

# APPENDIX C

## Department of Health Office of Inspector General Closed Complaints for FY 2020-21

Number	Type	Allegation/Concern	Disposition
18-19-019	IN	Alleged nepotism and conduct unbecoming a public employee	1-Substantiated 2-Unsubstantiated
18-19-110	WB	Alleged misfeasance, malfeasance, and gross misconduct by a public employee	1-Unsubstantiated
18-19-116	IN	Alleged negligence and conduct unbecoming a public employee	1-Substantiated 1-Unsubstantiated
18-19-139	WB	Alleged mismanagement, misfeasance, malfeasance, gross waste of public funds, negligence, and actions that created a substantial and specific danger to the public's health, safety, and welfare	2-Unsubstantiated
18-19-151	WB	Alleged violation of law and Department rules by a Department employee	3-Substantiated 1-Unsubstantiated
19-158	IN	Alleged negligence by Environmental Health (EH) inspectors approving a septic system repair in violation of Department rules	2-Unsubstantiated
19-198	IN	Alleged violation of information security and privacy policy by a Department employee	1-Exonerated
20-002	WB	Alleged misconduct by misappropriation of funds, nepotism, and other inappropriate hiring practices by a Department employee	1-Unsubstantiated 1-Unfounded 1-Exonerated 3-Not Investigated
20-047	WB	Alleged negligence by failing to prevent employee suspected of being under the influence of alcohol from being activated to emergency shelter duty	1-Unsubstantiated
20-048	MA	Alleged hostile work environment, discrimination, and violation of hiring policies by Department employees	Referred to Management
20-074	MA	Alleged hostile work environment, inappropriate use of funds, improper contracting, time theft, and falsification of documentation by a Department employee	Referred to Management
20-099	RF	Alleged Office of Medical Marijuana Use (OMMU) staff did not properly address concern with dispensary	Referred to Management
20-148	NF	Alleged failure of EH supervisor to respond to complaints timely and properly inspect/fix a septic tank	Preliminary Inquiry (PI) determined process was followed and matter was resolved
20-165	MA	Alleged favoritism by a EH inspector, and failure to respond to complaints timely	Referred to Management
20-171	MA	Alleged mismanagement, disclosure of Personally Identifiable Information (PII) and Protected Health Information (PHI), hiring of an unqualified inexperienced employee, and potential for the Department to incur financial penalties	Referred to Management
20-174	RF	Alleged improper inspection and installation of a nitrogen reducing septic system	Referred to Bureau of EH
20-187	MA	Alleged bullying, retaliation, discrimination, unresponsiveness, improper procedures, and solicitation from secondary employment	Referred to Management
20-195	RF	Alleged discrimination, harassment, retaliation, denial of telework during COVID-19, and hiring of a nonqualified employee	Referred to the Bureau of Personnel and Human Resource Management (HR) and the Equal Opportunity Section (EOS)
20-196	NF	Alleged the Department is attempting to alter Florida COVID-19 statistics to keep information from reaching the public	Not Investigated – Insufficient Information
20-198	NF	Alleged the Department is attempting to alter Florida statistics to keep information from reaching the public	Not Investigated – Insufficient Information
20-199	NF	Alleged COVID-19 data has been altered by the Department as cited by media reports	Not Investigated – Insufficient Information
20-200	NF	Alleged refusal to allow teleworking due to retaliation and/or favoritism by Department employees	Not Investigated – Insufficient Evidence
20-208	RF	Concerns regarding discrimination, favoritism, and nepotism by Department employees	Referred to EOS and the Office of General Counsel (OGC)
20-211	RF	Alleged time theft, improper use of state resources, poor performance, and an inappropriate relationship between Department employees	Referred to Management

Legend	LE - Law Enforcement Referral	IN – Investigation	NF – No Further Action
RF – Referral to Others	WB – WB Investigation	MA – Management Advisory	INA – Investigative Assist

Number	Type	Allegation/Concern	Disposition
20-212	NF	Alleged potential fraudulent claim for wages by a Department employee associated with teleworking	Not Investigated – Handled by Management
20-214	RF	Alleged inappropriate social media posts by an employee	Referred to Management
