

Summary of Closed Complaints July 1, 2018 to June 30, 2019

Number	Type	Subject	Disposition
16-015	NF	Concerns with private health care facilities	No Further Action
17-029	PI	Displeasure with Department hiring and promotion processes	No Further Action
17-143	IN	Alleged abuse of authority	Unsubstantiated
17-250	IN	Alleged State of Florida employment application falsification	Substantiated
18-070	IN	Concerns related to the potential loss of confidential medical records	Unfounded
18-092	RF	Alleged favoritism and "unfair labor practices"	Referred to the Deputy Secretary of County Health Systems (CHS)
18-120	IN	Alleged negligent handling of a bank deposit	Substantiated
18-122	PI	Concerns related to improper medical billing and Dental Hygienists working outside the scope of their licenses	No Further Action
18-123	IN	Alleged various inappropriate actions and comments	2-Substantiated 2-Unsubstantiated
18-127	IN	Alleged unauthorized use of an email client to access Department email	1-Substantiated 1-Additional Finding
18-19-001	NF	Concerns Probable Cause Panel determination	No Further Action
18-19-002	RF	No Jurisdiction	Referred to Division of Disability Determinations (DDD)
18-19-003	NF	Concerns related to apartment regulations	No Further Action
18-19-004	NF	Concerns related to health care	No Further Action
18-19-005	RF	Concerns related to the status of a Registered Nurse (RN)	Referred to the Division of Medical Quality Assurance (MQA)
18-19-006	MA	Alleged failure to support management	No Further Action
18-19-007	NF	No Jurisdiction	No Further Action
18-19-008	NF	Alleged discrimination and retaliation	No Further Action
18-19-009	NF	Concerns related to a Family Supportive Work Program request	No Further Action
18-19-010	RF	Concerns related to the Healthy Start Coalition	Referred to the Bureau of Family Health Services
18-19-011	NF	Alleged hostility and threats	No Further Action
18-19-012	RF	Concerns related to a licensed health care professional	Referred to MQA
18-19-013	NF	Displeasure and employment resignation	No Further Action
18-19-014	NF	Alleged harassment	No Further Action
18-19-015	NF	Concerns related to potential discrimination and retaliation	No Further Action
18-19-016	NF	Concerns related to food pantries	No Further Action
18-19-017	NF	Alleged improper disposal of biohazardous waste	No Further Action
18-19-018	RF	Alleged workplace violence	Referred to CHS's Deputy Secretary
18-19-020	RF	Concerns related to permitting and licensure process	Referred to MQA
18-19-021	NF	Displeasure with private physician	No Further Action
18-19-022	NF	Concerns related to the loss of disability benefits due to error	No Further Action
18-19-023	NF	Concerns related to filing a grievance	No Further Action
18-19-024	NF	Alleged violation of a patient's right by a physician	Unfounded
18-19-025	NF	Concerns related to the Health Insurance Portability and Accountability Act (HIPAA)	No Further Action
18-19-026	NF	No Jurisdiction	No Further Action
18-19-027	RF	Concerns related to tick borne diseases	Referred to the State Epidemiologist
18-19-028	NF	Concerns regarding the receipt of incorrect prescriptions	No Further Action
18-19-029	IN	Alleged abuse of authority and failure to report suspected abuse	Unsubstantiated
18-19-030	IN	Alleged abuse of authority and favoritism	Unfounded
18-19-031	NF	Alleged unethical management actions	No Further Action

Legend			
WB – Whistle-blower	IN – Investigation	NF – No Further Action	RF – Referral to Others
WBD – WB Determination	MA – Management Advisory	INA – Investigative Assist	PI – Preliminary Inquiry

