

## Summary of Closed Complaints July 1, 2019 to June 30, 2020

Number	Type	Allegation/Concern	Disposition
18-19-057	IN	Alleged removal of Bay County School Student Health Records	2-Substantiated 1-Additional Finding
18-19-078	IN	Alleged unequal treatment by an Environmental Health inspector	2-Substantiated 1-Unsubstantiated
18-19-115	IN	Alleged fraud, waste, and abuse of State Government	2-Unsubstantiated
18-19-153	MA	Alleged conduct unbecoming a public employee and violation of law or Department rules	Referred to Management
19-159	PI	Alleged requirement for employees to work outside normal working hours	Not Investigated
19-160	MA	Alleged violation of Department information security policy	Referred to Management
19-173	IN	Alleged conduct unbecoming a public employee (inappropriate conduct)	3-Unsubstantiated
19-192	PI	Alleged violation of time and attendance policies	Not Investigated
19-194	PI	Alleged violations of environmental health policies, disclosure of Personal Identifiable Information (PII), misconduct, and forgery of signature	Not Investigated – lack of sufficient information
19-195	MA	Concerns related to the misuse of the Bureau of Women, Infants & Children's (WIC) logo	Referred to Management
19-199	PI	Alleged ethics issues and health code violations	Not Investigated – lack of supporting information
19-200	MA	Alleged nepotism	Referred to Management
19-205	MA	Alleged harassment, misconduct, and failure to perform essential duties	Referred to Management
19-209	MA	Alleged unprofessionalism, possible fraudulent activity, and misconduct	Referred to Management
19-213	RF	Alleged neglect of duty	Referred to DOH-Broward
20-001	RF	Alleged health and safety concerns	Referred to Department of Children and Family Services (DCF)
20-003	RF	Alleged concerns with a psychiatrist	Referred to Medical Quality Assurance (MQA)
20-004	RF	Requesting medical assistance for immigrant detainees	Referred to the Assistant Deputy Secretary for Health
20-005	RF	Concerned about the pig chase at Jellystone Park in Madison, Florida	Referred to Madison County Sheriff's Office
20-006	RF	Allegation against a dentist regarding dentures	Referred to MQA
20-007	RF	Alleged health hazards at a community pool	Referred to DOH-Sanford and DOH-Seminole
20-008	RF	Alleged unethical action of a licensed health care practitioner	Referred to MQA
20-009	RF	Alleged harassment	Referred to DOH-Broward
20-010	NF	Concerns regarding employee termination	Not Investigated
20-011	WBD	Alleged misconduct, improper termination, discrimination, and retaliation	Not Investigated
20-012	RF	Concerns about the handling of disability case	Referred to Division of Disability Determinations (DDD)
20-013	RF	Alleged falsification of a report	Referred to the Division of Children's Medical Services (CMS)
20-014	RF	Alleged abuse/neglect	Referred to DDD
20-015	MA	Alleged abuse of supervisory power, possible disclosure of PII and Personal Health Information (PHI), and retaliation	Referred to Management
20-016	NF	Alleged illegal and inhumane Human Testing Site activity	Not Investigated – no jurisdiction
20-017	RF	Alleged felon working in a DCF facility without a background check	Referred to DCF
20-018	RF	Alleged possible medical malpractice	Referred to MQA
20-019	WBD	Concerns with the Statewide Travel Management System	Not Investigated
20-020	RF	Alleged possible health hazard	Referred to DOH-Hamilton
20-021	RF	Alleged possible malpractice	Referred to MQA

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

Number	Type	Allegation/Concern	Disposition
20-022	RF	Alleged issues with the Medical Foster Care Program	Referred to the Office of CMS Managed Care Plan
20-023	RF	Alleged concerns with getting septic system permits approved	Referred to DOH-Collier
20-024	MA	Alleged nepotism and favoritism, various suspected abuses of personnel policies, and possible timesheet fraud	Referred to Management
