



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Health Service Regulation

ROY COOPER • Governor  
MANDY COHEN, MD, MPH • Secretary  
MARK PAYNE • Director

April 5, 2021

Mary Whitman  
530 North Patterson Ave  
Unit 525  
Winston Salem, NC 27101

Re: A Woman's Choice Of Greensboro - Complaint Investigation NC00172959

Dear Ms. Whitman:

This letter is in reference to your complaint against A Woman's Choice Of Greensboro in Greensboro, NC. An unannounced visit was made to the facility on January 26, 2021 in order to investigate your concerns.

The investigation included observations of care, interviews with staff, physicians, policy review and medical record reviews, including the records for the named patients. We were not able to substantiate the allegations in your complaint. Following is a summary of the allegations and overall findings:

Facility staff discharged unstable patients. *(unsubstantiated)*  
Facility staff failed to investigate an allegation of rape. *(unsubstantiated)*  
Facility staff failed to determine an accurate fetal gestation age via ultrasound interpretation. *(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) 855-4620 if I can be of further assistance.

Sincerely,

*Debbie McCarty*

Debbie McCarty, RN  
Nurse Consultant Lead  
Acute Care Licensure and Certification Section

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF HEALTH SERVICE REGULATION  
ACUTE AND HOME CARE LICENSURE AND CERTIFICATION SECTION

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