

**To:** Florida Hospital Commission[flhospitalcommission@ahca.myflorida.com]  
**From:** [REDACTED]  
**Sent:** Fri 10/23/2015 9:52:16 PM  
**Importance:** Normal  
**Subject:** Report Price Gouging Submittal (AHCAPHI)  
**MAIL\_RECEIVED:** Fri 10/23/2015 9:52:22 PM

**Submittor Information**

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

**Price Gouging Experience:**

I read with great interest that Governor Scott is going after price-gouging hospitals and doctors. The story caught my attention because even as you read this I am at odds with [REDACTED] for just this reason. [REDACTED] [REDACTED] and was charged \$2141.00 for the privilege of a nurse rubbing some cream on it. It boggles the mind! It's hard to make this a short story, but I will try. On [REDACTED] as I was making breakfast I [REDACTED] [REDACTED]. At first I was able to control the pain by keeping my fingers immersed in ice water, but eventually I decided to go to the pharmacy and try to find something more soothing. [REDACTED] [REDACTED], so he could not drive me. We are both retired and live pretty much on a fixed income. I am not eligible for [REDACTED] yet, so I pay for health care insurance each year out of pocket. My plan is not the best, but it is what I can afford. While driving to the CVS the pain in my hand got so intense I could barely drive. I detoured to the nearest medical facility I knew of,

the [REDACTED]  
[REDACTED]. I've only been living here two years and the idea of a [REDACTED] [REDACTED] is new to me. I thought I was in an [REDACTED] [REDACTED] run by the hospital. Either way, it was an emergency and I could not trust myself to drive any farther. I spent forty minutes waiting for the doctor to come in even though there was no one else waiting to see him. The nurse took my history, my temperature and my blood pressure. She cracked open an ice pack which lasted for a while, but not long enough. Eventually a doctor showed up, looked at my fingers and said I had a [REDACTED] [REDACTED]. He seemed very unimpressed. He didn't touch my hand. He didn't ask if I was in pain. I had to stop him on the way out to ask him if he could prescribe something. I knew I couldn't take anything there because I was driving myself. The nurse came back in with a tube cream. She put some on my fingers and bandaged me up with some gauze. I was given two prescriptions, one for more cream and one for [REDACTED]. There were no ambulances. [REDACTED] were needed. No blood tests were done. No life-saving heroics. A few weeks later I received a notice from [REDACTED] [REDACTED] was charging me \$1,268.00 for my visit. This did not include the doctor's bill. He charged another \$873.00 I don't even know who the doctor is because the name on the scrip is of some guy in [REDACTED]. My insurance was paying NOTHING to the hospital because I was not anywhere near my deductible. They paid less than half to the doctor, who I called and asked to accept that

as payment and I was told no. Needless to say, I cannot afford an expense like this. More importantly, the charges are ridiculous and have no correlation to the service rendered. I compare it to having a flat tire and getting to the nearest service station who patches up the tire and charges you \$2,000 because they can. The hospital billing service told me I could fill out a form and declare myself a charity case so that the price could be mitigated. If I was indigent I would be on [REDACTED]! I am not trying to stick someone else with the bill. If the charges were reasonable I could find a way to pay it. Even Donald Trump should not be charged such an outrageous sum for so little service. No one should. I hope you can get this all figured out soon, but I am pretty sure it will be too late for me. Thank you for giving me the opportunity to tell my story. [REDACTED]