20-025	RF	Alleged discrimination	Referred to Equal Opportunity Section (EOS)
20-026	NF	Alleged improper access to investigations without legitimate business reason	Not Investigated
20-027	RF	Alleged concerns with recent employee termination	Referred to the Office of County Health Systems (CHS)
20-028	RF	Alleged safety violations	Referred to DOH-Broward
20-029	RF	Alleged derogatory information was distributed in violation of a settlement agreement	Referred to DOH-Pinellas
20-030	RF	Alleged improper investigation conducted	Referred MQA
20-031	RF	Alleged concerns about the closure of case	Referred to Office of General Counsel (OGC)
20-032	NF	Alleged concerns over decision of practitioner complaint	Not Investigated
20-033	RF	Alleged unlicensed activity	Referred to MQA
20-034	RF	Requesting information on Medical Marijuana cards	Referred to the Office of Medical Marijuana Use (OMMU)
20-035	RF	Alleged refusal of doctor to provide medical records	Referred to MQA
20-036	RF	Alleged elder abuse	Referred to MQA
20-037	RF	Alleged fraudulently obtaining of WIC benefits	Referred to WIC
20-038	RF	Alleged discrimination	Referred to EOS
20-039	MA	Alleged abuse of position/authority	Referred to Management
20-040	RF	Alleged discrimination during hiring	Referred to Human Resources (HR) and EOS
20-041	RF	Concerns with the handling of a Florida Osteopathic Medical License	Referred to MQA
20-042	RF	Alleged contradictory information regarding an application with AIDS Drug Assistance Program (ADAP)	Referred to DOH-Broward
20-043	RF	Alleged inequity in nurse deployments	Referred to the Deputy Secretary for Health
20-044	RF	Alleged Medicare fraud	Referred to the Agency for Health Care Administration (AHCA)
20-045	RF	Duplicate of complaint 20-043	Referred to the Deputy Secretary for Health
20-046	NF	Alleged unspecified allegations of criminal wrongdoing	Not Investigated
20-049	NF	Alleged illegal Baker Act application	Not Investigated – insufficient information/outside jurisdiction
20-050	RF	Alleged check forgery	Referred to MQA
20-051	NF	Alleged health concerns at rental property	Not Investigated
20-052	RF	Alleged possible Medicare fraud and lack of treatment	Referred to MQA
20-053	RF	Alleged neglect of duty due to processing time of a complaint	Referred to MQA
20-054	MA	Alleged conflict of interest	Referred to Management
20-055	RF	Concerns about medical care and surgeries	Referred to MQA
20-056	RF	Requesting help obtaining a Medical Marijuana Use card	Referred to OMMU
20-057	MA	Alleged document tampering	Referred to Management
20-058	MA	Alleged violation of time/attendance tracking, discrimination, hostile work environment, and misuse of power	Referred to Management
20-059	RF	Alleged discrimination	Referred to outside entities
20-061	RF	Alleged wrongful termination, retaliation, and disclosure of PII/PHI	Referred to the Florida Commission on Human Relations (FCHR)
20-062	RF	Alleged medical malpractice and possible hospital fraud through falsification of records	Referred to MQA and AHCA
20-063	RF	Alleged misuse/mismanagement of state funding	Referred to Department of Financial Services' (DFS) Investigative and Forensic Services
20-064	RF	Alleged failure to respond to a sanitary nuisance complaint	Referred to DOH-Dixie
20-065	RF	Alleged health issues with black mold	Referred to AHCA
20-066	RF	Alleged behavioral issues that resulted in client care issues, low team morale, and concern among community partners	Referred to MQA
20-067	RF	Alleged age discrimination, harassment, and retaliation	Referred to EOS
20-068	NF	Alleged disclosure of PII/PHI	Not Investigated

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20-069	RF	Alleged misconduct and bullying	Referred to the Disease Control and Health Protection (DCHP)
20-070	RF	Alleged health concerns regarding mold	Referred to the Bureau of Environmental Health (EH)
20-071	RF	Inquired about status of Zika website	Referred to DCHP
