



# Patient-186

**Patient-186 has cancer and went to Sunrise Hospital for medical care. She chose to leave Sunrise Hospital and went to another hospital to get better medical care. Sunrise Hospital refused to send her medical records. PUBLIC WARNING!! If you or your loved one are being treated here, verify everything yourself -- do not assume anything has been handled.**

 PUBLIC WARNING 

My sister is battling cancer and signed a **\*\*release of her medical information\*\*** so she could be transferred to another hospital for better care.

**We were explicitly told her records and transfer papers had been sent.**

**\*\*That was not true.\*\***

We confirmed directly with the receiving hospital that **\*\*they never received ANY records, transfer request, or communication—and no doctor, nurse, or case manager from this hospital ever contacted them.**

**This is not a minor error.**

**This is a serious breakdown in care and communication that caused critical delays while her condition continues to worsen.**

Please think about your loved ones and the care they would receive here.

What is happening to my sister is a major failure.

If you or your loved one are being treated here, verify everything yourself do not assume anything has been handled.

We are documenting everything and filing formal complaints.

### **PUBLIC WARNING!!!**

If you or your loved one are being treated at Sunrise Hospital, verify everything yourself. DO NOT assume anything has been handled.

My sister is battling cancer. She left Sunrise Hospital in order to get better care at a different hospital.

Sunrise Hospital assured us that her records would be transferred to the other hospital. HER RECORDS WERE NEVER TRANSFERRED.

This was a serious breakdown in care and communication that caused critical delays while her condition continued to worsen.

#### **Remember these important tips:**

- **PUT EVERYTHING IN WRITING.** If you don't put it in writing, they will say the conversation never happened or they will deny what was said.
- **TAKE PICTURES AND VIDEOS OF EVERYTHING AND RECORD CONVERSATIONS.** Nevada law says you can record in-person conversations if at least one party consents (and that one party can be you).
- **There are many patient stories whose phones and personal belongings were stolen or confiscated at Sunrise Hospital. Keep an eye on your belongings or give them to a family member or friend for safekeeping.**

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**PUBLIC WARNING!!** If you or your loved one are being treated here, verify everything yourself -- do not assume anything has been handled.

**Just say NO to Sunrise Hospital**

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