

APPENDIX C

Department of Health Office of Inspector General Closed Complaints for FY 2021-22

| Number | Type | Allegation/Concern | Disposition |
|-----------|------|---|--|
| 18-19-064 | IN | Alleged disclosure of confidential information and providing false or misleading information to management by Department employees | 4-Unsubstantiated |
| 18-19-135 | IN | Alleged improper approval of Environmental Health (EH) permits and failure to conduct inspections by Department employees | 3-Substantiated |
| 20-060 | MA | Alleged improper disclosure of Personally Identifiable Information (PII) and Protected Health Information (PHI) | Referred to Management |
| 20-088 | WB | Alleged "double-dipping" by a county health department (CHD) via billing clients and receiving funding for same services, failing to bill uninsured clients for laboratory services, writing-off unbilled laboratory services without proper authorization, instructing staff to enter false client information in the Health Management System (HMS), and failing to issue receipts to all clients | 2-Substantiated 4-Exonerated |
| 20-134 | WB | Alleged falsification of Child Protection Team case records | Referred to the University of South Florida |
| 20-142 | IN | Alleged falsification of records concerning MyFloridaMarketPlace user access, application for employment, and employment complaints, acceptance of a gift from a vendor, and the purchase of items prohibited by the State of Florida | 1-Unsubstantiated 7-Not Investigated (previously investigated) |
| 21-077 | NF | Alleged incorrect cause of death on a death certificate | Not Investigated - Handled by the Office of General Counsel (OGC), Chief of Staff, and the Division of Medical Quality Assurance (MQA) |
| 21-117 | WB | Alleged mishandling, misrepresentation, and falsified COVID-19 surveillance data by DOH officials, and dismissal of complainant in retaliation for opposing such actions | 2-Unsubstantiated 1-Exonerated 1-Unfounded |
| 21-135 | PI | Alleged falsification of program data by program managers and failure to investigate concerns brought to the attention of program leadership | Not Investigated - Handled by Management |
| 21-167 | PI | Alleged Health Insurance Portability and Accountability Act (HIPAA) violations, unethical practices, contract violations, and manipulation of data | Referred to Management |
| 21-168 | MA | Alleged slander by former Department supervisor and concerns with contact tracing and decisions made regarding COVID-19 exposures at the Department | Referred to Management |
| 21-220 | RF | Alleged hostile work environment and sexual harassment by a Department employee | Referred to the Equal Opportunity Section (EOS) |
| 21-221 | NF | Concerns regarding a private physician violating Medical Marijuana prescribing regulations | Not Investigated - MQA aware of concerns |
| 21-222 | RF | Alleged hostile work environment, falsification on a performance review, and retaliation | Referred to Management |
| 22-001 | RF | Concerns regarding a Department of Children and Families (DCF) case worker | Referred to DCF Office of Inspector General (OIG) |
| 22-002 | NF | Alleged false claims were made by a DOH employee regarding a client's relative | Not Investigated - Insufficient Information |
| 22-003 | NF | Alleged violation of Florida Sunshine Law by the Department for failing to timely report COVID-19 cases and deaths | Not Investigated - No identified violation of law, rule, or policy |
| 22-004 | MA | Alleged a hostile work environment was allowed to exist by a Department supervisor | Referred to Management |
| 22-005 | MA | Concerns regarding a Department employee accepting gifts from a pharmaceutical representative and disclosing the name of a client | Referred to Management |
| 22-006 | NF | Alleged substandard care by a hospital's physicians | Not Investigated - Information Provided |
| 22-007 | NF | Alleged improper assistance provided by a Department contact to a licensed mental health counselor by having complaints dismissed | Not Investigated - Insufficient Information |
| 22-008 | RF | Alleged improper access to electronic data by a Department employee without a legitimate purpose | Referred to the Department of Economic Opportunity's OIG |

| Legend | | | |
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| PI – Preliminary Inquiry | LE - Law Enforcement Referral | IN – Investigation | NF – No Further Action |
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| 22-009 | NF | Concerns regarding the outcome of an investigation of a private health care practitioner | Not Investigated - No Jurisdiction |
| 22-010 | NF | Alleged wrongful and unlawful termination due to a social media post in violation of the First Amendment | Not Investigated - Handled by the Public Employees Relations Commission |
| 22-011 | RF | Concerns regarding Department quarantine mandates for day camp participants and unofficial communication | Referred to Management |
| 22-012 | RF | Alleged misuse of the COVID-19 vaccine, preferential treatment by Management, hostile work environment, retaliation, and wrongful termination | Referred to the Office of County Health Systems (CHS) |
| 22-013 | NF | Alleged misuse of state resources by a physician for their private medical practice | Not Investigated - Insufficient Information |
| 22-014 | NF | Concerns regarding wearing masks and quarantining of school children | Not Investigated - No identified violation of law, rule, or policy |
| 22-015 | RF | Concerns regarding continuing education courses for licensure renewal discrepancy | Referred to MQA |
