



## Patient-42

**Patient went to Sunrise Hospital with difficulty breathing and swallowing. Sunrise charged her \$500 but provided no diagnosis. Staff was rude and disrespectful. The patient later went to an ENT doctor who found she had staph infection.**

This place deserves 0 stars.

Me and my partner came here about a month ago. She felt like something was in her throat. She also was having a hard time breathing and swallowing. I was worried that it could be more serious.

**After the visit, I gotta say the ER staff is horrible!!!! The worst out of any hospital I've ever been to.**

Actually, it is was first time I've ever had a bad experience with an ER. They were rude, and didn't treat my partner with respect.

The front desk attendant kept deflecting our question of how much our ER visit would be.

**Then when she was called up to be checked on, the medical staff wouldn't let me go back there with her, and they shut the door on my face.**

**My partner told me that all they did was check her throat real quick and say, "It's just anxiety. You can go home."**

They then sent her back to the main lobby. Not too long after that, one of the front desk attendees told her, "You know this room is only for patients being dismissed right?" The attendee said it in a rude tone. We explained to her that she was sent back here, and we were waiting to see if she would be discharged or not.

**At the time, I couldn't believe the audacity in her tone to treat us in such a condescending way. Not our fault that the staff seems to have no communication and no idea of what's going on at all.**

Finally, the registration person showed up and told us that it would be \$500.

**But at the end of the day, my partner still feels like there's something in her throat, and nothing was done except the doctor briefly looking in her throat and telling her to go home.**

**Not even a test or anything.....\$500 gone for no solution, no help, and a huge feeling of embarrassment thanks to the horrible condescending staff.**

I wished we could have been told from the beginning how much it would cost. Instead, we get slapped outta nowhere because we were told that "Sorry, we can't tell you that."

Yeah, it's still unbelievable how this ER felt like a scam.

A few days after our visit, we scheduled a visit with an ENT.

**The ENT found out that my partner has a STAPH INFECTION!!!**

**We told the ENT that we went to Sunrise Hospital ER just for the doctors to tell my partner "It's just anxiety."**

**The ENT was appalled and was apologetic to us for having to go through that.**

**The ENT also said that Sunrise ER should have been able to spot it, so what's the excuse Sunrise, hmm?!**

Thankfully, my partner is now on medicine to treat her staph infection, and that's the story.

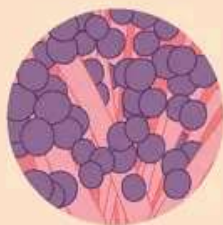
**Sunrise Hospital ER did nothing but steal our money.**

**Sunrise Hospital ER did not help us in anyway.**

**Thank God we saw the ENT. Otherwise, her condition would have worsened.**

Sunrise Hospital owes us an apology, but unfortunately, I don't believe that they have enough manners to say sorry to me and my partner.

## What to Know About Staph Infections



A staph infection occurs when *Staphylococcus aureus* bacteria enters the body



Symptoms include swelling, warmth, redness, and pain or soreness



Diagnosis requires medical history, physical exams, and tests



Treatment typically includes a course of antibiotics

verywell

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**Protect yourself. Just say NO if you are being mistreated or harassed at Sunrise Hospital. REMEMBER, you can leave and go to a better hospital.**

**Just say NO to Sunrise Hospital**

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