

Problems at Planned Parenthood

Information for Protecting Our Health

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

Problems at Planned Parenthood -
www.problemsatplannedparenthood.org



Illinois page: www.problemsatplannedparenthood.org/illinois



Chicago Page: 

www.problemsatplannedparenthood.org/illinois-chicago

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

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PDF version dated 09.09.25

Part 1: Medical Problems



Section 1



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).

Chicago

Castro

The 2019 Malpractice Complaint, and the recording of the 911 dispatch call for May 24, 2018, can be found at:

www.problemsatplannedparenthood.org/illinois-chicago

Excerpt:

4. On May 24, 2018, [Plaintiff] was present at Planned Parenthood, 1200 North LaSalle, Chicago, Illinois, for the implantation of intrauterine contraception ("IUC")
...
9. . . . before the IUC procedure, a Planned Parenthood healthcare professional told [Plaintiff] that she may experience side-effects from the procedure, including, but not limited to, dizziness and cramping.
10. . . . shortly after the insertion of the IUC, [Plaintiff] experienced dizziness and informed the Planned Parenthood healthcare professional present at the time of the dizziness.
11. . . . following her complaints of dizziness [Plaintiff] was left alone and unmonitored.
. . . while unmonitored, [Plaintiff] lost consciousness and fell off the table to the ground, striking her head and neck area, and resulting in a broken neck.

Section 2



We only report what can be documented by sources who are not Planned Parenthood opponents. Dispatch audio recordings and paper documents were received through official agencies and are available on the Problems at Planned Parenthood website.

Outside Chicago

Audio of calls to dispatch an ambulance and/or written documents can be found at:

www.problemsatplannedparenthood.org/illinois

Aurora

December 24, 2018
January 12, 2019
March 12, 2019
November 16, 2019
April 22, 2020
May 27, 2020
December 12, 2021
September 24, 2022
March 16, 2024
January 19, 2025
February 9, 2025

Carbondale

May 10, 2024

Fairview Heights

December 19, 2019

Flossmoor

December 14, 2018

November 12, 2019

May 8, 2020

October 9, 2020

May 23, 2023

July 13, 2023

July 25, 2023

December 22, 2023

August 20, 2024

October 15, 2024

Springfield

January 8, 2020

May 27, 2020

June 3, 2020

August 6, 2020

November 19, 2020

February 4, 2021

Chicago

Near North Center

Audio of calls to dispatch an ambulance and/or written documents can be found at:

www.problemsatplannedparenthood.org/illinois-chicago

February 10, 2016
March 23, 2016
April 7, 2016
April 25, 2016
May 21, 2016
June 16, 2016
August 29, 2016
November 1, 2016
October 4, 2017
November 16, 2017
May 24, 2018
July 5, 2018
July 27, 2018
September 5, 2018
September 11, 2018
October 6, 2018
March 21, 2019
October 30, 2019
November 19, 2019
July 10, 2020
July 15, 2021
January 20, 2023
January 25, 2023

Section 3

Chicago

Reaves



The [autopsy report](#) and [court settlement document](#) for \$2 million can be found at:

www.problemsatplannedparenthood.org/illinois-chicago



"Family Seeks Answers After Woman's Death Following Abortion"

Published *Channel 2 CBS Chicago*, July 21st, 2012

Excerpt:

Tonya Reaves, 24, died late Friday night from a hemorrhage, with a cervical dilation and evacuation, as well as an intrauterine pregnancy as contributing causes, according to the medical examiner's office.

She died after she'd had an abortion at Planned Parenthood at 18 S. Michigan Av, according to the medical examiner's office.

Her death was ruled an accident, but the Reaves family wants to know more, especially Tonya's twin sister Toni.

"We were born the same day. She was my other half," Toni said.

Toni Reaves said the family is trying to get through this.

"It happened so fast. She was just fine one day and then the next day she was gone. We're just trying to figure out what happened. what happened," she said.

Toni Reaves said her sister was engaged to be married and had one son - Alvin - who just had his first birthday.

Part 2: Non-Medical Problems



Section 4



Chicago

Mitchell

	<p>Man charged in sexual assault of family member of friend by Genevieve Bookwalter, <i>The Chicago Tribune</i>, May 23, 2019</p>
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The girl was 8 years old when the attacks started . . .

The man allegedly assaulted the friend's family member about twice a week for more than three years, ending when the victim reached puberty, prosecutors said . . .

The victim told a Planned Parenthood counselor of the assaults at some point in 2006 or 2007, Gonzales said. Prosecutors and court record information did not indicate whether the counselor reported the incidents to authorities.

