INVESTIGATIONS

Complaints are assigned to the ISU field office closest to where the incident occurred. All complaints are investigated as quickly as possible, however complaints that present an immediate threat to public safety are given priority. The steps taken in the investigation are determined by the specifics of the allegations but generally include:

- Obtaining medical records, documentation, and evidence related to the complaint
- Locating and interviewing the complainant, patient, subject, and any witnesses
- Drafting and serving subpoenas for necessary information

A final investigative report is written and reviewed by the Florida Department of Health's legal tream.

INSPECTIONS

The following establishments are regulated and require inspection on a periodic basis:

- Pharmacies
- Dispensing practitioners
- Pain management clinics
- Dental laboratories

- Massage establishments
- Optical establishments
- Electrolysis facilities
- Office surgery registration

Professional investigators, registered nurse consultants, dentists, and senior pharmacists are responsible for enforcing compliance of Chapters 457,460, 461, 462, 463, 464, 467, 468, 484, 486, 490, 491, 465, 466, 456, 458, 459, 478, 480, 484, Florida Statutes, as well as 64B7, 64B16, 64B27 and 64B29. Florida Administrative Code.



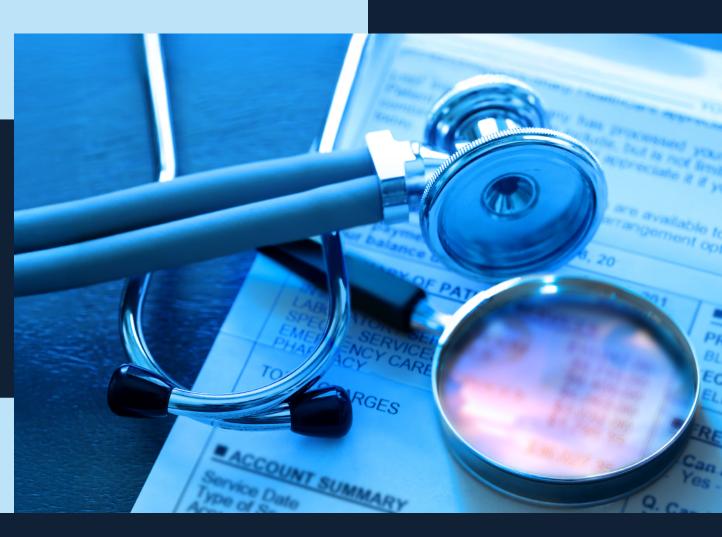
Verify the status of a medical license at

FLHealthSource.gov



Investigative Services Unit

Florida Department of Health
Division of Medical Quality Assurance



The Investigative Services Unit (ISU) functions as the investigative arm of the Florida Department of Health's, Division of Medical Quality Assurance.

ISU investigates complaints against health care practitioners and facilities regulated by the Florida Department of Health, in addition to complaints against individuals practicing without a health care license.

The Florida Department of Health enforces administrative actions, such as fines or restriction of practice, and relies on support from local law enforcement when criminal activity is suspected.

ISU includes a staff of professional investigators, registered nurse consultants, dentists, and senior pharmacists who:

- Conduct interviews
- Collect documents and evidence
- Prepare investigative reports
- Serve subpoenas and official orders
- Perform probationary monitoring

FILE A COMPLAINT

Check the license status, disciplinary history or file a complaint against a licensed health care provider:

FLHealthSource.gov 850-245-4339

Report possible unlicensed health care activity:

877-HALT-ULA (425-8852) HaltULA@FLHealth.gov

If you suspect unlicensed health care activity or have questions, please contact your local ISU office.

Headquarters

4052 Bald Cypress Way, Bin C-70 Tallahassee, FL 32399 **850-245-4478**

Alachua

14101 NW Highway 441, Suite #700 Alachua, FL 32615 **386-418-5330**

County Coverage:

Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Lafayette, Lake, Levy, Marion, Putnam, Sumter, Suwannee and Union

Jacksonville

1912 Hamilton St., Unit 104 Jacksonville, FL 32210 **904-381-6022**

904-301-0022

County Coverage:
Baker, Clay, Duval, Flagler,
Nassau, St. Johns and Volusia

Pensacola

826 Creighton Rd., Suite B-105 Pensacola, FL 32504

850-475-5474

County Coverage:

Escambia, Holmes, Okaloosa, Santa Rosa, Walton and Washington

Tallahassee

4052 Bald Cypress Way, Bin C-70 Tallahassee, FL 32399 **850-245-4870**

County Coverage:

Bay, Calhoun, Franklin, Gulf, Gadsden, Jackson, Jefferson, Leon, Liberty, Madison, Taylor and Wakulla

Ft. Myers

2891 Center Pointe Dr., Suite 101 Ft. Myers, FL 33916 239-338-2621

County Coverage:

Charlotte, Collier, DeSoto, Glades, Highlands, Hendry and Lee

Orlando

400 W. Robinson St., S-532 Orlando, FL 32801 **407-245-0978**

County Coverage:

Brevard, Orange, Osceola and Seminole

St. Petersburg

450 Carillon Pkwy., Suite 205 St. Petersburg, FL 33716 **727-552-1145**

County Coverage:

Hardee, Manatee, Pinellas and Sarasota

Tampa

1313 N. Tampa St., Suite 407 Tampa, FL 33602

813-873-4777

County Coverage: Hernando, Hillsborough, Pasco and Polk

Ft. Lauderdale

1400 W. Commercial Blvd., 130-J

Ft. Lauderdale, FL 33309

954-202-3250

County Coverage:

Broward

Miami

8750 N.W. 36th St., Suite 300 Doral, FL 33178 **305-470-5800**

County Coverage:

Miami-Dade and Monroe

Jupiter

900 U.S. Highway 1, Suite 207 Jupiter, FL 33477 **561-741-4580**

County Coverage:

Indian River, Martin, Okeechobee, Palm Beach and St. Lucie