

Problems at Planned Parenthood

Information for Protecting Our Health

Report of the Problems at Planned Parenthood Committee
PDF book version of the Arizona page of the constantly-updated website:

Problems at Planned Parenthood -
www.problemsatplannedparenthood.org/arizona



Arizona page: www.problemsatplannedparenthood.org/arizona



This report organizes problems with a section for each kind of problem. The website instead reports problems by individual centers or groups of centers

Arizona has 7 Planned Parenthood health centers.


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PDF version dated 09.09.25

Section 1



These are primarily health department inspection reports, first supplemented with a media report.

	<p><u>Botched Care and Tired Staff: Planned Parenthood in Crisis</u> by Katie Benner, <i>The New York Times</i>, February 15, 2025</p>
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Excerpt:

“I saw clients get turned away for services because they couldn’t afford it and the process of getting aid through Planned Parenthood took too long,” said Damien Hamblin, a medical assistant who worked at health care clinics before joining Planned Parenthood Arizona in 2022; he later left. “We’re supposed to be the organization for people that don’t have resources.” . . .

But in many clinics, they also draw blood and take vital signs. Medical assistants in Ohio, Minnesota, **Arizona**, California, New York, Texas, Indiana and Illinois said they practiced blood draws and I.V. placements for an hour or so on a fake arm and then on a colleague before performing the procedures in clinics. But they said they sometimes ran into problems, and some said they did not know what to do when they arose. Mr. Hamblin, the medical assistant in Arizona, said that he was often asked to draw blood after other assistants had failed . . .

In one incident, a young woman who received an IUD was told “it would be rough, and just ride it out,” according to a written complaint emailed to the office of the Planned Parenthood affiliate’s president. She said she suffered months of sharp pain and bleeding, but the phone system routed her mother’s calls for help to automated phone tree messages, according to the complaint. A new doctor found that Planned Parenthood had botched the procedure. The affiliate continued to bill the family, even though they had paid their balance, according to the complaint, which cited conversations with one of the affiliate’s billing employees.

Flagstaff

The health department document from 2016 can be found under Flagstaff at:

www.problemsatplannedparenthood.org/arizona

Highlights:

- The facility failed to properly sterilize instruments and textiles that “may come in contact with a patients’ blood and internal tissue.” Using unsterilized, dirty instruments on multiple women has the potential to spread infection.

Glendale

The health department documents from 2015 and 2020 can be found under Glendale at:

www.problemsatplannedparenthood.org/arizona

Highlights:

Clinic Conditions

- They used expired medications on patients. Some were two years past their expiration dates.
- Staff failed to perform required spore tests on the autoclaves (machines used to sterilize instruments). This could lead to “a potential risk of cross contamination and infection to their patients” according to the report.
- Staff failed to properly maintain, clean, and sterilize the autoclaves as per the manufacturer’s instructions. There was no documentation that the autoclaves were cleaned on a weekly or even monthly basis.
- When blood dripped from a used speculum onto the floor, staff was observed wiping it up with paper towels and cleaning spray rather than using bleach and properly disinfecting the floor.
- Hazardous chemicals weren’t properly labeled.
- Staff didn’t properly clean and disinfect post-procedure specimen bottles.
- Staff failed to clean and sanitize examination tables between patients.
- According to the report, these omissions, “have the potential for non-sterile instruments or non-disinfected supplies to be utilized on patients.”
- There was no designated infection control person assigned to the infection control position, no one whose job is specifically to ensure that cleanliness and proper sterilization practices were followed.
- There were multiple tears and punctures in the upholstered material of an examination table, exposing stuffing. This presents an infection risk as it makes the surface difficult or impossible to properly disinfect.

Staff

- Three staff members had not received yearly TB tests, and the test of another was improperly conducted, rendering it invalid.
- Two doctors weren't certified in CPR. There was no documentation of present or past certification.

Privacy

- A HIPAA (privacy) violation that occurred at the clinic wasn't documented.

Incidents

- A patient had an adverse reaction to sedation administered before a procedure. She suffered severely low blood pressure. This wasn't reported to the medical director or recorded in the procedure notes. The RN who administered the sedation wasn't licensed to do so. When asked to show what protocols were in place for treating patients suffering severe hypotension (dangerously low blood pressure) the clinic was unable to provide any. The facility also had no guidelines for what blood pressure measurements indicated severe hypotension. According to the report, the center manager "verified, during an interview conducted on 2/13/15, that there are no established blood pressure parameters for severe hypotension, standing orders, and/or facility policy that identifies the care and treatment of a patient experiencing severe hypotension after adversely reacting to a medication provided for conscious sedation."

