Guide To The Consumer Services Search Portal

Florida Department of Health
Division of Medical Quality Assurance



What does the Search Portal offer?

- The Division of Medical Quality Assurance Consumer Services Search Portal, as part of the FLHealthSource.gov website, provides consumers direct access to the division's online License Verification lookup allowing users to search the Division's database by licensee name, license number or other search criteria.
- You may also search Disciplinary and Administrative Actions, view Practitioner Profiles, review Nursing Education Programs and list approved Prescription Pad Vendors as well as download certain data from the portal.

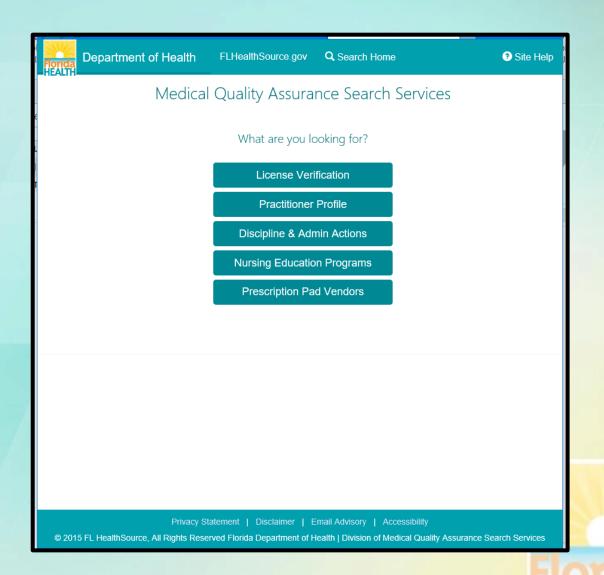
What do I need to access the MQA Consumer Services Search Portal?

- You will need access to
 - A desktop or laptop computer with the latest version of a compatible web browser (Internet Explorer or Edge, Mozilla Firefox, or Google Chrome)
 - An Android smart phone or tablet
 - An Apple computer, tablet or phone
- No login or password is required to access these public records.

Where do I start?

From the Search Home Page begin by deciding what information you want to access.

- License Verification allows you to verify the status of license as well as confirm important details relating to the licensee. Licenses may be issued to practitioners (persons) or establishments (businesses).
- Practitioner Profile allows you to view detailed information for certain professions who are required to maintain a more detailed profile (e.g. Medical Doctors)
- Discipline & Administrative Actions is for viewing a variety of information relative to complaints, discipline and other administrative actions that may be recorded for a practitioner or establishment.
- Nursing Education Programs allows you to view details relating to education programs throughout the state for all levels of nursing including CNA, LPN, RN and ARNP programs.
- Prescription Pad Vendors search lists the printing vendors who have been approved to print prescription pads for the medical community.



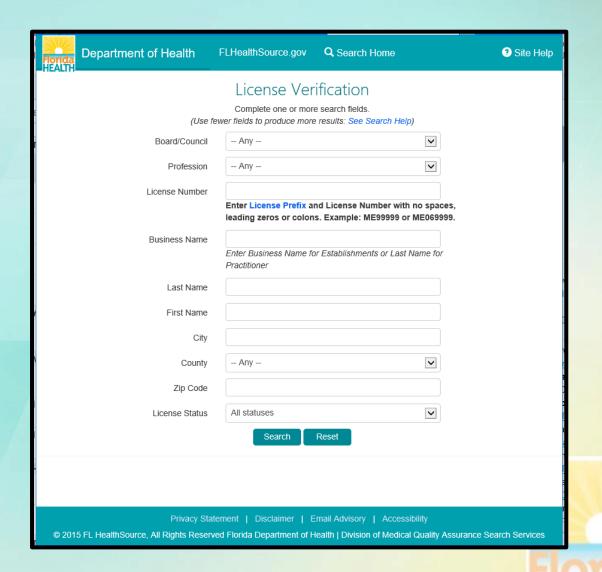
License Verification





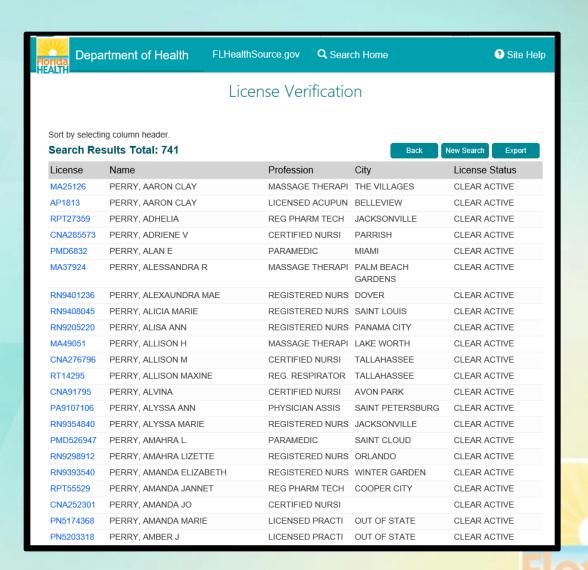
How do I use License Verification?

- Search for licensed practitioners or establishments by entering the information you know.
- Entering the exact license number including the license prefix will take you directly to the licensee details.
- If you don't have the license number the name of the practitioner or establishment combined with additional criteria such as the profession, city or county will result in a refined list narrowed to match the criteria.
- The more criteria you provide the more refined the search results will be plus the search will perform much quicker!
- Hyperlinks and (?) Information icons are clickable throughout the portal to provide helpful information related to the screen you are viewing.



