

On 6/18 my sisters Angela and Cheri arrived to Jacksonville Memorial Hospital at 1300 hrs and Kelly was in good spirits. She did complain of pain in right lower quadrant and nausea throughout the day. Her tongue was green and Angela had to request a mouth care kit from the nurse's station.

6/19: Arrived back at the hospital 0800. Kelly was in more pain and did not sleep well. Angela assisted Kelly with her hygiene needs. Kelly did not eat breakfast and said she felt more nauseated and the pain was more intense. No attending doctor visit for increased pain. Angela asked about the discharge plans for Kelly and RN supervisor said she would not be discharged on the weekend, however Kelly was discharged at 1700 on 6/19 to Dolphin Point, a nursing home not far from the hospital. No doctor saw Kelly before her discharge. Kelly's pain continued to worsen. Transport arrived at 7:00 pm and took to Dolphin Point with my sisters following behind in their car. When they arrive to Dolphin Point my sisters were denied entry even though Angela was vaccinated and said she would wear PPE. They refused to let my sisters be with Kelly. Shortly after Angela returned to the car she received a phone call from Kelly and said the bed was too small and she wanted to get out of there and over to the hospital. Angela tried calling the nurses station at 2200, no answer. tried calling at 2300, no answer, finally at 2330 the unit clerk answered and said a nurse would be checking on Kelly. Angela spoke to the nurse who promised she would give Kelly her medication. on 6/20 Angela tried calling Kelly every 15 minutes and she did not answer. Receptionist finally answered at 0830 and again refused to let my sisters to see Kelly. They made an appointment for an outside visit at 4:30 pm. Still no contact with Kelly and Angela called the administrator at 10:00 am and demanded she take the phone to Kelly's room. Kelly was not responsive and the Administrator asked Angela if she wanted her to call an ambulance. The ambulance arrived at 11:22 am and my sisters had to follow the ambulance to the hospital, emergency room.