

**To:** Florida Hospital Commission[flhospitalcommission@ahca.myflorida.com]  
**From:** [REDACTED]  
**Sent:** Mon 11/2/2015 1:33:35 PM  
**Importance:** Normal  
**Subject:** Report Price Gouging Submittal (AHCAPHI)  
**MAIL\_RECEIVED:** Mon 11/2/2015 1:33:39 PM

**Submittor Information**

**Name:** [REDACTED]  
**Phone Number:** [REDACTED]  
**Email Address:** [REDACTED]  
**County:** [REDACTED]

**Price Gouging Experience:**

20 Minute Outpatient surgery at [REDACTED]  
\$25,000 bill received which did not even include the surgeon, anesthesia, or radiology. Due to surgeon being a family friend he explained that he was not billing for the surgery. That is how I know the bill is ridiculous! He then explained that I was being billed by [REDACTED] for a longer time in operating room due to [REDACTED] error because the specific items needed for my surgery were incorrect (screws in finger.) So they not only had to keep me under anesthesia longer, but also kept me in the room longer while they waited for [REDACTED] to collect and deliver the appropriate hardware to the operating room. I had also requested an estimate weeks before the surgery since I was paying via private pay. I was never provided with any information, and the morning of the surgery they STILL would not provide me with any billing information yet wanted me to leave a form of payment. I refused considering they could not even give me an ESTIMATE on the cost of my surgery.