

To: Florida Hospital Commission[flhospitalcommission@ahca.myflorida.com]
From: [REDACTED]
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Subject: Report Price Gouging Submittal (AHCAPHI)
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Submittor Information

Name: [REDACTED]
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County: [REDACTED]

Price Gouging Experience:

Hi, Governor Scott, my name is [REDACTED] and I am writing you based on a news report I saw, that said you wanted to hear from citizens who had been taken advantage of by the healthcare system, and I have quite the story for you. Last [REDACTED], my wife was having stomach issues, so we took her to [REDACTED], here in [REDACTED]. Because we didn't have insurance, we sat in a hot room for 5 hours without even hearing from a doctor. My wife received no fluids, no care from the nurses, all they did was mutilate her arm trying to put an IV in. Finally, after 5 hours, a doctor came in, talked to her for 5 minutes, called it Strep Throat with no explanation, completely ignored the stomach problems, and sent us out. Before we left, we were cornered by the hospital financial advisor, who told us that if we didn't pay \$250 on the spot, they would significantly raise the price of her visit. Scared and not knowing my rights, I paid. Fast forward to [REDACTED], my wife's stomach had gotten worse, to the point that we went to [REDACTED]. The ER doc there gave her a simple prescription and sent her on her way. We were back a week

later, when she was much worse, and they finally admitted her, only because we were insistent. The doctors in the hospital found that she had lost so much blood that she needed two transfusions, she had to have an emergency colonoscopy, and she was to remain in the hospital until her blood was back to normal. One night, she was given a bag of [REDACTED], which was not on her chart, and the next day, she crashed and no one even knew she'd had [REDACTED]. To this day, no one at the hospital can find an order for [REDACTED] for her. This caused her to be there for three days more than needed, led to another CT scan, and completely ruined her morale. After we got out, we got a bill for almost \$90,000. They gave us a "discount" to reduce the cost to about \$13,000. We did manage to qualify for their charity program, but now, all of the doctors she saw are telling her that we still owe them money, and so we have no clue as to why the hospital bill was so high if it didn't even cover the cost of doctors. We feel like the system has abused us, and that we are being taken advantage of. We both work hard, I have three jobs and she works as well just to make ends meet. We can barely afford our day to day expenses, much less the thousands of dollars these hospitals have charged us.