20-215	RF	Alleged violation of Department COVID-19 directives and improper termination of a Department employee	Referred to Management
20-220	RF	Alleged retaliation, favoritism, coercion, and wrongful termination by Department employees	Referred to Management
20-221	MA	Alleged wrongful disciplinary action, retaliation, discrimination, and conflict of interest by Department employees	Referred to Management
21-001	NF	Alleged payments were not made timely, in violation of Florida Statute	Not Investigated - Management Responded to Complainant
21-002	RF	Alleged unfair treatment of employees and hiring practices at a county health department (CHD)	Referred to HR
21-003	RF	Alleged improper operation and maintenance of septic system serving a restaurant and public records violation	Referred to EH
21-004	NF	Alleged EH property issues against the Department and the Department of Environmental Protection	Not Investigated - Issues were already litigated in a court of law
21-005	NF	Concerns regarding the decision of reopening nursing homes to families due to COVID-19 restrictions	Not Investigated – No Jurisdiction
21-006	NF	Alleged violation of COVID-19 restrictions for a large event	Not Investigated – No Jurisdiction
21-007	RF	Alleged violations of COVID-19 protocols at a Federal Prison	Referred to the Federal Bureau of Prisons
21-008	NF	Alleged ethics violation against a licensed professional engineer and requested a previous EH facility permit be reviewed	Not Investigated – No Jurisdiction
21-009	RF	Alleged substandard dental work by a private dentist and dissatisfaction with the handling of complaint by the Department's Prosecution Services Unit (PSU)	Referred to OGC
21-010	RF	Alleged harassment from a non-Department doctor and alleged the Department cashed a check for renewal of a medical marijuana card that was never sent	Referred to Medical Quality Assurance (MQA) and OMMU
21-011	RF	Alleged substandard care by a non-Department dentist and dissatisfaction with results from MQA investigation/prosecution	Referred to Management
21-012	MA	Alleged improper work orders, discrimination, falsification of records, improper billing, improper use of a state-owned vehicle, improper disclosure of PHI, and timekeeping violations by Department employees	Referred to Management
21-013	NF	Alleged wrongful termination, resulting from reporting the failure to use/provide personal protective equipment	Not Investigated – Insufficient Evidence
21-014	NF	Alleged septic system failure by county and corruption in zoning and health department	Not Investigated - Insufficient Information
21-015	NF	Alleged a county health department (CHD) withheld the complainant's medical information until the complainant signed a release form and COVID-19 protocols were not followed	Not Investigated - Complainant did not wish to pursue the matter
21-016	RF	Concerns regarding a private physician, a facility, and MQA's handling of the complaint	Referred to MQA
21-017	RF	Alleged COVID-19 protocols not followed regarding mask mandate and employees denied telework option	Referred to the Chief of Staff
21-018	RF	Alleged a Department employee discriminates, is incompetent, and is unqualified for new position	Referred to EOS and HR
21-019	NF	Alleged a Tax Collector's Office violated COVID-19 protocols and the Tax Collector made discriminatory comments	Not Investigated – No Jurisdiction
21-020	NF	Alleged displeasure with the findings of a MQA case against a private physician	Not Investigated – No identified violation of law, rule, or policy
21-021	RF	Alleged concerns with a correctional institute's living conditions, personnel, and medical care	Referred to Department of Corrections (DOC) and MQA
21-022	NF	Alleged unethical and illegal conduct within a City government regarding water issues	Not Investigated – No Jurisdiction
21-023	RF	Alleged fraudulent billing by private entity	Referred to Department of Agriculture and Consumer Services
21-024	NF	Concerns regarding the spread of COVID-19	Not Investigated – No Jurisdiction
21-025	RF	Alleged non-Department employee forged prescription pads using a doctor's stamp/signature without consent	Referred to MQA
21-026	NF	Alleged Department employee accessed official records without a legitimate business need	Not Investigated - Handled by Management

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Number	Type	Allegation/Concern	Disposition
21-027	MA	Alleged negligence, deletion of COVID-19 cases from Department database, and violation of the Department’s Drug-free Workplace policy by a Department employee	Referred to Management
