



Patient-149

Patient-149 with Sickle Cell disease was transferred to Sunrise Hospital in order to see a hematologist. She was left in the Emergency Room for many hours, never saw a hematologist, and did not receive proper medical evaluation. Patient was disrespected and mocked and felt unsafe.

I am writing to formally file a complaint regarding the care I received at Sunrise Hospital during my recent visit.

I was approved for a transfer from Centennial Hills Hospital to Sunrise Hospital for evaluation and treatment by the on-call hematology team.

Despite arriving with the official transfer documents, my care was not handled appropriately. I was left in the emergency department for hours before being sent to observation.

I was placed on NPO (nothing by mouth) but was never given IV fluids during this time.

My repeated requests for pain medication were denied, despite my history of Sickle Cell Disease, ongoing pain management, and physical therapy care.

I was never evaluated by hematology, even though my transfer specifically required it.

I was ignored when I used the nurse call system, and at times I felt mocked and laughed at, which was extremely unprofessional and humiliating.

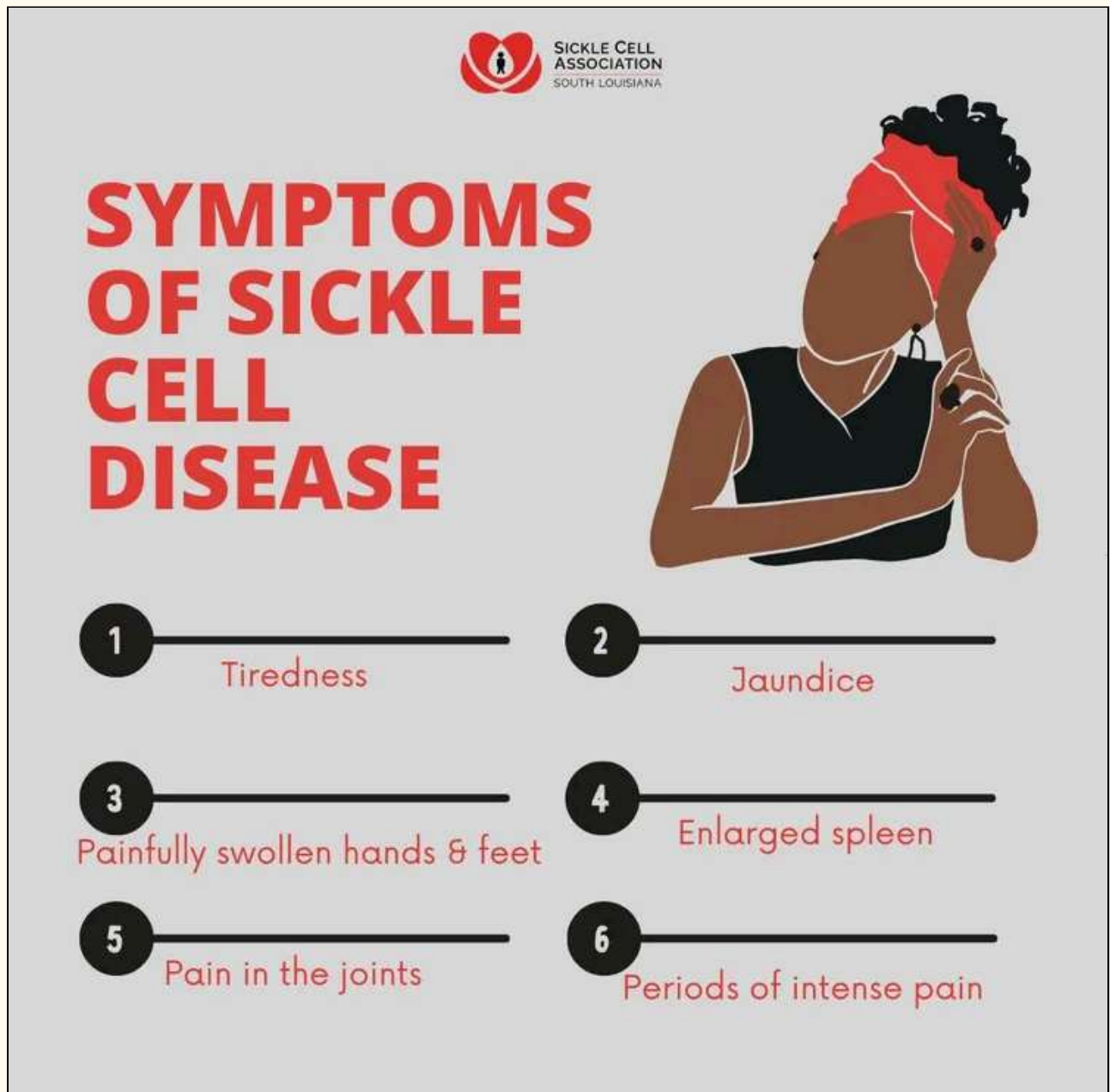
Ultimately, I was discharged home without proper evaluation, despite my ongoing kidney injury and documented medical needs.

I left Sunrise Hospital feeling unsafe, disrespected, and dismissed. This experience was unacceptable for any patient and especially concerning given my complex medical

condition and approved transfer.

I request a formal review of this incident, including why my transfer orders were not honored, why I was denied access to the hematology team, and why I was treated with such disregard and disrespect.

I also ask that corrective actions be taken to ensure other patients do not experience the same mistreatment and lack of medical care.



SICKLE CELL ASSOCIATION SOUTH LOUISIANA

SYMPTOMS OF SICKLE CELL DISEASE

- 1 Tiredness
- 2 Jaundice
- 3 Painfully swollen hands & feet
- 4 Enlarged spleen
- 5 Pain in the joints
- 6 Periods of intense pain

The infographic features a central illustration of a person with dark skin and curly hair, wearing a black tank top and a red headscarf, holding their hand to their forehead in a gesture of pain or distress. The background is a light gray gradient.

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Just say NO to Sunrise Hospital

What is Sickle Cell Disease?

Sickle cell disease (SCD) is an **inherited blood disorder**. That means it is passed down from a parent's genes. It causes the body to make abnormal hemoglobin. Hemoglobin is the protein in red blood cells that carries oxygen to all parts of your body. When you have SCD, your body's tissues and organs don't get enough oxygen.

Healthy red blood cells are round and move easily all over the body. With SCD, the red blood cells are hard and sticky. They are shaped like the letter C (and like a farm tool called a sickle). These damaged red blood cells (sickle cells) clump together. They can't move easily through the blood vessels. They get stuck in small blood vessels and block blood flow. This blockage stops the movement of healthy oxygen-rich blood. This blockage can cause pain. It can also damage major organs.

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