

**Statement of [REDACTED] in support of Complaint against  
Douglas Karpen, D.O., [REDACTED]**

I am writing this statement hoping that you will take swift action on this complaint and bring a very dishonest man to justice. I understand that state inspectors job is to visit different clinics and to make sure clinics are in compliance with the state rules and regulations.

I was employed until [REDACTED] by Aaron Women's Clinic, located at 5607 Schumacher Lane, Houston, TX 77057. My name is [REDACTED] and I wish to file a complaint against Dr. Douglas Karpen and his facilities, including Aaron Women's Surgical Center located at 2505 North Shepherd, Houston, TX 77008. I know that you are probably wondering why I feel I should report this now, after the years I have worked with him. I have witnessed so many wrong things and discrepancies that I feel that patients and employees have suffered way to long.

Please don't think I am being vengeful in any way. I am simply very upset that Dr. Karpen utilizes employees and then when he is done with them he treats them badly. I have been wanting to bring it to someone's attention for years but I was scared that I would end up jobless and no one would believe me.

I have seen state inspectors on numerous occasions at both clinics that are owned by Dr. Karpen. I have witnessed the way everyone on staff runs to cover up lab logs or sterilization logs to hide them from the inspectors. I am sure that there are many clinics that might do the same, but my concern is the patients and employees like myself.

For years doctor Dr. Karpen has managed to keep his staff very small, meaning that he has never kept an LVN on site at his Schumacher location. I have also seen [REDACTED] LVN, run in on short notice to the clinic to pose as if she were the LVN in charge at the Schumacher location when the inspectors come visit. [REDACTED] is only employed at the N. Shepard location and only works three days, usually Tuesdays, Wednesdays, and Thursdays. I have seen charts being transferred from one clinic to another by [REDACTED] She sign off on charts posing as the LVN at the Schumacher location, where she does not work. On several occasion [REDACTED] has also transported these charts to her home.

It is my information that [REDACTED] lost her license a few months back due to financial issues, yet she is still signing off on Dr. Karpen's patient charts as an LVN. As far as having an RN present through hours at the surgical center, he refuses to hire an RN. In fact he hurried up and called the temp agency to send him an RN when the state inspector showed up unannounced. He did hire a very impressionable young RN who was promised a certain amount of hours, turns out the promise was not kept and [REDACTED] felt threaten by her and gave the poor girl a hard time, she also did not like the way patients were treat. She ended up quitting and applying for unemployment and what was so unusual he did not try to appeal the claim, because he knew that she would put up

a fight and she would go further with her claim and complain against him. We later found out that she applied for unemployment and did receive it.

There are so many horrible discrepancies at this clinic I just don't know in what order to present them. The sterilization room is a mess. First of all, he has asked staff to reuse the same paper used to autoclave instruments. The instruments are never soaked the proper way. None of the medical assistants are knowledgeable about how and why instruments are soaked in solutions. The young assistant that resigned a few months ago was maybe the only one who knew the correct procedure and that was because the state inspector taught her.

Dr. Karpen would often engage in horseplay. Once he said, "Yeah, I bet you have never had a man with this physic," and he would display his muscles. I had witnessed his horse play on several occasion but I did not really take it serious until my co-worker began to ask me to stay late with her attending evening clinic because she stated that she did not want to be alone with the pervert, meaning Dr. Karpen. I would give her advice and tell to put a stop to it and that she could have him charged. She stated that she was scared to lose her job and that no one would believe her. I kept reassuring her that she would be heard.

I guess she finally listened and one day she had had enough and she quit in the middle of clinic. He had yelled at her in front of a patient and she felt humiliated. She applied for unemployment soon after and of course I told her I would have her back. I was not the only one aware of the sexual harassment. Another co-worker also saw him in action. She said to me one day, "Oh my god, guess what I just seen Dr. Karpen doing? He was humping [REDACTED] when she bent over to pick up some trash."

So when he received the Texas Unemployment letter that she was filing for unemployment he asked me about my involvement in my ex-coworker's accusations. I was very clear and told him that I was aware of his little sexual harassment and not only had she mentioned it to me but one of the other employees had walked up on him and saw him humping an employee as she was leaning over to pick a piece of paper up. I did not hold back from admitting that I knew about it and he went on to trying to explain what sexual harassment meant. I stopped him and told him, "I'm sorry Dr. Karpen. With all due respect, but sexual harassment can be the slightest rub across the forearm and facial expression ." Well you can just imagine he didn't enjoy that and his face became red as he tried to remain calm down. He then changed the subject. After that he avoided me at all times and knowing that he couldn't just fire me. Due to my confession to him of knowing about the sexual harassment not only did he avoid me at all times, but he would have employee meetings and I would not be included.

