



Patient-271

Patient-271 went to Sunrise Hospital. Deeply disappointed with the care received. Kept the patient on a gurney in the Emergency Department for 24 hours. Nurses could NOT provide information about her plan of care. Would NOT give her a pillow and would NOT take her to the bathroom. I would rate this experience a ZERO.

I am deeply disappointed with the care my mother received at Sunrise Hospital.

She spent nearly 24 hours in the Emergency Department, and the level of service was unacceptable.

When I inquired about her plan of care, the nurse had NO INFORMATION to provide.

My mother requested a pillow but never received one; fortunately, another patient kindly offered her one of his pillows.

She needed assistance to use the bathroom, but the staff did not respond. Instead, it was a patient's spouse, who happened to be a nurse, who stepped in to help her.

I also requested information on obtaining a QR code to access her medical records as her proxy. The RN was unfamiliar with this process and had to ask the charge RN, which took an additional 15 minutes.

Eventually, someone from an inpatient unit was able to provide the QR code.

Before I left, the charge RN informed me that there was a bed available for her in the burn unit, which was being cleaned.

While I appreciated the update, I couldn't help but worry about how long that would take.

I also asked the charge nurse to arrange for a hospital bed since my mother had been on a gurney for so long, raising concerns about potential bed sores.

Overall, this experience has been extremely frustrating and disheartening.

If I could rate this experience a ZERO, I would.

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Just say NO to Sunrise Hospital

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