Tempe

The health department documents from 2014 can be found under Tempe at:

www.problemsatplannedparenthood.org/arizona

Highlights:

Clinic Conditions

- Didn't have a policy for the use, cleaning, and preventive maintenance of certain equipment used on patients, such as heating pads.
- The facility appeared to be using irrigation solution (Braun 0.9% Sodium Chloride) that, by manufacturer's standards, should've been discarded.
- The autoclave, used to sterilize the instruments, was required to be cleaned weekly. However, the last documented cleaning was nearly three months prior to the inspection. Staff couldn't verify the autoclave had been cleaned more recently than that.
- The clinic staff failed to monitor how many cycles the autoclave was running. This was supposed to be done automatically by a printout attached to the machine. However, the paper in the printer had run out and hadn't been replaced.

Section 2



We use the plaintiff's last name to distinguish the cases, but the plaintiff's full name and the name of individual defendants are redacted in the excerpts on our pages. They are of course available in the official court documents on the Problems at Planned Parenthood website (problemsatplannedparenthood.org).

Glendale

Waters

The 2017 Malpractice Complaint can be found under Glendale at:

www.problemsatplannedparenthood.org/arizona

Excerpt:

11. During the procedure, Defendant's employee was unable to control Ms. Waters' vaginal bleeding, causing significant blood loss, dizziness and lightheadedness.

12. Defendant's employee then . . . called an ambulance to transport Ms. Waters to the emergency room with instructions that she needed a blood transfusion due to the massive vaginal bleed . . .

15. As a result of the procedure . . . Ms. Waters suffered from, among other things, a bowel obstruction, fever, anemia due to blood loss, uterine bleeding and hemorrhagic shock.

16. Since the procedure, Ms. Waters has experienced serious pain and suffering throughout her body but especially in her abdomen area . . .

18. Ms. Waters has exhausted most of her income paying for medical care to treat the numerous health issues caused by Defendant's actions . . .

Maricopa County

Sanderson

*The Complaint doesn't specify which Planned Parenthood center is involved.
The 2013 Malpractice Complaint can be found under Maricopa County at*

:

www.problemsatplannedparenthood.org/arizona

Excerpt:

12. The annual examination Defendant . . . performed on February 6, 2008 included a physical examination that should have identified the presence of any uterine masses or fibroids then present and presenting a risk to the health and/or reproductive capability of Plaintiff . . .

13. Defendant . . . did not report to Plaintiff . . . that she had detected the presence of any uterine masses or fibroids . . .

15. The annual examination Defendant . . . performed on March 5, 2009 included a physical examination that should have identified the presence of any uterine masses or fibroids . . .

16. Defendant . . . did not report to Plaintiff . . . that she had detected the presence of any uterine masses or fibroids . . .

20. The annual examination Defendant . . . performed on May 25, 2010 included a physical examination that should have identified the presence of any uterine masses or fibroids . . . 21. The person or persons who performed the annual examination . . . did not report to Plaintiff . . . that she had detected the presence of any uterine masses or fibroids . . .”

22. On August 2, 2011 Plaintiff . . . was scheduled . . . to undergo an ultrasound examination to assess for the presence of fibroids, ovarian cysts or multi-gestation.

23. On August 3, 2011, Plaintiff Sanderson was informed about the results of the ultrasound and learned for the first time about the presence of multiple large fibroids throughout the uterus.

4. On October 5, 2011 Plaintiff underwent hysteroscopic myomectomy for surgical removal of a submucosal fibroid and an endometrial mass , . .

26. . . . Plaintiff . . . was told to avoid future labor and plan cesarean section for future birth delivery to minimize the risk of uterine rupture . . .

34. As a direct and proximate result of the negligent acts and omissions of Defendant . . . Plaintiff . . . experienced a miscarriage she may not have experienced with earlier notice of the presence of fibroids and growths and medical care appropriate to address the presence of the fibroids and growths that then existed.

Phoenix

Dixon

The 2012 Malpractice Complaint can be found under Phoenix at:

www.problemsatplannedparenthood.org/arizona

Excerpt:

11. Planned Parenthood recommended a medical abortion . . . [but] did not determine that an abortion was medical necessary . . .

14. Defendant . . . performed a medical abortion on Plaintiff on or about November 6, 2010 . . .

17. On or about November 17, 2010, Plaintiff returned . . . Planned Parenthood had an ultrasound performed and prepared a closing report . . . Planned Parenthood claimed that her uterus was empty. Planned Parenthood failed to properly assess Plaintiff's condition . . .

18. . . . no physician ever saw Plaintiff when she arrived at Planned Parenthood in Phoenix, Arizona for the follow-up appointment . . .

