AUG 06 2015

PRINTED: 07/09/2015 FORM APPROVED

		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	ł .	LE CONSTRUCTI :			E SURVEY PLETED	
		AB0028	B. WING			05/	14/2015	
NAME OF I	PROVIDER OR SUPPLIER	STREET AN	DRESS CITY	STATE ZIP CODE	=	VCL	3A	
		3305 DRA	DDRESS, CITY, STATE, ZIP CODE RAKE CIRCLE				08/10/201	
A WOMA	N'S CHOICE OF RAL	FIGH INC	, NC 27607				110/201	
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E 132	.0303 POLICIES A	ND PROCEDURES	E 132	See to	Hachmen	Tag E13	2-	
	10A-14E .0303 Th shall prepare a man policies and proced employees, medical contractual physicial in understanding the responsibilities with organizational fram clinic. These shall (1) Patient selection criteria, and clinical criteria. (2) Policy and procediction of abortion proceductinic. (3) Protocol for detage. (4) Protocol for detage. (4) Protocol for discinstructions that information to contact for postemergencies. This Rule is not make and maked on policy and interviews the Government of the contact for postemergencies.	e governing authority nual of clinic dures for use by al staff, and ans to assist them eir nin the lework of the include: n and exclusion I discharge edure for each type ure performed at the ermining fetal erral of patients have been declined. charge orms patients who				<	4/15/15	
	exclusion criteria. The Findings include	de:						
	did not reveal any of addressing the pation criteria. Interview of 05/14/2015 at appropriate addressing patient	c Policy and procedure manual documentation of a policy ient selection and exclusion with the Office Manager on eximately 1145 revealed there tion available of a clinic policy selection and exclusion						
Division of H LABORATOR	ealth Service Regulation YDIRECTOR'S OR PROVI	DER/SUPPLIER REPRESENTATIVE'S SIG	NATURE		TITLE		(X6) DATE	
240	ouna l	andi		Office	Manager	- }	3/5/15	
STATE FOR			6899	GXTZ11)	If continua	ation sheet 1 of 13	

Division of Health Service Regulation (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION (X3) DATE SURVEY STATEMENT OF DEFICIENCIES **IDENTIFICATION NUMBER:** COMPLETED AND PLAN OF CORRECTION A. BUILDING: B. WING AB0028 05/14/2015 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 3305 DRAKE CIRCLE A WOMAN'S CHOICE OF RALEIGH, INC RALEIGH, NC 27607 SUMMARY STATEMENT OF DEFICIENCIES PROVIDER'S PLAN OF CORRECTION (X5) COMPLETE (X4) ID (EACH DEFICIENCY MUST BE PRECEDED BY FULL (EACH CORRECTIVE ACTION SHOULD BE PREFIX PRÉFIX CROSS-REFERENCED TO THE APPROPRIATE REGULATORY OR LSC IDENTIFYING INFORMATION) TAG TAG DEFICIENCY) E 132 E 132 Continued From page 1 criteria. E 136 .0304(D) ADMISSIONS AND DISCHARGE E 136 See Attachment Tag 5134 10A-14E .0304 (d) Following admission and prior to obtaining the consent for surgery required by Rule .0305(a) of this Section, representatives of the clinic's management shall provide to each patient the following information: (1) A fee schedule and any extra charges routinely applied, (2) The name of the attending physician(s) and hospital admitting privileges, if any. In the absence of admitting privileges a statement to that effect shall be included; (3) Instructions for post-procedure emergencies as outlined in Rule .0313(d) of this Section; (4) Grievance procedures a patient may follow if dissatisfied with the care and services rendered; and (5) The telephone number of the Complaints Investigation Branch of the Division. This Rule is not met as evidenced by: Based on Clinic Patient's Rights Documentation review and staff interview the clinic failed to have a system/process in place providing patients the Grievance procedures a patient may follow if dissatisfied with the care and services rendered: and The telephone number of the Complaints Investigation Branch of the Division. The Findings include:

