

# Problems at Planned Parenthood

Information for Protecting Our Health

Report of the Problems at Planned Parenthood Committee

PDF book version of the North Carolina page of the constantly-updated website:

Problems at Planned Parenthood - [www.problemsatplannedparenthood.org](http://www.problemsatplannedparenthood.org)



North Carolina page:

[www.problemsatplannedparenthood.org/north-carolina](http://www.problemsatplannedparenthood.org/north-carolina)



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

*Not copyrighted. Sharing of information and documentation is encouraged.*

PDF version dated 09.05.25



**Health Violations**



**911 Calls**



**Employee Rights**



**Employee Reviews**

# Section 1



## Chapel Hill

*The health department documents from 2014, 2015, 2016, and 2017 can be found under Chapel Hill at:*

[www.problemsatplannedparenthood.org/north-carolina](http://www.problemsatplannedparenthood.org/north-carolina)

### Highlights:

#### Clinic Conditions

- Staff failed to clean and disinfect the floor in the procedure room. Inspectors found dirt and rust on the floor. There were dirt stains on the floor at the foot and head of the exam table. The floor wasn't cleaned between patients or even daily, but only several times a week, by janitorial staff

#### Staff

- Medications were administered by unlicensed, unqualified staff members. This included intramuscular injections of RhoGAM and birth control injections.

#### Medical Records and Labels

- The facility failed to document medication administration properly in its records. They didn't record at what times medications were given. Multiple inspections documenting this.

### **Treatment of Patients**

- The facility failed to conduct proper informed consent, as cited in multiple inspections.
- In seven out of seven cases, the facility failed to give women instructions about what to do and who to contact in the event of medical emergencies.
- Staff failed to sterilize a vaginal ultrasound probe between uses. They used the ultrasound probe on multiple women without properly cleaning and disinfecting it. This has the potential to spread infections.

## **Fayetteville**

*The health department documents from 2015 and 2016, can be found under Fayetteville at:*

[www.problemsatplannedparenthood.org/north-carolina](http://www.problemsatplannedparenthood.org/north-carolina)

### **Highlights:**

#### **Clinic Conditions**

- The facility had expired medications and supplies. An oxygen mask required for emergencies had expired eight years before. Needles and curettes were expired by over two years, and other supplies were also expired.

#### **Treatment of Patients**

- The facility was required to keep women in the recovery room for at least an hour after surgery to make sure there were no complications. Staff failed to do this. Women were discharged 35 – 37 minutes after surgery and were not observed long enough to rule out complications.

## **Wilmington**

*The health department document from 2015 can be found under Wilmington at:*

[www.problemsatplannedparenthood.org/north-carolina](http://www.problemsatplannedparenthood.org/north-carolina)

### **Highlights:**

#### **Clinic Conditions**

- Blood samples and human tissue were stored in the same refrigerator as medications. This brings a risk of cross-contamination.

#### **Medical Records and Label**

- Doctors failed to sign consent forms.

## **Winston-Salem**

*The health department documents from 2015, 2016, and 2020 can be found under Winston-Salem at:*

[www.problemsatplannedparenthood.org/north-carolina](http://www.problemsatplannedparenthood.org/north-carolina)

### **Highlights:**

#### **Clinic Conditions**

- Biohazardous waste, including used needles, was stored close to employees' personal belongings and extra supplies.
- A syringe filled with lidocaine was left unattended and unsecured, leaving open the possibility of contamination or tampering.
- A disposable lab coat and masks were used repeatedly, and there was not enough personal protective equipment for the staff.

#### **Staff**

- There was no evaluation of competency for staff preparing and administering medication. One of the doctors administering medication was not registered with the North Carolina Board of Pharmacy. The clinic failed to ensure that a healthcare assistant preparing medication was competent to do so.
- The staff didn't properly disinfect instruments. The staff failed to "follow safe practices to prevent the spread of infection," according to the report. There was possible cross-contamination between dirty and clean instruments as dirty instruments were lifted and passed over clean ones. Staff kept dirty and clean instruments in the same sink.

- Staff failed to wear sufficient personal protective equipment when handling dirty instruments.
- According to the clinic's regional director, "a lot of our docs don't use masks during procedures."
- Staff did not practice good hand hygiene while handling potentially infectious material. Because of this, they were required to go through more training.

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### **Medical Records and Labels**

- Documents verifying informed consent weren't signed by doctors. This was the case for every patient whose paperwork was examined. This was an ongoing problem, also cited in a second inspection two years later.
- In this second inspection, it was also found that the time of the procedure wasn't given for any of the patients whose records were examined. By way of excuse, the clinic's regional director said that the clinic's health service manager "did not receive the proper training and it was just poor training on my part."

