

Complaint Form

Texas Board of Nursing
1801 Congress Avenue, Suite 10-200 Austin, TX 78701
(512) 305-7400 Fax: (512) 305-7401 Email: webmaster@bon.texas.gov

Complaint #2026061008
Submitted: 6/22/2026

Complaint PDF Versions

Version Number	Created by -- Created Date
Version 1 - 06/22/2026	Complaint Portal--06/22/2026 08:16 AM

Comments: Initial

Complainant (Your Information)

Please identify who you are: Patient / Patient's Family (OR6)

Your Name: Keierra Lynn Callaway

Your Email:

Your Address:

Your Phone Number(s)

Home

Respondent (Nurse's Information)

Nurse's Name: Alyssa Beaver

Additional Respondents:

Nurse's License/Certificate #: 1129598

Nurse's Email:

Nurse's Address: Austin Area OB/GYN and Fertility, 12200
Renfert Way, Suite 100
Austin, TX 78758
UNITED STATES

Nurse's Phone Number(s)

Not Specified (512) 323-5465

Nurse's Employer Information

No Nurse's Employer Information provided

Patient Information

Please indicate your relationship to the Patient: I am the Patient

Patient Name: Keierra Lynn Callaway

Patient Date of Birth:

Patient Email:

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Patient Address:



Patient Phone Number(s)

Home



Witness Information

No Witness Information provided

Incident Information

Date and Time of Incident:

- 10/10/2025

Incident Location Name:

Austin Area OB/GYN & Fertility

Address:

12200 Renfert Way, Suite 100
Austin, TX
UNITED STATES

Description of Incident:

In late September 2025, I learned I was pregnant. It would be weeks before I could have my first prenatal appointment, but I began getting blood tests to track my hormone levels. My first hCG reading on September 29 was 447 mIU/mL and my progesterone was 19.2 ng/mL. Two days later, on October 1, my hCH was 688 mIU/mL. On Thursday morning, October 9, when I was seven weeks pregnant, I began spotting. I called the office of my OB/GYN, Dr. Alyson Garcia of Austin Area OB/GYN and Fertility. The nurse I talked to told me to keep an eye on it and monitor my symptoms. By the evening, the bleeding had increased and I was in significant abdominal pain. I called my OB/GYN's office again and was told to come into the office the following day. On the morning of Friday, October 10, I received an ultrasound at my OB/GYN's office. The nurse practitioner, Alyssa Beaver, could not locate an intrauterine pregnancy or a gestational sac. She told me I either had an ectopic pregnancy or was having a miscarriage and I should keep monitoring my symptoms. That afternoon, I received my blood test results: my hCG was now 130 mIU/mL and my progesterone was 1.21 ng/mL. By the evening of October 10, the bleeding and abdominal pain had increased and I was lethargic. I called my OB/GYN again and the on-call nurse told me that with an hCG "that high," their office "could not" offer a D&C or medication to speed the miscarriage. They told me to go to the ER if my symptoms got worse. Alyssa Beaver never followed up with me. That night, I went to the ER at St. David's North Austin Medical Center. The ER was packed, including with a woman in active

