

## 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 team.

## 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**

**Florida  
HEALTH**

## 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**

#### 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