| 22-016 | RF | Alleged violation of an injunction by a Department employee, creating a hostile work environment | Referred to Management |
| 22-017 | RF | Alleged failure of the Department to provide a copy of a consultant report after closing a MQA complaint | Referred to MQA |
| 22-018 | RF | Alleged hostile work environment and fear of retaliation by Management | Referred to CHS |
| 22-019 | RF | Alleged Medicare and Medicaid fraud by a medical supplies company | Referred to the Agency for Health Care Administration's (AHCA) OIG |
| 22-020 | NF | Alleged misdiagnosis of health conditions by healthcare practitioners | Not Investigated - No Jurisdiction, Information Provided |
| 22-021 | RF | Alleged hostile work environment and possible discrimination by Department management | Referred to CHS |
| 22-022 | NF | Concerns regarding a licensed medical practitioner operating a surgery mill for financial gain and the handling of a MQA complaint | Not Investigated - No identified violation of law, rule, or policy; Information Provided |
| 22-023 | RF | Concerns regarding testing positive for COVID-19 after meeting with a law enforcement officer | Referred to CHD |
| 22-024 | NF | Concerns regarding an employee being sent home for the day by a Department manager without explanation and told not to return to the office following a request to use leave | Not Investigated - No identified violation of law, rule, or policy |
| 22-026 | RF | Concerns regarding a restaurant allowing employees to work with COVID-19 and not informing employees or guests | Referred to CHD and the Department of Business and Professional Regulation (DBPR) OIG |
| 22-027 | RF | Alleged mental and physical abuse by grandparents and no action taken by DCF | Referred to DCF OIG |
| 22-028 | NF | Alleged pharmacy fraud by charging to administer the COVID-19 vaccine | Not Investigated - No Jurisdiction, Information Provided |
| 22-029 | RF | Concerns regarding employer, a social services entity, mandating COVID-19 vaccinations | Referred to AHCA |
| 22-030 | RF | Alleged hostile work environment, micromanaging, and bullying by Department management | Referred to CHS |
| 22-031 | RF | Alleged improper obtaining of an individual's PII and disclosing their PHI by a Department employee | Referred to Management |
| 22-032 | NF | Concerns regarding students quarantining and a CHD's contact tracing protocol | Not Investigated - Insufficient Information |
| 22-033 | RF | Concerns regarding the behavior of Department managers, including favoritism, misuse of leave, and taking two-hour lunches with staff | Referred to Management |
| 22-034 | NF | Alleged violation of Executive Order 21-175 by a diocese and a school superintendent | Not Investigated - No Jurisdiction |
| 22-035 | RF | Alleged negligence by a Department employee and a healthcare practitioner | Referred to Management |
| 22-036 | RF | Concerns regarding a school district and a Department school liaison regarding the right of students to self-carry EpiPens | Referred to the Bureau of Family Health Services |
| 22-037 | NF | Alleged wrongful treatment and discrimination by other CHD employees through limiting work hours | Not Investigated - Information Provided |
| 22-038 | RF | Alleged harassment, discrimination, and lack of adequate customer service by Department employees | Referred to EOS and Management |
| 22-039 | NF | Alleged improper mandate regarding mask use and COVID-19 vaccinations by a youth organization | Not Investigated - No Jurisdiction |
| 22-040 | NF | Alleged misuse of position by a Department employee for rejecting an internal applicant for a promotional appointment | Not Investigated - No identified violation of law, rule, or policy |

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| 22-041 | RF | Alleged fraud and abuse of power by a Department employee related to COVID-19 diagnosis in school settings | Referred to CHD |
| 22-042 | RF | Alleged mistreatment of Department employees by managers | Referred to CHD, CHS, OGC, and EOS |
| 22-043 | NF | Concerns regarding a healthcare provider enabling the transmission of COVID-19 throughout the United States | Not Investigated - No Jurisdiction |
| 22-044 | MA | Alleged delays in processing invoices and missed statutory deadlines by Department employees | Referred to Management |
| 22-045 | MA | Alleged falsification of EH records | Referred to Management |
| 22-046 | RF | Alleged falsification of reports and allegations filed with DCF | Referred to DCF OIG |
| 22-047 | RF | Alleged inappropriate statement made to a client by a Department employee regarding COVID-19 vaccines and offering to obtain medications for co-workers without prescriptions through a hospital pharmacy | Referred to MQA and AHCA |
| 22-048 | NF | Concerns regarding the conduct of a Department employee related to an investigation | Not Investigated - In Litigation |
| 22-049 | RF | Concerns regarding hospitals attempting to require proof of COVID-19 vaccination from vendors | Referred to AHCA OIG |
| 22-050 | NF | Concerns regarding toxic mold at a residence | Not Investigated - No Jurisdiction |
| 22-051 | NF | Concerns regarding the handling of a licensure application | Not Investigated - No identified violation of law, rule, or policy |
| 22-052 | RF | Concerns regarding a school mask mandate and isolation of students | Referred to CHD and Bureau of Family Health Services |
| 22-053 | NF | Alleged stalking by a Department supervisor at COVID-19 events | Not Investigated - Insufficient Information |