Division of Health Service Regulation (X1) PROVIDER/SUPPLIER/CLIA STATEMENT OF DEFICIENCIES (X2) MULTIPLE CONSTRUCTION (X3) DATE SURVEY AND PLAN OF CORRECTION IDENTIFICATION NUMBER: COMPLETED A. BUILDING: B. WING AB0028 05/14/2015 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 3305 DRAKE CIRCLE A WOMAN'S CHOICE OF RALEIGH, INC RALEIGH, NC 27607 SUMMARY STATEMENT OF DEFICIENCIES PROVIDER'S PLAN OF CORRECTION (X5) COMPLETE (X4) ID (EACH DEFICIENCY MUST BE PRECEDED BY FULL (EACH CORRECTIVE ACTION SHOULD BE PRÉFIX PREFIX CROSS-REFERENCED TO THE APPROPRIATE REGULATORY OR LSC IDENTIFYING INFORMATION) DATE TAG TAG DEFICIENCY) E 136 | Continued From page 2 E 136 Review of the Clinic's "PATIENT RIGHTS DOCUMENT" revealed "To file a complaint call: (919) 733-8499. North Carolina Health & Human Services. Complaint Instigation". Interview with the Office Manager on 05/13/2015 at 1500 revealed the clinic staff does not give the patients information on how to file a complaint with the clinic or the telephone number of the Complaints Investigation Branch of the Division. The interview revealed the clinic has Patient Rights documentation but the information is not given to the patient. The interview revealed the staff do not verbally inform the patient of the information contained on the Clinic's Patient's Rights See Attachment E137 E 137 .0305(A) MEDICAL RECORDS E 137 10A-14E .0305 (a) A complete and permanent record shall be maintained for all patients including the date and time of admission and discharge; the full and true name; address; date of birth; nearest of kin; diagnoses; duration of pregnancy; condition on admission and discharge; referring and attending physician; a witnessed, voluntarily-signed consent for each surgery or procedure and signature of the physician performing the procedure; and the physician's authenticated history and physical examination including identification of pre-existing or current illnesses, drug sensitivities or other idiosyncrasies having a bearing on the operative procedure or anesthetic to be administered.

Division of Health Service Regulation (X1) PROVIDER/SUPPLIER/CLIA STATEMENT OF DEFICIENCIES (X2) MULTIPLE CONSTRUCTION (X3) DATE SURVEY IDENTIFICATION NUMBER: AND PLAN OF CORRECTION COMPLETED A. BUILDING: **B WING** AB0028 05/14/2015 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 3305 DRAKE CIRCLE A WOMAN'S CHOICE OF RALEIGH, INC RALEIGH, NC 27607 SUMMARY STATEMENT OF DEFICIENCIES PROVIDER'S PLAN OF CORRECTION (X5) COMPLETE (EACH DEFICIENCY MUST BE PRECEDED BY FULL (EACH CORRECTIVE ACTION SHOULD BE PRÉFIX **PREFIX** DATE CROSS-REFERENCED TO THE APPROPRIATE REGULATORY OR LSC IDENTIFYING INFORMATION) TAG TAG DEFICIENCY) E 137 E 137 Continued From page 3 This Rule is not met as evidenced by: Based on closed medical record reviews, staff interviews and physician interviews, the clinic staff failed to maintain a completed permanent record including a witnessed, voluntarily-signed consent for each surgery or procedure and signature of the physician performing the procedure; and the physician's authenticated history and physical examination in 6 of 6 Surgical Abortions procedures (SAB) completed. (#'s 1, 4, 6, 5, 3 and 2). The findings included: 1. Review of medical record #1 revealed the patient had a SAB completed on 05/13/2015. Record review did not reveal documentation of a witnessed, voluntarily-signed consent for the surgical procedure and signature of the physician performing the procedure. Record review did not reveal documentation of the physician's authenticated history and physical examination. Interview with the Clinic Manager on 05/13/2015 at 1605 revealed there was no documentation available of a witnessed, voluntarily-signed consent for the surgical procedure with signature of the physician performing the procedure. The interview revealed there was no documentation of the physician's authenticated history and physical examination. The interview revealed the history is performed by the technician. 2. Review of medical record #4 revealed the patient had a SAB completed on 05/08/2015. Record review did not reveal documentation of a witnessed, voluntarily-signed consent for the surgical procedure and signature of the physician

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STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA		' '	E CONSTRUCTION	(X3) DATE SURVEY COMPLETED			
	AB0028		B. WING		05/14/2015		
NAME OF	PROVIDER OR SUPPLIER	STREET AD	DRESS, CITY, S	TATE, ZIP CODE			
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	interview revealed t the physician's auth	rforming the procedure. The here was no documentation of tenticated history and physical nterview revealed the history technician.					
	patient had a SAB of Record review did rewitnessed, volunta surgical procedure performing the proreveal documentation.	cal record #6 revealed the completed on 05/02/2015. not reveal documentation of a rily-signed consent for the and signature of the physician cedure. Record review did not on of the physician's ry and physical examination.					
	at 1605 revealed th available of a witner consent for the surg of the physician per interview revealed the physician's auth	clinic Manager on 05/13/2015 ere was no documentation assed, voluntarily-signed gical procedure with signature rforming the procedure. The here was no documentation of the interview revealed the history technician.					
	patient had a SAB of Record review did rewitnessed, volunta surgical procedure performing the pro	cal record #5 revealed the completed on 04/22/2015. not reveal documentation of a rily-signed consent for the and signature of the physician cedure. Record review did not on of the physician's					

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Division of Health Service Regulation							
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	-	AB0028	B. WING		05/1	4/2015	
NAME OF I	PROVIDER OR SUPPLIER	STREET AD	DRESS CITY S	STATE, ZIP CODE			
		3305 DR	AKE CIRCLE				
A WOMA	N'S CHOICE OF RAL	EIGH, INC RALEIGH	, NC 27607				
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	of the physician pe	rforming the procedure. The here was no documentation of					
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	patient had a SAB of Record review did rewitnessed, volunta surgical procedure performing the proreveal documentati	cal record #2 revealed the completed on 03/18/2015. not reveal documentation of a rily-signed consent for the and signature of the physician cedure. Record review did not on of the physician's ry and physical examination.					