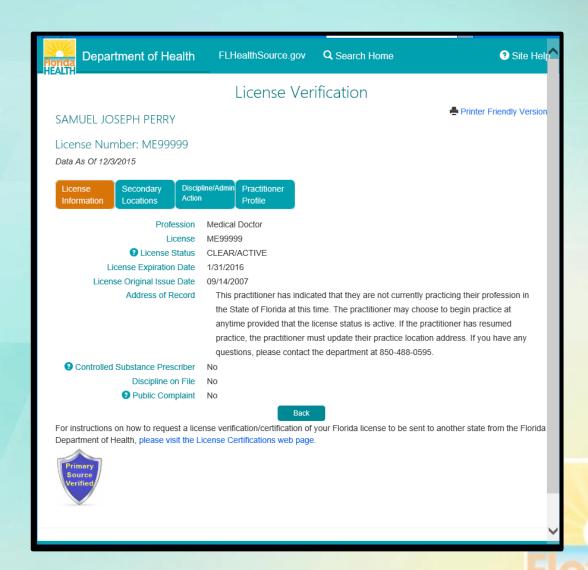
License Verification Search Results

- If your search results in multiple matching records a results list is displayed. Dependent upon the criteria entered both practitioners and establishments may be displayed.
- Clicking on the column header will sort the list based on the values in that column (e.g. Clicking "CITY" would reorder the list alphabetically by the City name.)
- Select the hyperlink for <u>License</u> to view the details for that specific licensee.
- Clicking the BACK button will return to the search page with the original criteria pre-filled allowing you to refine the criteria.
- Selecting the NEW SEARCH button will return to the search page for a new search.
- Search results may be exported to a CSV file.
 Selecting the EXPORT button will prompt you to download, open or save the file to your device.



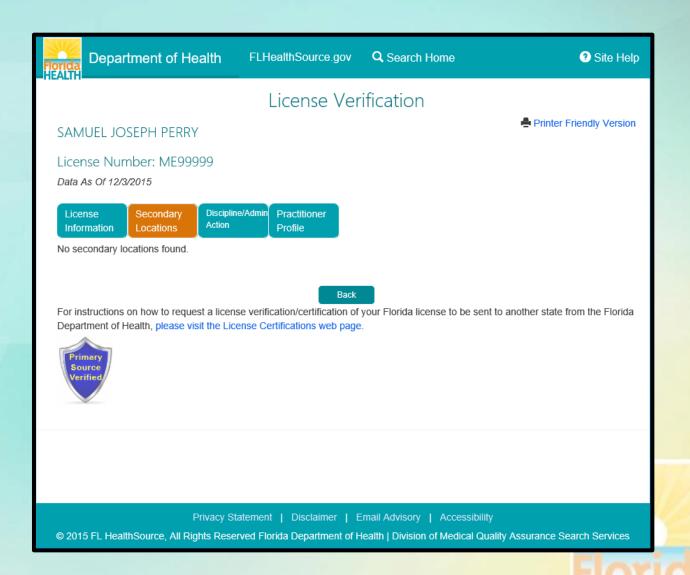
License Verification Details and Licensee Information

- The License Verification header displays the name, license number and "Data As Of" confirming when the information was obtained from the division's databases.
- Licensee Information tab displays pertinent information relating to licensure dates, status, primary address and indicators for Controlled Substance Prescriber, Discipline and Public Complaints.
- Hyperlinks and (?) Information icons are clickable throughout the portal to provide helpful information related to the screen you are viewing.
- The Primary Source Verified shield is a "clickable" icon as well. It confirms that the information on this page is secure, primary source for license verification provided directly by the Florida Department of Health, Division of Medical Quality Assurance.
- The Printer Friendly Version hyperlink allows a copy be printed directly from this page.

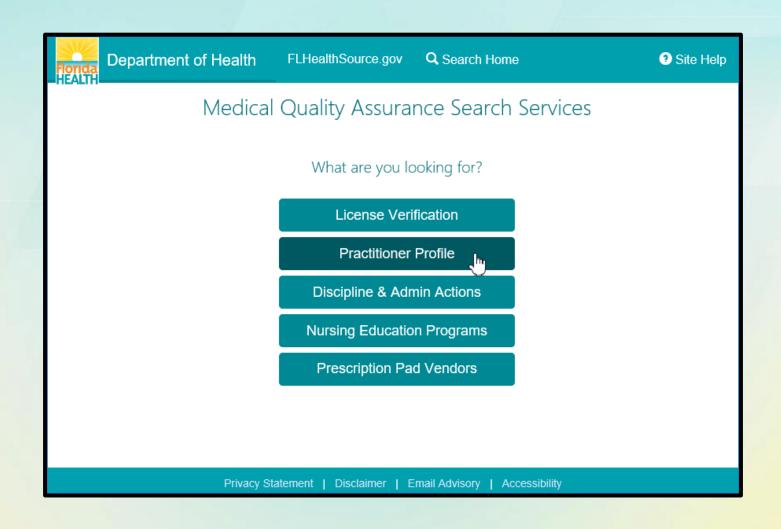


License Verification Additional Tabs

- Additional tabs are available on the licensee details screen including:
- Secondary Locations to display locations in addition to the primary address of record where the licensee may practice.
- Discipline/Admin Actions to display details relating to Emergency Actions, Discipline Cases and Public Complaints if they are part of the public record.
- Practitioner Profile tab is displayed if the licensee is in a profile profession (e.g. Medical Doctors) where more detailed profiles are available. Selecting this tab acts as a bridge and will redirect you to the Practitioner Profile page. If the licensee does not have a profile the tab is not displayed.
- Some profession and circumstance specific tabs may also show when required such as ARNP Protocols, Continuing Education for Radiologic Technicians and Subs/Supers if the licensee is either a subordinate or supervisor to another licensee.