| 22-054 | NF | Alleged improper access to records from a Department database for personal use by a DCF contractor's employee | Not Investigated - Insufficient Information |
| 22-055 | NF | Concerns regarding a Board of Medicine decision related to a physician complaint | Not Investigated - No Jurisdiction |
| 22-056 | NF | Concerns regarding a scheme to defraud public and private institutions, and a Department employee accessing Department systems for personal use | Not Investigated - Insufficient Information |
| 22-057 | NF | Concerns regarding the accuracy and timeliness of reporting COVID-19 data | Not Investigated - Insufficient Information |
| 22-058 | RF | Alleged negligence by a nursing home regarding an elderly patient | Referred to AHCA OIG |
| 22-059 | IN | Concerns regarding a Department employee intentionally manipulating the hiring process for a vacant position | 2-Unfounded |
| 22-060 | NF | Concerns regarding a Department employee delaying a public records request | Not Investigated - Insufficient Information |
| 22-061 | RF | Alleged violation of section 381.00316, Florida Statutes, by refusing unvaccinated individuals' entry to an Orlando venue | Referred to Division of Emergency Preparedness and Community Support (DEPCS) |
| 22-062 | RF | Alleged harassment, misconduct, and retaliation by a Department supervisor and co-workers | Referred to Management |
| 22-063 | NF | Concerns regarding the water supply at a condominium | Not Investigated - No Jurisdiction, CHD aware of concerns |
| 22-064 | NF | Concerns regarding locked school bathrooms, and when unlocked, no soap or paper towels available | Not Investigated - No Jurisdiction, Notified CHD |
| 22-065 | RF | Alleged age discrimination and hostility by a Department employee | Referred to EOS |
| 22-066 | NF | Alleged misuse of government funds by Department employee and fear of retaliation | Not Investigated - Insufficient Information, Complaint Withdrawn |
| 22-067 | RF | Alleged unprofessional conduct by a licensed health care professional | Referred to MQA and AHCA OIG |
| 22-068 | RF | Concerns regarding Office of Medical Marijuana Use (OMMU) not mailing cards | Referred to OMMU |
| 22-069 | RF | Alleged discrimination and non-compliance with an Americans with Disabilities Act (ADA) accommodation by Department management | Referred to EOS |
| 22-070 | NF | Concerns regarding a sewer system and allegations against a sheriff's department | Not Investigated - No Jurisdiction |
| 22-071 | MA | Alleged negligence during EH inspections and retaliation by a EH inspector | Referred to Management |
| 22-072 | NF | Concerns regarding the reporting of COVID-19 cases and deaths | Not Investigated - Insufficient Information |
| 22-073 | RF | Concerns regarding breach of a Department program's records by sharing with a hospital and pediatrician offices without being requested and sharing system log-in information | Referred to the Bureau of Child Protection and Special Technologies |

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| 22-074 | RF | Concerns regarding being denied entry to an Orlando gym for lack of a vaccine card | Referred to DEPCS |
| 22-075 | MA | Alleged use of state resources by a Department employee for outside employment and personal gain | Referred to Management |
| 22-076 | NF | Alleged incompetence by Department employees and leadership for not answering questions | Not Investigated - No identified violation of law, rule, or policy |
| 22-077 | RF | Alleged fraud against insurance companies, medical centers, Medicare, Medicaid, and nursing homes | Referred to AHCA OIG and the Office of Financial Regulation OIG |
| 22-078 | NF | Concerns regarding the denial of a practitioner's license in Florida due to an out-of-state suspension and alleged sexual discrimination | Not Investigated - In Litigation |
| 22-079 | RF | Alleged violation of privacy rights by practitioners | Referred to MQA and AHCA |
| 22-080 | RF | Concerns regarding a CHD's unfair hiring and personnel practices | Referred to Management |
| 22-081 | RF | Concerns regarding a doctor denying unvaccinated patients pulmonary function testing | Referred to DEPCS |
| 22-082 | RF | Concerns regarding a correctional institution | Referred to the Department of Corrections (DOC) OIG |
| 22-083 | RF | Concerns regarding Department management intentionally manipulating the hiring process | Referred to the Bureau of Personnel and Human Resource Management (HR) |
| 22-084 | RF | Alleged discrimination in the workplace by a Department employee based on sex, creating a hostile work environment | Referred to EOS |
| 22-085 | RF | Concerns regarding a Department employee's customer service | Referred to Management |
| 22-086 | NF | Concerns regarding care at a hospital and lack of prescribing antibiotics | Not Investigated - Information Provided |
| 22-087 | NF | Concerns regarding employer requiring COVID-19 vaccine | Not Investigated - Management aware of concerns |
| 22-088 | RF | Concerns regarding a rodent infestation and air conditioner issues at a residence | Referred to CHD EH Section |
| 22-089 | RF | Concerns regarding the medical director and management at a rehab center, including abuse and neglect, and a lack of a facility inspection | Referred to MQA |
| 22-090 | RF | Concerns regarding the actions of a Circuit Judge | Referred to County Courthouse |
| 22-091 | MA | Alleged mismanagement and staffing issues in a CHD's EH section | Referred to CHD |
| 22-092 | RF | Concerns regarding the toxic work environment and unfair practices of a CHD Health Officer | Referred to CHS |