20-072	RF	Alleged recurring dental malpractice	Referred to MQA
20-073	RF	Alleged negligence and loss of payment	Referred to OMMU
20-075	RF	Alleged multiple concerns functioning of the local Child Protection Team	Referred to MQA
20-076	RF	Concerns over high levels of bacteria on the beach on Pine Island and water quality in Caloosahatchee Basin	Referred to DOH-Lee
20-077	RF	Alleged violation of public records law	Referred to OGC
20-078	RF	Alleged health violations	Referred to Department of Business and Professional Regulation (DBPR)
20-079	NF	Alleged violation of principals	Not Investigated
20-080	RF	Alleged preferential treatment	Referred to CHS
20-081	RF	Request inspection of repairs to community spa by environmental health	Referred to DOH-Broward
20-082	RF	Alleged unlicensed activity	Referred to MQA
20-083	RF	Alleged harassment, bullying, and having a firearm on premises	Referred to DOH-Pinellas
20-084	RF	Alleged possible fraud of Child Care Food Program (CCFP) reimbursements	Referred to DFS' Office of Financial Integrity
20-085	RF	Alleged possible fraudulent billing practices	Referred to AHCA and DFS
20-086	MA	Alleged violation of environmental health policies	Referred to Management
20-087	RF	Alleged safety and health concerns at a fire department	Referred to EH
20-089	RF	Alleged insurance was fraudulently billed	Referred to MQA
20-090	NF	Submitted a news article regarding phosphate fertilizer affecting water quality in Florida	Not Investigated – no complaint filed
20-091	RF	Alleged employee misconduct and inability to do the job	Referred to DOH-Miami
20-092	RF	Alleged violation of Equal Opportunity policies	Referred to DOH-Bay
20-093	RF	Alleged a dentist is billing for services not rendered	Referred to MQA
20-094	RF	Alleged a vacant position was not advertised	Referred to HR
20-095	NF	Alleged failure to follow policy/procedures set up by district	Not Investigated
20-096	NF	Alleged lack of production by various employees	Not Investigated
20-097	RF	Alleged abuse, neglect, and failure to provide adequate medical care	Referred to MQA
20-098	RF	Alleged misconduct and neglect of duty	Referred to MQA
20-100	PI	Alleged misconduct, waste, and retaliation/hostile work environment	Not Investigated
20-101	RF	Alleged DOH employee involved in previous fraudulent activity	Not Investigated – complainant referred to management
20-102	WBD	Alleged possible fraud/waste and retaliation/wrongful termination	Not Investigated – insufficient information
20-103	WBD	Alleged misconduct, ethics violations, and retaliation	Not Investigated – submitted to FCHR
20-104	NF	Alleged violation of information security policy	Not Investigated – handled by Office of Information Technology (OIT)
20-105	NF	Alleged inappropriate language and hostile work environment	Not Investigated
20-106	RF	Alleged violation of information security policy	Referred to DOH-Volusia
20-107	RF	Alleged sexual misconduct by licensed health care practitioner	Referred to MQA
20-108	NF	Concerns of potential retaliation in the future	Not Investigated
20-109	RF	Alleged safety and health hazards	Referred to EH
20-110	NF	Alleged neglect of duty	Not Investigated
20-111	PI	Alleged unfavorable annual review, forgery of signature, retaliation	Not Investigated
20-112	RF	Alleged ethics violation and possible fraud/bribery	Referred to MQA
20-113	NF	Alleged misconduct and neglect of duty	Not Investigated
20-114	RF	Alleged neglect of duty due to time it took to close a case	Referred to the Prosecution Services Unit (PSU)
20-115	RF	Alleged improper disclosure of PII and violation of the information security policies	Referred to MQA
20-116	RF	Alleged medical records were lost, ignored, or omitted	Referred to DDD
20-117	NF	Alleged organ theft, identity theft, and medical malpractice	Not Investigated – no jurisdiction

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20-118	NF	Alleged medical malpractice complaint was not handled	Not Investigated – no jurisdiction