Section 5



Chicago

Harkless

The Complaint can be found at:

www.problemsatplannedparenthood.org/illinois-chicago

Headings for Allegations of Complaint:

B. [Planned Parenthood of Illinois] PPIL's Failure to Notify Plaintiff of Her Rights Under the [Family and Medical Leave Act] After Notification of Her Serious Health Conditions

C. Violations of the Confidentiality of Plaintiff's Medical Records by Defendants PPIL and Tao

D. Defendant Tao's Inappropriate and Discriminatory Comments and Behavior Toward Plaintiff and Other PPIL Employees

E. PPIL Had Notice of Defendant Tao's Discriminatory Behavior and Comments

F. Plaintiff's Termination and PPIL's Changing Reasons Given to Support It

G. Defendant PPIL's Intimidation of a Witness Who Did Not Support Its Defense for Terminating Plaintiff

Kolosso

The 2025 Complaint can be found at:

www.problemsatplannedparenthood.org/illinois-chicago

Excerpt:

10. On or about May 17, 2023, Kolosso experienced a serious workplace injury that caused significant damage to her back and other areas, including, but not limited to, strains, tears, hip dysplasia, and other serious medical issues . . .

14. Kolosso's disability is not transient and will require continued medical attention, surgeries, and treatment in order to ameliorate her ongoing conditions . . .

16. Planned Parenthood failed to grant Kolosso her requested accommodations or effective, alternative accommodations in order to permit Kolosso to return to the workplace full time . . .

25. Following the discussion, and Defendant's unreasonable offer to return to work with a demotion and significant pay cut, Defendant changed Kolosso's status from "Workman's Comp" to "Unpaid Leave" in their human resources system.

26. Defendant subjected Kolosso to harassment throughout Kolosso's efforts to return to work, and subjected her to retaliation in response to Kolosso engaging in protected activity.

Section 6



See the full Letter from HHS/OCR responding to complaint at:

www.problemsatplannedparenthood.org/illinois

Excerpt:

On October 9, 2013, the U.S. Department of Health and Human Services (HHS), Office for Civil Rights (OCR), Region III received your complaint alleging Planned Parenthood . . . has violated the Federal Standards for Privacy of Individually Identifiable Health Information . . . Specifically, you allege that, an employee of Planned Parenthood impermissibly disclosed your protected health information (PHI) to a third party. You stated that, on September 25, 2013, [redacted] left a comment under the public posts of your Facebook page pertaining to a procedure you had done at Planned Parenthood.

Section 7



A full set of reviews can be found under each center at the Problems at Planned Parenthood website. A sample is offered here.



IL Chicago Indeed 1

1.0 Low wage, high volume , unsanitary conditions



[Nurse Practitioner](#) (Former Employee) - [Chicago, IL](#) - May 25, 2020

I took a pay cut of about 15k annual to work here because I believe in the mission. Job was an absolute nightmare. Most clinics are managed by people with no degrees or clinic background, they are people who have just worked there for decades and moved up. They train their own medical assistants and none that I met had any certification or any formal training out of the clinic. Meaning these are lay staff without a clue about clinical guidelines, evidenced based research, etc. But these "managers" will micro manage your clinical practice and even try to tell you how to write your prescriptions. The RHAs aka Medical assistants are the ones who run the show, and can do no wrong. there is a culture in the clinic that the clinical providers can be easily disposed of, but the RHA staff is here to stay. You must watch what you do and say at every second because the RHAs are trained to run to management and report everything (snitch). You will be made to feel that your licensure and education is worthless and the hierarchy in the clinic is in reverse, you will get no respect. These medical assistants don't even want to give injections, the clinicians must give them, the rooms are filthy, and its not uncommon to find yesterday's dried up bodily fluids on the exam tables and mayo stands because the rooms are not cleaned well in between patients. Yes, absolutely horrifying , I agree.

The benefits are pathetic, huge medical deductible plans. You cannot use PTO if more than 2 people are on vacation in the whole state, yes, I said that, the whole STATE of Illinois. There is much much more, I could go on for another 3 paragraphs, but I will just sum it up. PLEASE RUN AS FAR AS YOU CAN FROM EMPLOYMENT HERE! They do not care about their employees, they only care about numbers and generating revenue. While I was there, good clinicians were terminated at the blink of an eye. If you are injured, disabled or sick, you will get terminated instead of being allowed to use your benefits.

I was in shock and horror working there.

✓ **Pros**

none

✗ **Cons**

poor benefits, low pay, micromanagement, unkempt dirty workplace



IL Aurora Google 1. Accessed 04.29.21.



Morgan Kunert

8 reviews



★★★★★ 3 months ago

Had a D&c done due to having an empty sac not developing a baby or anything inside it for a while. I will NEVER be back to you guys. I ended up in the ER last night almost septic from an infection. I called all during the week to try to be seen and they just pushed it off. This place is horrible, dirty and very rude staff.



IL Aurora Google 2. Accessed 04.29.21.



Danielle Stigter

1 review



★★★★★ 3 years ago

DANGEROUS!!! ALL WOMEN BEWARE!!! Came to this location for prenatal vitamins at 6 weeks and was given the first pill at my visit a couple weeks ago. After a week something was off I didn't feel well. I went back to their office to find out I was accidentally given the first phase of an abortion pill. Needless to say I've lost my baby. And the manager Gabrielle assured me she would get to the bottom of it all. Please women all around visiting this planned parenthood. Be careful and mindful of all that occurs

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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Members of the Problems at Planned Parenthood Committee:
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Send:

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