| 22-093 | RF | Alleged harassment, bullying, and retaliation by a CHD supervisory staff | Referred to CHD |
| 22-094 | RF | Alleged favoritism regarding teleworking by CHD EH staff and managers, creating conflict with staff | Referred to Management |
| 22-095 | RF | Alleged wrongful use of position by a non-Department employee for personal gain and submission of incorrect information for Women, Infants, and Children program's benefits | Referred to MQA and CHD |
| 22-096 | RF | Alleged cover up and fraudulent information by a county government entity and a CHD for unpermitted work | Referred to CHD EH |
| 22-097 | NF | Alleged improper referral to collections by an ambulance service | Not Investigated - Information Provided |
| 22-098 | NF | Concerns regarding the State Surgeon General | Not Investigated - No identified violation of law, rule, or policy |
| 22-099 | NF | Alleged COVID-19 rapid tests are only available to teachers, students, or administrators at a non-Department entity | Not Investigated - No Jurisdiction |
| 22-100 | RF | Alleged conduct unbecoming due to discrimination by Department management | Referred to EOS |
| 22-101 | RF | Alleged harassment, bullying, and hostile work environment by several Department employees | Referred to Management |
| 22-102 | NF | Alleged hypocrisy and bigotry among Florida Government officials and representatives | Not Investigated - Insufficient Information |
| 22-103 | NF | Concerns regarding Department hiring policy | Not Investigated - No identified violation of law, rule, or policy |
| 22-104 | RF | Alleged abuse by a mother and son that were placed in an apartment by DCF and negligence by a DCF case worker | Referred to DCF OIG |
| 22-105 | RF | Alleged fraud and falsification on a death certificate | Referred to the Office of Vital Statistics, Information Provided |
| 22-106 | NF | Alleged conduct unbecoming a Department employee for lost and closed complaints | Not Investigated - Insufficient Information, Information Provided |
| 22-107 | PI | Alleged bullying by a supervisor with aggressive and accusatory disposition, leading to an employee's resignation | Referred to Management |

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| 22-108 | RF | Alleged unprofessional conduct by a CHD supervisor | Referred to Management |
| 22-109 | NF | Alleged substandard medical care, unlicensed activity, elderly abuse, Medicaid fraud, and modification of medical records | Not Investigated - MQA aware of complaints |
| 22-110 | LE | Concerns regarding possible workplace violence due to harassing emails by a Department employee | Referred to the Florida Department of Law Enforcement (FDLE) |
| 22-111 | RF | Concerns regarding the way a Department program is running, leading to low morale | Referred to Management |
| 22-112 | NF | Alleged hiring discrepancies, improper release of employee information, and workplace conflict by Department supervisors | Not Investigated - Insufficient Information |
| 22-113 | NF | Alleged misconduct by a non-Department employee | Not Investigated - No Jurisdiction |
| 22-114 | NF | Concerns regarding a hospital bill received after a slip and fall at a private doctor's office | Not Investigated - No Jurisdiction |
| 22-115 | RF | Alleged bullying, targeting, creating a hostile work environment, and abuse of power by a Department supervisor | Referred to Management and HR |
| 22-116 | NF | Alleged mishandling of a MQA case without a thorough review and with no appeal options | Not Investigated - No identified violation of law, rule, or policy |
| 22-117 | RF | Alleged violation of HIPAA by a private company for requiring a picture of vaccination record in company portal | Referred to DEPCS |
| 22-118 | NF | Concerns regarding county emergency medical services labor practices for emergency medical technicians/paramedics driving ambulance and caring for patients | Not Investigated - DEPCS aware of concerns |
| 22-119 | NF | Alleged unpaid insurance premiums and medical bills by the AIDS Drug Assistance Program (ADAP) | Not Investigated - ADAP is aware of allegation |
| 22-120 | NF | Alleged conduct unbecoming a Department supervisor for meddling in an employee's private life | Not Investigated - Complaint Withdrawn |
| 22-121 | RF | Alleged lack of training, communication, and discriminatory behavior/racial bias by a Department supervisor and a lack of relief when these concerns were brought to the attention of management | Referred to Management, EOS, and the Florida Commission of Human Relations |
| 22-122 | RF | Alleged inappropriate contact by a Department employee of a client represented by an attorney | Referred to Management |
| 22-123 | RF | Alleged improper release of an individual's vaccination status without their consent | Referred to the Bureau of Epidemiology |
| 22-124 | NF | Concerns regarding a landlord/tenant dispute and civil matter involving a private physician | Not Investigated - No Jurisdiction |
| 22-125 | NF | Alleged possible fraudulent issuance of COVID-19 vaccination card by a Department employee | Not Investigated - Referred to Management |
| 22-126 | RF | Concerns regarding obtaining a massage therapy license | Referred to Board of Massage Therapy |
| 22-128 | NF | Concerns regarding a Board of Medicine Hearing on a citizen's petition | Not Investigated - No identified violation of law, rule, or policy |
| 22-129 | RF | Concerns with standard of care and possible fraud at a nursing home | Referred to MQA |