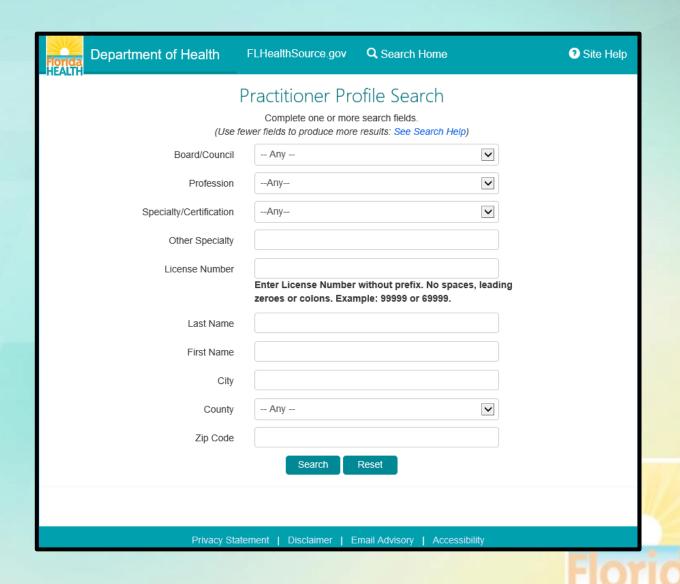
Practitioner Profile





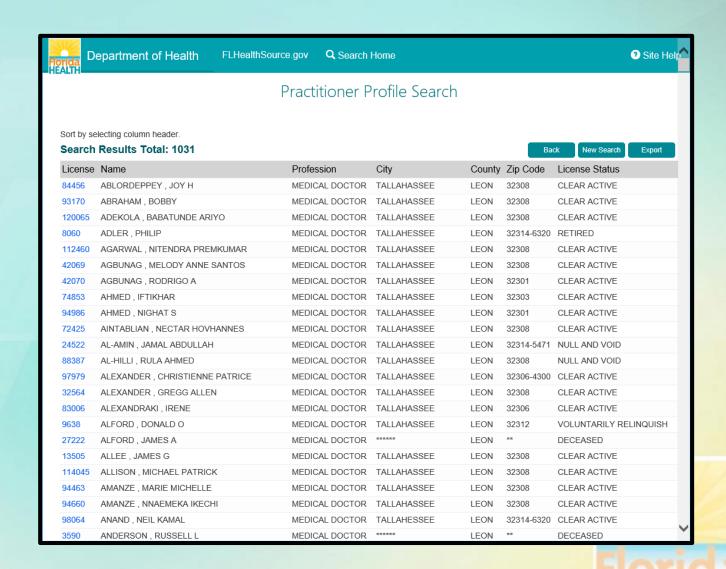
How do I use Practitioner Profile?

- Search for practitioners with profiled professions by entering the information you know.
- Entering the exact license number without the license prefix will take you directly to the licensee details.
- If you don't have the license number the name of the practitioner combined with additional criteria such as the profession, city or county will result in a refined list narrowed to match the criteria.
- The more criteria you provide the more refined the search results will be plus the search will perform much quicker!
- Not all licensed professions require profiles. If you try this search and cannot locate the licensee you are searching for consider using the License Verification search as an alternative.
- Hyperlinks and (?) Information icons are clickable throughout the portal to provide helpful information related to the screen you are viewing.



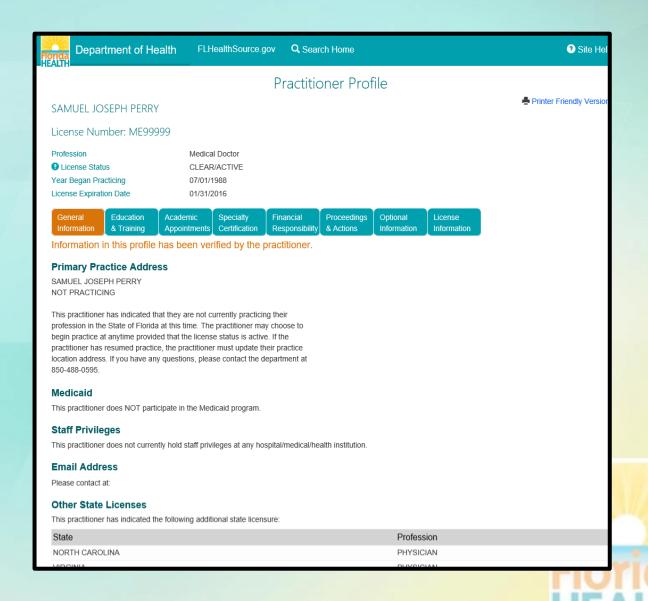
Practitioner Profile Search Results

- If your search results in multiple matching records a results list is displayed.
- Clicking on the column header will sort the list based on the values in that column (e.g. Clicking "CITY" would reorder the list alphabetically by the City name.)
- Select the hyperlink for <u>License</u> to view the details for that specific licensee.
- Clicking the BACK button will return to the search page with the original criteria pre-filled allowing you to refine the criteria.
- Selecting the NEW SEARCH button will return to the search page for a new search.
- Search results may be exported to a CSV file. Selecting the EXPORT button will prompt you to download, open or save the file to your device.



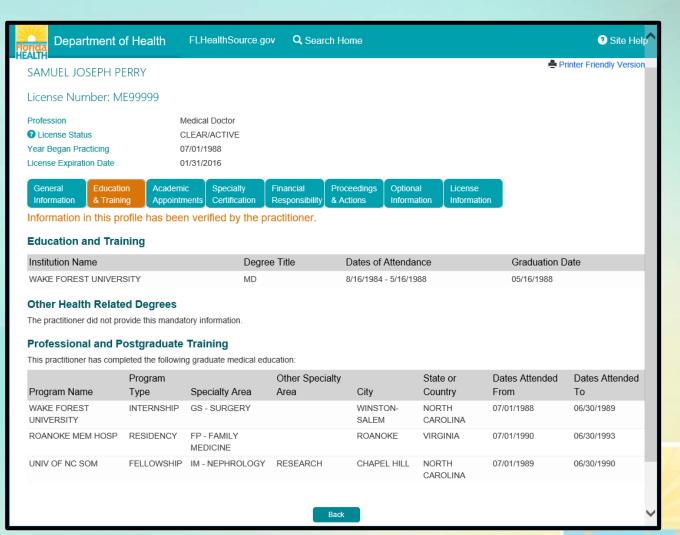
Practitioner Profile Header & General Information

- The Profile header displays the name, license number, status and related dates from the division's databases.
- General Information displays pertinent information relating to primary address, Medicaid participation, Staff Privileges, Email Address and Other States where this practitioner holds licensure.
- Click tabs to display detailed information by category.
- Hyperlinks and (?) Information icons are clickable throughout the portal to provide helpful information related to the screen you are viewing. The Printer Friendly Version hyperlink allows a copy of this be printed directly from this page.