(X1) PROVIDER/SUPPLIER/CLIA (X3) DATE SURVEY (X2) MULTIPLE CONSTRUCTION STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION **IDENTIFICATION NUMBER:** COMPLETED A. BUILDING: ____ B. WING AB0028 05/14/2015 STŘEET ADDRESS, CITY, STATE, ZIP CODE NAME OF PROVIDER OR SUPPLIER 3305 DRAKE CIRCLE A WOMAN'S CHOICE OF RALEIGH, INC RALEIGH, NC 27607 SUMMARY STATEMENT OF DEFICIENCIES PROVIDER'S PLAN OF CORRECTION (X5) COMPLETE ID (X4) ID (EACH CORRECTIVE ACTION SHOULD BE (EACH DEFICIENCY MUST BE PRECEDED BY FULL PREFIX **PREFIX** DATE CROSS-REFERENCED TO THE APPROPRIATE REGULATORY OR LSC IDENTIFYING INFORMATION) TAG TAG DEFICIENCY) E 137 Continued From page 6 E 137 Interview with the Clinic Manager on 05/13/2015 at 1605 revealed there was no documentation available of a witnessed, voluntarily-signed consent for the surgical procedure with signature of the physician performing the procedure. The interview revealed there was no documentation of the physician's authenticated history and physical examination. The interview revealed the history is performed by the technician. Interview with Physician #1 on 05/14/2015 at 1040 revealed he performs abortion procedures at the clinic. The interview revealed he was the physician performing SABs today in the clinic. The interview revealed he does not complete a physical examination on the patient. The interview revealed if the patient had a any significant history he would not do the SAB at the clinic. The interview revealed since the SAB is an elective procedure he does not examine the patient prior to the SAB. Sec Attach ment Tag E158 5/17/15 E 158 E 158 .0311(B) SURGICAL SERVICES 10A-14E .0311 (b) Tissue Examination: (1) The physician performing the abortion is responsible for examination of all products of conception (P.O.C.) prior to patient discharge. Such examination shall note specifically the presence or absence of chorionic villi and fetal parts or the amniotic sac. The results of the examination shall be recorded in the patient's medical record. (2) The facility shall have written procedures, supplies and equipment available for gross and microscopic

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Division of Health Service Regulation (X1) PROVIDER/SUPPLIER/CLIA STATEMENT OF DEFICIENCIES (X2) MULTIPLE CONSTRUCTION (X3) DATE SURVEY IDENTIFICATION NUMBER: AND PLAN OF CORRECTION COMPLETED A. BUILDING: B. WING AB0028 05/14/2015 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 3305 DRAKE CIRCLE A WOMAN'S CHOICE OF RALEIGH, INC RALEIGH, NC 27607 SUMMARY STATEMENT OF DEFICIENCIES PROVIDER'S PLAN OF CORRECTION (X5) COMPLETE (X4) ID (EACH DEFICIENCY MUST BE PRECEDED BY FULL (EACH CORRECTIVE ACTION SHOULD BE PREFIX PREFIX DATE REGULATORY OR LSC IDENTIFYING INFORMATION) CROSS-REFERENCED TO THE APPROPRIATE TAG TAG DEFICIENCY) E 158 E 158 Continued From page 7 evaluation of abortion specimens. If placental or fetal tissue is not identified by gross examination, a microscopic examination must be done on the P.O.C. In cases where the microscopic evaluation is negative for chorionic villi and fetal parts, or the weight of the P.O.C. falls substantially below the appropriate weight range for the fetal age, a microscopic examination by a board certified or board eligible pathologist shall be done on the P.O.C. (3) The results of this examination, the findings of further patient evaluation and any subsequent treatment must be recorded in the patient's medical record. (4) The facility shall establish procedures for obtaining, identifying, storing and transporting specimens. (5) The facility shall establish a method for follow-up of patients on whom no villi are seen. This Rule is not met as evidenced by: Based on policy and procedure review, closed medical record reviews, staff interviews and physician interview, the physician performing the surgical abortion procedure (SAB) failed to examine the products of conception (POC) prior to the patient discharge in 6 of 6 patients having a SAB (#'s 1, 4, 6, 5, 3 and 2). The findings include: Review of the clinic's current policy titled "Products of Conception Examination Procedure