I have assisted Dr. Karpen in back office and front office duties. When I worked in the back I constantly had to speak to him about mistreating patients and staff.

[REDACTED]

[REDACTED] I have always tried to make patients feel comfortable and provided excellent patient services. Patients would always tell me that if it had not been for my presence, they didn't think they could have gone through the procedure. I have held their hand, I have coached them during the procedure, I have given them rides home, and I have always tried to have an explanation for his rudeness.

He is a selfish, cheap, and a control freak who tries to micro-manage everything. For years [REDACTED] and knew how to clear him on his inspections and do his dirty work.

He will go into the restroom with a set a gloves on and comes out with the same gloves and into the OR to attend the patient. I have never in all my employment with this doctor witness him wash his hands after each patient. Only after clinic I would actually witness him washing his hands.

All medications are drawn up a day in advance, and he does not use sterile gloves for procedures, he uses a spray bottle of beta-dine to spray in the cervical entrance and he will grab the bottle himself leaving it all contaminated and then with the same gloves he does the pelvic massage after touching the spray bottle. The bottle is used throughout the whole day with every patient.

On large cases, if he does not use all the dilators he will push the unused dilators to one side and reuse them on another patient. This he does so he won't run out of clean dilators just in case the autoclave is not finished. If he opens laminaria inserts which are supposedly sterilized and does not use them he will tell the MA to tape it up for the next patient.

When patients are sedated and have been completely asleep, he uses a wheel chair while they are still asleep and he slams them in the chair, their head and arms are swinging everywhere. They do not feel it, of course but Dr. Karpen is not that young to be lifting patients and some are more than just heavy. These patients are abused by this procedure.

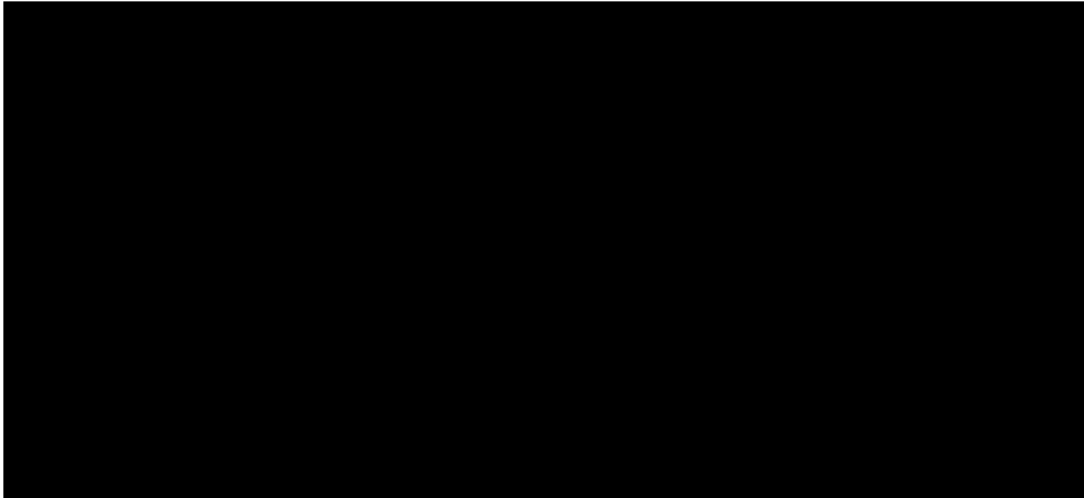
Karpen refers to the heavy women as Cows or Whales, any animal that comes to mind he has called them that name. On several occasion I had asked him to stop calling patients animal names, because patients who were only sedated lightly could still hear him and they could feel that he was being rude.

He hates for employees to take a break, or to eat during work hours. Only he was allowed to eat his lunch. He would disappear into his office to take his lunch and leaving a patient on the table set up in a pap smear position for sometimes up to forty minutes. Patients would become annoyed by this and would start to complain. When there is a slow day he will scream at every one and ask someone he designates to tell everyone to get off his clock so everyone has to leave no matter if they are full time employees.