Practitioner Profile Education and Training

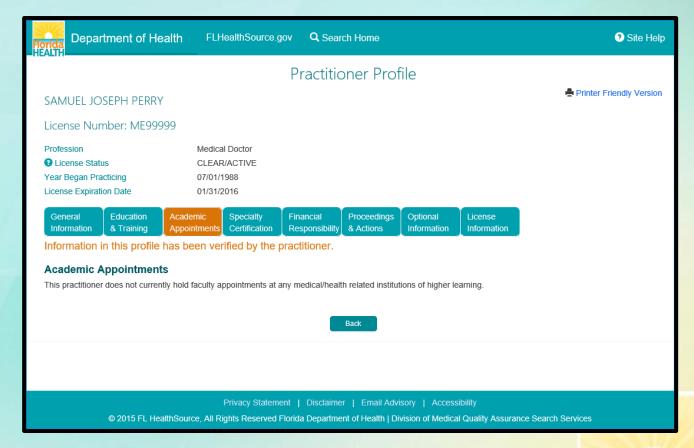
- The Education & Training tab displays information relating to the Practitioners
 - Education and Training
 - Other Health Related Degrees
 - Profession and Post Graduate
- The details are displayed in regions on the screen organized by the category of information.





Practitioner Profile Academic Appointments

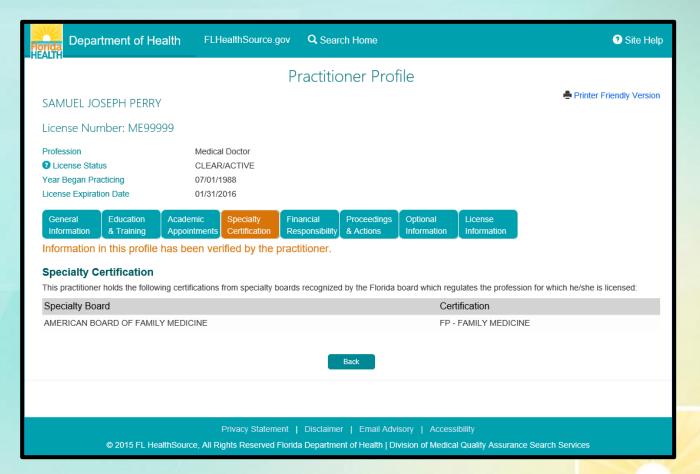
- The Academic Appointments tab displays information relating to the Practitioners active appointment to any medical/health related institutions of higher learning where the practitioner is acting as an educator in the medical/health field.
- The practitioners title, institution name, city and state are displayed when applicable.





Practitioner Profile Specialty Certification

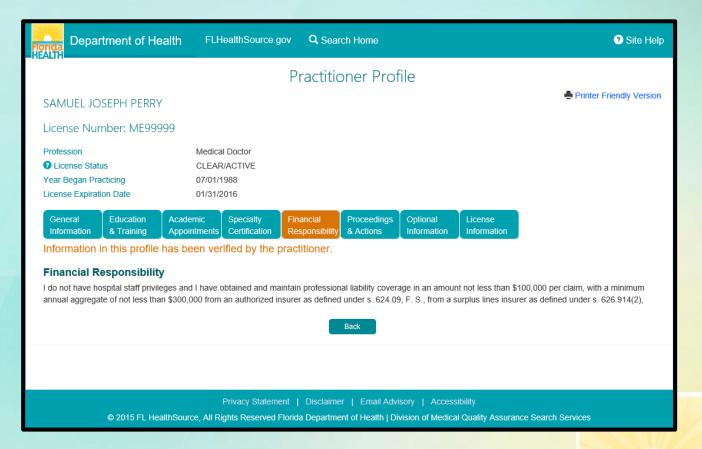
- The Specialty Certification tab displays information relating to the Practitioners additional certification by a specialty board.
- The name of the specialty board and the certification name or type are displayed when applicable.





Practitioner Profile Financial Responsibility

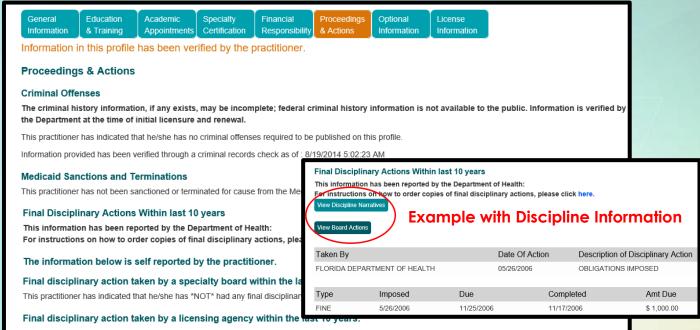
- The Financial Responsibility tab displays information relating to the Practitioners status as to their financial responsibility.
- The statement displayed affirms the practitioners status that is specific to their circumstance and may vary according to those circumstances such as holding staff privileges at a hospital.





Practitioner Profile Proceedings & Actions

- The Proceedings & Actions tab contains detailed information related to any censure actions from any of the entities who provide oversight to the licensee.
- When information exists regarding any of these censures the information will be displayed to the screen.
- For certain censures additional case record documents may be available.
 - Select VIEW DISCIPLINE NARRATIVES or VIEW BOARD ACTIONS buttons to see the additional documents.



