



North Carolina Department of Health and Human Services
Division of Health Service Regulation

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

Drexdal Pratt, Director

July 10, 2015

Rachel Hales, Associate Administrator
A Preferred Womens' Health Center
3320 Latrobe Drive
Charlotte, NC 28211

RE: Complaint investigation NC00107392

Dear Ms. Hales:

Thank you and your staff for the assistance and cooperation extended to the Acute Care team during the survey conducted June 16, 2015 through June 17, 2015. The purpose of conducting the complaint survey was to evaluate the compliance of the clinic with North Carolina Rules Governing the Certification of Clinics for Abortions. As discussed in the exit conference, there were 1 complaint with 1 allegation which was unsubstantiated. There were no deficiencies cited as a result of the investigation.

Should you have questions concerning the investigation, please do not hesitate to call me at (919) 855-4620.

Sincerely,

/Cecilia B. Boone/

Cecilia B. Boone, RN,
Nurse Consultant, Lead
Acute and Home Care Licensure and Certification Section

Enclosed: State Form