Dr. Karpen was terminated as a member of NAF due to his unstable prices and patient complaints about the prices of abortions and ultrasounds being raised. NAF would fund

patients for one amount and later office would call to get more funding. NAF had many complaints and soon became suspicious to where they finally decided to cut him off.

He then started to blame all the staff, especially people who were collecting the cash payments from patients, trying to always make himself look good and he just could not understand why NAF did this to him. I was informed that Dr. Karpen tried to take the NAF to court. The NAF told him he was a very dishonest man.



Patients were being charged for having C-sections in the pass and weight fees. [REDACTED] the Ultrasound Tech, was doing her magic as if she were going get a piece of the pie. [REDACTED] has been doing these ultrasounds for years and I have seen her do her magic on the ultrasounds. Patients will walk in the same day from other clinics that cannot do their procedures having been told how many weeks along they are in their pregnancies. After their ultrasound at Dr. Karpen's clinic, their pregnancies have grown two more weeks. Patients who question this are given them some off the wall story of how the ultra sound works. I have also seen [REDACTED] minimize the size of fetuses that are way above the legal number of weeks for abortions in Texas. This makes it very difficult when trying to do the abortion. I have witnessed up to 28-week abortions being done on women that are being told they are 25 weeks.

Now that the law has changed and is requiring ladies to come in for an ultrasound twenty four hours in advance, they do not see the doctor on this visit as required by law. In fact, [REDACTED] does the ultrasound and lab work and the patients leave and return the next day. He has been out of state, and we still have clinic for pre-ops and [REDACTED] does them. No doctor.

Recently during the New Year's holiday, Dr. Karpen's [REDACTED] was very critical in a hospital [REDACTED] and he actually left out on Dec. 30th when he was informed of his [REDACTED] This was a Friday, so the pre/ops that were supposed to return on Saturday for procedures were rescheduled several times. Many patients were over whelmed by the delays because they really wanted to get the procedure done. We even told patients that if they felt they wanted to go to another facility they would get their ultrasound fee

reimbursed, but that didn't happen. Dr. Karpen [REDACTED] said that they could not reimburse the fee for the ultrasounds because they had provided a service. On the other hand, [REDACTED] was reassuring patients that they could get their fee back. I had a gentleman call me on numerous occasions wanting a refund. [REDACTED] said that if he came in, all he needed was his credit card and his ID and we could refund the money. However, when the gentlemen arrived, [REDACTED] told him that they could not do that. I went to Dr. Karpen to help him understand the situation. [REDACTED] heard what I had to say about [REDACTED] telling the patients they could be reimbursed for their ultrasounds because Karpen never showed up for their abortions. [REDACTED] was annoyed and said, "No, he cannot get anything back. I have already told the guy he gets nothing back." Of course, Dr. Karpen agreed [REDACTED] and said that [REDACTED] did not run anything.

Patients are mentally abused at this facility along with the staff. I have also noticed that Dr. Karpen's body language changes when he is attracted to a good looking woman. The way he touched them when doing a pelvic exam would make my co-worker and me very uncomfortable.

I have been terminated by Dr. Karpen a few times. The first time was because I really did deserve it. I was young and immature, and admit I made some mistakes, but he hired me back. The second time I was terminated I was pregnant. When he found out I was five months pregnant, I was fired after a long and heavy patient load. He worked me like a donkey that day. I was his right side chair assistant in the large and small procedures. I am not sure if it was because I was pregnant or [REDACTED]. However I was fired and I was wrongly accused of tampering with medications, according to what they stated. I did handle medications and I administered them to patients under his supervision. Anyone employed there could draw medications, which are all pre-drawn -- just as lidocaine is -- by whoever is there to do it.

After being terminated in [REDACTED] I applied for unemployment and he appealed it and I won the appeal. I was going to file a complaint then, but I was going through hardship and I was pregnant and I did not feel anyone would listen. I guess he felt because I received my unemployment I would not complain, but this time I have applied for unemployment and I do not care if I receive it or not. I want for this man to be recognized as a dishonest man unworthy of being called a doctor.

In [REDACTED] 2010, I was hired back. He offered me to take over the back office. I was on unemployment for a couple of years and, as you well know, jobs are hard to come by. Besides, I have never been one to hold grudges. I am good with people and I know the abortion protocol very well. I knew I was good at this job and I felt that things would be different, so I decided to come back on board.