20-119	RF	Alleged misuse of position, inappropriate conduct, and lack of required education for position	Referred to DOH-Indian River
20-120	NF	Alleged misconduct and possible theft of fingerprinting fee	Not Investigated – refund is in process
20-121	RF	Alleged unlicensed activity at an abortion clinic	Referred to MQA
20-122	RF	Alleged failure to be served properly for a court hearing for child support	Referred to the Department of Revenue's Office of Inspector General
20-123	NF	Alleged neglect of duty and misconduct	Not Investigated
20-124	WBD	Alleged discrimination and harassment	Referred to EOS
20-125	NF	Alleged improper licensing of businesses not in compliance with Florida Administrative Code	Not Investigated
20-126	RF	Alleged concerns with an environmental health rule	Referred to EH
20-127	WBD	Alleged misconduct, discrimination, harassment, retaliation, and violation of state law	Referred to HR for Family Medical Leave Act
20-128	RF	Alleged careless driving in a state-owned vehicle	Referred to DOH-Hillsborough
20-129	RF	Alleged neglect of duty	Referred to Vital Statistics
20-130	RF	Alleged disclosure of PII/PHI	Referred to DOH-Pinellas
20-132	RF	Alleged false dissemination of information	Referred to HR
20-133	NF	Alleged hostile work environment	Not Investigated
20-135	NF	Alleged improper eviction and unlivable conditions	Not Investigated
20-136	NF	Alleged possible improper complaint filed with General Counsel	Not Investigated
20-137	RF	Alleged neglect of duty and conduct unbecoming	Referred to DOH-Gadsden
20-138	RF	Alleged illegal activity by a company associated with a home health agency	Referred to AHCA
20-139	RF	Alleged Emergency Medical Treatment and Labor Act violation	Referred to MQA
20-140	RF	Alleged misconduct and medical malpractice	Referred to MQA
20-141	NF	Alleged inappropriate conduct	Not Investigated
20-143	RF	Alleged fraudulent form requiring additional payment	Referred to DOH-Columbia/Hamilton
20-144	PI	Alleged misconduct, child endangerment, dereliction of duty and gross negligence of minors	Not Investigated – HR Investigation already initiated
20-145	RF	Alleged sabotage and retaliation	Referred to DDD
20-146	MA	Alleged misconduct, hostile work environment, and disclosure of PII/PHI	Referred to Management
20-147	RF	Alleged diversion of mail while in jail	Referred to the Department of Corrections' Office of Inspector General
20-149	WBD	Alleged discrimination and harassment	Referred to EOS
20-151	RF	Alleged disclosure of PII/PHI	Referred to MQA
20-152	RF	Alleged possible fraud of WIC funds	Referred to WIC
20-153	PI	Alleged misconduct and possible fraudulent activity by a well water contractor	Referred to St. Johns River Water Management District
20-154	NF	Alleged wrongful termination	Not Investigated
20-155	RF	Alleged improper interviews by the Child Protection Team	Referred to CMS
20-156	NF	Alleged improper use of program funds	Not Investigated – no authority
20-157	NF	Alleged Gilchrist and Levy county's State Attorney's office failed to prosecute several crimes	Not Investigated
20-158	RF	Alleged possible fraudulent massage therapy licenses	Referred to MQA
20-159	NF	Alleged possible fraudulent Supplemental Security Income (SSI) application	Not Investigated – no jurisdiction
20-160	PI	Alleged incorrect oral reprimand during a grievance process for a written reprimand	Not Investigated
20-161	RF	Alleged malpractice, wrongful death, and wrong prognosis from Emergency Room visit	Referred to MQA
20-162	WBD	Alleged concerns related to telework during COVID-19	Not Investigated
20-163	NF	Alleged requirement to work over her normal work hours	Not Investigated
20-164	NF	Alleged concerns with telework during COVID-19	Not Investigated
20-166	RF	Alleged misconduct regarding masks during COVID-19	Referred to DOH-Volusia
