

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 345357	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 06/06/2025
NAME OF PROVIDER OR SUPPLIER Pruitthealth-Neuse		STREET ADDRESS, CITY, STATE, ZIP CODE 1303 Health Drive New Bern, NC 28560	
For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)		
<p>F 0573</p> <p>Level of Harm - Potential for minimal harm</p> <p>Residents Affected - Some</p>	<p>Let each resident or the resident's legal representative access or purchase copies of all the resident's records.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on record review, staff, and the Responsible Party (RP) interviews, the facility failed to provide copies of a resident's medical records to the resident's RP within 2 working days after a request for 1 of 1 resident reviewed for medical record access (Resident #6).</p> <p>Findings include:</p> <p>Resident #6 was admitted to the facility on [DATE].</p> <p>Review of Resident #6's admission record completed on [DATE] revealed a family member was listed as her RP and Power of Attorney.</p> <p>A review of nursing notes dated [DATE] revealed Resident #6 expired on this date.</p> <p>A review of a letter dated [DATE] written by Resident #6's RP and sent to the facility revealed a request for Resident #6 medical records.</p> <p>In a telephone interview with the RP on [DATE] at 10:37 a.m. she revealed she began requesting Resident #6's medical records from the facility's Medical Records Director a couple of months before [DATE]. She stated the Medical Records Director kept promising her that she would provide the records but did not. The RP stated she decided to engage legal help and signed a consent requesting for the records on [DATE].</p> <p>An interview was conducted with the Medical Records Director on [DATE] at 1:57 p.m. She stated she did receive a letter with signed consent from Resident #6's RP via fax requesting a copy of all medical records on [DATE]. The Medical Records Director further stated that she mailed out the records on [DATE]. She revealed it was her understanding that since Resident #6 was no longer at the facility she had 90 days within which to provide the records and stated there was no delay releasing the records.</p> <p>During a telephone interview with the prior Administrator on [DATE] at 1:48 p.m. he stated that he did not remember why there was a delay in releasing requested medical records for Resident #6. He stated it was the responsibility of the Medical Records Director to oversee any records request.</p> <p>(continued on next page)</p>		

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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<p>F 0573</p> <p>Level of Harm - Potential for minimal harm</p> <p>Residents Affected - Some</p>	<p>An interview was conducted with the Senior Nurse Consultant on [DATE] at 8:10 a.m. who stated that it was a problem if a medical records request was not fulfilled in 2 working days after a request was received at the facility.</p> <p>In a telephone interview with the current Administrator on [DATE] at 9:15 a.m. she stated it was the responsibility of the Medical Records Director to process requests. She further stated that she was not aware there were delays with requested medical records for Resident #6.</p>		