Shortly after, [REDACTED] and [REDACTED] decided to quit because of some negative comments Dr. Karpen had made about them to an employee who was very close to [REDACTED]. They all quit, leaving Dr. Karpen clueless on how to run the clinic. Later the same employee who had to told these ladies of Dr. Karpen's comments

against them quit because of the abuse from Dr. Karpen. It is my belief that she reported him to NAF and State. Shortly after that was when the National Abortion Federation stopped funding Dr. Karpen's clinics and did their investigation.

I have had many different emotions in actually presenting this letter to you. I am a single parent and I have worked my entire life to make ends meet. I have over looked all this because of the necessity to support my family and because I felt that no one would believe me I truly believe that many patients have voiced their complaints to me but have not gone through the proper channels to get heard. I think it is because it's time consuming and they do not want to take the time to do it. I am stepping up today to represent all the women he has verbally, physically and emotionally abused in the clinic. I want him know that he cannot continue to get away with treating patients and employees the way he has for years.

I am sure if you look at his unemployment file of employees that have quit or been terminated, you will find that the complaints are all similar in nature to what I have stated here. I'm also sure that you will not find any proof of him having a Registered Nurse at the Texas Ambulatory Surgery Center (also known as Aaron Women's Surgical Center) on all the days that he has been in business. I'm sure that if this were to be investigated you would find out the truth. As far as him having a LVN at both locations, well LVN [REDACTED] has been at the Texas Ambulatory Surgery Center but has never worked at the location on Schumacher. It is my belief that she gets paid under the table because she is also receiving disability and on her check he will make it look like she is only working a low amount of hours so her disability will not get interrupted. I have also learned that after my termination Dr. Karpen now has her working at both locations and that is only because he realizes that I am going to state this in my complaint.

Most employees who have voiced their complaints have only called the state department and the state will send someone out and of course by this time he has had enough time to cover his tracks. The complaints gets thrown in a box and become history.

On [REDACTED] 2012 at 11:30 p.m. I received a call from [REDACTED]. She called to tell me that officially, as per Dr. Karpen, I was terminated because he had receive a complaint from [REDACTED] the state inspector, saying that I had been rude answering the phone when patients would call. I have never mistreated a patient and I truly believe that [REDACTED] would have in fact corrected me. In fact, I recall asking [REDACTED] where I could find a number so patients could voice their complaints. [REDACTED] told me that the number should be up front. It was in front in a very small frame and she told me that it needed to be made large so the patients could see it. She also asked me if [REDACTED] was the nurse at the Schumacher location and I did lie and said, "Yes, I guess." I did not want to lie. I wanted to tell her the truth. I believe that when Dr. Karpen read the inspectors report, he speculated that I was trying to hurt the inspection and out of his fury he terminated me. I have never been written up by this employer. In fact I was waiting for this termination ever since I became involved in the sexual harassment episode that I mentioned earlier.

That same night when [REDACTED] called to terminated me, I texted Dr. Karpen a message on his cell phone to tell him how humorous I found it that he had terminated me on those grounds, and how I knew he hated the fact that I had confronted him about the sexual harassment and how disgusting he had appeared to me when he was lying to the state inspector. He did not reply, but the next day [REDACTED] sent me a text that I was not to step on the premises to pick up my check, due to the fact that I had threaten him, which of course was a lie. I did however pick up my check and belongings in person, but he had one of my co-workers bring my things outside.

I hope that you find it in your hearts to give this statement serious consideration. This is only a piece of all that goes on in this clinic. If you were to investigate past employees, you would find that what I am saying is true.

I feel that Dr. Karpen needs to be investigated and stopped from abusing women who trust him to provide them with a safe procedure and from abusing employees who should have a safe environment to work in. I encourage you to look into this complaint for I am certain that you will find that this man is far from being a reputable health provider. I am sure that this is not his first complaint against him. I am not gaining any type of pay off for this complaint. I just want him to pay the price for all the abuse he has caused women and prevent him from hurting anyone else.

Sincerely,

[REDACTED]

Date

1/12

State of Texas

[REDACTED]

2012

, before me,

[REDACTED]

(notary)

personally appeared,

[REDACTED]

personally known to me

proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s) or the entity upon behalf of which the person(s) acted, executed the instrument.

WITNESS my hand and official seal

[REDACTED]

