



Patient-168

Patient-168 had a massive heart attack and was taken to Sunrise Hospital for surgery. He received very little care or attention. The staff showed very little compassion or empathy and made his daughter sleep on an old couch in an unused conference room (instead of staying in the room with her dad). He died four days later, and they left his body in the morgue for two weeks. Sunrise Hospital needs to be shut down!!

My father had a massive heart attack in June of 2021 and had to have emergency open heart surgery at Sunrise Hospital.

I am my father's only child. I reside in Grand Rapids, Michigan, so I had to fly to Vegas so I could be with my dad.

Luckily, I was able to be at his bedside for four days.

On the third day, when I arrived that afternoon, I sat next to his bed and held his hand. He squeezed my hand, so I know he knew I was there.

Within 15 minutes, he coded. I had to yell out to staff because apparently they did not hear or see on the monitor that he flat-lined.

After 5 shocks with the paddles, they got a heartbeat.

Due to financial reasons, I was out of money and had a flight going back to Michigan the next morning.

At 10 pm, they told me visiting hours were over. I said first of all, I am immediate family and the only family member here. Second, I planned on staying in the chair next to my dad the rest of

that evening because I knew chances of him surviving were little to none.

After two hours of the nurses discussing with the charge nurse, they told me I could stay in an unused conference room. I was so appalled at their hospitality and lack of empathy to an immediate family member that flew from Michigan to be at her father's side. So that evening, I laid on a vinyl couch in a storage room.

The next morning, I was able to say my final goodbyes to my dad because he passed that morning. But I give this hospital negative 10 points due to the fact that here in Grand Rapids Michigan, when an immediate family member flies from another state and has a immediate family member in ICU, the hospital will set you up in a hotel room and give you some meal passes to their hospital cafeteria.

Sunrise Hospital offers no empathy and very poor hospitality -- for a hospital that is in a major touring/vacation area they need to do way better.

Not to mention my father was in their morgue for two weeks before his body was picked up. Just pathetic.

Then they apologize on Google and tell you to contact their Patient Advocate department. What can they say or do? Nothing at this point. My father is now deceased.

This hospital needs to be shut down PERIOD!!!

They consider this to be a major hospital???

My father had to be transported here from Bullhead City, Arizona, for emergency open heart surgery. This hospital is not even a fraction of being a major hospital up here in Grand Rapids, Michigan. Corewell Health, now that's major hospital. They take up a few blocks just for the main hospital and a few more for other departments. And they compensate out-of-town family members with a few days in a hotel and give you meal passes for a few days.

Sunrise Hospital needs to step up or step out of the healthcare game!!!

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The staff showed very little compassion or empathy and made his daughter sleep on an old couch in an unused conference room (instead of allowing her to stay in the room with her dad).

Horrible experience and then he died four days later. They left his body in the morgue for two weeks.

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Sunrise Hospital needs to be shut down!!

There are many patient stories saying that Sunrise Hospital needs to be shut down.

Just say NO to Sunrise Hospital

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