



Patient-310

Patient-310 went to Sunrise Hospital. The patient's mother had stayed with her adult daughter in the Emergency room all night. When the mother returned a few hours later, the hospital claimed they did not have a patient by that name. The mother continued to ask questions and asked for permission to look for her daughter. Security said NO!! The hospital eventually claimed the street name for the patient's address had been put in place of her actual last name in their system. Does that sound believable? The mother said this was a scary, exhausting, frustrating, disgusting, crazy, worst experience in my life.

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Here is the story posted by her mother:

I was in the Emergency Room (ER) with my daughter from 3 a.m., and I left at 3 p.m. to go home.

When I went back to ER at 7 p.m., I checked in at the security desk, gave my daughter's name 4 times, spelled it slowly, gave her ID to make sure they got it right.

All 4 times, the security staff said they don't have her in the system -- that there is no such patient in the hospital.

I asked to call ER nurse's desk. The night shift nurse said they don't know any patient with that name.

Per security guard, they called admitting, "no such patient with that name in the system!!"

I asked to call the unit where they are supposed to transfer my daughter to (the CMU).

The CMU nurse said the patient in that room is a different patient.

I asked if I can be escorted by security to identify my daughter. Security said NO!!

I asked security if I could sit down, since I was so exhausted worrying where my daughter is.

Security said, "NO!! You cannot go in and sit in the waiting room since the patient is not in this hospital!!"

I insisted that my daughter was in ER when I left at 3pm.

Security said, "I hear you, but she's not in this hospital."

I requested to call the ER nurses' desk again to ask them to call the dayshift nurse at home (that was 9 p.m.).

The dayshift nurse had left me a voice message where she told me the room where my daughter was transferred to.

BECAUSE I WANT TO KNOW IF MY DAUGHTER, IS DEAD OR ALIVE!!

After a few moments, I was told that her LAST name was changed to our STREET address name!!!

How could a permanent record (like a patient's name) be changed just like that?!?! THAT'S VERY DANGEROUS!!!

Was I offered a courtesy ride, like a wheelchair, since I've been standing for 2 hours with my 2 heavy bags...NO!!

I walked from the main ER all the way to CMU -- to the same room# where the dayshift nurse had left me on her voice message.

That was a very scary, exhausting, frustrating, disgusting, crazy, worst experience in my life!!

Sunrise Hospital claimed they did not have the woman's daughter as a patient even though the patient's mother had stayed with her adult daughter in the Emergency room all night.

**The mother continued to ask questions and asked for permission to look for her daughter.
Security said NO!!**

The hospital eventually claimed the street name for the patient's address had been put in place of her actual last name in their system.

**Does the hospital's response
sound believable?**

**How often does Sunrise Hospital
lose track of patients?**

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Note to readers: Read the other patient stories on this website to learn about other patients at Sunrise Hospital who:

- **have gone missing or**
- **were put in an over-crowded room with 20 patients and only 1 bathroom (referred to at Sunrise Hospital as the "refugee camp") or**
- **were discharged without receiving medical care or**
- **experienced an unsafe discharge or**
- **were wrongly discharged and died shortly after being forced to leave.**

Just say NO to Sunrise Hospital

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