Number	Type	Subject	Disposition
18-19-032	RF	Alleged hostile and psychotic environment	Referred to the Deputy Secretary for Children's Medical Services
18-19-033	RF	Alleged harassment and misuse of funds by management	Referred to CHS's Deputy Secretary
18-19-034	NF	Concerns regarding a county health department (CHD)	No Further Action
18-19-035	RF	No Jurisdiction	Referred to MQA
18-19-036	NF	Concerns related to mold assessors and remediators	No Further Action
18-19-037	RF	Concerns related to difficulties contacting MQA	Referred to MQA
18-19-038	NF	Concerns related to a health studio (gym)	No Further Action
18-19-039	RF	Concerns related to difficulties contacting MQA	Referred to MQA
18-19-040	NF	Concerns related to a private moving company	No Further Action
18-19-041	NF	Alleged issues with upper management	No Further Action
18-19-042	RF	No Jurisdiction	Referred to the Office of the General Counsel (OCG)
18-19-043	PI	Alleged negligence due to the issuance of an incorrect permit	No Further Action
18-19-044	RF	Concerns regarding an assisted living facility	Referred to the Agency for Health Care Administration (AHCA)
18-19-045	NF	Concerns Probable Cause Panel determination	No Further Action
18-19-046	IN	Alleged failure to sanitize dental equipment	Unsubstantiated
18-19-047	RF	Concerns regarding a refund to an optical establishment	Referred to the Department of Financial Services (DFS)
18-19-048	NF	Alleged falsification, fraud, and cover-up	No Further Action
18-19-049	RF	Alleged difficulty in obtaining RN license	Referred to MQA
18-19-050	RF	Concerns related to the arrest of a Department employee	Referred to MQA
18-19-051	NF	Concerns regarding a private dentist	No Further Action
18-19-052	RF	Alleged abuse of authority, retaliation, discrimination, unfair hiring practices, etc.	Referred to OGC's Equal Opportunity Section (EOS)
18-19-053	NF	Concerns regarding charges from a medical facility	No Further Action
18-19-054	RF	Alleged difficulty in contacting DOH-Hendry	Referred to DOH-Hendry
18-19-055	NF	Alleged incorrect billing and unethical behavior by a health care provider	No Further Action
18-19-056	NF	No Jurisdiction	No Further Action
18-19-058	RF	Concerns related to a licensed health care professional	Referred to MQA
18-19-059	NF	Concerns regarding misinformation about rabies on media outlets	No Further Action
18-19-060	NF	Florida Department of Children and Families (DCF) complaint	No Further Action
18-19-061	NF	Concerns related to delays in awarding custody of a minor	No Further Action
18-19-062	NF	Concerns regarding the Florida Board of Medicine	No Further Action
18-19-063	MA	Alleged harassment, bullying, hostile work environment, inadequate training and discrimination	No Further Action
18-19-065	NF	Concerns regarding the Florida Board of Opticianry	No Further Action
18-19-066	RF	Alleged unsanitary conditions at a Correctional Institution	Referred to the Department of Corrections (DOC)
18-19-067	NF	Concerns related to a mobile home park	No Further Action
18-19-068	NF	Concerns related to air quality inspections and housing for inmates	No Further Action
18-19-069	NF	Concerns related to a restaurant	No Further Action
18-19-070	NF	Concerns related to insurance and private health care facilities	No Further Action
18-19-071	NF	Concerns related to health insurance	No Further Action
18-19-072	NF	Concerns related to a restaurant	No Further Action
18-19-073	NF	Concerns related to restaurant inspections	No Further Action
18-19-074	RF	Concerns related to the MQA online portal	Referred to MQA
18-19-075	NF	Concerns related to treatment at a CHD	No Further Action
18-19-076	RF	Concerns related to a health care facility	Referred to AHCA
18-19-077	IN	Alleged violations of DOHP 250-12, <i>Management and Operation of Vehicles</i>	Unsubstantiated
18-19-079	WBD	Alleged failure to document an employee's reason for resigning	Complaint did not meet Whistle-blower (WB) requirements
18-19-080	RF	No Jurisdiction	Referred to the Bureau of Personnel and Human Resource Management (HR)
18-19-081	NF	Concerns related to flu shot billings	No Further Action