21-028	NF	Alleged identity theft, negligence, malpractice, and malfeasance in the Medicaid system	Not Investigated – No Jurisdiction
21-029	RF	Alleged discrimination by a CHD for hiring based on ethnicity	Referred to EOS
21-030	NF	Alleged violations of law concerning a false report of child abuse by a Department contractor	PI determined no law, rule, or policy violation
21-031	RF	Alleged sexual and inappropriate misconduct by a supervisor	Referred to EOS
21-032	NF	Alleged past misconduct of physicians, nurses, and other medical staff	Not Investigated – No Jurisdiction
21-033	RF	Alleged inappropriate conduct of a Department employee regarding a social media post	Referred to Management
21-034	RF	Alleged discrimination and termination based on race	Referred to EOS
21-035	RF	Alleged Department employees were disrespectful, made racial comments, and slandered temporary employees	Referred to Management and EOS
21-036	RF	Alleged bullying by management at COVID-19 testing site	Referred to Management and EOS
21-037	NF	Alleged denial of Emergency Family and Medical Leave Expansion Act Leave (EFMLEA) and annual leave	Not Investigated - Resolved
21-038	RF	Alleged Department employees belittled and treated temporary employees with a lack of respect	Referred to Management, EOS, and Florida Department of Emergency Management (DEM)
21-039	RF	Alleged lack of leadership and respect for employees by the CHD Administrator and Director of Nursing (DON)	Referred to Management
21-040	NF	Alleged false declarations of state of emergency due to COVID-19 resulting in misuse of federal funds	Not Investigated – No Jurisdiction
21-041	NF	Alleged Department was not returning calls and purposefully delaying septic permit application reviews	Not Investigated - Handled by OGC and Management
21-042	RF	Alleged drug use, theft of medications and supplies from hospitals and patients, and disclosure of PII/PHI by a non-Department employee	Referred to MQA
21-043	NF	Alleged inappropriate use of social security number and breach of PHI at a CHD	Not Investigated - Handled by Management
21-044	NF	Alleged forced vaccine law is unconstitutional, and the Department is not fulfilling public record requests by media	Not Investigated – No Jurisdiction and insufficient information
21-045	RF	Alleged misuse or misappropriation of assets by a temporary agency	Referred to DEM, Office of Inspector General (OIG)
21-046	RF	Alleged displeasure with the outcome of a MQA complaint against a licensed health practitioner	Referred to MQA
21-047	NF	Alleged school did not shut down after employees tested positive for COVID-19	Not Investigated – No Jurisdiction
21-048	NF	Concerns regarding a private company’s radiation crew doing x-rays out of state without any reciprocity	Not Investigated – No Jurisdiction
21-049	RF	Alleged falsification of official records and wrongdoing by the Department of Children and Families (DCF) which led to incorrect information relayed to the Child Protection Team (CPT)	Referred to CPT Director
21-050	RF	Alleged discrimination, inappropriate conduct against female employees by a Department employee	Referred to Management and EOS
21-051	RF	Alleged inappropriate behavior and creation of a hostile work environment by a Department employee	Referred to Management
21-052	NF	Alleged inappropriate disclosure of medical information by a Department employee and issues with an employee performing duties	Not Investigated - Handled by local HR office
21-053	RF	Alleged wrongful denial of EFMLEA	Referred to HR
21-054	MA	Alleged negligence in Onsite Sewage Treatment and Disposal Systems (OSTDS) inspections and permitting by Department employees	Referred to Management
21-055	RF	Alleged discrimination and retaliation based on race; and harassment and retaliation by a Department employee after complaining about management decisions	Referred to EOS
21-056	RF	Alleged mishandling of a complaint against a private dentist by PSU	Referred to OGC
21-057	NF	Alleged hate crimes against students, corporate misconduct, harassment, and intimidation campaigns by non-Department employees	Not Investigated – No Jurisdiction
21-058	MA	Alleged CPT management is incompetent and hostile towards staff	Referred to Management

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21-059	NF	Alleged Department supervisor forcing a subordinate to divulge information that was told to the subordinate in confidence	Not Investigated – Complainant Withdrew
