



**North Carolina Department of Health and Human Services
Division of Health Service Regulation
Acute and Home Care Licensure and Certification Section
2712 Mail Service Center ■ Raleigh, North Carolina 27699-2712**

Beverly Eaves Perdue, Governor
Albert A. Delia, Acting Secretary

Drexdal Pratt, Division Director

Azzie Y. Conley, Chief
Phone: 919-855-4620
Fax: 919-715-3073

January 2, 2013

Re: A Preferred Womens' Health Center
Complaint Investigation NC00084271

Dear Ms.

This letter is in reference to your complaint against A Preferred Womens' Health Center in Charlotte, NC. An unannounced visit was made to the facility on December 11, 2012 in order to investigate your concerns.

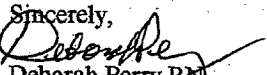
The investigation included observations of care, interviews with staff, physicians, policy review and medical record reviews, including the record for the named patient. We were able to substantiate 4 of 6 allegation(s) in your complaint. Following is a summary of the allegations and overall findings:

- Facility failed to ensure staff were trained and competent to use medical equipment in the facility. (Substantiated)
- Facility failed to follow their transfer policy. (Substantiated)
- Facility failed to maintain a clean and sanitary environment. (Substantiated)
- Facility failed to remove expired drugs and secure medication appropriately. (Substantiated)
- Facility failed to have qualified physicians. (Unsubstantiated)
- Facility failed to ensure patients met discharge criteria. (Unsubstantiated)

Although your allegations may not have been substantiated, it does not mean that they may not have had some validity. It means we were unable to verify them based on the information available to us. At times, it is extremely difficult for us to substantiate some allegations unless we are witnesses to what has been charged or there is corresponding documentation in the records. Furthermore, any deficiencies realized during the investigation were cited accordingly.

We appreciate you bringing these concerns to our attention. It is through such efforts as yours that we are better able to monitor the level of patient care being provided by health care facilities. Please contact me at (919) 218-7698 if I can be of further assistance.

Sincerely,


Deborah Perry RN

Facility Survey Consultant

Acute Care Licensure and Certification Section



Location: 1205 Umstead Drive (Lineberger Building) ■ Dorothea Dix Hospital Campus ■ Raleigh, N.C. 27603
An Equal Opportunity / Affirmative Action Employer