| 22-130 | RF | Alleged misconduct by correctional officers and inmates for bringing in contraband and plotting against the complainant | Referred to DOC OIG |
| 22-131 | RF | Alleged issues with taking leave and bullying by a Department supervisor, resulting in a demotion | Referred to Management |
| 22-132 | RF | Alleged ongoing harassment by a former Department employee | Referred to FDLE |
| 22-133 | RF | Alleged conduct unbecoming and malicious retaliation by Department employees regarding septic permitting | Referred to Management |
| 22-134 | RF | Alleged inappropriate actions by a public school district for encouraging parents to have their children accept COVID-19 vaccines without information on the risks or alternatives | Referred to Department of Education OIG |
| 22-135 | RF | Alleged substandard care and Medicaid overbilling by private health care providers | Referred to MQA |
| 22-136 | RF | Alleged hostile work environment by a Department supervisor due to speaking inappropriately to employees, altering set procedures, and not working assigned schedule | Referred to Management |
| 22-137 | RF | Alleged hostile work environment by a Department supervisor resulting from a raised voice and aggressive behavior towards employees | Referred to Management |
| 22-138 | RF | Alleged property damage and inappropriate response to a citizen complaint due to trespassing on residential property by a Department employee | Referred to Management |
| 22-139 | RF | Alleged insect infestation at a Miami grocery store | Referred to Florida Department of Agriculture and Consumer Services OIG |

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| 22-140 | RF | Alleged improper actions by the Department for providing COVID-19 test results under spouse's name with complainant's date of birth | Referred to CHD |
| 22-141 | RF | Alleged public assistance and Medicaid fraud using incorrect medical documentation signed by a health care practitioner | Referred to MQA |
| 22-142 | NF | Alleged selling of PII to a third party by an unknown Department employee | Not Investigated - Insufficient Information |
| 22-143 | RF | Alleged disrespectful and bullying actions towards employees and lying on personnel documents by a Department supervisor, causing the employees to resign | Referred to Management |
| 22-144 | RF | Alleged misconduct by a health care practitioner with an organ recovery service | Referred to MQA, Information Provided |
| 22-145 | RF | Alleged bullying, misconduct, and information technology violations by a Department supervisor | Referred to Management |
| 22-146 | NF | Alleged failure of a health care entity to bill new insurance company for services | Not Investigated - No identified violation of law, rule, or policy |
| 22-147 | RF | Alleged improper obtaining of employees PHI and chastising of them into receiving COVID-19 vaccine by a CHD health officer | Referred to CHS |
| 22-148 | RF | Concerns regarding refusal by a lodging entity, affiliated with a hospital, to provide services to individuals based on non-disclosure of COVID-19 vaccination status | Referred to DEPCS |
| 22-149 | RF | Alleged use of state time and resources for personal matters by a Department employee | Referred to Management |
| 22-150 | NF | Alleged delay by Department officials in responding to concerns of a Department report that contained inaccuracies | Not Investigated - No identified violation of law, rule, or policy |
| 22-151 | RF | Concerns regarding an inspection report containing an incorrect signature and other discrepancies | Referred to Management |
| 22-152 | RF | Alleged discrimination and mismanagement within the Division of Disability Determination (DDD) program | Referred to Management and EOS |
| 22-153 | NF | Concerns regarding claims of a third-party assault by a licensed health care practitioner may have led to a complaint with the Board of Medicine | Not Investigated - No Jurisdiction |
| 22-154 | RF | Alleged unsanitary issues at a hotel | Referred to DBPR |
| 22-155 | NF | Alleged cover ups by the Department regarding complaints against health care practitioners | Not Investigated - Insufficient Information, Previously Addressed |
| 22-156 | NF | Concerns regarding COVID-19 protocols and the use of Regeneron against Omicron | Not Investigated - No identified violation of law, rule, or policy |
| 22-157 | RF | Concerns regarding lack of support for employees by CHD leadership | Referred to HR |
| 22-158 | RF | Alleged violations of patient's rights and HIPAA compliance privacy rights | Referred to MQA, Information Provided |
| 22-159 | NF | Alleged unpaid wages and unprofessionalism | Not Investigated - Resolved with vendor |
| 22-160 | RF | Alleged delays in medical care and unnecessary medical charges to Medicaid by hospital staff | Referred to MQA |
| 22-161 | RF | Alleged misconduct by a Department Administrator | Referred to CHS |
| 22-162 | RF | Concerns regarding deplorable conditions of a food establishment | Referred to DBPR |
| 22-163 | RF | Alleged improper representation by a Department administrator as a medical doctor without having a license | Referred to Management, Insufficient Information |
| 22-164 | RF | Concerns regarding inadequate work conditions for school nurses | Referred to Management |
| 22-165 | RF | Alleged unsatisfactory living conditions at a correctional institution | Referred to CHD EH |
| 22-166 | NF | Alleged aiding and abetting medical malpractice of a physician by the Department after closing a complaint without proper review | Not Investigated - Insufficient Information |