21-060	RF	Concerns regarding CHD being staffed only one day a week	Referred to Management
21-061	NF	Concerns regarding paycheck discrepancies	Not Investigated
21-062	RF	Concerns regarding pool maintenance located at a condominium and the performance of an EH inspector	Referred to Management
21-063	RF	Alleged EH employees are misusing their positions to hold up a septic system permit	Referred to Management
21-064	RF	Alleged inappropriate conduct by a Department employee concerning a healthcare practitioner’s enforcement action	Referred to Management
21-065	NF	Alleged falsification of timesheet and failure to provide truthful information during an internal investigation by a Department employee	Not Investigated - Handled by Management
21-066	RF	Concerns regarding staff conduct and medical care received at a hospital	Referred to MQA
21-067	RF	Alleged supervisor talked down to and berated employees	Referred to HR
21-068	RF	Alleged a Department employee received preferential treatment by being allowed to telework without formal approval	Referred to Management
21-069	RF	Alleged termination after reporting bullying, harassment, concerns of violations of Facebook policy, and racism	Referred to Florida Council Against Sexual Violence Board of Directors
21-070	RF	Alleged conduct unbecoming of an off-duty employee	Referred to Management
21-071	RF	Alleged hostility, insolation, microaggression, false accusations, gossiping, and discrimination by Department staff	Referred to EOS and the Office of County Health Systems
21-072	NF	Alleged disclosure of confidential information by an employee of a contracted entity	Not Investigated - Handled by Management
21-073	NF	Alleged hotel managers are pocketing COVID-19 DEM monies by holding patients past their free 14-day stays	Not Investigated – No Jurisdiction
21-074	LE	Alleged recording without consent by a Department employee in violation of Florida law	Referred to Law Enforcement and Management
21-075	NF	Alleged failure to provide accessible, quality health care, neglect of enrollees, inappropriate denial of services by managed care plans	Not Investigated – No Jurisdiction
21-076	NF	Alleged Department is not meeting accreditation standards by failing to disseminate accurate data regarding COVID-19 infection rates in schools	Not Investigated – No Jurisdiction
21-078	RF	Alleged improper hiring, discrimination, retaliation, and hostile work environment by Department management	Referred to HR and EOS
21-079	NF	Alleged management is spreading fear in the community that contradicts the Governor’s message	Not Investigated - No identified violation of law, rule, or policy
21-080	RF	Alleged breach of confidential information by disclosing client medical information by a Department employee	Referred to Management
21-081	RF	Concerns regarding a CHD’s failure to release a health study and provided no response to a public records request	Not Investigated – Information Provided and referred a portion to the Department of Environmental Protection
21-082	NF	Concerns regarding the integrity of an MQA investigation by a Department employee	Not Investigated – OGC aware of concerns
21-083	RF	Concerns regarding bullying, harassment, retaliation, and a hostile work environment by Department employees	Referred to Management and HR
21-084	MA	Alleged discrimination, unprofessionalism, bullying, misuse of COVID-19 code for timesheets, and misuse of COVID-19 funds by a Department employee	Referred to Management
21-085	RF	Alleged a lack of response by a Board office to request for reactivation of licensure and suspicion of stolen application fees	Referred to MQA
21-086	NF	Alleged Probable Cause Panel was biased and did not see all evidence regarding a dentist complaint	Not Investigated – No Jurisdiction
21-088	RF	Alleged mismanagement, misappropriation, harassment, and unfair termination being implementing by section chiefs	Referred to Management
21-089	RF	Alleged a Department employee was rude and spreading false information regarding COVID-19 via Facebook	Referred to Management
21-091	NF	Alleged improper protocols were followed during disciplinary case against the complainant’s license	Not Investigated – After review, no identified violation of law, rule, or policy
21-093	NF	Concerns regarding a health care practitioner and a Medical Board’s decision	Not Investigated – No Jurisdiction