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September 22, 2002" revealed no documentation

Division of Health Service Regulation (X1) PROVIDER/SUPPLIER/CLIA STATEMENT OF DEFICIENCIES (X2) MULTIPLE CONSTRUCTION (X3) DATE SURVEY **IDENTIFICATION NUMBER:** COMPLETED AND PLAN OF CORRECTION A. BUILDING: B. WING AB0028 05/14/2015 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 3305 DRAKE CIRCLE A WOMAN'S CHOICE OF RALEIGH, INC RALEIGH, NC 27607 SUMMARY STATEMENT OF DEFICIENCIES PROVIDER'S PLAN OF CORRECTION (X5) COMPLETE (X4) ID (EACH DEFICIENCY MUST BE PRECEDED BY FULL (EACH CORRECTIVE ACTION SHOULD BE PRÉFIX PREFIX REGULATORY OR LSC IDENTIFYING INFORMATION) CROSS-REFERENCED TO THE APPROPRIATE TAG TAG DEFICIENCY) E 158 E 158 Continued From page 8 addressing the requirement for the physician to examine the POC prior to the patients' discharge. 1. Review of medical record #1 revealed the patient had a SAB completed on 05/13/2015. Record review did not reveal documentation the physician performing the surgical abortion procedure (SAB) examined the products of conception prior to the patient discharge. Review of the medical record revealed documentation of examination of the POC completed by the technician. Interview with the Clinic Manager on 05/13/2015 at 1605 revealed there was no documentation available the physician performed an examination of the POC. The interview revealed the technician performs the examination of the POC. The interview revealed the physician only examines the POC if asked by the technician. The interview revealed the technician performing the examination of the POC was the standard of practice for the clinic. 2. Review of medical record #4 revealed the patient had a SAB completed on 05/08/2015. Record review did not reveal documentation the physician performing the surgical abortion procedure (SAB) examined the products of conception prior to the patient discharge. Review of the medical record revealed documentation of examination of the POC completed by the technician. Interview with the Clinic Manager on 05/13/2015 at 1605 revealed there was no documentation available the physician performed an examination of the POC. The interview revealed the technician performs the examination of the POC. The interview revealed the physician only

Division of Health Service Regulation (X1) PROVIDER/SUPPLIER/CLIA STATEMENT OF DEFICIENCIES (X2) MULTIPLE CONSTRUCTION (X3) DATE SURVEY AND PLAN OF CORRECTION IDENTIFICATION NUMBER: COMPLETED A. BUILDING: _ B. WING AB0028 05/14/2015 STREET ADDRESS, CITY, STATE, ZIP CODE NAME OF PROVIDER OR SUPPLIER 3305 DRAKE CIRCLE A WOMAN'S CHOICE OF RALEIGH, INC RALEIGH, NC 27607 SUMMARY STATEMENT OF DEFICIENCIES PROVIDER'S PLAN OF CORRECTION (X4) ID (EACH DEFICIENCY MUST BE PRECEDED BY FULL (EACH CORRECTIVE ACTION SHOULD BE COMPLETE PRÉFIX PREFIX REGULATORY OR LSC IDENTIFYING INFORMATION) CROSS-REFERENCED TO THE APPROPRIATE DATE TAG TAG DEFICIENCY) E 158 E 158 Continued From page 9 examines the POC if asked by the technician. The interview revealed the technician performing the examination of the POC was the standard of practice for the clinic. 3. Review of medical record #6 revealed the patient had a SAB completed on 05/02/2015. Record review did not reveal documentation the physician performing the surgical abortion procedure (SAB) examined the products of conception prior to the patient discharge. Review of the medical record revealed documentation of examination of the POC completed by the technician. Interview with the Clinic Manager on 05/13/2015 at 1605 revealed there was no documentation available the physician performed an examination of the POC. The interview revealed the technician performs the examination of the POC. The interview revealed the physician only examines the POC if asked by the technician. The interview revealed the technician performing the examination of the POC was the standard of practice for the clinic. 4. Review of medical record #5 revealed the patient had a SAB completed on 04/22/2015. Record review did not reveal documentation the physician performing the surgical abortion procedure (SAB) examined the products of conception prior to the patient discharge. Review of the medical record revealed documentation of examination of the POC completed by the technician. Interview with the Clinic Manager on 05/13/2015 at 1605 revealed there was no documentation available the physician performed an examination of the POC. The interview revealed the

