



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

Pat McCrory  
Governor

Richard O. Brajer  
Secretary

Mark Payne  
Assistant Secretary for Audit and  
Health Service Regulation

June 22, 2016

Rachel Hales, CAO  
A Preferred Womens' Health Cen  
3320 Latrobe Drive  
Charlotte, NC 28211

Re: Complaint investigation NC00116961

Dear Ms. Rachel Hales:

Thank you and your staff for the assistance and cooperation extended to the Acute Care team during the survey conducted June 9, 2016. The purpose of conducting the complaint survey was to evaluate the Hospital's compliance with the North Carolina Rules for Certification of Clinics for Abortions. As discussed in the exit conference, there were 0 of 2 complaint allegations which were substantiated. 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,

A handwritten signature in cursive script, appearing to read "Robin M. Pelland, RN, MN".

Robin M. Pelland RN, MN  
Nurse Consultant  
Acute and Home Care Licensure and Certification Section



<http://www.ncdhhs.gov/dhhs/>

Phone: 919-855-4620 / Fax: 919-715-3073

Location: 1205 Umstead Drive v Dorothea Dix Hospital Campus v Raleigh, N.C. 27699

Mailing Address: 2712 Mail Service Center • Raleigh, North Carolina 27699-2712

An Equal Opportunity / Affirmative Action Employer

