



# Patient-275

**Patient-275 was transferred by ambulance from MountainView Hospital to Sunrise Hospital. Patient had a neck fracture and brain bleed and sprained both hands. Received good care in the ICU, but he received horrible care when he was moved to a different floor. Never saw a doctor and was discharged without a care plan. Home nursing care and physical therapy were not ordered. No opportunity to ask questions.**

**Patient-275 was transferred by ambulance, with a neck fracture and brain bleed, from MountainView Hospital to Sunrise Hospital (both of them are owned by HCA Healthcare). Be aware that HCA also owns Southern Hills Hospital. Choose a better hospital.**

I was brought to Sunrise ICU and Trauma unit by ambulance from MountainView Hospital because Sunrise has a trauma unit and I fell and had a fracture in my neck and a slight brain bleed.

Upon arriving, I was taken to ICU and taken care of with excellent attention and care and informative information from staff and doctors. Excellent care in ICU. Thank you.

**HOWEVER, the next day I was moved to a different room and unit.**

This room was a double room with a mentally unstable patient with a mess everywhere. The sink area was filthy as was the bathroom.

The patient was loud, demanding and on the phone constantly. I begged for another room but told none available.

Finally, the next day, I was moved to a fresh clean room, but I was so exhausted that I went into a deep sleep.

**My wife came, and when I woke up, a person was going over my release papers with her. I was handed a paper to sign and still groggy and half asleep I was released from hospital.**

**I never saw any doctors that day to get some first hand information on my neck and head -- nor did a case worker come back to see me. The day before, a case worker talked about transport to REHAB in Bullhead City area where we live and I was hesitant at the time (not feeling well enough to be transferred to a rehab facility).**

**I left not feeling that I received proper review of my condition and an opportunity to discuss getting home care in place of REHAB.**

My wife was gone that whole day as I insisted she rest and not come until later as she was exhausted.

When she came, they immediately brought my release info, and because I was in a deep sleep, I never fully realized that I was leaving without above happening with no doctors' visits and or the case worker.

I would have easily stayed one more night or at least felt cleared in person by doctors and given choices by caseworker.

I am now home in Bullhead City and would have liked to have been connected with some home care to get some exercises and info on my neck brace and what I can and cannot do.

Physical Therapy came in the morning on my last day in the hospital. I showed him that I was stable walking using a walker, but I did not realize it meant I can go home without some more checking in person by doctors and some more discussion with a caseworker.

**I also was asking about my eye as I was told at MountainView Hospital that I would need antibiotic drops.**

**No one came in to discuss my eye or, as photos show, my sprained hands. The X-ray showed I had not fractured my knee or my hands, but what about any treatment or something to help the sprain.**

Seeing my primary doctor locally is not an option to resolve all of the above as he has no openings before I leave for permanent residence in New Mexico.

I also was told to have a recheck of head in 2 weeks and neck in about a month, but there are no available appointments with appropriate doctors in New Mexico for a few months.

It would have helped to be able to discuss (with a doctor at Sunrise Hospital) what I can do about that also.

Hope to hear back on all above as I need to know what to do and feel lost on what to do.



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**Just say NO to Sunrise Hospital**





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