22. Any information that the abortion was necessary was false, untrue and designed to coerce Plaintiff into having the medical abortion . . .

27. [Plaintiff] suffered an incomplete abortion, resulting in serious complications due to the actions of Defendant Planned Parenthood. These complications resulted in her going to the hospital and suffering physical psychological, and other injuries.

Section 3



Phoenix

Doe / Stevens

The Complaint can be found under Phoenix at:

www.problemsatplannedparenthood.org/arizona



Planned Parenthood found negligent in reporting girl's abortion
by Beth DeFalco, *Arizona Daily Sun*, Dec 26, 2002

Excerpt:

A judge found Planned Parenthood negligent for failing to report to Child Protective Services an abortion performed on a 13-year-old girl in foster care . . . The girl's case dates back to 1998, when the teen went for an abortion at a Planned Parenthood clinic accompanied by her 23-year-old foster brother, with whom she was having a sexual relationship.

Planned Parenthood didn't notify authorities until the girl returned six months later for a second abortion, court records show.

Lawsuits filed on behalf of the teen contend the Glendale girl was subjected to continued molestation and sexual exploitation because the abortion provider and others didn't notify police or CPS of her first abortion on Nov. 10, 1998. The girl's attorney also argues that Planned Parenthood's gross negligence led to her second abortion six months later.

Maricopa County Superior Court Judge Cathy Holt ruled last month that the abortion provider was negligent in failing to notify authorities when the girl first came in.

Tovar

An appeals court document can be found under Phoenix at:

www.problemsatplannedparenthood.org/arizona

Excerpt:

Incident #1: In 2003-04, M.G. and Tovar were having sexual intercourse and . . . M.G. discovered she was pregnant. She was fifteen years old. M.G.'s mother arranged for an abortion. Tovar knew about M.G.'s pregnancy and abortion . . .

Incident #7: Shortly before her nineteenth birthday, M.G. moved into her own apartment, but Tovar "would still come over . . . and sexually abuse her."

Incident #8: Around Thanksgiving 2009, M.G. "had another abortion." She reported "she was pretty sure the child was [Tovar's] and that she went to the same place, Planned Parenthood, as she had for the previous abortion . . .

Tempe

Kost

The sheriff's report can be found under Tempe at:

www.problemsatplannedparenthood.org/arizona



Pinal sheriff seeks reviews of Planned Parenthood claim by Sean Holstege, *The Arizona Republic*, May 21, 2014

Excerpt:

The Pinal County Sheriff's Office has asked two state agencies to investigate a claim that a Planned Parenthood clinic in Tempe refused to report evidence of a suspected teen rape.

That allegation, brought by a parent of an accuser, surfaced in a sheriff's report as part of an investigation involving an 18-year-old high-school student who officials suspect is connected to a series of reported sexual assaults on teenage girls . . .

On May 5, the Sheriff's Office asked the Arizona Department of Health Services to look into Planned Parenthood's handling of a 15-year-old girl who claimed Kost had raped and impregnated her. On April 17, the girl's mother told detectives that clinicians said they "did not want the hassle" of reporting the assault, according to a police report filed in court.

Section 4



Rodriguez

The 2017 Complaint can be found under Glendale at:

www.problemsatplannedparenthood.org/arizona



Planned Parenthood Whistleblower Awarded \$3M, Ending Wrongful Termination Case
by Brianna Smith, Legal Reader, August 23, 2019

Excerpt:

According to the suit, a former Planned Parenthood director, Mayra Rodriguez, sued the organization for wrongful termination in 2017 after 17 years of service. Towards the end of her career, she began reporting that the “organization was endangering the health and safety of the women visiting their facility.” Soon after, she was fired.

Though Rodriguez’s suit did not list specific damages she hoped to win, a two-week trial and a three-hour deliberation resulted in an Arizona jury siding with her. In the end, the jury unanimously awarded her \$3 million for acting as a whistleblower . . .

What were the accusations included in the suit, though? What were the issues Rodriguez reported that led to her wrongful termination? For starters, the lawsuit included several “accusations against Planned Parenthood that demonstrated its lack of medical care, concern for patients, and unethical practices.” Her suit added that “Planned Parenthood fired her after she observed its many violations of state law and ethics guidelines, and after it fabricated a bunk claim that she had narcotics in her desk.”

Additionally, “a couple of months before her termination, Rodriguez made several complaints against doctors and questioned business practices,” according to the suit. On top of that, she began to notice a pattern of a “Planned Parenthood official performing abortions on patients who then experienced significant complications, including bleeding and cramps.” The suit further stated, “Ms. Rodriguez was concerned

about the substantial health, welfare, and safety risks to these patients, as well as the substantial risk to the health, safety, and welfare of the inevitable future of PPA patients.”