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21-094	NF	Alleged negligence by Department employees for allowing a restaurant to continue with sanitary nuisances	Not Investigated - Handled by Management
21-095	NF	Concerns regarding discrimination by a Department employee for refusing to allow a client in the building without a mask	Not Investigated - Insufficient Information
21-096	NF	Alleged disclosure of medical information by management after a Baker Act	Not Investigated - Handled by Management
21-097	RF	Alleged did not receive full salary owed by the Department, fired without given reason, and "stone-walled" by Department OIG	Not Investigated - Complainant referred to Department of Financial Services (DFS)
21-098	NF	Alleged receiving voicemails from someone claiming to be with the OIG	Not Investigated – Information Provided
21-099	RF	Concerns regarding back-up of sewer system in prison facility	Referred to DOC OIG
21-100	NF	Concerns regarding information contained in personnel file	Not Investigated – No identified violation of law, rule, or policy
21-101	NF	Alleged unfair and discriminatory hiring practices and nepotism by Department employees	Not Investigated - Insufficient Information
21-102	NF	Concerns regarding the process of obtaining COVID-19 vaccine	Not Investigated – Information Provided
21-103	RF	Alleged hostile work environment, mismanagement, falsification of records, and discrimination by Department employees	Referred to Management
21-104	RF	Alleged Department staff de-certified continuing education training courses in error	Referred to Management
21-106	RF	Alleged Walgreens provided COVID-19 vaccinations to employees that do not meet phase one criteria	Referred to U.S. Department of Health and Human Services
21-107	NF	Alleged lack of information on a CHD website to obtain COVID-19 vaccine	Not Investigated – Information Provided
21-108	NF	Concerns regarding the process to obtain COVID-19 vaccine in Sumter County	Not Investigated – Information Provided
21-109	RF	Alleged illegal handling of COVID-19 vaccines by a hospital for providing vaccines to those not covered under the Governor's Executive order	Referred to the Agency for Health Care Administration (AHCA) and the Department of Education (DOE)
21-111	NF	Concerns regarding the process to obtain the second dose of the COVID-19 vaccine in St. Lucie County	Not Investigated – Information Provided
21-112	NF	Concerns regarding the process to obtain the second dose of the COVID-19 vaccine in St. Lucie County	Not Investigated – Information Provided
21-113	NF	Concerns regarding the process to obtain COVID-19 vaccine	Not Investigated – Information Provided
21-114	NF	Requested assistance in obtaining the COVID-19 vaccine in Manatee County	Not Investigated – Information Provided
21-115	NF	Concerns regarding the process to obtain COVID-19 vaccine in Jackson County	Not Investigated – Information Provided
21-116	INA	Alleged a Department employee fraudulently submitted statistical data into the Emergency Medical Services Tracking and Reporting System/National Emergency Medical Services Information System	After review, no law, rule, or policy violation found
21-118	NF	Concerns regarding the process to obtain COVID-19 vaccine in Sarasota County	Not Investigated – Information Provided
21-119	RF	Alleged fraudulent unemployment claim from the Department of Economic Opportunity (DEO)	Referred to DEO
21-120	NF	Alleged Board of Nursing Chairman denied request for continuance and Department staff did not provide copy of requested case file	Not Investigated – No Jurisdiction and Insufficient Evidence
21-121	NF	Alleged lack of COVID-19 vaccine and proper response in Hernando County	Not Investigated – Information Provided
21-122	NF	Concerns regarding COVID-19 vaccine registration for disabled citizens who do not meet phase one criteria	Not Investigated – Information Provided
21-123	RF	Alleged there was not a disability accommodation while obtaining the COVID-19 vaccine in Broward County	Referred to EOS
21-124	NF	Concerns regarding the COVID-19 vaccine registration system in Manatee County	Not Investigated – No identified violation of law, rule, or policy. Information Provided
21-125	NF	Concerns regarding Argentine tourists providing false documentation to receive COVID-19 vaccine in Miami	Not Investigated – No jurisdiction
21-126	NF	Alleged a former employee offered incentive to a current employee to license clients	Not Investigated - Insufficient Information