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18-19-082	NF	Difficulties in obtaining dental services	No Further Action
18-19-083	NF	Concerns related to disputes between management and employees	No Further Action
18-19-084	NF	Concerns related to a restaurant	No Further Action
18-19-085	RF	Concerns regarding a website selling medications without prescriptions	Referred to MQA
18-19-086	NF	Concerns related to the closure of food trucks	No Further Action
18-19-087	RF	Discharge Planning Information – Temporary Housing Mutual Agreement	Referred to the Bureau of Preparedness and Response
18-19-088	RF	Alleged misconduct	Referred to the Department's Chief of Staff
18-19-089	NF	Concerns related to a private health care facility	No Further Action
18-19-090	RF	Displeasure with un-organization and lack of staff at a Department office	Referred to the Bureau of Women, Infants and Children Program Services
18-19-091	NF	Public records request	No Further Action
18-19-092	NF	Concerns related to private pharmacies	No Further Action
18-19-093	RF	No Jurisdiction	Referred to MQA
18-19-094	RF	Concerns related to DDD	Referred to DDD
18-19-095	NF	Concerns MQA dispute decision	Referred to DDD
18-19-096	NF	Alleged complaint falsification	No Further Action
18-19-097	NF	No Jurisdiction	No Further Action
18-19-098	RF	Board of Acupuncture records request	Referred to MQA
18-19-099	RF	Displeasure with a licensed health care professional	No Further Action
18-19-100	NF	Alleged unfair awarding of grant funds	No Further Action
18-19-101	PI	Alleged improper collection of inspection fees	Unsubstantiated
18-19-102	MA	Alleged unethical actions	No Further Action
18-19-103	NF	Alleged position description disparity	No Further Action
18-19-104	NF	Alleged fraud and misconduct by a physician	No Further Action
18-19-105	RF	Concerns related to a CHD status	Referred to CHS's Deputy Secretary
18-19-106	NF	Alleged improper and/or incomplete handling of MQA investigation	No Further Action
18-19-107	NF	Concern related to Medicaid	No Further Action
18-19-108	RF	Alleged violations of Radiation Protection Regulations	Referred to the Division of Emergency Preparedness and Community Support
18-19-109	WBD	Alleged misconduct	Complaint did not meet WB requirements
18-19-111	NF	Concerns related to a sanitary nuisance	Referred to DOH-Leon
18-19-112	NF	Alleged abuse and exploitation of wards	No Further Action
18-19-113	NF	Concerns related to health care	No Further Action
18-19-114	MA	Alleged abuse of authority, misconduct, and misuse of Department resources	Referred to the Deputy Secretary for Health
18-19-117	IN	Alleged misuse of Department access badge	Substantiated
18-19-118	RF	Concerns related to health care	Referred to MQA
18-19-119	NF	Alleged retaliation	No Further Action
18-19-120	RF	Alleged poor management	Referred to CHS
18-19-121	RF	Alleged unfair promotion and salary increases	Referred to CHS
18-19-122	NF	Alleged information security event	No Further Action
18-19-123	NF	Concerns related to a salary reduction	No Further Action
18-19-124	NF	No Jurisdiction	No Further Action
18-19-125	RF	Concerns related to environmental health (EH)	Referred to DOH-Orange
18-19-126	RF	Concerns related to an insurance provider	Referred to DFS
18-19-127	RF	Concerns related to health care at a Correctional Institution	Referred to MQA
18-19-128	RF	Concerns regarding conduct and service at a health care facility	Referred to MQA
18-19-129	RF	Concerns related to an apartment's portable water	Referred to the Department of Environmental Protection (DEP)
18-19-130	RF	Concerns related to a CHD and the Baldrige Program	Referred to CHS
18-19-131	RF	Concerns related to EH	Referred to DOH-Seminole
18-19-132	RF	Concerns related to the conduct of a CHD's staff	Referred to CHS
18-19-133	RF	Concern regarding mold in an apartment	Referred to DOH-Indian River
18-19-134	PI	Alleged abuse of authority and misconduct	No Further Action