| 22-167 | RF | Alleged hostile work environment, inappropriate COVID-19 protocols, and mold at a medical marijuana dispensary | Referred to OMMU |
| 22-168 | RF | Alleged dissatisfaction with cosmetic surgery outcome, denial of refund | Referred to MQA |
| 22-169 | RF | Alleged unsafe practices at a COVID-19 vaccine event and retaliation by Department employees | Referred to Management |
| 22-170 | NF | Alleged improper release of medical information by a laboratory without consent | Not Investigated - Information Provided |
| 22-171 | RF | Alleged dispensing, preparing, and injecting incorrect COVID-19 vaccine by a pharmacist without a signed consent | Referred to MQA |
| 22-172 | NF | Alleged unprofessional behavior by staff at a nursing home | Not Investigated - Insufficient Information |

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| 22-173 | NF | Alleged untrue, inaccurate, and misleading statements by the State Surgeon General regarding the COVID-19 pandemic | Not Investigated - Insufficient Information |
| 22-174 | RF | Alleged failure to help the homeless and disabled by entities in Volusia County | Referred to DCF, Information Provided |
| 22-175 | RF | Alleged disability fraud by a citizen through fabricating medical claim with false evidence | Referred to DDD |
| 22-176 | NF | Alleged financial fraud, changing of medication without family consent, and mistreatment for telling the truth by a nursing home | Not Investigated - Insufficient Information |
| 22-177 | NF | Alleged HIPAA violations, coercion, and unauthorized access of employees' PHI by CHD management | Not Investigated - Insufficient Information |
| 22-178 | RF | Alleged COVID-19 testing scam by a physician at a medical facility | Referred to MQA |
| 22-179 | RF | Alleged excessive criminal background checks performed by a vendor contracted by the Department | Referred to Management |
| 22-181 | RF | Concerns regarding a letter received that appears to be fraudulent with incorrect information on Department letterhead | Referred to Management |
| 22-182 | NF | Alleged unwillingness by school health nurses to perform specific emergency procedure for a student | Not Investigated - No identified violation of law, rule, or policy |
| 22-183 | RF | Alleged violations at a COVID-19 testing site | Referred to CHD |
| 22-184 | NF | Alleged fraud committed by landlord for allowing unsanitary and unsafe conditions to exist at a rental residence | Not Investigated - No Jurisdiction, Information Provided |
| 22-185 | RF | Concerns regarding lack of knowledge by Department employees related to requests for ADA accommodations | Referred to Management and EOS |
| 22-186 | RF | Alleged improper enrollment in Medicaid by a non-Department entity without authorization | Referred to DCF and AHCA |
| 22-187 | RF | Alleged stalking and reporting of unfounded allegations to DCF by a behavioral specialist | Referred to DCF OIG |
| 22-188 | NF | Concerns regarding displeasure with the outcome of a MQA complaint against a private practitioner | Not Investigated - No identified violation of law, rule, or policy |
| 22-189 | NF | Alleged favoritism by tailoring a vacant position towards an employee with a higher rate of pay after another employee's resignation | Not Investigated - No identified violation of law, rule, or policy |
| 22-190 | RF | Alleged mishandling of a MQA complaint | Referred to Management |
| 22-191 | NF | Alleged denial of medical treatment by a non-Department entity because of living situation | Not Investigated - Resolved by County |
| 22-192 | RF | Alleged mismanagement, favoritism, and violation of telework policy by a Department manager | Referred to Management |
| 22-193 | RF | Alleged mistreatment by a Department supervisor | Referred to Management |
| 22-194 | RF | Alleged breach of contract and professional misconduct for non-payment by the Department | Referred to Management |
| 22-195 | NF | Alleged unfair, biased, and discriminatory banishment from a Department-affiliated program | Not Investigated - No identified violation of law, rule, or policy |
| 22-196 | RF | Alleged illegal practice of plastic surgery by an individual without a license | Referred to MQA |
| 22-197 | RF | Alleged misconduct and harassment by a Department manager | Referred to Management |
| 22-198 | NF | Alleged failure of health care practitioners to report professional liability claims and actions | Not Investigated - No Jurisdiction, Information Provided |
| 22-199 | RF | Alleged mistreatment, micromanaging, and harassment by a CHD manager | Referred to Management |
| 22-200 | RF | Concerns regarding difficulty in obtaining a midwifery license | Referred to MQA |
| 22-201 | RF | Alleged fraudulent practices by a Department program regarding renewal of a medical marijuana card | Referred to Management |
| 22-202 | RF | Alleged misfeasance and misconduct following failure to process disability claims within appropriate timeframe | Referred to Management |
| 22-203 | NF | Concerns regarding a Board of Medicine decision related to complaints against a health care practitioner | Not Investigated - No Jurisdiction |
| 22-204 | RF | Alleged violations of disclosing PII and PHI by the Department | Referred to OGC |
| 22-205 | NF | Alleged false accusations and providing services without consent by a school health nurse | Not Investigated - No Jurisdiction |
| 22-206 | RF | Alleged publication of inaccurate and misleading information and withholding medical treatment information on the Department's website | Referred to Office of Communications |