This practitioner has indicated that he/she has *NOT* had any final disciplinary action taken against him/her within the last 10 years by a licensing agency.

Disciplinary action taken by a health maintenance organization, pre-paid health clinic, nursing home, hospital or ambulatory surgical center within the last 10 years:

This practitioner has indicated that he/she has "NOT" had any final disciplinary action taken against him/her within the last 10 years by a health maintenance organization, pre-paid health clinic, nursing home, hospital or ambulatory surgical center.

The following discipline has been reported as required under 456.041(5), F.S. within the previous 10 years.

Resignation from or non-renewal of medical staff membership or the restriction or revocation of staff privileges within the last 10 years by a health maintenance organization, pre-paid health clinic, nursing home, hospital or ambulatory surgical center in lieu of or in settlement of a pending disciplinary case related to competence or character.

This practitioner has indicated that he/she has *NEVER* been asked to or allowed to resign from or had any medical staff privileges restricted or revoked within the last 10 years by a health maintenance organization, pre-paid health clinic, nursing home, hospital or ambulatory surgical center.

Liability Claims Exceeding \$100,000.00 Within last 10 years.

Settlement of a claim may occur for a variety of reasons that do not necessarily reflect negatively on the professional competence or conduct of the physician. A payment settlement of a medical malpractice action or claim should not be construed as creating a presumption that medical malpractice has occurred.

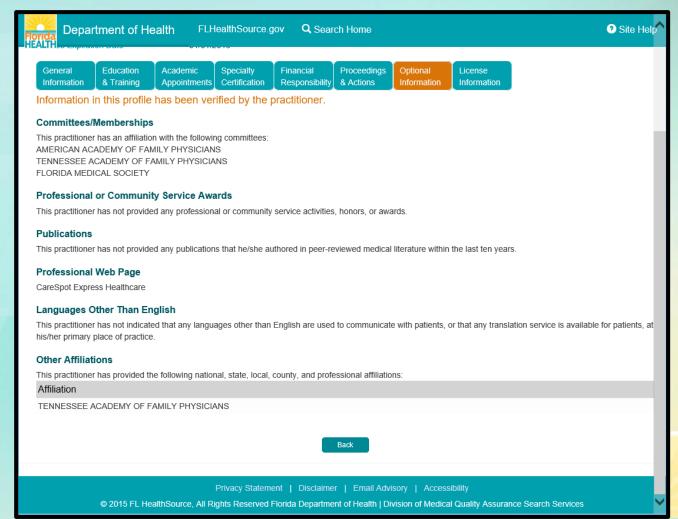
Additional claims information may have been reported to the Department of Financial Services. To check their web site, please click here.

There have not been any reported liability actions, which are required to be reported under section 456.049, F. S., within the previous 10 years.

Back

Practitioner Profile Optional Information

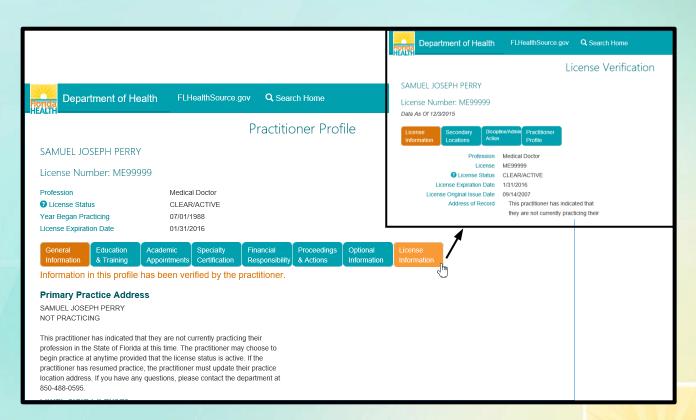
- The Optional Information tab contains information related to additional health/medication related information associated to the practitioner.
- Information is organized as
 - Committee/Memberships
 - Professional or Community Service Awards
 - Peer Reviewed Publications
 - Professional Web Page
 - Languages spoken other than English (used to provide service and patient care)
 - Other professional affiliations





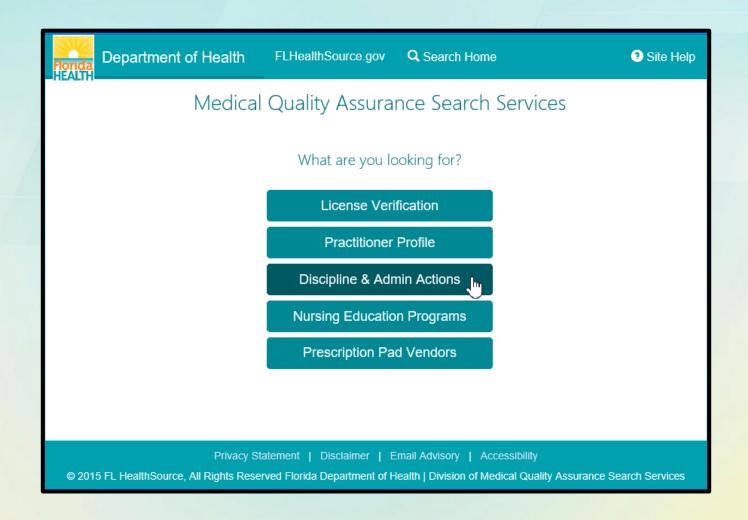
Practitioner Profile License Information

- The Practitioner Profile includes a tab for License Information.
- When selected this tab acts as a bridge and redirects you from the Practitioner's Profile page to their License Verification page on the portal.





