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Media Request

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To: "tknopf@northcarolinahealthnews.org" <tknopf@northcarolinahealthnews.org>

Taylor,

Thank you for reaching out. In response to your questions, I can provide the below. Please confirm receipt.

Due to HIPAA patient privacy laws, I am unable to offer comments on specific patients or their care at Brynn Marr Hospital. I can provide the following information.

Brynn Marr Hospital complies with all state and local requirements for contacting law enforcement if an allegation of abuse is made by a patient or a family member. It is the facility's legal obligation to do so in order for an investigation to occur. It is the role of law enforcement to assist with the investigation to determine its validity. These calls are made in order to ensure that patient safety is maintained. Brynn Marr prides itself on transparency and compliance with all requirements and values its positive working relationship with local law enforcement officials.

Brynn Marr Hospital has not received any notification of an official complaint investigation regarding our acute psychiatric services from the North Carolina Department of Health and Human Services since April 2021.

The assertion that Brynn Marr misrepresented that a bed was available for a specific 11-year-old patient is completely inaccurate. Brynn Marr Hospital does not have a dedicated unit for females aged 12 and under. Neither did the hospital have a unit like that in 2021. As such, no one from Brynn Marr would have made such a statement to any emergency department personnel.

While I cannot comment on specific patients or their care, the protocol we follow includes that when a patient is admitted to our facility, they are seen daily including on weekends by a provider which may include telehealth consultations.

Per our Facility operating procedures, Brynn Marr Hospital Intake staff provides a patient handbook to each guardian and to each patient at admission. Patients are oriented to the unit by the nurse on the unit. Upon admission, all belongings are separated from the patient and inventoried for patient safety reasons. Items that are not deemed to be unsafe are returned to the patient. All other items are secured in storage until the patient discharges. Forks are put through dining trays to ensure they are returned at the conclusion of all meals for patient and staff safety reasons. Patients are not disciplined or punished at Brynn Marr Hospital for asking questions of our patient safety processes and protocols and we categorically deny any such unfounded accusation.

While I cannot comment on specific patients or their care, our standard operating procedure is that the on-call physician is responsible for participating in county court proceedings, not necessarily the attending physician. However, the on-call physician is briefed prior to the court hearing and also has access to the medical record and the IVC examination completed by the provider.

To ensure patient safety, Brynn Marr Hospital is staffed to regulations, and staffing is reviewed on a daily basis. Like many health care providers, we experienced staffing challenges during the pandemic and reduced patient census or admissions to address those challenges when necessary.

Brynn Marr Hospital is a 102-bed facility that serves children, adolescents and adults. We utilize therapy, programming and medication management as key resources of treatment. We partner with physicians and medical professionals who are an integral part of the care we provide to over 2,000 patients a year. We strive to provide quality healthcare services that patients recommend to their family and friends, and that providers choose for their patients.

Cynthia Waun, PhD, LCMHC | Chief Executive Officer



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