Division of Health Service Regulation STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION (X3) DATE SURVEY IDENTIFICATION NUMBER: AND PLAN OF CORRECTION COMPLETED A. BUILDING: B. WING AB0028 05/14/2015 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 3305 DRAKE CIRCLE A WOMAN'S CHOICE OF RALEIGH, INC RALEIGH, NC 27607 SUMMARY STATEMENT OF DEFICIENCIES PROVIDER'S PLAN OF CORRECTION (X4) ID (EACH DEFICIENCY MUST BE PRECEDED BY FULL COMPLETE PRÉFIX PREFIX (EACH CORRECTIVE ACTION SHOULD BE REGULATORY OR LSC IDENTIFYING INFORMATION) TAG CROSS-REFERENCED TO THE APPROPRIATE DATE TAG DEFICIENCY) E 158 Continued From page 10 E 158 technician performs the examination of the POC. The interview revealed the physician only examines the POC if asked by the technician. The interview revealed the technician performing the examination of the POC was the standard of practice for the clinic. 5. Review of medical record #3 revealed the patient had a SAB completed on 03/31/2015. Record review did not reveal documentation the physician performing the surgical abortion procedure (SAB) examined the products of conception prior to the patient discharge. Review of the medical record revealed documentation of examination of the POC completed by the technician. Interview with the Clinic Manager on 05/13/2015 at 1605 revealed there was no documentation available the physician performed an examination of the POC. The interview revealed the technician performs the examination of the POC. The interview revealed the physician only examines the POC if asked by the technician. The interview revealed the technician performing the examination of the POC was the standard of practice for the clinic. Review of medical record #2 revealed the patient had a SAB completed on 03/18/2015. Record review did not reveal documentation the physician performing the surgical abortion procedure (SAB) examined the products of conception prior to the patient discharge. Review of the medical record revealed documentation of examination of the POC completed by the technician. Interview with the Clinic Manager on 05/13/2015 at 1605 revealed there was no documentation available the physician performed an examination

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Division of Health Service Regulation (X1) PROVIDER/SUPPLIER/CLIA (X3) DATE SURVEY (X2) MULTIPLE CONSTRUCTION STATEMENT OF DEFICIENCIES **IDENTIFICATION NUMBER:** COMPLETED AND PLAN OF CORRECTION A. BUILDING: ___ B. WING AB0028 05/14/2015 STREET ADDRESS, CITY, STATE, ZIP CODE NAME OF PROVIDER OR SUPPLIER 3305 DRAKE CIRCLE A WOMAN'S CHOICE OF RALEIGH, INC RALEIGH, NC 27607 SUMMARY STATEMENT OF DEFICIENCIES PROVIDER'S PLAN OF CORRECTION (X5) COMPLETE (X4) ID (EACH DEFICIENCY MUST BE PRECEDED BY FULL (EACH CORRECTIVE ACTION SHOULD BE PRÉFIX PREFIX DATE CROSS-REFERENCED TO THE APPROPRIATE REGULATORY OR LSC IDENTIFYING INFORMATION) TAG TAG **DEFICIENCY**) E 158 E 158 Continued From page 11 of the POC. The interview revealed the technician performs the examination of the POC. The interview revealed the physician only examines the POC if asked by the technician. The interview revealed the technician performing the examination of the POC was the standard of practice for the clinic. Interview with Physician #1 on 05/14/2015 at 1040 revealed he performs abortion procedures at the clinic. The interview revealed he was the physician performing SABs today in the clinic. The interview revealed he does not examine the POC unless he is asked to do so by the Medical Technician (MT). The physician's signature on the form in the medical record means the MT told him of the examination conducted by the MT. Interview with Medical Assistant #1 (MA) on 05/14/2015 at 0900 revealed the physician "sometimes" will check the POC. The interview revealed there is documentation of the gross exams and it is signed at the end of the day. The interview revealed she did not know when the physician signed it. Interview with MA #2 on 05/14/2015 at 0910 revealed she examines the POC after a SAB. The interview revealed the physician does not examine the POC. The interview revealed if she has a question regarding her examination of the POC she will ask another MA. The interview revealed she has never asked the physician about her examination of the POC. The interview revealed "Sometimes" the physician may come into the room where the examination of the POC is done. The physician may check the POC. Interview with MA #3 on 05/14/2015 at 0925 revealed she examines the POC. The interview

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Division of Health Service Regulation (X1) PROVIDER/SUPPLIER/CLIA STATEMENT OF DEFICIENCIES (X2) MULTIPLE CONSTRUCTION (X3) DATE SURVEY **IDENTIFICATION NUMBER:** COMPLETED AND PLAN OF CORRECTION A. BUILDING: B. WING AB0028 05/14/2015 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 3305 DRAKE CIRCLE A WOMAN'S CHOICE OF RALEIGH, INC RALEIGH, NC 27607 (X5) COMPLETE SUMMARY STATEMENT OF DEFICIENCIES PROVIDER'S PLAN OF CORRECTION ID (X4) ID (EACH DEFICIENCY MUST BE PRECEDED BY FULL (EACH CORRECTIVE ACTION SHOULD BE PRÉFIX **PREFIX** REGULATORY OR LSC IDENTIFYING INFORMATION) CROSS-REFERENCED TO THE APPROPRIATE DATE TAG TAG DEFICIENCY) E 158 Continued From page 12 E 158 revealed she examines for fetal parts, sac and chorionic villi. The interview revealed if she has a concern she will ask the physician to check the POC. The interview revealed she will tell the physician her exam results.