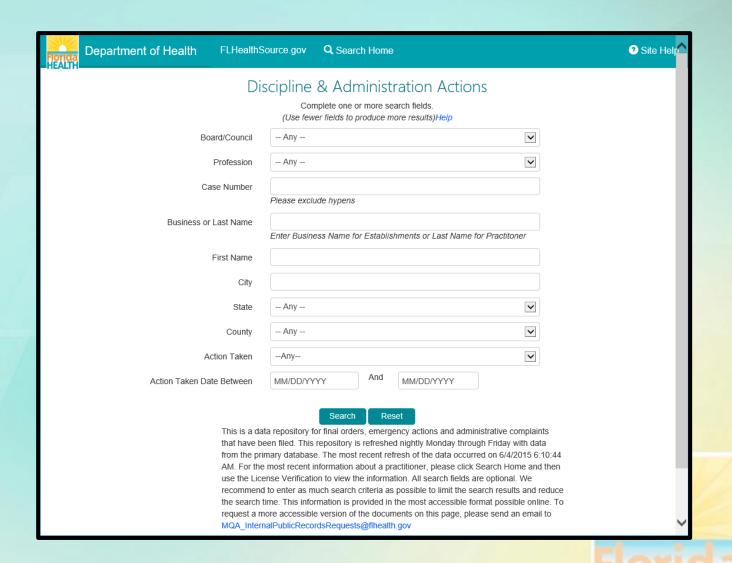
Discipline & Administrative Actions





How do I use Discipline & Admin Actions?

- Search for information relating final orders, emergency actions and administrative complaints that have been filed and are part of the public record.
- Search by Case Number for exact results. Otherwise a combination of criteria may be supplied.
- Action Taken dates are important in this search due to the volume of information that is contained in this database. Consider refining by a date range when appropriate.
- The more criteria you provide the more refined the search results will be plus the search will perform much quicker!
- Hyperlinks and (?) Information icons are clickable throughout the portal to provide helpful information related to the screen you are viewing.



Discipline & Admin **Actions Search** Results

- If your search results in multiple matching records a results list is displayed.
- Clicking on the column header will sort the list based on the values in that column (e.g. Clicking "CITY" would reorder the list alphabetically by the City name.)
- Select the hyperlink for License to view the details for that specific licensee.
- Clicking the BACK button will return to the search page with the original criteria pre-filled allowing you to refine the criteria.
- Selecting the NEW SEARCH button will return to the search page for a new search.
- Search results may be exported to a CSV file. Selecting the EXPORT button will prompt you to download, open or save the file to your device.



Department of Health

FLHealthSource.gov Q Search Home

Site Help

Discipline & Administration Actions

Sort by selecting column header. If a link to an image of the final order or administrative complaint is available, the case number will be a hyperlink that can be clicked to open and view the document. To view the practitioner's record on the License Verification website, please click on the license number hyperlink in the License column.

Search Results Total: 6

Name	License Profession	City	State	County	Case #	Action Taken	Action Date
FRETZ, MEGAN	9372245 REGISTERED NUR	SE MELBOURNE	FL	BREVARD	201409572	ADMINISTRATIVE COMPLAINT FILED	06/17/2015
HUCKS, ERIN	9314293 REGISTERED NUR	SE MELBOURNE	FL	BREVARD	201413509	ADMINISTRATIVE COMPLAINT FILED	06/17/2015
PRYCE, DANIEL	9219060 REGISTERED NUR	SE ROCKLEDGE	FL	BREVARD	201406767	ADMINISTRATIVE COMPLAINT FILED	06/16/2015
CHIESA, JODIE	9203681 REGISTERED NUR	SE MELBOURNE	FL	BREVARD	201301150	ADMINISTRATIVE COMPLAINT FILED	06/16/2015
TRYON, RICHARD	9271550 REGISTERED NUR	SE ROCKLEDGE	FL	BREVARD	201405018	ADMINISTRATIVE COMPLAINT FILED	06/11/2015
SIAGA-JENKINS, PRISCILA	9194651 REGISTERED NUR	SE MELBOURNE	FL	BREVARD	201517130	ADMINISTRATIVE COMPLAINT FILED	01/01/0001

If a link does not appear for the case number, we do not have a scanned copy of the final order available in our database. To obtain a paper copy, please contact Public Records by clicking the link

Discipline Public Records Request

You may also contact Public Records by telephone at (850) 245-4121 or by written correspondence at: Division of Medical Quality Assurance

Public Records

4052 Bald Cypress Way, Bin C01

Tallahassee, FL 32399-3251

Please include the following:

- 1. Full name and license number of the practitioner
- Name and address where documents are to be sent: and
- 3. If you require certification of the documents, a \$25 fee will be charged, in addition to the duplicating charges. Certification of the requested records will not be done unless specifically requested. An invoice will be mailed with the material and payment will be expected within thirty days

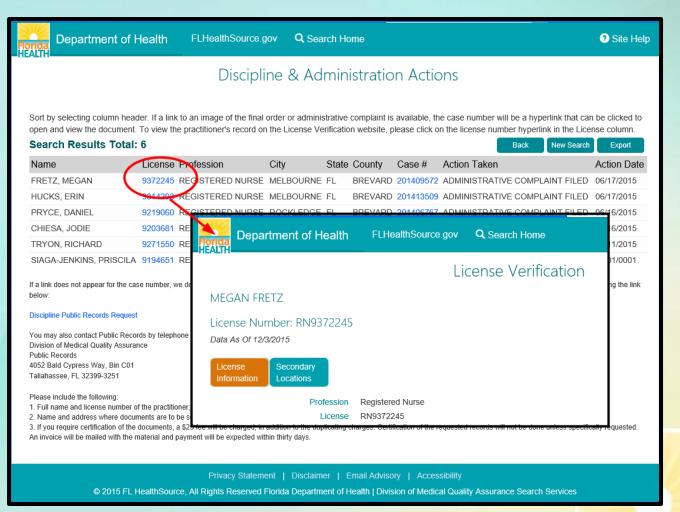
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Discipline & Admin Details from License Number

