J. of TX Verified Reviewer Verified Buyer

Original review: April 6, 2018

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L. of OH Verified Reviewer

Original review: Aug. 30, 2019

I had a kidney stone that needed to be removed surgically. On my preop appointment I informed them that my pain symptoms had changed to a burning sensation. I had the procedure, they found no stone. I was billed for the procedure. I just wondered why they didn't conclude that I may have passed the stone, verified by scan/cray. I would have saved me over a thousand dollars. Totally unnecessary procedure.

R. of MO Verified Reviewer

Original review: Aug. 1, 2019

March 2018 visit... I drove twelve hours from my home to see Cleveland Clinic Urology. I was greatly disappointed. Urologists refused to answer simple questions, such as "Is my prostate enlarged?" I was told that I didn't need to know. For five months, I've been trying to get an answer. Doctors at Cleveland Clinic Urology refuse to communicate openly with me. The urology department sent me to a physical therapist, to see if I might benefit from pelvic pain physical therapy. I stayed in Cleveland for two extra days awaiting appointment for a consultation with the physical therapist. I was shocked when I was later charged $897 for this consultation.

By comparison, I recently returned from the National Center for Pelvic Pain Research. While there, I spent five days and a total of 14 hours working with Tim \*\* (probably the best pelvic pain therapist in the world) and his assistant. For 14 hours of therapy, I was charged $895, two dollars less than the Cleveland Clinic charged for an hour consultation. In my first visit with Tim \*\*, we covered everything that the Cleveland Clinic therapist covered and more. For that one hour, he charged only $205. Why does the Cleveland Clinic get away with such outrageous charges.

I filed a complaint with the Cleveland Better Business Bureau, complaint \*\*. That accomplished nothing. Meanwhile, although I paid all my urology bills in time and in full, I've held off on this therapist bill, hoping for a compromise. The Cleveland Clinic is now hounding me with collection agencies and threats. I caution patients against going to the Cleveland Clinic. The doctors will not answer your questions, and you will be hit with surprise charges that are shocking! Also, they will ruin your credit rating.

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Original review: April 29, 2019

I live in Canada, and while everything here is free you have to wait long time for it. I have symptoms suggesting colorectal cancer and my family doctor sent me to a colonoscopy with a gastroenterologist. Unfortunately the waiting list is 5 months. So I did some research and called the Cleveland Clinic. I figured I will pay???? and get a peace of mind or start fighting cancer here. It is awful not knowing. Guess what? It has been over a month and I cannot even set up an appointment. I wrote a couple emails to a scheduler Can \*\* and in his replies he pretty much asked me to send him any doctor’s notes and tests I have, which I had already done twice, and as of 3 weeks it’s silent. No more replies to my emails, nothing. I GUESS I WILL NOT EXPERIENCE THE SECOND BEST IN USA???? No one cares and no one even wants my \*\*. No chance of even getting an appointment. If you want any kind of care - stay away!

. of FL Verified Reviewer

Original review: March 18, 2019

DO NOT GO TO THE CLEVELAND CLINIC UNLESS YOU WANT TO DIE! I have been in the care of doctors at the Stanford Medical Center for the past two years because I had a contract to work in California. These are some of the best doctors in the world. I have heart failure as the result of a faulty aortic heart valve. I had to have a defibrillator implanted and a mechanical heart valve installed. My cardiologist, Dr. \*\* and the cardiac surgeons convinced me that the only thing that will help me is a heart transplant. My symptoms are debilitating and are getting worse.

I came back to where I live in Florida and went to the Cleveland Clinic. I went to see a cardiologist Dr. \*\* who made me take a stress test. When I didn't hear from them for more than a month I called and was told by a very rude woman that I passed the stress test and as a result I am not a candidate for a transplant and she wouldn't give me any further information. So their solution is that I should just go ahead and die.

In my 66 years on earth I have never been treated so callously by any medical professionals. The Stanford cardiac team presented a very compelling case that I need a transplant and I need to be put on the waiting list now. How the "doctors" at the Cleveland Clinic come to their decision I guess I'll never know. They are not interested in talking to the team from Stanford or giving me any details. Such unprofessional behavior from a medical group is absolutely stunning. If you have heart issues, you will get much better treatment someplace else. Dr. \*\* never called me back to tell me any reason for their decision or to discuss any details.

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Y. of PA Verified Reviewer

Original review: Feb. 23, 2019

Recently my great-aunt visited the cardiology department for some age related heart issues, when we came to pick her up, she was found alone in a wheelchair, in front of the doors inside, there was no nurse, or anybody watching over her. This could have resulted in an unfortunate incident, she may have tried to move and may have hurt herself for example, she is almost 90 years old, and she barely understands English, and by essentially abandoning her she could have been injured, she could have been confused and may have tried to look for someone. Leaving a patient who can barely understand English, and who is having health issues is a clear sign of negligence, and/or lack of care. I’m hoping this does not happen with other clients, as it may end badly, both for the hospital, and the client themselves.

C. of OH Verified Reviewer

Original review: April 27, 2018

They don't tell you the cons of heart transplant and that Dr \*\* Medication regime will leave you in Kidney Failure and Colleen \*\* schedules appointments and that if your heart rejects then you're left to die and they tell you everything's fine and will fool you and cover up their mistakes. Also I should of got medical records because when I did I learned I was never aware of any of the info that was in his medical records. A lot of it you don't have rights to see. That's scary itself and when the care plan goes wrong then you can't get records till death or discharge. By then it's too late. :(

My son was only 17 years old. Took all his meds. Dedicated 17 years to the Cleveland Clinic just to have them lie to our face. Collen \*\* and Dr Gerald \*\* failed my son and my family... Gerald \*\* spends more time talking about himself during rounds than anything and as of for Colleen she's only around when you're waiting on a heart. What really upsets me is during rounds you have other people who are not part of the team (trainers visitors planning your care :( then they use the new staff for the dirty work for the last 3 months).

Feb 19 - when my son passes or transfers I have had to see my son go into cardiac arrest several times after heart caths with Dr \*\* on a kidney machine. I was told was just to remove fluid (that was a lie) to my son on ECMO bleeding not able to move in pain getting stitches and blood, asking doctors to save his life to be told, "Sorry. We can't take that risk. Let's move you to j building to die," so doctors don't have to see the damage they caused the pain our whole family is dealing with. Meanwhile they laugh continue life like they don't have a care in the world while my son suffers and so many others. :(

While parents are here in ICU the transplant team acts so concerned till they leave. Will even give you a hotel room to try and get you out the way. They should have been honest and did the job they get paid to do. Nobody here had respect for life. It's not the number 1\_hospital. That \*\*. It's a experimental free for all. Tell the parents everything's great looking good and meantime the children are suffering!!! It's like a cult!!! ICU m43 the rooms are so tiny you have a bench to sleep on but can't be next to your loved one. The restrooms are out of a locked door in a hallway and it's so dirty (no wonder why so many get infections).

My son had 2one in his lungs and staph :( even if they have 2one the unit for the nurses only which I don't think the hospital is aware of. That it's more than likely was at one time for patients and parents. Please heart transplant parents beware. Now my only hope is my son will be transferred to another hospital and a miracle. The same people that deny life are outside my door every day. It's so sick. The lack of morals and respect these doctors have and the nurses as well and I wonder why the clinic sends the only heart transplant doctor to France for 2weeks while children are fighting for life!!!

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