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18-19-137	RF	Alleged negligence and poor care	Referred to DOH-Duval
18-19-138	RF	Concerns with a health care professional	Referred to MQA
18-19-140	NF	No Jurisdiction	No Further Action
18-19-141	MA	Alleged misconduct and use of inappropriate language of a racial nature in email sent from Department email account	No Further Action
18-19-142	RF	Alleged drug use at work	Referred to DOH-Alachua
18-19-143	RF	Concerns regarding a targeted phishing attack	Referred to the Office of Information Technology
18-19-144	RF	Concerns regarding a private health care facility	Referred to MQA and AHCA
18-19-145	RF	Concerns related to an adoption	Referred to the Department of Children and Families
18-19-146	RF	No Jurisdiction	Referred to AHCA
18-19-147	RF	Concerns related to work repercussions and/or retaliation	Referred to EOS
18-19-148	RF	Alleged inappropriate social media account	Referred to DOH-Duval
18-19-149	NF	Alleged wrongdoing	No Further Action
18-19-150	MA	Alleged conduct unbecoming a public employee	No Further Action
18-19-152	NF	Alleged failure to register an Osteopathic fellow	No Further Action
18-19-154	NF	Concerns related to a septic tank	No Further Action
18-19-155	PI	Alleged conduct unbecoming a public employee	No Further Action
18-19-157	WBD	Alleged retaliation, discrimination, gross misconduct and nepotism	Complaint did not meet WB requirements
19-161	PI	Alleged fraud	Insufficient information to support allegation
19-162	RF	Alleged discrimination and harassment	Referred to EOS
19-163	NF	No Jurisdiction	No Further Action
19-164	NF	Alleged theft and/or deliberate destruction of public documents	No Further Action
19-165	RF	Alleged misconduct	Referred to MQA
19-166	RF	Alleged misconduct	No Further Action
19-167	RF	Alleged disclosure of personally identifiable information (PII) and protected health information (PHI)	Referred to the Department's Privacy Officer
19-168	RF	Alleged misconduct	Referred to MQA
19-169	NF	Alleged misconduct	No Further Action
19-170	NF	No Jurisdiction	No Further Action
19-171	NF	Alleged misconduct	Referred to DOH-Leon
19-172	RF	Alleged misconduct	Combined with another complaint
19-174	NF	Concerns with a DDD health care provider	Referred to MQA
19-175	RF	Concerns with Board of Medicine decisions	Referred to MQA
19-176	WBD	No Jurisdiction	Complaint did not meet WB requirements
19-177	NF	Alleged disclosure of PII and PHI	No Further Action
19-178	RF	Concerns related to a sewage system	Referred to DEP
19-179	RF	Alleged misconduct	Referred to AHCA
19-180	RF	Alleged discrimination, retaliation, and that the contractor did not receive payment for services provided	No Further Action
19-181	NF	Alleged misconduct	No Further Action
19-182	RF	Alleged violation of law or Department rules	Referred to MQA
19-183	RF	Alleged health care professional misconduct	Referred to MQA
19-184	RF	Alleged complaint mishandling	Referred to HR
19-185	NF	Alleged misconduct and insurance fraud by a health care professional	No Further Action
19-186	RF	Alleged misconduct	Referred to DOH-Orange
19-187	RF	Alleged misconduct	Referred to MQA
19-188	RF	Alleged a health care professional practicing without a license and illegal actions conducted by a separate health care professional	Referred to MQA
19-189	NF	No Jurisdiction	No Further Action
19-190	RF	Alleged misconduct	Referred to HR
19-191	NF	Alleged suspicious behavior by a health care professional	No Further Action
19-193	NF	Concerns with the tourniquets in Stop the Bleed kits	No Further Action
19-196	RF	Concerns related to health care provided to inmates	Referred to MQA
19-197	RF	Alleged fraud	Referred to the Bureau of Vital Statistics

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19-201	RF	Alleged disclosure of PII and PHI; and displeasure with outcome	Referred to MQA
19-202	RF	Alleged attempt to bribe a field inspector	Referred to the Department of Business and Professional Regulation
19-203	RF	Concerns with a community's leaders	Referred to CHS
19-204	NF	Alleged cover up	No Further Action
19-206	RF	Concerns related to actions by the Board of Dentistry	Referred to the Board of Dentistry
19-207	RF	Alleged fraud	Referred to MQA
19-208	RF	Alleged misconduct	Referred to Management
19-210	RF	Concerns related to billing and fraudulent records	Referred to MQA
19-211	RF	Concerns related to a position being eliminated while employee is out in accordance with the Family and Medical Leave Act	Referred to HR
19-212	RF	Concerns related to misconduct at a health care facility	Referred to DCF
19-214	RF	Alleged misconduct	Referred to MQA
19-215	RF	Concerns related to the fraudulent acceptance of patients and the refusal to evaluate a patient	Referred to MQA

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