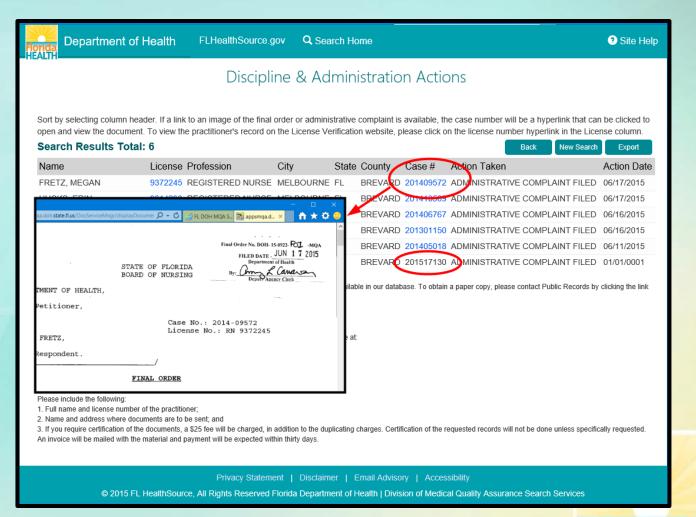
 Clicking the <u>License</u> hyperlink from the results page acts as a bridge and redirects you to the License Verification page for the record selected.





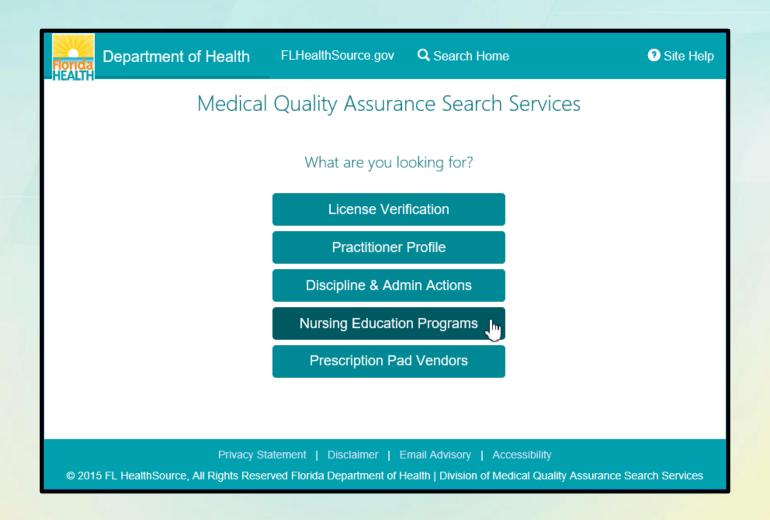
Discipline & Admin Details from Case Number

- Clicking the <u>Case Number</u>
 hyperlink from the results page
 launches a new tab in the web
 browser that displays the case
 document images specific to the
 record selected as available in the
 public record.
- If a Case Number does not display as a hyperlink it is an indication that there are not case document images available for that specific record.





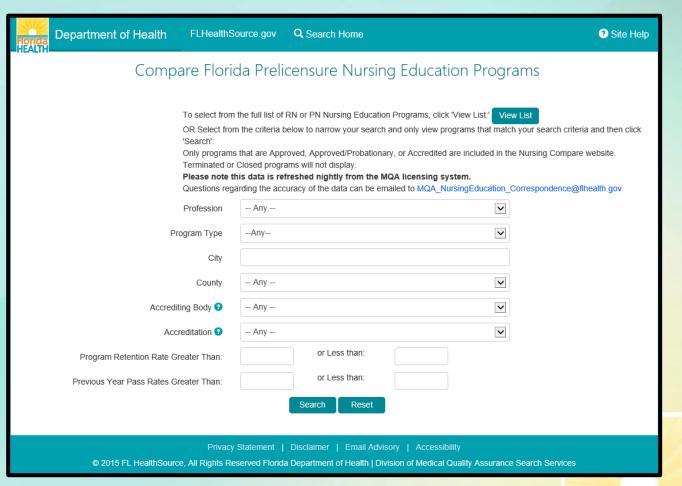
Nursing Education Programs





How do I use Nursing Education Programs?

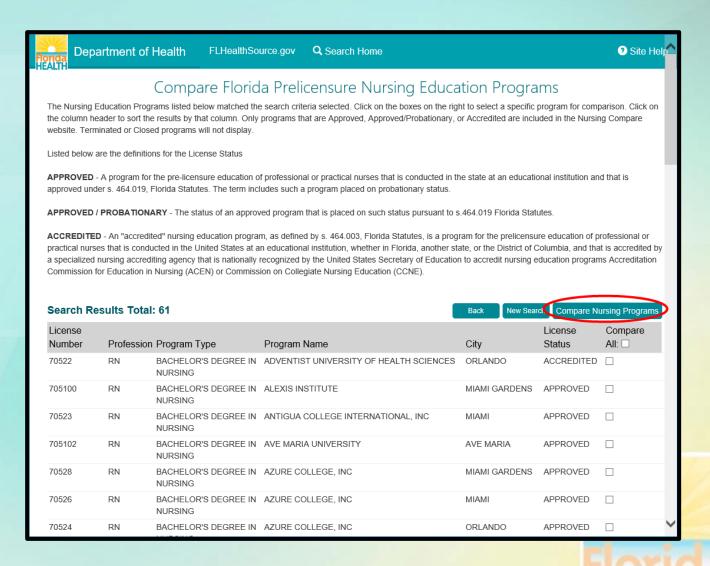
- Search for information about Florida's Nursing Education Programs by profession, program type, accrediting body and rates of retention or pass rates.
- Compare programs from the search results to see how they compare by accreditation, retention rate and the most recent 2 years passage rates.
- Select a specific program to examine information including expanded NCLEX Passage Rates and License Information.
- From the Search home page select the VIEW LIST button to view a full listing of RN and PN programs.
- Hyperlinks and (?) Information icons are clickable throughout the portal to provide helpful information related to the screen you are viewing.