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Tag E 132: I have revised A Woman's Choice of Raleigh Policy and Procedure manual to include selection and exclusion of patients. The Protocol for patients that cannot be seen at our facility will be as follows; to refer patient to their Primary Care Physician or UNC for care and or abortion. Patients not within range to have abortion at our facility will be given information on adoption, continuing pregnancy and/or referral to Atlanta Women's Center in Atlanta GA. This policy will be implemented by all staff members responsible for giving information on adoption, continuing pregnancy and or referral to Atlanta Women's Center. A written policy has been added to AWCR policy and procedure manual as of 6/2015. See attachment 1

Tag E 136: A Woman's Choice of Raleigh staff member will provide each patient with the following prior to obtaining the consent for surgery as required by Rule .0305, (1) Fee schedule (2) the name of attending physician and a statement advising physician has no admitting privileges. (3) Instruction for post-procedure emergency (4) Grievance procedure a patient may follow if dissatisfied with care or services. (5) The telephone number of complaints Investigation branch of the division. A Woman's Choice of Raleigh has updated Patient Rights Document which includes telephone number to AWCR, AWCR Corporate Office and The City of Raleigh Department of Health if grievance/complaint shall arise. This document will be given to every patient and advised of document during counseling session by responsible staff member. This system has been revised and will be implemented no later than 7/13/2015. See attachment 2

Tag E 137: A Woman's Choice of Raleigh has revised patients permanent record to include date and time of admission and discharge; the full and true name; address; date of birth; nearest of kin; diagnosis; duration of pregnancy; condition on admission and discharge; referring and attending physician; a witness; voluntarily-signed consent for each surgery or procedure and physician's signature performing the procedure; and the physician's authenticated history and physical examination including identification of pre-existing or current illnesses, drug sensitivities, or other idiosyncrasies having bearing on the operative procedure or anesthetic to be administered. All staff member will be responsible for reviewing patient records and assuring all parts are filled out to its entirety which includes, date and time of admission and discharge; the full and true name; address; date of birth; nearest of kin; diagnosis; duration of pregnancy; condition on admission and discharge; referring and attending physician; a witness; voluntarily-signed consent for each surgery or procedure and physician's signature performing the procedure; and the physician's authenticated history and physical examination. Physical Exam documentation will be handwritten until charts are reprinted. This system has been revised and updated and will be implemented no later than 7/13/2015. See Attachment 3

Tag E 158: A Woman's Choice of Raleigh has revised our Products of Conception Examination Policy to state that (1) The physician performing the abortion is responsible for examination of all P.O.C prior to patient discharge. Examination shall note specifically the presence or absence of chronic villi and fetal parts or the amniotic sac. The results of the examination shall be recorded in the patient's medical record. (2) The facility shall have a written procedures, supplies and equipment available for gross and

microscopic evaluation of abortion specimens. In cases where microscopic examination is negative for chronic villi and fetal parts, or the weight of the P.O.C falls substantially below appropriate weight range

Tag E 158: Continued from page 1

for the fetal age, a microscopic examination by a board certified or board eligible pathologist shall be done on the P.O.C (3) The results of this examination, findings of further patient evaluation and any subsequent treatment must be recorded in the patient's medical record. (4) The facility shall establish procedures for obtaining, identifying, storing and transporting specimens. (5) The facility shall establish a method for follow-up of patients on whom no villi are seen. The pathologist will insure the physician is performing physical examination and documentation of P.O.C prior to patient discharge. This system has been revised and being implemented as of 5/2015. See Attachment 4

Declined/Referred Patients Policy

Patients that cannot be seen at our facility for medical reasons such as; hypertension, anemia, or any other medical condition will be referred to their Primary Care Physician. If the patient does not have PCP we refer patients to UNC Hospital for care and or abortion. Patients that are not within range to have abortion at our facility are given information on adoption, continuing pregnancy and/or referral to Atlanta Women's Center in Atlanta Georgia. 1 404-257-0057

A WOMAN'S CHOICE OF RALEIGH PATIENT RIGHTS DOCUMENT

Patients have a right to:

- Reasonable access to care, treatment or service and that her rights are respected and supported.
- Be informed about and participate in decisions regarding care.
- Consent for or refusal of treatment to the extent permitted by law, after a clear explanation of risks, benefits and alternative treatments has been provided.
- Make decisions or be informed about restriction of companions, telephone calls in the clinic.
- The appropriate assessment and management of pain.
- Security and safety, personal privacy, and confidentiality of information. Patient information is limited to those individuals designated by law, regulation, and policy of duly authorized as having a need to know or granting of permission by patient.
- Have a family member or her own physician notified of admission to a hospital in an emergency.
- The identity of those providing care to her.
- Review of and access to the medical record within a reasonable time frame.
- Freedom from physical, mental, emotional, verbal, sexual, or psychological abuse, neglect corporal punishment.
- Clearly presented and understood medical information regarding patient's condition, diagnosis and treatment.
- To be informed, when appropriate, about the outcomes of care, including unanticipated outcomes.
- Voice concerns to clinic or medical staff without fear of reprisal or discrimination.

