



Patient-283

Patient-283 went to Sunrise Hospital with injuries, severe pain and difficulty walking. They would not provide a wheelchair or assistance. Never saw a doctor. They did not clean or bandage her wounds. Unprofessional, disrespectful, and no compassion. Patient gives them zero stars. Requesting an investigation.

If I could give them zero stars, I would!!!

When I arrived, I was experiencing severe pain and had significant difficulty walking. Despite my condition, I was not provided a wheelchair or assistance getting to and from the treatment area.

I repeatedly requested help and felt that my concerns were dismissed.

At one point, I asked a registration staff member for assistance. He responded that they were "not there to cater to me."

I found this comment unprofessional and inappropriate given my medical condition and obvious distress.

After being sent back to the waiting area, my name was called multiple times. Each time, I responded loudly, "I'm here," but no one came to assist me.

Because I was in severe pain and could barely walk, I struggled to reach the door on my own. When I finally made my way over, I was treated in a manner that I felt was disrespectful and lacking compassion.

They didn't even clean or bandage any of my wounds.

I also never had the opportunity to see a physician during this visit, despite seeking emergency medical care.

I am requesting that this incident be reviewed, including any available security footage, staff interactions, and documentation related to my visit.

I would appreciate a written response regarding the findings of your investigation and any actions taken to address these concerns.

Patients who seek emergency care deserve to be treated with dignity, respect, and compassion. Unfortunately, that was not my experience.

I will be filing a formal complaint if this is not looked into and something done.

I don't feel like I should be billed for such poor care.

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Just say NO to Sunrise Hospital

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