



Patient-69

Patient-69 and his family experienced insurance-based and personal bias discrimination (due to being uninsured), lack of coordination among the medical team, and overall poor medical care. The system at Sunrise Hospital is deeply flawed.

My father was a patient at Sunrise Hospital for 40 days.

During this time, my family and I experienced firsthand what felt like insurance-based and personal bias discrimination (due to my father being uninsured).

While some staff members were helpful, the overall experience was deeply troubling.

There was a glaring lack of coordination among much of the care team and especially within the case management department.

Our assigned case worker, Margie, was unfortunately of no help. Rather than advocating for my father's care and discharge planning, the focus seemed to be entirely on financial considerations and rushing to release him, particularly because he did not have insurance.

It became increasingly clear that if you are uninsured, the support you receive is minimal, and you are treated as a burden rather than a patient in need.

Due to repeated misinformation and a general lack of trustworthiness from the case management team, my family and I made the difficult decision to handle everything ourselves.

We could no longer rely on those whose job it was to help guide us.

To anyone with a loved one at this hospital—especially if they are uninsured—please be very cautious in placing trust in the case workers.

Be vigilant, ask questions, and do not hesitate to advocate for your family member on your own.

The system here is deeply flawed, and unfortunately, patient care seems to take a back seat to financial priorities.

As a whole, this experience left us disappointed, disheartened, and disillusioned.

A bad experience at Sunrise Hospital left the family feeling disappointed, disheartened and disillusioned.

They say the system at Sunrise Hospital is deeply flawed.

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Just say NO to Sunrise Hospital

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