As if those claims weren’t enough, the suit also alleged that a handful of medical assistants often “complained about working with the same doctor during abortions and that the doctor had been requiring the assistants to sign an affidavit stating the abortion procedure was performed properly before they even did the procedure.” The suit stated:

“The medical assistants believed the attestations were premature, wrong, and illegal because the abortion surgery had not yet been performed and they were concerned about the quality and thoroughness of the procedures.”

On one occasion, a medical assistant even had to track down the doctor “after an ultrasound revealed the doctor had placed an IUD in a patient before an abortion was fully completed.” On another occasion, one of the facility’s managers allegedly “did not report that a minor with an adult partner was seeking an abortion, a blatant violation of state law meant to protect potential victims of statutory rape.”

Eventually, Rodriguez voiced her concerns to her supervisor, even though she did not feel comfortable doing so because her supervisor and doctor in question were friends.

Soon after the jury’s decision, Tim Casey, Rodriguez’s attorney, met with reporters and said “the jury found Rodriguez was doing her job by reporting her concerns . . . It vindicated what she found and it ought to help our community be safer.”

	<p>Botched Care and Tired Staff: Planned Parenthood in Crisis by Katie Benner, <i>The New York Times</i>, February 15, 2025</p>
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Excerpt:

As for the staff, morale problems have persisted. In Arizona, a planning report in 2023 found that the affiliate was suffering from “prior operational mismanagement, a fragile financial state, and staff recruitment retention and morale issues.” The report cited “chronic underinvestment and negligence” among problems that had led to a “poor patient experience.” . . .

Several clinic employees there quit, citing a work culture they called “chaotic” and “toxic” and low wages, according to a separate 2023 report by an outside consulting firm. The report said that clinic staff members made about 20 percent less than other health care workers in the region.

“Staff have been explicitly told to get part-time work in order to cover their basic needs,” the report said. It said that staff members worked after hours without clocking in “because the work must get done.”

Section 5



We have thousands of patient reviews, primarily screenshots from Google and Yelp. Large numbers complain of rude or disrespectful staff and callously long wait times.

The worst ones, of course, are from people who claim horrific medical dangers. We include a small number of those below to show that this is another source of knowing about problems; these did not lead to malpractice suits and are otherwise not covered above.



AZ Phoenix Desert Sky Google



Myriam Reyna

2 reviews



★★★★★ 4 years ago

The ladies at the front desk and the other that took all my information were very kind. My issue was the clinician her name is Alma. She seems very sweet and will answer questions. Although, she prescribed me birth control pills. I had a variety of questions and all of them were answered with a short response. I needed more information about the pills because I had issues in the past. No details were given just "yeah yeah" and "no". Comes to find out I needed to see a doctor immediately because of the horrible side effects. This is probably something I shouldn't be complaining about and I personally think she does a good job. It just felt like she was rushing me and didn't really want to answer any of my questions detailed. Now I'm dealing with the consequences because I trusted her with her "yeah yeah" and no's.



AZ Glendale Google



Joanne Kiefer

2 reviews



★★★★★ 3 years ago

Horrendous! I would never recommend abortion to anyone after what I went through here. They seemed to be helpful and nice, but when it came to the abortion I didn't get to see or meet the doctor performing it. She came in and just sat there staring at me for a little while before she started the procedure. I was not sedated enough and I felt it. I screamed during it and have been going through days of trauma afterwards. The day after the abortion I had an extremely high fever, migraine, cramping and pain. I had to go to the ER to find out I had Endometriosis and an infection. I got put on antibiotics and then a few days later went to the ER again with Sciatica caused by the abortion. I'm have gone through 5 days of not being able to walk without excruciating pain jolting through my body. I am now in a wheelchair and have been going through several on and off muscle spasms where I felt helpless and couldn't move, just wailing in pain.

Whatever you do do not get an abortion here. The doctor apparently sucks at what she does and I would personally suggest no one ever gets an abortion in the first place! They are extremely dangerous!



AZ Glendale Google



Janet Kiefer

1 review · 15 photos

★★★★★ 3 years ago

Hello,

I'm giving another review for my child who went here for an abortion back on June 1st of last year. After doing more assessment and follow up we have found out that they really screwed up her perineal muscle and ripped her insides up. This is why she got an infection and then went through horrible Sciatica for weeks after the procedure.

The doctor that did the procedure on her needs to be FIRED! They are performing horrible procedures here and I would never recommend this to any woman who values their body!

