

What Consumers Are Saying

A recent analysis of Yelp and Google reviews for freestanding emergency rooms in the Denver-Metro area revealed four themes among consumer concerns with FSEDs: surprisingly high charges, confusion with urgent care facilities, unknown and costly facility fees, and unsatisfactory treatment options. This collection of examples represents just a few of the many Coloradans facing frustration and financial consequences after FSED visits.



4 out of every 10 FSEDs with reviews on Yelp are have a rating of less than three stars. Consumers deserve better care at more appropriate prices.

Support SB18-146 and ensure consumers avoid exorbitant medical bills!

1. Surprisingly high charges

"We had been told at the check-in counter that our cost would be \$200. According to healthcarebluebook.com, fair price for an ER visit is \$651. UCHealth billed \$1,653. That was not including the \$699 they charged for her x-ray, the \$187 they charged to measure blood oxygen level, \$195 they charged for strapping on a Velcro splint, and \$83 they charged for the splint itself. bill was \$2,817. We were there less than an hour. She basically got an x-ray, splint, and a bag of ice and told it wasn't broken and we'll be paying off this bill for the next many years. Ughhhhh!!!!"

"I went to this ER for a little infection in my big toe [...] the doctor spent several minutes trying to upsell me a surgical procedure that I didn't need. I just needed a prescription, which is what I got (and it worked). For this I was charged more than \$2,000!!!! Keep in mind that there were no tests, no equipment used. Just the doctor looking at my toe for a few minutes. Imagine what I would have been charged if I had agreed to the procedure."

"Great care, EXTREME charges. I went in for a wasp sting (had allergic reaction in the past), saw doctor for 15 minutes, received 2 prescriptions. Charged \$1,357.00 for ER and \$683.00 for the doctor's time."

"We got our ER bill and it was almost \$5,000.00 for a simple skin laceration of the the toe. This is unbelievable. We also have bills from the ER Doctor and the Radiologist. What a nightmare. The price is way above the national average for an ER visit. Please if you have a choice, don't go to this ER unless you are rich and willing to pay big bucks for a mediocre patient care."

"As several others have stated, avoid seeking emergency care here at all costs. I recently had a brief ER visit here (under four hours) for a common, treatable condition and required only some lab tests, IV antibiotics, and fluids. I was never admitted to the hospital or given any kind of diagnostic tests. The hospital bill from Medical Center of Aurora (parent company) is \$10,500. The average cost of an ER visit for this particular condition in America is estimated at \$2,500. This bill is not only shocking, it is unethical. I have contacted their billing department, who have been completely unwilling to help so far and I filed a complaint with my medical insurance provider. When I contacted billing, I was told that "they don't have a complaint escalation process because they don't negotiate their prices."

"Don't go to Saddle Rock ER!!!! In total it cost me over \$1,300 after they'd told me "yes, we take your insurance, there shouldn't be anything but your copay for charges"! This is a private facility so they can charge what ever they want. On top of their bill, I got ADDITIONAL bills from each the doctor and ultrasound tech which was about another \$50. Next time I'll go to Parker Adventist Hospital and only have a \$150 copay and no other charges. And all this \$ was only for a torn calf muscle!"

2. Consumer confusion with urgent care facilities

"This place looks like an urgent care facility and when you arrive seeking treatment for a cold, they will happily treat you. However, they will never tell you the costs will be \$845 for a ten-minute visit. If only someone would have told me while checking in about the costs his could have been avoided."

"I searched for "Urgent Care" on Yelp and this facility is the first place that appeared because they are using those keywords to place ads. Let's be clear - this IS NOT AN URGENT CARE. DO NOT COME HERE UNLESS YOU HAVE A LIFE THREATENING INJURY , broken bone, suspected heart attack, etc. It is an ER (even though it is not attached to a hospital), and there is a big difference. The bill will prove that to you."

"I thought I was going to an urgent care facility, they charged me \$1,500 to tell me i had a sinus infection and not strep throat"

"When I arrived I didn't realize that this was an ER. when I walked to the receptionist I stated that I had a copay for Urgent Cares. She didn't say anything except we will settle up at the end. My visit was under 30 min. When the doctor was finished the receptionist came back and stated that I haven't met my deductible. I again stated that I have a copay for Urgent Cares. She stated that they aren't a Urgent Care, and they are a Emergency Room. I asked why she didn't correct me when I walked in and she stated that she isn't allowed to. Now I have a bills totaling more than \$1,600 instead of a \$175 copay."

3. Unknown and costly facility fees

"Pros: Fast efficient care. The front desk and nurse were great. [...] Cons: COST. COST. The physical bill is \$399, and the facility charge was \$1100 . Yes, we have insurance. This is after my insurance was billed. I will be looking elsewhere for my urgent care or ER needs."

"It is only upon receiving your bill that consumers learn for the first time that Doctor and UCHealth bill separately and they charge exorbitant Facilities Fees, mine was over \$5,000.00 just for food poisoning. The Doctor's bill comes separately OVER \$2,300.00"

"Absolutely, under any circumstances, do not go to this ER. I had to go to this location because I was having chest pains and was starting to get worried about the cause of the irritation [...] The entire time spent in the location did not eclipse 2 hours. A week later I received a bill for \$9765.82. This insane bill including a facility charge for \$6452.23! After my fantastic insurance my payment due was \$2889.67. I have seen it said on here before but this place is highway robbery, avoid it like the plague! I just wish I looked at the reviews before I went in, DO NOT MAKE THE SAME MISTAKE!"

4. Unsatisfactory treatment options

"...they don't have all the resources of a larger ER. My wife was here for a 3 hour evaluation for a major migraine she was having and the bill came to our house and they charged us over \$7,000. There were multiple duplicate billing codes on the invoice and a combo of both in and out of network fees for the various nurses that checked in on her—even though she was treated at the same facility. If you are okay paying \$2,000/hour for services and not having access to the equipment that can diagnose what's wrong, then by all means, pick this place."

"I went because my nose was gushing blood [...] They explained that they don't have the tools needed to do anything else and if it continued to bleed to go to a better emergency room."

"I went in with chest tightness..They poked me 12 times to start an IV. Sent me to radiology and the tech there didn't get the syringe attached correctly to the buff cap... I was stable. Was at this ER for 5 hours before the ambulance came to transport. I could have gone home and went in for the stress test the next day. Now I get a bill for the ambulance ride 19 months later for \$1100...for a transfer that was supposed to be FREE. I had no cardiac symptoms after examination, turned out to be muscle strain/cartilage strain in my ribs from shoveling snow. Just a way for them to make some money."

"When the doctor came in he kept telling him to stop crying, after attempting to check him again (my son still crying), he just told us he couldn't check him. He said he wasn't experienced with kids so he was sending us to the children's hospital. They kept us there for maybe up to 30 minutes, just waiting for "paper work" to take with us to the other hospital. Weeks later I receive the bill for the visit, and to my surprise its over 5k!!! Our out of pocket is over 1k! That is ridiculous! they did NOTHING to help my son. The doctor didn't even check my son because he was crying and the doctor had no patience!"