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DEPARTMENT ANNOUNCES STREAMLINED TOOL TO REPORT HEALTH CARE PROVIDER COMPLAINTS



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Tallahassee, Fla.—The Florida Department of Health’s Division of Medical Quality Assurance (MQA) has launched a new and improved [health care complaint portal](#). The portal was developed in collaboration with the Agency for Health Care Administration and allows Floridians to more conveniently report everything from health care violations and unlicensed activity, to fraud and more.

“We are committed to educating the public on how to report unlicensed activity or health care violations,” said Interim State Surgeon General Dr. Celeste Phillip. “The enhanced portal serves as an example of successful collaboration between the department and other entities across the state to ensure the safety of Florida’s residents and visitors.”

The portal also educates consumers on which state or federal agency to contact for a variety of issues ranging from Health Insurance Portability and Accountability Act (HIPAA) violations to independent living facilities. This is one of several upgrades made to the department’s online services and offers a centralized location to access all MQA public reporting tools.

Working in conjunction with 22 boards and six councils, MQA licenses and regulates seven types of facilities and 200-plus license types in more than 40 health care professions. For more information, please visit www.flhealthsource.gov.

About the Florida Department of Health

The department, nationally accredited by the [Public Health Accreditation Board](#), works to protect, promote and improve the health of all people in Florida through integrated state, county and community efforts.

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