In the Interest of always trying to improve our service and patient care, you can contact management at the following numbers with any concerns or complaints:

A Woman's Choice of Raleigh: 1800-540-5690 A Woman's Choice of Raleigh Corporate office: 1800-298-8874 or 904 448-8877 The City of Raleigh Department of Health 1800-624-3004 or 919 855-4500

attachment 3

Counselor's/RN

CONSENT TO ULTRASOUND EXAME	
I request an abdominal ultrasound gestational dating examination by A Woman's Choice of Rate pregnancy. I understand that no further conclusions will be made based on the ultrasound performed here, gender, diagnose fetal anomalies, or rule out ectopic pregnancy. I am aware that I can elect to receive mor A Woman's Choice of Raleigh, Inc., but it is my responsibility to find the provider and schedule the appoint to the ultrasound are subject to a plus/minus variation of 10 to 14 days.	. The ultrasound performed today will not be used to identify re extensive ultrasound examinations from providers outside of
Patient Signature	Date
CONSENT TO ABORTION PROCEDURE DURING FIRST TWI	ENTY WEEKS OF PREGNANCY
This consent is executed to me on the date indicated for the purpose of inducing the named phymedications in order to terminate my pregnancy, which treatment is to be performed at <i>A Woman's Choice</i> located on the procedure form of this chart.) In order to induce the physician to perform the procedure and permit the procedure to be performed. I hereby state the following:	sysician to perform a medical procedure and prescribe the of Raleigh, Inc. in Raleigh, NC. (The physicians name is d to further induce A Woman's Choice of Raleigh, Inc. to
My name is	of sound mind. I represent that my medical history is accurate, hholding information regarding my medical history could be ations resulting from information I withhold. I hereby consent
The nature and purpose of the abortion, methods of treatment, alternative procedures which, in advantageous, the risks attendant to the treatment, the potential complications and harmful side effects, an avalained to me	nd all other pertinent factors have been fully discussed and
I have received information and counseling regarding alternatives to abortion, the procedure to	o be performed, and currently available methods of birth
I realize that abortions by D&E (dilation and evacuation) occasionally have associated complications requiring further medical care. I understand that the complications associated with an abort childbirth. Nonetheless, I realize that there are risks of minor and major complications that may occur in possibility of the following complications, and that I may need to be hospitalized for the investigation an uterus which may require hospitalization for major surgery that may include removal of the uterus; 2) Pe immediate hospitalization; 3) Infection — which can require antibiotics or surgical treatment; 4) Excessive surgery (including hysterectomy); 5) Incomplete termination of pregnancy — which may require a second severe; 7) Adverse reactions to medications or anesthesia; 8) Asherman's Syndrome — scar tissue in the unit of the bowel/bladder — a hole in the bowel/bladder which may require surgery to repair; 1 cardiac problems, depression, etc. In the event that any of the aforementioned complications occur, or any complications occur after I leave physician at A Woman's Choice of Raleigh, Inc. so that remedial or follow-up advise, care, or treatment of the howelf that I have been informed about the necessity of a post-operative follow-up to the have this exam with A Woman's Choice of Raleigh, Inc. If I choose to have this very important exam Inc. of subsequent clearance by another physician of any post-operative problems or failure to return for Woman's Choice of Raleigh, Inc., their associates, and agents from any responsibility for medical proble return to this office. Medications I receive from A Woman's Choice of Raleigh, Inc. may or may NOT come in a container, one may be obtained from any pharmacy. I have been advised not to drive myself from the facility after my procedure. I understand the operate machinery or decision making for 24 hours after discharge. For patients with Rh negative blood type only: It is preferable that all non-sensitized Rh negative women be inoculated with an adequate dose of R	this procedure as in any surgical procedure. I understand the ind/or treatment of: 1) Perforation of the uterus — a hole in the inforation of a major pelvic vessel — this would require the bleeding — which may require medication, transfusion, or it operative procedure; 6) Pain and cramps — which may be uterus which may lead to infertility or may necessitate surgery; (a) Death; 11) Medical problems — i.e. embolism, anemia, the the premises, I certify that I will immediately advise my can be instituted. We to three weeks following the procedure. I have been advised the elsewhere, I promise to inform A Woman's Choice of Raleigh, and follow-up appointment relieves the operating physician, A tens or consequences that could arise as a result of my failure to a child-proof container. I understand that if I need a child-proof that I may receive medications that affect my ability to drive, and the first may receive medicately following an induced abortion. It is not Rh immune globulin.
I decline the administration of Rh immune globulin injection. I fully understand the risk inv	Date
Patient Signature Parent/Guardian Signature	, M.D.
Witness Date COUNCEL ODIS STATEMEN	J.T.
COUNSELOR'S STATEMEN I have reviewed and given patient information on the following: "Counseling for Abortion" "Contraceptive Counseling". I have confirmed that patient is satisfied with her decision to terminate her pregnancy. Patient complications associated with the procedure Patient has been adequately informed of the D&E procedure, her questions have been answ signed. The patient remains that this decision is of her own free will.	', D&E Patient Counseling, "Post Abortion Instructions" and ent stated she understands D&E procedure as well as risks and