21-127	RF	Alleged denial of accommodation request, withholding lifesaving drugs, and dismissal from federal program	Referred to EOS and OGC
21-128	NF	Alleged violation of the Health Insurance Portability and Accountability Act (HIPAA) by a private physician	Not Investigated – Handled by MQA

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21-129	NF	Alleged COVID-19 vaccine allocation inequity in Charlotte County	Not Investigated – No identified violation of law, rule, or policy
21-130	NF	Concerns regarding the process to obtain COVID-19 vaccine in Osceola County	Not Investigated – No identified violation of law, rule, or policy
21-131	NF	Concerns regarding the COVID-19 vaccine registration system	Not Investigated – No identified violation of law, rule, or policy. Information Provided
21-132	NF	Alleged doctor not following the mask mandate and kept advising clients to remove their masks during an office visit	Not Investigated – No Jurisdiction, Information Provided
21-133	NF	Alleged multiple instances of unprofessional conduct and false accusations by a Department employee	Not Investigated – Withdrew Complaint
21-134	NF	Alleged difficulty in obtaining COVID-19 vaccine in Orange County	Not Investigated – No identified violation of law, rule, or policy. Information Provided
21-136	RF	Alleged discriminatory practices regarding a COVID-19 vaccination site in Manatee County	Referred to EOS and DEM
21-137	NF	Concerns regarding eligibility of the COVID-19 vaccine to a licensed social worker and failure of the Board to advocate for this profession	Not Investigated – No identified violation of law, rule, or policy. Referred to MQA
21-138	NF	Concerns regarding COVID-19 vaccine protocol in Miami-Dade County	Not Investigated – No jurisdiction
21-139	RF	Alleged deficiencies in accommodating the needs of the disabled as it pertains to COVID-19 vaccine	Referred to EOS
21-140	NF	Concerns regarding unfair distribution of COVID-19 vaccines in Hillsborough County	Not Investigated – No identified violation of law, rule, or policy. Information Provided.
21-141	NF	Concerns regarding COVID-19 vaccine registration system in Pinellas County	Not Investigated – Issue Resolved
21-142	NF	Alleged fraudulent doctors are examining people and writing prescriptions; billing Medicaid and Medicare for fake lab accounts; and stolen identity	Not Investigated - Insufficient Information
21-143	RF	Alleged COVID-19 exposure in Leon County Schools	Referred to Management and DOE OIG
21-144	RF	Alleged difficulty in obtaining permits, including an OSTDS permit, for a remodel of a home	Referred to Management
21-145	RF	Alleged poor management regarding staff dealing with COVID-19 testing and vaccines	Referred to Management
21-146	NF	Alleged unequitable treatment by a Department employee	Not Investigated – Insufficient Information
21-147	NF	Concerns regarding the scheduling and notification systems for COVID-19 vaccines	Not Investigated – No identified violation of law, rule, or policy. Information Provided
21-148	RF	Alleged violation of federal and state regulations regarding professional conduct by a private physician	Referred to MQA
21-149	RF	Concerns regarding mass email that was sent with personal information regarding COVID-19 vaccine appointments in Miami-Dade County	Referred to OGC and DEM OIG
21-150	RF	Alleged rejection of medical marijuana card due to inconsistent mailing and residence address listed on drivers license	Referred to Management
21-151	NF	Alleged substandard care by a private dentist	Not Investigated – No Jurisdiction
21-152	RF	Alleged unlawful removal of child by DCF and alleges unlawful arrest by the Pinellas County Sheriff's Department	Referred to DCF OIG
21-153	RF	Alleged OSTDS inspected by DOH-Volusia failed within weeks of occupancy	Referred to Management
21-154	RF	Alleged racism by a manager that only hires and offers overtime to a certain ethnic group	Referred to EOS
21-155	RF	Concerns regarding unpleasant experience while receiving COVID-19 vaccine in Palm Beach County	Referred to DEM
21-156	RF	Concerns regarding unpleasant experience while receiving COVID-19 vaccine in Palm Beach County	Referred to DEM
21-157	RF	Concerns regarding nurses working alone overnight, and substandard care by a Licensed Practical Nurse, at a rehabilitation center	Referred to MQA
21-158	NF	Concerns regarding inaccuracy of information in personnel file	Not Investigated – No identified violation of law, rule, or policy. Information provided.