20-167	RF	Alleged failure of hospital to release complete records	Referred to MQA

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20-168	RF	Alleges possible fraud by a pharmacy by obtaining PII/PHI and providing medication that was not prescribed	Referred to MQA
20-169	RF	Alleged violation of Florida Administrative Code	Referred to Department of Management Services (DMS)
20-170	RF	Alleged violations of Centers for Disease Control and Prevention (CDC) guidelines during COVID-19	Referred to DBPR
20-172	RF	Alleged drug/alcohol abuse and violation of the information security policy	Referred to the Bureau Finance and Accounting
20-173	RF	Alleged fraudulent visa documents supplied by visa agent and doctor	Referred to MQA
20-175	NF	Alleged failure of Department of Economic Opportunity (DEO) call center to fall Executive Order 20-83 during COVID-19	Not Investigated
20-176	RF	Alleged neglect of duty with COVID-19 interviews	Referred to the Deputy Secretary for Health
20-177	PI	Alleged possible fraud by local law enforcement and violation of local utility ordinances	Referred to the local utility department and the Florida Department of Law Enforcement
20-178	NF	Alleged corrupt foster care system	Not Investigated
20-179	NF	Alleged unlicensed activity	Not Investigated – insufficient evidence
20-180	RF	Alleged insufficient and incorrect peer review of medical records	Referred to OGC
20-181	RF	Alleged possible COVID-19 symptomatic individuals were not quarantining	vi
20-182	RF	Alleged misconduct, harassment, and disclosure of PII	Referred to DOH-Broward
20-183	NF	Alleged discrimination and concerns about COVID-19 procedures	Not Investigated
20-184	RF	Alleged violation of quarantine requirements for COVID-19	Referred to MQA
20-185	NF	Alleged neglect of duty	Not Investigated
20-186	RF	Alleged possible neglect	Referred to AHCA's Office of Inspector General, DOH-Palm Beach, and DOH-Broward
20-188	RF	Alleged ethics violation for accepting a gift	Referred to the Department's Ethics Office
20-189	WBD	Alleged negligence during COVID-19	Not Investigated
20-190	PI	Alleged misuse of state resources and waste	Not Investigated
20-191	RF	Alleged unethical conduct	Referred to DDD
20-192	RF	Alleged decision to decline amendment to birth certificate is incorrect	Referred to OGC
20-193	WBD	Alleged concerns related to the Hepatitis A vaccination	Not Investigated
20-194	NF	Alleged unprofessional conduct by a doctor	Not Investigated – complainant was unresponsive
20-197	RF	Alleged health concerns at a restaurant and neglect of duty	Referred to DOH-Pinellas
20-201	RF	Alleged concerns related to the Hepatitis A vaccination and discrimination	Referred to EOS
20-202	NF	Alleged retaliation	Not Investigated
20-203	RF	Alleged concern about the health precautions and procedures during COVID-19	Referred to DOH-Collier
20-204	RF	Alleged improper use of DOEA's name for personal business use by a Licensed Practical Nurse	Referred to MQA
20-205	RF	Alleged violation of attendance and leave policy and neglect of duty	Referred to DOH-Wakulla
20-206	NF	Alleged Medicaid fraud for services not rendered	Not Investigated – referred complainant to MQA and Medicaid Fraud Control Unit
20-207	RF	Alleged breach/violation of information security policies	Referred to Vital Statistics
20-209	NF	Alleged misconduct and safety violations	Not Investigated
20-210	NF	Alleged safety violations after possible COVID-19 exposure	Not Investigated
20-213	RF	Alleged MQA investigation was not handled appropriately	Referred to PSU
20-216	RF	Concern related to legal aid foundation and Medicaid insurance	Referred to DCF's Office of Inspector General
20-217	RF	Alleged safety violations	Referred to DOH-Broward
20-218	RF	Alleged discrimination and harassment	Referred to EOS
20-219	NF	Alleged negligence and possible fraud for altering medical records	Not Investigated – no jurisdiction

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