroke. They said there is a shot that could help reverse damage, but that the time period to give the medication had passed and it should have been given to my dad at Sunrise Hospital.

Shame on Dr. Tan for the treatment of her patients! Do better!

Important Time Limits for Treating a Stroke Patient

The goal of the stroke team, emergency physician, or other experts should be to assess the individual with suspected stroke within 10 minutes of arrival in the emergency department (ED).

The CT scan should be completed within 10-25 minutes of the individual’s arrival in the ED.

Certain individuals (age 18 to 79 years with mild to moderate stroke) may be able to receive tPA (tissue plasminogen activator) up to 4.5 hours after symptom onset. Under certain circumstances, intra-arterial tPA is possible up to six hours after symptom onset.

Sunrise Hospital failed this patient.

STROKE

Adherence to the American Heart Association and American Stroke Association Stroke Guidelines can improve a patient's chance of survival with Acute Ischemic Stroke



TIME = TISSUE



The GOLDEN HOUR



10 MINUTES

Patient seen by the ER physician for assessment

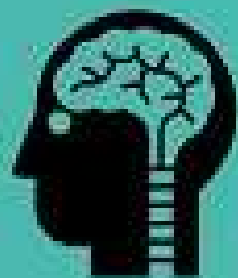
0 MINUTES

Patient arrives to Emergency Room



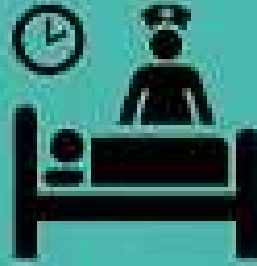
15 MINUTES

Patient seen by Stroke Team



25 MINUTES

Noncontrast CT scan performed



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REMINDER: You can choose to leave a hospital. Just ask for the AMA form (AMA means "against medical advice.") Comments posted on review websites have stated that Sunrise Hospital will try to force you to stay using scare tactics such as telling you that insurance won't pay if you leave. If you are not getting proper medical care or are being harmed or threatened, YOU CAN LEAVE SUNRISE HOSPITAL and go to a better hospital (or go to your primary care doctor or urgent care, depending on your medical situation).

Just say NO to Sunrise Hospital

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