Date

PROCEDURE FORM

Surgeon:		, WI.D.	Assistant in Of	G		Medical and the second
PELVIC EXAM (Check In	ndicates WNL)	3	Mysical	Exam	Y	N
Cervix:		Size:	 _	Adnexa:	_ ′	• •
OPERATIVE NOTE	o yaki kalenda yakiki wa kalenda ka		in the second se			
Pre-Operative Diagnosis: Post-Operative Diagnosis: Operation: Anesthesia: Procedure Time:	Intrauterine Pr Dilation and E Paracervical B	egnancy,vacuation	weeks gestation. weeks gestation. 			
The patient was placed in the with weeks go with cc of 1% canal was dilated to a curette. The uterus was / was recovery room in satisfactors.	estation. The cervix was lidocaine. The anterior Pratt dilator. I as not explored with for ry condition.	cleansed with beta lip of the cervix w Evacuation of the un ceps / sharp curette	adine or alternative as grasped with a siterine contents was a. The procedure be	solution. A Parac ingle-toothed tena performed used a ing terminated, th	ervical blo aculum an L le patient	ock was performed d the cervical mm suction was taken to the
Additional Anesthesia:	N ₂ O, Self-inhalation/	IV Sedation (mcg Fentanyl,			_ _
Time	O ₂ Saturation	Pulse	Respirations	LO	C	-
-	•					·
						_
IV fluids administ	ine 0.2mg IC		Y or Complications	Y or	N	
GROSS DESCRIPTION Gross description: The tissue was submitted in appearance reveals product intact.	n a container identified ts of conception (consis	tent / not consisten Chorionic vill C,S.E x 4 Sac seen	t withi	_ weeks gestatio ,	n. Fetus (v	nt and gross was / was not.)
		Tissue forwar	ded for microscopic			
Gross Description Identifie	ed By:					, M.D.
ORDERS Pre-Op 1. Ibuprofen 800mg p.o 2. Diazepam 5mg p.o 3. Misoprostol 400mcg p.o. 4. Amoxicillin 2 grams p.o. 5))		2. Metronidazol 3. Ergonovine 0 4. Bay Rho-D II		. •	

Attachment 4

Product of Conception Examination Procedure

The POC from each surgical abortion procedure is to be examined by Physician and Pathologist for presence or absence of pregnancy tissue prior to the patient leaving the building. The following is the procedure for this examination.

- 1. The specimen will be in placed on the lab counter. Early pregnancies will still be in the sock and later pregnancies may remain in the Berkley jar.
- 2. Using ring forceps, strip the pregnancy tissue from the sock into the strainer.
- 3. Rinse the specimen thoroughly in tap water. Remove as much blood and clots as possible.
- 4. Swirl the tissue in the strainer to roll into a ball-place the tissue in a weighing container.
- 5. Weigh the specimen and container- be certain to record the weight of the empty container so it can be subtracted from the total.
- 6. Place the specimen in a pyrex type dish in approximately 1" of tap water.
- 7. Place the dish on top of the "back light" for visual examination.
- 8. Gently explore the contents of the dish to identify pregnancy tissue.
- 9. Record results on lab log.
- 10. Be certain to write "sac seen" when the gestational sac is clearly visible- especially in early pregnancies.
- 11. Label the dish with the patient's name so the physician can check contents.
- 12. If ample loose villi and/or a gestational sac are not visible on initial inspection, do the following: 1. Check the strainer for material stuck to mesh or 2. Invert the sock and rinse it through the water in your dish
- 13. If there is still an absence of villi and sac, notify the physician and clinic administrator.
- 14. Keep the specimen in the dish until the physician has determined her/his course of action.
- 15. Prepare specimen for transport to lab for microscopic examination.
- 16. Document your findings in the patient's chart and have your entry countersigned by the physician.
- 17. All specimens with appropriate findings are contained for proper disposal.
- 18. If you find any unusual structures, hydropic (enlarged) villi, or multiple pregnancies, have the physician examine entire specimen.