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labor. I realized it would be hours before I could be seen, so I left and went to Baylor Scott and White in Round Rock. At the Baylor ER, I got another ultrasound and the technician told me she saw an intrauterine pregnancy measuring around 5 weeks with no fetal pole or yoke sac. As I waited to speak with the on-call OB/GYN, another doctor came to my room to perform STD testing, even though I assured them that I was married and it was impossible for me to have an STD. Finally, Dr. Shutter Kerr came to my room to give me my results. She told me my hCG was now 105 mIU/mL and the rest of my blood test results “looked good.” She then explained I was likely having a miscarriage, but that I only had one option: to go home and pass the pregnancy on my own, then follow up with my OB/GYN in a week. I expressed concern that I could bleed out or that the pain could feel like going into labor. But Dr. Shutter Kerr was dismissive, chuckling as she told me I would be “fine,” to just expect some cramping, and to take over the counter Tylenol if I needed. That night I had chills and was bleeding continuously and cramping. I could barely sleep. The next morning, Saturday October 11, I started to receive emails from Baylor with my test results from the ER. I saw that several of my lab results were elevated or abnormal. I tried to get a nurse from Baylor on the phone so I could ask about my results. After being routed and re-routed multiple times, I finally got a nurse on the phone who told me: “even though [your labs] are abnormal they are not necessarily life or limb threatening to where we have to get you evaluated or have to do immediate treatment. Does that make sense?” to which I responded “No,” and the nurse replied, “I was about to say, I am sure it doesn’t.” I again asked why no one was offering a medical intervention to help end my pregnancy, but the nurse continued to insist that doing nothing was “standard.” By Sunday, October 12, I decided to try a different ER, this time St. David’s Round Rock. I explained my symptoms in triage and was taken for testing and an ultrasound. My hCG was now 50 mIU/mL and I was given morphine and IV fluids for the pain. Marisol Rodriguez, a PA in the emergency room, arrived and told me I was suffering from a miscarriage and had developed an infection, so they would be discharging me with pain medication and antibiotics to take home. I asked why they were not offering me a procedure or medication to terminate my pregnancy, and Ms. Rodriguez said this was not something the ER provided and I would need to follow up with my OB/GYN. Throughout the weekend and into Monday morning, I was in persistent agony. My husband monitored my vitals and tried to help me manage my pain with the medications I had received at St. David’s. We

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considered traveling out of state for care, but I was still bleeding so much that we feared travel was dangerous. On Monday morning, October 13, I finally got in touch with my OB/GYN again, who scheduled me to come in for an appointment the following day. On Tuesday, October 14, I finally saw my OB/GYN, Dr. Garcia, in her outpatient office. Dr. Garcia did a pelvic exam and ultrasound and confirmed that I was miscarrying and had developed an infection. Dr. Garcia detected retained tissue and commented that she “did not like” how I looked. She prescribed stronger antibiotics and finally, for the first time in six days, I was offered a procedure or medication to terminate my pregnancy. I opted for medication and began taking the pills that afternoon. When I asked Dr. Garcia why I had not been offered the pills in the ER, she was not surprised, saying the ER would “have to be damned sure that it’s an actual miscarriage to be offering the pill.” For the next four days, I continued to expel pregnancy tissue at home. I spent my 40th birthday curled on the floor of my bathroom, afraid for my life. On October 16 and October 23, I had follow-up appointments with Dr. Garcia for ultrasounds and to confirm my hCG was continuing to decrease. Months later, at the beginning of January 2026, my husband and I were on our way to Portugal for a vacation when I began spotting. I had not had a period since October, but on the plane ride across the Atlantic, I started bleeding. The blood was dark red and something didn’t seem right, but I thought it was just a period. Days later, I was getting into our rental car in Portugal when I felt a gush of blood and excruciating pain. I went to a public toilet in a nearby grocery store and pulled down my tights. There was blood everywhere: soaking my tights, on the toilet, and on the floor of the bathroom. Panicked, my husband quickly drove us to an emergency room and through the language barrier, we attempted to explain that I’d had a miscarriage months ago that I thought was over but something was still wrong with me. Sure enough, the pathology report from the hospital in Portugal revealed that I had retained tissue from my miscarriage that my OB/GYN and the hospitals in Texas had missed. It felt like going through the miscarriage all over again. Yet for the first time since the ordeal began, I felt safe with a physician. Even though they did not speak the same language, I trusted this physician more than any of the providers who had cared for me in Texas.

Supporting Documentation

File Name

Document Title

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Results from portugal.pdf

Results from portugal

By completing and submitting this complaint form, I affirm that I am the complainant identified herein and that the facts set forth in this complaint are true and correct to the best of my knowledge. Further, by electronically signing my name below, I acknowledge that a copy of the completed complaint form will be sent to the email address provided by me in this complaint form. I understand that the completed complaint form may contain protected health information and that the unauthorized disclosure, distribution, or copying of protected health information is prohibited by both federal and state law, and I agree to abide by such requirements. ;