

HEADQUARTERS

Jeane Clyne, Chief
4052 Bald Cypress Way, Bin C70
Tallahassee, Florida 32399
Telephone: (850) 245-4478

NORTHERN DISTRICT

Alachua

Charles Coats, Northern District Manager
Liam Schauer, Investigation Manager
14101 NW Hwy. 441, Suite #700
Alachua, FL 32615-5669
Telephone: (386) 418-5330

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

Jacksonville

Charles Coats, Northern District Manager
Mark Thacker, Investigator Supervisor
1912 Hamilton Street, Unit 104
Jacksonville, FL 32210
Telephone: (904) 381-6022

County Coverage: Duval, Volusia, St. Johns, Nassau, Clay,
Baker, Flagler

Pensacola

Charles Coats, Northern District Manager
Jim Cooksey, Investigation Manager
Cathy Martin, Investigator Supervisor
5016 North Davis Hwy.
Pensacola, FL 32503-2102
Telephone: (850) 475-5474

County Coverage: Escambia, Santa Rosa, Walton, Okaloosa,
Washington, Holmes

Tallahassee

Charles Coats, Northern District Manager
Jim Cooksey, Investigation Manager
Koger Center, Lafayette Bldg., 2551 Executive Center Circle
Tallahassee, FL 32399
Telephone: (850) 413-0023
County Coverage: Bay, Leon, Gadsden, Jackson, Madison,
Taylor, Jefferson, Calhoun, Franklin, Wakulla, Gulf, Liberty

CENTRAL DISTRICT

Ft. Myers

K.L. Redfearn, Central District Manager
Judy Nichols, Investigation Manager
2295 Victoria Ave., Suite 319
Ft. Myers, FL 33901
Telephone: (239) 338-2621

County Coverage: Lee, Highlands, DeSoto, Hendry,
Charlotte, Glades, Collier

Orlando

K.L. Redfearn, Central District Manager
Richard Bonnell, Investigation Manager
Lija Scherer, Investigator Supervisor
400 West Robinson St., S-827
Orlando, FL 32801
Telephone: (407) 245-0978

County Coverage: Orange, Osceola, Seminole, Brevard

St. Petersburg

K.L. Redfearn, Central District Manager
Matt Knispel, Investigation Manager
Karen Hanzal, Investigator Supervisor
Sebring Bldg., 3rd Floor
525 Mirror Lake Dr., Suite 310A
St. Petersburg, FL 33701
Telephone: (727) 552-1145
County Coverage: Pinellas, Manatee, Sarasota

Tampa

K. L. Redfearn, Central District Manager
Babette Agett, Investigator Supervisor
6800 N. Dale Mabry Hwy., #220
Tampa, FL 33614
Telephone: (813) 873-4777
County Coverage: Hillsborough, Polk, Hardee, Pasco,
Hernando

SOUTHERN DISTRICT

Ft. Lauderdale

Bonnie Summer, Southern District Manager
Patricia Callahan, Investigation Manager
N. Broward Regional Service Center
1400 W. Commercial Blvd., 130-J
Ft. Lauderdale, FL 33309
Telephone: (954) 202-3250
County Coverage: Broward

Hollywood

Bonnie Summer, Southern District Manager
Bradford Jones, Investigation Manager
Telephone: (954) 893-5175
County Coverage: Palm Beach, St. Lucie, Indian River,
Martin, Okeechobee, Dade, Monroe, Broward

Miami

Bonnie Summer, Southern District Manager
Jennifer Macias, Investigation Manager
Luis Nieves, OMC Manager
Vincent Telesco, Investigator Supervisor
Spokane Building
8350 NW 52nd Terrace
Suite 400
Doral, FL 33166
Telephone: (305) 470-5800
County Coverage: Miami-Dade, Monroe

West Palm Beach

Bonnie Summer, Southern District Manager
Michelle Miller, Manager
1720 East Tiffany Dr., 202-A
West Palm Beach, FL 33407
Telephone: (561) 840-0191
County Coverage: Palm Beach, St. Lucie, Indian River,
Martin, Okeechobee

**Report unlicensed pain clinics.
Call 850-245-4339 to report
suspicious activity.**

Investigative Services Unit

Florida Department of Health
Division of Medical Quality Assurance



MQA

FLORIDA DEPARTMENT OF
HEALTH

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

Last updated 12/27/10

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 health care practitioners and facilities/establishments regulated by the Florida Department of Health, as well as complaints against individuals practicing without a health care license.

ISU includes a staff of professional investigators and senior pharmacists who do the following:

- 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); and
- perform inspections of Pharmacies and Dispensing Practitioners, as well as enforcing compliance of Florida's Drug and Cosmetic Act.

Investigations

CSU refers complaints to the ISU field office closest to where the incident occurred. Complaints that present an immediate threat to public safety are given priority; however, all complaints are investigated as quickly as possible. The steps taken in the investigation are determined by the specifics of the allegations.

Generally, the investigative steps include the following:

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

After the information is collected and interviews are conducted, the investigator writes an investigative report. The report is forwarded to the department's attorneys for legal review.

Inspections

Specific professions regulated under the Division of Medical Quality Assurance require inspections prior to beginning practice and on a periodic basis. These professions include: Pharmacies, Dispensing Practitioners, Dental Laboratories, Massage, Optical and Electrolysis Establishments and Drugs, Devices and Cosmetics.

Regulatory and Pharmacy Inspectors work as field agents within the Investigative Services Unit, routinely inspecting 16 different types of facilities licensed through the Florida Boards of Pharmacy, Dentistry, Massage, Opticianry and the Electrolysis Council. They are responsible for enforcing compliance of Chapters 465, 466, 478, 480, 484, 893, Florida Statutes as well as 64B7, 64B8, 64B16, 64B27 and 64B29, Florida Administrative Code.

Drug Agents are responsible for enforcing compliance of Florida's Drug and Cosmetic Act, Chapter 499, Florida Statutes. They help protect the public from injury with routine inspections of facilities, products, and merchandising involving drugs, devices and cosmetics.

To learn more about ISU, visit MQA's Enforcement website.

- 1. Go to www.FLHealthSource.com**
- 2. Choose Citizen/Consumer**
- 3. Click on "File a Complaint"**
- 4. Click on "Investigative Services"**

To check license status and disciplinary history or file a complaint against a licensed health care professional, you can also call the toll-free information hotline at 888-419-3456. To report possible unlicensed activity, call the toll-free unlicensed activity hotline at 1-877-HALT-ULA (425-8852).

