

## HEADQUARTERS

Christopher Ferguson, Chief  
4052 Bald Cypress Way, Bin C-70  
Tallahassee, FL 32399  
Telephone: 850-245-4478

## NORTHERN DISTRICT

### Alachua

Wendy Foy, Northern District Manager  
Liam Schauer, Investigation Manager  
14101 N.W. Highway 441, Suite #700  
Alachua, FL 32615-5669  
Telephone: 386-418-5330  
County Coverage: Alachua, Bradford, Citrus, Columbia, Dixie,  
Gilchrist, Hamilton, Lafayette, Lake, Levy, Marion, Putnam, Sumter,  
Suwannee and Union

### Jacksonville

Wendy Foy, Northern District Manager  
Stephen Kayser, Investigator Supervisor  
1912 Hamilton St., Unit 104  
Jacksonville, FL 32210  
Telephone: 904-381-6022  
County Coverage: Baker, Clay, Duval, Flagler, Nassau, St. Johns  
and Volusia

### Pensacola

Wendy Foy, Northern District Manager  
Nicole Singleton, Investigation Manager  
Cathy Martin, Investigator Supervisor  
5016 N. Davis Highway  
Pensacola, FL 32503-2102  
Telephone: 850-475-5474  
County Coverage: Escambia, Holmes, Okaloosa, Santa Rosa, Walton  
and Washington

### Tallahassee

Wendy Foy, Northern District Manager  
Nicole Singleton, Investigation Manager  
4052 Bald Cypress Way, Bin C-70  
Tallahassee, FL 32399  
Telephone: 850-245-4870  
County Coverage: Bay, Calhoun, Franklin, Gulf, Gadsden, Jackson,  
Jefferson, Leon, Liberty, Madison, Taylor and Wakulla

## CENTRAL DISTRICT

### Ft. Myers

Matt Knispel, Central District Manager  
Kelley Collins, Investigation Manager  
2295 Victoria Ave., Suite 319  
Ft. Myers, FL 33901  
Telephone: 239-338-2621  
County Coverage: Charlotte, Collier, DeSoto, Glades, Highlands,  
Hendry and Lee

### Orlando

Matt Knispel, Central District Manager  
James Isajewicz, Investigation Manager  
Vacant, Investigator Supervisor  
400 W. Robinson St., S-532  
Orlando, FL 32801  
Telephone: 407-245-0978  
County Coverage: Brevard, Orange, Osceola and Seminole

### St. Petersburg

Matt Knispel, Central District Manager  
Eliana Swanson, Investigation Manager  
Robert Seimetz, Investigator Supervisor  
Sebring Building, 3rd Floor  
525 Mirror Lake Dr., Suite 310A  
St. Petersburg, FL 33701  
Telephone: 727-552-1145  
County Coverage: Hardee, Manatee, Pinellas and Sarasota

### Tampa

Matt Knispel, Central District Manager  
Christy Guggino, Investigation Manager  
Babette Agett, Investigator Supervisor  
1313 Tampa St., Suite 407  
Tampa, FL 33602  
Telephone: 813-873-4777  
County Coverage: Hernando, Hillsborough, Pasco and Polk

## SOUTHERN DISTRICT

### Ft. Lauderdale

John Crandall, Southern District Manager  
Patricia Callahan, Investigation Manager  
Blanca Gamez, Investigator Supervisor  
N. Broward Regional Service Center  
1400 W. Commercial Blvd., 130-J  
Ft. Lauderdale, FL 33309  
Telephone: 954-202-3250  
County Coverage: Broward

### Miami

John Crandall, Southern District Manager  
Vacant, Investigation Manager  
Carlos Suarez, Investigator Supervisor  
Spokane Building  
8350 N.W. 52nd Terrace, Suite 400  
Doral, FL 33166  
Telephone: 305-470-5800  
County Coverage: Miami-Dade and Monroe