| 22-207 | NF | Concerns regarding a minor child's custody case | Not Investigated - No Jurisdiction |

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| Number | Type | Allegation/Concern | Disposition |
|--------|------|--|---|
| 22-208 | NF | Concerns regarding a health care practitioner who was evicted and alleged civil rights violations | Not Investigated - No Jurisdiction |
| 22-209 | PI | Concerned regarding a supervisor's handling of a fraudulent receipt by a childcare center requesting reimbursement | Not Investigated - Decision made in consultation with OGC |
| 22-210 | RF | Alleged HR violations related to a probationary performance evaluation | Referred to Management |
| 22-211 | NF | Alleged misinformation given by a Health Care District regarding medical diagnoses | Not Investigated - Complaint Withdrawn |
| 22-212 | NF | Concerns regarding the processing of medical license applications | Not Investigated - Insufficient Information |
| 22-213 | RF | Alleged mishandling of medications by school health nurses | Referred to Management |
| 22-214 | RF | Alleged mishandling of a custody matter and falsification of a birth certificate | Referred to DCF OIG |
| 22-215 | RF | Alleged improper use of work credentials by a family member to obtain medical information and file a malpractice suit | Not Investigated - No Jurisdiction |
| 22-216 | NF | Alleged religious discrimination by a CHD | Not Investigated - Complaint Withdrawn, Concerns Resolved |
| 22-217 | NF | Alleged incorrect treatment plan was ordered by Intervention Project for Nurses to comply with Board of Nursing decision, thus impacting the complainant's ability to work | Not Investigated - No Jurisdiction |
| 22-218 | MA | Alleged failure to follow regulations, altered documentation, and defamation of character by Department employee | Referred to Management |
| 22-219 | NF | Alleged hostile and toxic work environment by CHD management | Not Investigated - Complaint Withdrawn |
| 22-220 | NF | Concerns regarding mental and physical health in the work environment | Not Investigated - No Jurisdiction, Information Provided |
| 22-221 | RF | Alleged rude, condescending, and chastising actions towards staff in front of others by a Department supervisor | Referred to Management |
| 22-222 | RF | Alleged unacceptable behavior by a Department employee | Referred to Management |
| 22-223 | RF | Alleged hostile and toxic work environment by Department managers | Referred to Management |
| 22-224 | RF | Concerns regarding a laboratory and inaccurate/inappropriate reporting of testing results | Referred to AHCA |
| 22-225 | RF | Concerns regarding DCF Access Florida System, DCF customer service, and DDD | Referred to DCF |
| 22-226 | RF | Alleged hostile work environment created by Department supervisor by being unapproachable and lecturing staff | Referred to Management |
| 22-227 | NF | Alleged inability to obtain pharmacy services by a homeless individual due to not being able to provide a specific address | Not Investigated - No Jurisdiction, Information Provided |
| 22-228 | RF | Alleged hostile work environment, misconduct, and conduct unbecoming by a CHD manager | Referred to EOS and CHS |
| 22-229 | RF | Concerns regarding text messages received related to COVID-19 test results | Referred to CHD |
| 22-230 | RF | Concerns regarding safety and health issues at a medical center | Referred to AHCA |
| 22-231 | RF | Alleged inappropriate and offensive behavior by a Department employee | Referred to Management |
| 22-232 | NF | Alleged Medicare fraud by health care facilities | Not Investigated - No Jurisdiction, Information Provided |
| 22-233 | RF | Alleged negligence by a physician at a medical center | Referred to MQA |
| 22-234 | RF | Alleged deception by a Department employee regarding the unlicensed use of equipment | Referred to OGC |
| 22-235 | NF | Alleged untimely processing of invoices by Department Disbursements unit | Not Investigated - Information Provided |
| 22-236 | NF | Alleged harassment, unfair treatment, hostile work environment by CHD employees | Not Investigated - Insufficient Information |
| 22-237 | NF | Alleged lack of patient care and violation of patient rights at a hospital | Not Investigated - Information Provided |
| 22-238 | NF | Alleged improper disclosure of PHI and PII by a licensed health care practitioner | Not Investigated - No Jurisdiction, Information Provided |
| 22-239 | RF | Alleged over-charging of insurance and billing for services never received by a dental office | Referred to MQA, Information Provided |
| 22-240 | NF | Alleged substandard care and HIPAA violation at a hospital | Not Investigated - No Jurisdiction, Information Provided |
| 22-241 | NF | Alleged fraudulent calls from the Department regarding medical license | Not Investigated - DOH aware of concerns |

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| 22-242 | RF | Concerns regarding PHI, including prescription drugs, shared with another individual with similar name | Referred to CHD and the Florida Prescription Drug Monitoring Program |
| 22-243 | RF | Alleged improper contact with a represented client by a Department employee | Referred to Management |
| 22-244 | NF | Alleged rude and disrespectful behavior by a Department employee | Not Investigated - Insufficient Information |
| 22-245 | NF | Alleged gross mismanagement, malfeasance, and misfeasance by Department management | Not Investigated - Insufficient Information |
