



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

MARK PAYNE • Director, Division of Health Service Regulation

Via Electronic Mail to
chales@apwhc.com

October 28, 2024

Calla Hales, Executive Director
A Preferred Women's Health Center
3320 Latrobe Drive
Charlotte, NC 28211

RE: Complaint Investigation Survey -- NC00222332

Dear Ms. Hales:

Thank you and your staff for the assistance and cooperation extended to the Acute Care team during the Complaint Investigation Survey conducted October 4, 2024 through October 8, 2024. The purpose of conducting the survey was to evaluate the facility's compliance with the North Carolina Rules for Licensing abortion clinic.

There were two allegations, both unsubstantiated.

Physicians working and dispensing medications without a DEA (Drug Enforcement Administration) license authorization. . *Unsubstantiated.*

Facility performing surgical procedures on patients with a gestational age greater than 12 weeks 6 days. *Unsubstantiated.*

Should you have questions concerning the investigation, please do not hesitate to call me at (919) 219-3102.

Sincerely,

Tonya Oakley, RN

Tonya Oakley, RN
Nurse Consultant
Acute and Home Care Licensure and Certification Section

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF HEALTH SERVICE REGULATION

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