



Patient-77

Patient-77 experienced long delays, no food, and lack of medical care at Sunrise Hospital. When she asked to sign an AMA so she could leave, the staff finally started to take action. The patient signed the AMA form and left.

Where do I begin!!

My mother was brought to Sunrise via ambulance on February 2 and eventually told she will need to be admitted.

Like any other busy hospital, the wait times can be long. Which I expected, not a problem. But the complete unorganized protocols/procedures are just sad.

She was placed into the ER trauma room then moved to a hallway on a gurney because they needed her room, no problem.

But as we're waiting there at 8 pm, it lacked complete cleanliness. There was used bedding on the floor in the room. Open supplies, trash on a tray. Like no care to clean up any of those things. I'm pretty sure it goes against all healthcare standards and even OSHA.

The linen on the floor had blood stains and just balled up on the floor to the side.

A nurse later came in to grab supplies, didn't bother to update us anything until I asked.

I continued to wait for results.

My mother arrived in the ER about 7 pm and didn't get any results until midnight, but the APRN ordered her more meds and let us know she is being admitted, but the room may take time. So, I was like okay cool, I let my mom know so she could expect to be moved in an hour or so.

I come back the next day to check in on her, and I find out upon arrival she is still in the ER -- just on the other side of the hall.

I walk up to my mother. She is clearly still in pain, pale, dry mouth, needing to pee. So, I go to ask a nurse for some help, and she points me in the direction to another nurse who can help.

By that time, I just took it upon myself to help my mother.

Then, a physical therapy nurse came to assist along with her nurse.

Only to find out, my mother has not been given any meds since the night before!

On top of that, she was not given any breakfast. I was told, "They must have forgotten her. But I'll make sure she gets lunch!"

Mind you, they forgot her yet again for lunch. But when I asked for a lunch tray, they brought her another patient's tray with his name and DOB. Like HIPAA violation completely! Like what the hell!?

Here we are the next day 2/3 still in the ER, in a hallway on a gurney, no room for admittance, with no resolution!

By 11 am, the MD comes to give her results that was already told to us the night before and order additional tests.

3:45 pm, still no ECHO cardio done, no antibiotics dispensed.

Clearly there was no follow up. No care in the world to Sunrise.

But the minute we decided to leave and sign an AMA form, things start to move fast.

"Oh, they're cleaning her room now, Oh, I can give her meds now." Are you guys serious???

She was not in any life-threatening position, but she is 80 years old, hasn't eaten since the night before, in pain just waiting.

They were very quick to have her sign an AMA form and let her go, so it's one less patient for them.

Do better Sunrise. No quality care. We will NOT be returning to Sunrise.

I will be taking proper channels to express my experience so this can be addressed and hopefully never happen to another patient.



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This is a stock photo showing a patient signing the AMA form so they could leave the hospital.

REMINDER: You can choose to leave a hospital. Just ask for the AMA form (AMA means "against medical advice.") Comments posted on review websites have stated that Sunrise Hospital will try to force you to stay using scare tactics such as telling you that insurance won't pay if you leave. If you are not getting proper medical care or are being harmed or threatened, YOU CAN LEAVE SUNRISE HOSPITAL and go to a better hospital (or go to your primary care doctor or urgent care, depending on your medical situation).

Just say NO to Sunrise Hospital

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