| 22-246 | NF | Alleged misuse of Ryan White HIV/AIDS Program funds and a hostile work environment by CHD employees | Not Investigated - Insufficient Information |
| 22-247 | NF | Alleged inappropriate disclosure of PHI and PII to a CHD administrator via email by a CHD supervisor | Not Investigated - Insufficient Information |
| 22-248 | RF | Alleged hostile work environment by a CHD manager | Referred to Management |
| 22-250 | NF | Alleged fighting and posting of inappropriate information on social media by a Department employee | Not Investigated - No Jurisdiction |
| 22-251 | RF | Concerns regarding employment with Department | Referred to Management |
| 22-252 | RF | Concerns regarding teleworking by supervisors and managers | Referred to Management |
| 22-254 | RF | Concerns regarding a public pool reinspection | Referred to CHD EH |
| 22-255 | NF | Alleged conflict of interest due to outside employment and inaccurate information provided on a Department form by a Department employee | Not Investigated - Resolved by Management |
| 22-256 | NF | Concerns regarding a surgical center | Not Investigated - No Jurisdiction, Information Provided |
| 22-257 | NF | Alleged refusal of a health care facility's security team to allow entry to receive medical care for not wearing a mask | Not Investigated - No Jurisdiction, Information Provided |
| 22-258 | RF | Concerns regarding the length of time DDD takes to review application and render decision | Referred to Management |
| 22-259 | RF | Alleged expunged personal records on a final order are still accessible to the public | Referred to DEPCS |
| 22-260 | NF | Alleged refusal by Department personnel to accept documentation for license reinstatement | Not Investigated - Insufficient Information |
| 22-261 | RF | Alleged substandard care and HIPAA violation by physician regarding spouse | Referred to MQA |
| 22-262 | RF | Alleged mistreatment and hostility by a team lead | Referred to Management |
| 22-263 | RF | Concerns regarding the processing of a Social Security Disability Insurance application | Referred to Management |
| 22-264 | RF | Alleged false information being provided by a private physician to other health care providers, negatively impacting their quality of care | Referred to MQA and AHCA |
| 22-266 | RF | Concerns regarding an emergency doctor's care | Referred to MQA |
| 22-267 | RF | Concerns regarding a business serving contaminated food and other health issues | Referred to CHD EH |
| 22-268 | RF | Alleged mishandling of a health care practitioner complaint | Referred to MQA |
| 22-269 | RF | Alleged unannounced entry into a treatment room by a Department inspector | Referred to Management |
| 22-270 | NF | Alleged failure of the Department to act on malpractice complaints | Not Investigated - No Jurisdiction |
| 22-271 | RF | Alleged failure of a Department EH inspector to investigate an unpermitted septic system | Referred to Management |
| 22-272 | NF | Alleged use of an unconstitutional mandate for child support enforcement by the Department of Health and the Department of Revenue | Not Investigated - Insufficient Information |
| 22-273 | NF | Concerns regarding rodent infestation at residential complex | Not Investigated - Information Provided |
| 22-274 | NF | Alleged discrimination towards a potential vendor by a contracted entity | Not Investigated - No Jurisdiction, Information Provided |
| 22-275 | NF | Alleged misconduct by a Department employee for not returning calls | Not Investigated - No identified violation of law, rule, or policy |
| 22-276 | RF | Alleged misdiagnosis by physicians and refusal of treatment by hospital | Referred to MQA and AHCA |
| 22-277 | RF | Concerns regarding the Department's application process and untrained staff | Referred to Management |
| 22-278 | RF | Concerns regarding delayed execution of new contact and delayed payments | Referred to Management |
| 22-280 | NF | Alleged favoritism, timesheet fraud, and negligence by a Department manager | Not Investigated - Complaint Withdrawn |

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| 22-282 | NF | Alleged unprofessional and rude behavior by a coworker towards staff | Not Investigated - Insufficient Information |
| 22-283 | NF | Alleged exposure to dangerous health conditions due to insect and rodent infestation in personal residence | Not Investigated - No Jurisdiction |
| 22-284 | RF | Concerns regarding city drinking water | Referred to DEP |
| 22-285 | RF | Alleged fraudulent billing of insurance by vendor | Referred to AHCA |
| 22-286 | INA | Assistance requested by LE | Provided requested documents |
| 22-287 | NF | Concerns regarding home health care provided to a relative | Not Investigated - No Jurisdiction, Information Provided |
| 22-288 | RF | Concerns regarding a missing transcript and delays in processing licensure application | Referred to Management |
| 22-289 | NF | Concerns regarding care provided by school health staff and inappropriate response by management | Not Investigated - Resolved by Management |
| 22-292 | RF | Alleged civil rights violations by Department employees | Referred to OGC |
| 22-293 | RF | Alleged denial of disability benefits by DDD despite being eligible | Referred to Management |
| 22-294 | NF | Alleged unprofessional, demeaning, and disrespectful conduct by a Department manager toward employee | Not Investigated - Complaint Withdrawn |
| 22-295 | RF | Alleged unsafe working conditions and health care risks for patients at a hospital | Referred to AHCA |

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