Please by all means do not use this Planned Parenthood facility unless you want scaring for the rest of your life. They do not value the life on the table and will do whatever they feel they want to do to a female's body. My daughter was judged by the doctor (whom she never spoke to on the day of the procedure). She must have decided she wanted to screw her up, because the amount of fallout in my daughter's life physically was extremely excruciatingly painful and put her in a wheelchair for almost a whole month!

It has taken her months to recover and we never have heard back from the clinic after calling multiple times. The doctor never followed up with us and I am very upset with all of the people that work at this facility for how they mocked her and laughed at her for asking more questions about the sedative they were putting her on. The man that spoke to her after the procedure and watched her to make sure she was stable was trying to trick her mind into forgetting what was obviously a bad job. All in all the staff and doctors all need to be fired. They did not care about my child's life and have permanently scared her body.

If you were a mother and knew what these people do to your children I would think you would never allow it. It was my own fault in a way to push her into a procedure that is obviously not safe in the slightest. I do hope we see what we are causing to all females out there! This is generational scaring and tons of pain that is completely unnecessary! We are devaluing what it is to be a woman by performing these horrific procedures in ways that are unsafe and extremely dangerous and damaging!

I truly hope this helps and maybe allows you to reconsider your decision, as I should of, being the mother of my own first born child. I got her to give up her own first born and then ruin her one possible chance at being a mother!

This is CRUEL AND UNUSUAL PUNISHMENT for females to be put through this and I am truly sorry for what I have put her through and what these Planned Parenthood facilities are doing to our precious youth! These facilities don't actually care if you want to be a mother later in life or at all. They are NOT about "planned parenthood," these facilities are about killing parenthood all together.



AZ Phoenix Central Google



Kristin-Payestewa Picazo

21 reviews · 2 photos

★★★★★ 4 years ago

This is the WORST PP I have ever ever EVER experienced. This is 2017 review and hopefully we won't file any lawsuits.

Day 1:

Made an appointment for an for IUD insertion in April. I'm 29 and this is my first time ever doing this form of birth control.

Few days later: they had to reschedule my appointment and the front desk receptionist and nurses were very cold about it when I asked about preparations. He also said something very weird about relating to me and the IUD experience. Thankfully I have a friend with me to witness that but we both left very awkwardly.

On my second scheduled appointment I did the usual pee test and filled all the paperwork out (takes some minutes) and waited an hour after my set time. I went in and they turned me away because I needed to be dilated understandable but this is why I asked about preparations...

I received a pill and scheduled another appointment

The final day...

went in to find a very eccentric and unorganized receptionist fumbling around with paper work and with a stressed out greeting "UM our systems are down and there's absolutely NO way to pull any patients records so you will have to redo all the paperwork again and take a pee test."

With a grain of salt I did everything and waited about 90 mins until they were ready for my IUD.

The doctor didn't say much so I didn't feel comfortable with her at all but she looked hurried and the nurses were rude and trying to get out so I felt like a probed chicken before she went in there for the insertion.

After I couldn't drive and I was very tired but I had to wait outside because they were closing up.

Thankfully my boyfriend wasn't that far... not a great feeling going thru all of this and being outside in the dark alone. Gosh. Least allow a woman to wait inside PP...

It's been about a month and I have to go back because the IUD she hurriedly put in is now in my uterine wall and she won't be in until next Weds... it's Thursday... I cannot wait.


I'm going to Family Planning and Associates in downtown Phoenix because I am severely traumatized at this location where I sought to find assistance and comfort but all I got here at this PP was a cold, arrogant and disorganized employees.


My family and friends know about this and are making sure their loved ones don't come here to experience their hell.

Here is my truth, I'm sure it isn't the same as everyone's "wonderful" experience here but for the ones that have had similar experiences with their work ethic, I can relate strongly.

Your wait time and friendly staff is a LIE.

Articles of special interest for all states:

	<p>Botched Care and Tired Staff: Planned Parenthood in Crisis by Katie Benner, <i>The New York Times</i>, February 15, 2025</p>
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	<p>You scheduled an abortion. Planned Parenthood's website could tell Facebook. The organization left marketing trackers running on its scheduling pages by Tatum Hunter, <i>The Washington Post</i>, June 29, 2022</p>
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Compilation of reviews on specific topics:

	<p>Reviews Report - Medical Dangers</p>
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	<p>Reviews Report - Racism</p>
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	<p>Reviews Report - Employee Rights</p>
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	<p>Reviews Report - Financial Ethics</p>
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Send:

- *any questions or comments*
- *any documentation of further problems*
- *requests for later updated editions*