21-159	RF	Alleged unequal treatment by DOH-Osceola supervisors regarding employee time tracking	Referred to Management
21-160	NF	Alleged COVID-19 vaccine was given without proper permission in Escambia County	Not Investigated – Insufficient Information

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21-161	NF	Concerns regarding unpleasant experience while receiving COVID-19 vaccine in Miami-Dade County	Not Investigated – No identified violation of law, rule, or policy
21-162	NF	Alleged fraud, waste, and mismanagement of COVID-19 vaccines by diverting vaccines from a public event to a private community	Not Investigated - Insufficient Information
21-163	NF	Alleged Department is orchestrating Medicare Prescription Drug Fraud by participation of local pharmacies due to identity theft and change of beneficiary	Not Investigated - Insufficient Information
21-164	RF	Alleged a CHD provided incorrect information regarding OSTDS installation and retaliation	Referred to Management
21-165	RF	Alleged a CHD provided health information to a second party	Referred to Management
21-166	NF	Concerns regarding air quality at a jail facility, which is not compliant with the Health and Standards Air Quality Act	Not Investigated – No Jurisdiction
21-169	NF	Alleged there is a criminal enterprise working inside the Department of Health and Human Services in Polk County	Not Investigated - Insufficient Information
21-170	NF	Concerns regarding the COVID-19 vaccine registration system in Collier County	Not Investigated – No identified violation of law, rule, or policy. Information Provided
21-171	RF	Alleged a licensed health care practitioner falsified their non-US birth certificate and committed identity theft	Referred to MQA
21-172	RF	Alleged a private physician performed an unauthorized procedure and falsified medical records	Referred to MQA
21-173	RF	Concerns regarding falsification of records involving a city's water system	Referred to Management
21-174	RF	Concerns regarding MQA-Enforcement accepting complaints sent on behalf of others and not verifying credibility	Referred to MQA and OGC
21-175	RF	Alleged inadequate response to request for Florida Board of Medicine meeting minutes	Referred to OGC
21-176	RF	Concerns regarding multiple complications by two vascular surgeons employed at a hospital	Referred to MQA and AHCA
21-177	NF	Concerns regarding possible theft, removal of children, and public assistance fraud	Not Investigated – No Jurisdiction
21-178	RF	Alleged a Department System Support Services Supervisor routinely hires un-qualified friends into highly technical positions	Referred to Management
21-179	RF	Alleged falsification of a vital statistics record under false or fraudulent purposes	Referred to Management
21-180	NF	Alleged PHI HIPAA violation at a doctor's office	Not Investigated – No Jurisdiction
21-181	NF	Alleged unauthorized use of a physician's login credentials by staff at a hospital	Not Investigated - Insufficient Information
21-182	RF	Alleged Department employee provided test results to a relative	Referred to Management
21-183	NF	Concerns regarding DOH-Hendry failing to conduct inspection of an apartment that has mold, mildew, rat and roach infestation	Not Investigated – No Jurisdiction
21-184	NF	Alleged fraud for allowing COVID-19 vaccines be given to tourists in Miami-Dade County	Not Investigated – No Jurisdiction
21-185	RF	Concerns regarding HR and the Florida Retirement System's handling of an individual's benefits	Referred to Management
21-186	RF	Alleged MQA investigator did not appropriately investigate complaint against physician	Referred to Management
21-187	RF	Alleged an employee has Family and Medical Leave Act leave but is allowed to work from home eight hours a day based on race creating a hostile work environment for those not allowed to telework	Referred to EOS
21-188	NF	Alleged staff at a CHD inappropriately handled COVID-19 information	Not Investigated – Complaint Withdrawn
21-189	NF	Alleged a Department representative made potentially misleading statements to the public and county policy makers	Not Investigated – No identified violation of law, rule, or policy
21-190	RF	Alleged work is distributed unfairly at a CHD based upon ethnicity	Referred to EOS and Management
