

Investigations



CSU refers complaints to the ISU field office closest to where the incident occurred.

All complaints are investigated as quickly as possible however complaints that present an immediate threat to public safety are given priority. The steps taken in the investigation are determined by the specifics of the allegations but generally include:

- Obtaining medical records, documentation and evidence related to the complaint;
- Locating and interviewing the complainant, patient, subject and any witnesses; and
- Drafting and serving subpoenas for necessary information.

A final investigative report is written and forwarded to the Department's attorneys for legal review.

Inspections

The following establishments are regulated under MQA and require inspection on a periodic basis:



- Pharmacies
- Dispensing practitioners
- Pain management clinics
- Dental laboratories
- Massage establishments
- Optical establishments
- Electrolysis facilities
- Office surgery registration
- Dental Sedation

Professional investigators, licensed nurses, dentists, and pharmacists are responsible for enforcing compliance of Chapters 457, 460, 461, 462, 463, 464, 467, 468, 484, 486, 490, 491, 465, 466, 456, 458, 459, 478, 480, 484, Florida Statutes, as well as 64B7, 64B16, 64B27 and 64B29, Florida Administrative Code.



Investigative Services Unit

4052 Bald Cypress Way, Bin C-70
Tallahassee, Florida 32399-3251



The Florida Department of Health • Division of Medical Quality Assurance

The Investigative Services Unit (ISU) functions as the investigative arm of the Florida Department of Health, Division of Medical Quality Assurance (MQA).

ISU investigates complaints against healthcare practitioners and facilities regulated by the Florida Department of Health as well as complaints against individuals practicing without a healthcare license. The Department enforces administrative actions, such as fines or restriction of practice, and relies on support from local law enforcement when criminal activity is suspected.

ISU includes a staff of professional investigators, nurse consultants and senior pharmacists who:

- Conduct interviews;
- Collect documents and evidence;
- Prepare investigative reports for the Prosecution Services Unit (PSU);
- Serve subpoenas and official orders of the Department;
- Perform probationary monitoring for the Compliance Management Unit of the Consumer Services Unit (CSU).



File a Complaint

To check the license status, disciplinary history or file a complaint against a licensed health care provider:

- Visit <http://mqafhealthcomplaint.doh.state.fl.us>
- Call (850) 245-4339

To report possible unlicensed healthcare activity:

- Visit FLHealthSource.gov/ULA
- Call 877-HALT-ULA (425-8852)
- Email HaltULA@FLHealth.gov

If you suspect unlicensed healthcare activity or have questions, please contact your local ISU office.

Headquarters

4052 Bald Cypress Way,
Bin C-70
Tallahassee, FL 32399
(850) 245-4478

Alachua

14101 NW Highway 441,
Suite #700
Alachua, FL 32615
(386) 418-5330

County Coverage:

Alachua, Bradford, Citrus,
Columbia, Dixie, Gilchrist,
Hamilton, Lafayette, Lake,
Levy, Marion, Putnam,
Sumter, Suwannee and
Union

Jacksonville

1912 Hamilton St,
Unit 104
Jacksonville, FL 32210
(904) 381-6022

County Coverage:

Baker, Clay, Duval,
Flagler, Nassau,
St. Johns and Volusia

Pensacola

826 Creighton Road
Suite B-105
Pensacola, FL 32504
(850) 475-5474

County Coverage:

Escambia, Holmes,
Okaloosa, Santa Rosa,
Walton and Washington

Tallahassee

4052 Bald Cypress Way,
Bin C-70
Tallahassee, FL 32399
(850) 245-4870

County Coverage:

Bay, Calhoun, Franklin,
Gulf, Gadsden, Jackson,
Jefferson, Leon, Liberty,
Madison, Taylor and
Wakulla

Ft. Myers

2295 Victoria Ave.,
Suite 242
Ft. Myers, FL 33901
(239) 338-2621

County Coverage:

Charlotte, Collier, DeSoto,
Glades, Highlands,
Hendry and Lee

Orlando

400 W. Robinson St.,
S-532
Orlando, FL 32801
(407) 245-0978

County Coverage:

Brevard, Orange,
Osceola and Seminole

St. Petersburg

TBD- Clearwater
(727) 552-1145

County Coverage:

Hardee, Manatee,
Pinellas and Sarasota

Tampa

1313 N. Tampa St., Suite
407
Tampa, FL 33602 (813)
873-4777

County Coverage:

Hernando,
Hillsborough, Pasco
and Polk

Ft. Lauderdale

1400 W. Commercial
Blvd., 130-J
Ft. Lauderdale, FL 33309
(954) 202-3250

County Coverage:

Broward

Miami

8350 N.W. 52nd Terrace,
Suite 400
Doral, FL 33166
(305) 470-5800

County Coverage:

Miami-Dade and Monroe

Jupiter

900 U.S. Highway 1,
Suite 207
Jupiter, FL 33477
(561) 741-4580

County Coverage:

Indian River, Martin,
Okeechobee,
Palm Beach and
St. Lucie