### West Palm Beach

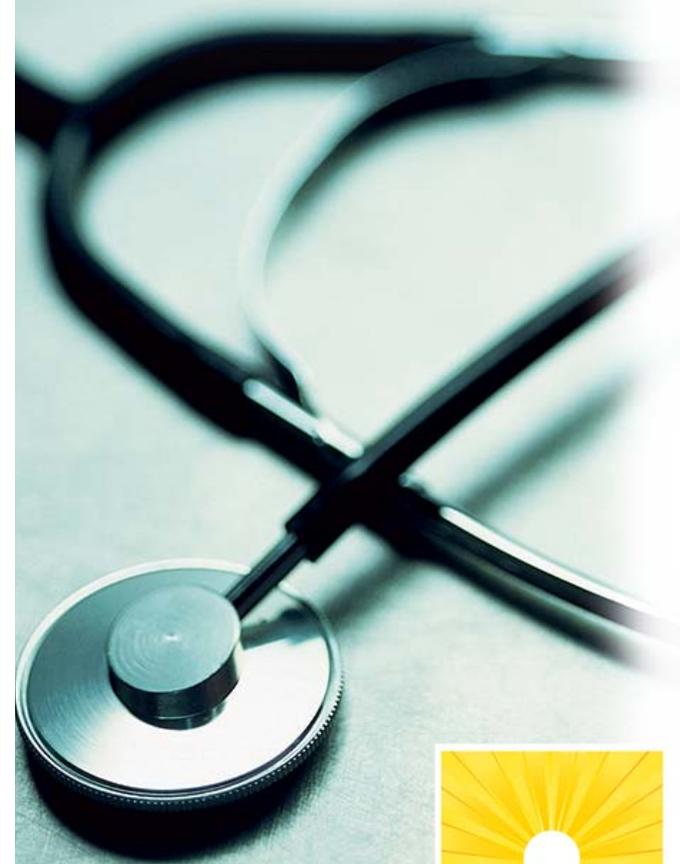
John Crandall, Southern District Manager  
Amy Senior, Manager  
Terrie Lora, Investigator Supervisor  
900 U.S. Highway 1, Suite 207  
Jupiter, FL 33477  
Telephone: 561-741-4580  
County Coverage: Indian River, Martin, Okeechobee, Palm Beach  
and St. Lucie



Report unlicensed pain clinics.  
Call 850-245-4339 to report suspicious activity.

# Investigative Services Unit

Florida Department of Health  
Division of Medical Quality Assurance



Christopher Ferguson, Chief  
4052 Bald Cypress Way, Bin C-70  
Tallahassee, FL 32399-3251  
Updated 03/18/2015



# The Investigative Services Unit (ISU)

functions as the investigative arm of the Florida Department of Health, Division of Medical Quality Assurance (MQA). ISU investigates complaints against health care practitioners and facilities/establishments regulated by the Florida Department of Health, as well as complaints against individuals practicing without a health care license.

**ISU includes a staff of professional investigators and senior pharmacists who:**

- conduct interviews;
- collect documents and evidence;
- prepare investigative reports for the Prosecution Services Unit (PSU);
- serve subpoenas and official orders of the Department;
- perform probationary monitoring for the Compliance Management Unit of the Consumer Services Unit (CSU); and
- perform inspections of pharmacies and dispensing practitioners.



# Investigations

CSU refers complaints to the ISU field office closest to where the incident occurred. Complaints that present an immediate threat to public safety are given priority; however all complaints are investigated as quickly as possible. The steps taken in the investigation are determined by the specifics of the allegations.

**Generally, the investigative steps include:**

- obtaining medical records, documentation and evidence related to the complaint;
- locating and interviewing the complainant, the patient, the subject and any witnesses; and
- drafting and serving subpoenas for necessary information.

After the information is collected and interviews are conducted, the investigator writes an investigative report. The report is forwarded to the Department's attorneys for legal review.

# Inspections

Specific professions regulated under the Division of Medical Quality Assurance require inspections prior to beginning practice and on a periodic basis. These professions include pharmacies, dispensing practitioners, pain management clinics, dental laboratories, massage, optical and electrolysis establishments.

**Professional investigators and senior pharmacists** within ISU routinely inspect 16 different types of facilities licensed through the Florida Boards of Pharmacy, Medicine, Dentistry, Massage, Opticianry and the Electrolysis Council. They are responsible for enforcing compliance of Chapters 465, 466, 458, 459, 478, 480, 484, 893, Florida Statutes, as well as 64B7, 64B8, 64B16, 64B27 and 64B29, Florida Administrative Code.

**To learn more about ISU, visit MQA's enforcement website.**  
**1. Go to [www.FLHealthSource.gov](http://www.FLHealthSource.gov)**  
**2. Choose "Consumer Services"**  
**3. Click on "File a Complaint"**

To check license status and disciplinary history or file a complaint against a licensed health care professional, call 850-245-4339.

To report possible unlicensed activity, call the toll free unlicensed activity hotline at 877-HALT-ULA (425-8852).

