



Taylor Knopf <tknopf@northcarolinahealthnews.org>

Fwd: Concern at Brynn Marr

1 message

Fri, Jan 26, 2024 at 1:23 PM

To: Taylor Knopf <tknopf@northcarolinahealthnews.org>

Forwarded Conversation**Subject: Concern at Brynn Marr**

From: Morton, Lou <lou.morton@dhhs.nc.gov>

Date: Thu, Jun 22, 2023 at 1:24 PM

To: [REDACTED]

Good afternoon. The other day when I spoke with you about concerns on the childrens unit at the named facility. I need more clarification as to which unit he was/is on. The hospital or the PRTF? It makes a difference because they are two different facility types. One is licensed by acute care and the other is licensed by mental health which are two different investigation units.

If you could respond I would certainly appreciate it.

Thank you,

Lou A. Morton

Facility Compliance Consultant I

Division of Health Service Regulation, Complaint Intake and Health Care Personnel Investigations

[NC Department of Health and Human Services](#)

Office: 919-855-4500

Fax: 919-715-7724

Lou.A.Morton@dhhs.nc.gov

[1205 Umstead Drive](#), Lineberger Building

2711 Mail Service Center

Raleigh, NC 27699

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From: [REDACTED]
Date: Fri, Jun 23, 2023 at 12:13 PM
To: Morton, Lou <lou.morton@dhhs.nc.gov>

Hi Lou,

Thank you so much for getting back to me. I am not entirely sure what "PRTF" is but I assume that it is the residential treatment. He was not there for that. He was there in the emergency care for suicidal ideation. The IVC was approved for 15 days, so I think that was the acute treatment. He was in "East 2" children's unit.

Also, I would like to ask if filing my complaint with you at DHHS includes a complaint with DHSR, as well as DRNC.

Ms. Glenda called me two days ago after receiving a complaint from a senator that I emailed. She was saying there were 3 different places to file a complaint and I just want to make sure I get the complaint filed everywhere it needs to be.

I also tried to get my son's records when I picked him up yesterday but they said they would mail them 30 days from now. I do know this is within HIPAA laws, but I do have concerns that records will be changed. (I am in contact with dozens of other parents whose children had been hospitalized there with loads of issues and they claim the records had been changed)

When I spoke to Dr. Brown on Wednesday, the 21st, she claimed that she had no idea that [REDACTED] had been sexually harassed, despite me talking to all the staff about the issue, including his clinician. [REDACTED] also complained to staff repeatedly.

Additionally, the nurse, and his clinician all denied any bruising to his face, however when I picked him up several days later, he did in fact have bruising. Minimal at that point but I am sure it was more prominent immediately after. The communication within the facility, as well as with me, was atrocious.

I believe I also have to file a complaint with the medical board concerning his doctor.

Thank you so much for your help!

From: Morton, Lou <lou.morton@dhhs.nc.gov>
Date: Fri, Jun 23, 2023 at 12:20 PM
To: [REDACTED]

Thank you! I had childrens unit and I was told that was the Psychiatric Residential Treatment Center and the hospital. Im going to confirm that. THANK YOU SO MUCH!

From: [Redacted]
Sent: Friday, June 23, 2023 12:13 PM
To: Morton, Lou <lou.morton@dhhs.nc.gov>
Subject: [External] Re: Concern at Brynn Marr

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From: Morton, Lou <lou.morton@dhhs.nc.gov>
Date: Fri, Jun 23, 2023 at 12:21 PM
To: [Redacted]

The complaint you entered was with DHSR. The Complaint Intake Unit is DHSR. DRNC is a separate entity and you will need to make contact with them separate and apart from us.

From: [Redacted]
Sent: Friday, June 23, 2023 12:13 PM
To: Morton, Lou <lou.morton@dhhs.nc.gov>
Subject: [External] Re: Concern at Brynn Marr

CAUTION: External email. Do not click links or open attachments unless verified. Report suspicious emails with the Report Message button located on your Outlook menu bar on the Home tab.

Hi Lou,

From: [Redacted]
Date: Fri, Jun 23, 2023 at 12:34 PM
To: Morton, Lou <lou.morton@dhhs.nc.gov>


Ok thank you. Just to be clear, he was NOT in the residential treatment.

Take care!

From: Morton, Lou <lou.morton@dhhs.nc.gov>
Date: Fri, Jun 23, 2023 at 2:59 PM
To: [Redacted]

2/5/24, 2:56 PM

North Carolina Health News Mail - Fwd: Concern at Brynn Marr

Got it! One of my coworkers already had your complaint into the system. So I added to it! Thank you for such good information and explanation of  issues. Wishing you all the very best.