21-192	RF	Alleged conduct unbecoming a public employee	Referred to Management
21-193	RF	Concerns regarding information provided at a Board of County Commissioners meeting, regarding COVID-19 vaccine and infertility	Referred to Management
21-194	RF	Concerns regarding information presented at a Board of County Commissioners meeting	Referred to Management
21-195	RF	Alleged improper medical care at a DOC facility	Referred to DOC
21-196	NF	Concerns regarding the involvement of a CHD's partnership with a school superintendent at a press conference	Not Investigated – Handled by Management
21-197	RF	Alleged HIPAA violation at a CHD	Referred to Management

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Number	Type	Allegation/Concern	Disposition
21-198	RF	Multiple allegations against Unite Health Care Insurance	Referred to Office of Financial Regulation
21-199	NF	Concerns regarding DON instructing employee to report to work while the employee was on workers compensation	Not Investigated – Insufficient Information
21-200	NF	Concerns regarding the community being affected by the odor of marijuana from a medical marijuana facility	Not Investigated - Deferred to Management, who was already handling complaint
21-201	NF	Alleged supervisor provided inaccurate information about an incident involving misplaced client confidential records and failed to discipline all personnel involved in another incident associated with a breach of PII	Not Investigated – Included in OIG case No. 21-105
21-202	RF	Concerns regarding an email containing underaged pornography sent to a shared Department mailbox	Referred to Office of Information Technology
21-203	NF	Alleged that the Department closed his allegations of malpractice against a dentist	Not Investigated – No identified violation of law, rule, or policy
21-204	NF	Concerns regarding the inspection period and the issuance of an OSTDS Construction Approval notice after the onsite inspection	Not Investigated – No identified violation of law, rule, or policy
21-205	RF	Alleged a hospital nurse disclosed PHI to family member without consent	Referred to MQA
21-206	NF	Alleged an unknown Department employee has a conflict interest with a vendor	Not Investigated – Insufficient Evidence
21-207	NF	Alleged dissemination of PII outside of the Department thru an unencrypted Excel spreadsheet	Not Investigated – Handled by Management
21-208	RF	Alleged unprofessional conduct by a supervisor and another co-worker related to chat messages	Referred to Management
21-209	RF	Alleged retaliation, discrimination, bias, racism, and unfair hiring practices at a CHD	Referred to Management
21-210	NF	Concerns regarding the renewal application for a medical marijuana card and a hold by the company processing the payments	Not Investigated – No identified violation of law, rule, or policy
21-211	RF	Alleged a county's school children are required to wear masks all day, while administration takes their masks off whenever they please and try to mandate vaccinations	Referred to Management
21-212	NF	Alleged undue pressure on a Department contractor by a Department employee to change language on a report	Not Investigated – Insufficient Evidence
21-213	NF	Alleged fraudulent report of employee time and attendance, preselection of positions, and management disclosing test results	Not Investigated - Insufficient Information
21-214	RF	Alleged the Board of Opticianry would not provide an application refund	Referred to MQA
21-215	NF	Alleged licensed physicians trafficking controlled substances without conducting and documenting a full substance misuse history and physical exam	Not Investigated – No Jurisdiction, Information Provided
21-216	RF	Alleged competence and professionalism concerns relating to MQA	Referred to OIG's Audit Section
21-217	RF	Concerns regarding an email received from MQA concerning continuing education	Referred to MQA
21-218	NF	Alleged National Provider Identifier number was stolen last year	Not Investigated - No Jurisdiction, Information Provided
21-219	RF	Concerns regarding qualifying questions for Department job openings	Referred to Management

<b>Legend</b>	LE - Law Enforcement Referral	IN – Investigation	NF – No Further Action
RF – Referral to Others	WB – WB Investigation	MA – Management Advisory	INA – Investigative Assist