### **Other**

- The facility failed to conduct periodic checks of emergency equipment including the emergency defibrillator. The clinic's regional director and vice president said, "I know we aren't checking it, and to be honest, we haven't looked at the manufacturer recommendations or developed a protocol. We are going to have to determine how often checks should be done . . . Maybe every six months or maybe we need to do it every month." This lack of testing of equipment needed in an emergency could put patients' lives at risk.

# 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.

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

[www.problemsatplannedparenthood.org/north-carolina](http://www.problemsatplannedparenthood.org/north-carolina)

## Chapel Hill

February 26, 2022  
October 7, 2022  
January 28, 2023  
April 1, 2023  
October 19, 2023

# Section 3



[Planned Parenthood Has a History of Trying to Beat Back Labor Unions](#)

Erin Heger, ReWire News Group, July 19, 2018

## Excerpt:

Jessica Rubio, a nurse practitioner in North Carolina, said she experienced pushback 14 years ago when she and her colleagues tried to unionize at Planned Parenthood of Central North Carolina (PPCNC).

“Management became very nasty,” Rubio told *Rewire.News*. “There was a lot of blatant intimidation.”

After seeing discrepancies in promotions and wanting to address concerns over pay and benefits, Rubio and several of her colleagues at PPCNC began organizing a union in 2004. They received immediate pushback, Rubio said, with management scheduling mandatory anti-union meetings as well as pulling workers aside in the hallway and telling them a union would hurt Planned Parenthood . . .

Rubio and her colleagues eventually won their union election, but management dragged out contract negotiations for so long that many workers ended up leaving and the bargaining unit dissolved . . .

Rubio’s experience trying to unionize at PPCNC ended with her vowing to never again work for a Planned Parenthood affiliate. “I’m passionate about reproductive health, but I’m sad to say that’s no longer funneled toward Planned Parenthood,” Rubio said. “I am so disillusioned by the exploitation of those working and sacrificing for the cause.”

# Section 4



Indeed.com is a site that among other things provides a place for employees to give reviews of their employers. For Planned Parenthood, these reviews would appear under the specific cities the employees worked for. Here are a couple of the more problematic for North Carolina:



NC Chapel Hill Indeed 1

1.0

Stay away..



Health Center Assistant (Current Employee) - Chapel Hill, NC - March 21, 2020

At first working for South Atlantic Planned Parenthood was great but that was only the first few weeks.. management is horrible & most of the time non existent since they have such a high turnover, it's ridiculous. If you're CMA, stay away from this clinic because you won't matter here, they'll work you to death, no lunch breaks, staff form "clicks" & upper management only cares for their clinician.. It's not worth the headaches

✓ **Pros**

nothing

✗ **Cons**

everything



## NC Wilmington Indeed 1

2.0

### Love the Patients everything else beware



HCA (Former Employee) - [Wilmington, NC](#) - April 1, 2021

You will be over worked, under appreciated and made to feel incompetent with little training, poor management and no lunch break. all of this leads to poor patient care and a toxic environment

✓ **Pros**

Patients, providers (some of them)

✗ **Cons**

No lunch break, not efficient training, toxic environment



**Reviews include trouble reaching the center by phone.**

Those referring may wish to check this by trying to call them.


When we had an intern call Planned Parenthood centers to check on who their local mammogram referrals were, we found that about a quarter of the phone numbers never answered or left her on hold until she gave up. To document this and to specify which centers have this problem, we've listed the centers where patient reviews indicate having phone trouble. That also comes to about a quarter of the centers.


We don't include those where one person had trouble once, which can be a fluke, but only where people tried several times to reach them without success. In some cases, this included having specific medical problems due to the inability to reach them.

### [North Carolina](#)


- Chapel Hill
- Charlotte
- Fayetteville
- Raleigh
- Wilmington
- Winston-Salem

Articles of special interest for all states:

	<p><a href="#">Botched Care and Tired Staff: Planned Parenthood in Crisis</a> by Katie Benner, <i>The New York Times</i>, February 15, 2025</p>
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	<p>You scheduled an abortion. <a href="#">Planned Parenthood's website could tell Facebook.</a> 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><a href="#">Reviews Report - Medical Dangers</a></p>
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	<p><a href="#">Reviews Report - Racism</a></p>
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	<p><a href="#">Reviews Report - Employee Rights</a></p>
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	<p><a href="#">Reviews Report - Financial Ethics</a></p>
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*Send:*

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