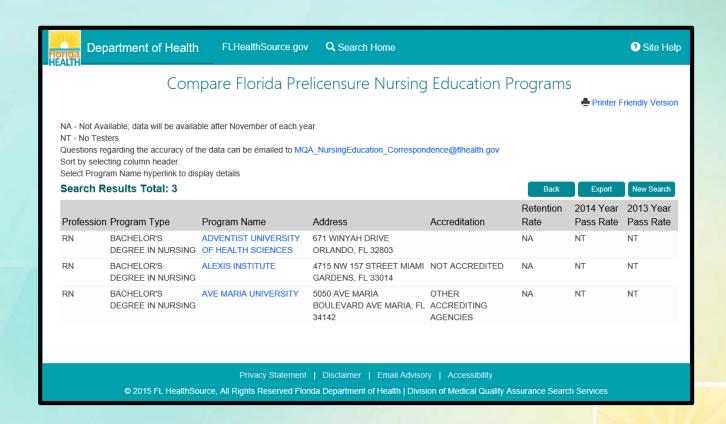
Nursing Education Program Search Results

- Search Results are displayed for the search criteria entered and provide high level details regarding the program including
 - Program Type
 - Program Name
 - License Status
- Use the checkboxes to
 - Compare All results displayed
 - Compare multiple records of your choosing
 - Select 1 record to review specifics on a single selection



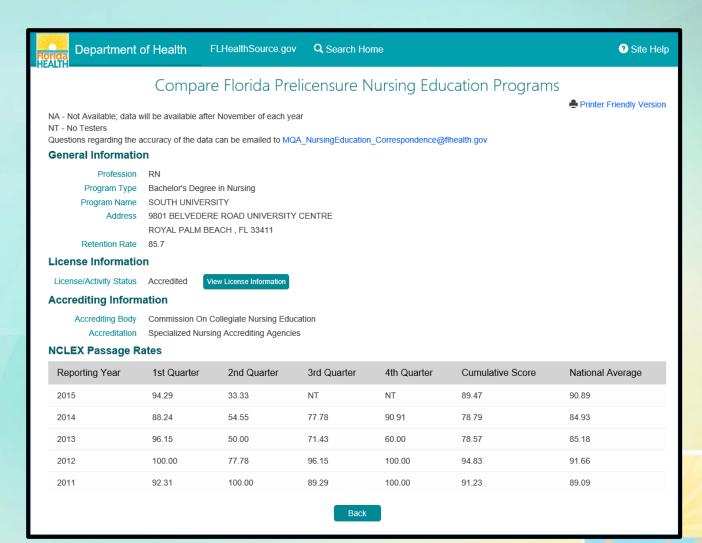
Nursing Education Program Compare Results

- Compare Results are displayed for the records selected to compare and provide the additional information for
 - Retention Rate
 - Pass Rates for the 2 most current years
- Use the <u>Program Name</u> hyperlink to view details specific to the program selected.
- The <u>Printer Friendly Version</u> hyperlink allows a copy to be printed directly from this page.



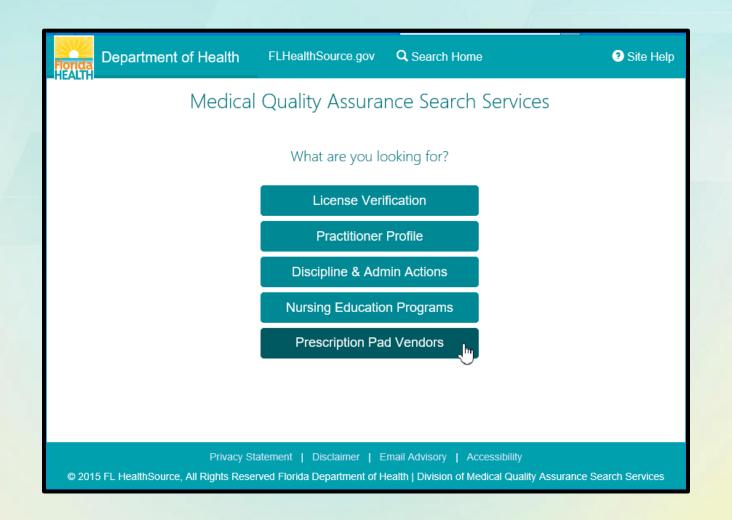
Nursing Education Program Details

- The Nursing Education Program details page displays information specific to the program record selected.
- NCLEX Passages Rates for the program including additional reporting years not displayed on the comparison results.
- Selecting the VIEW LICENSE INFORMATION acts a bridge and redirects to the License Verification page for the program's license details.
- The <u>Printer Friendly Version</u> hyperlink allows a copy to be printed directly from this page.





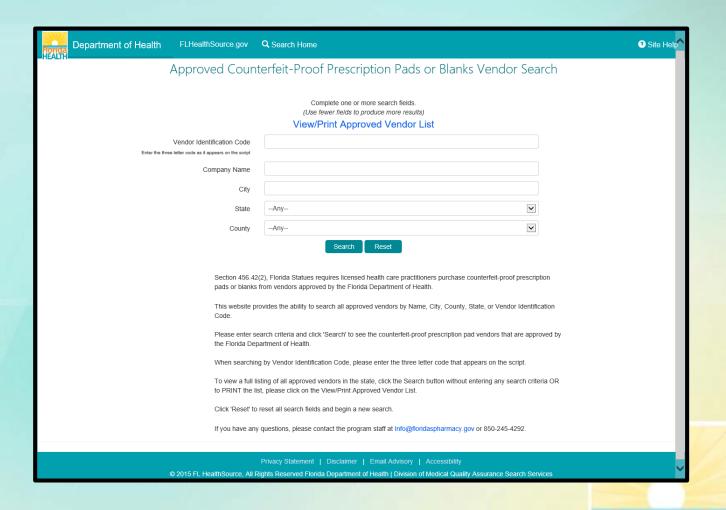
Prescription Pad Vendors





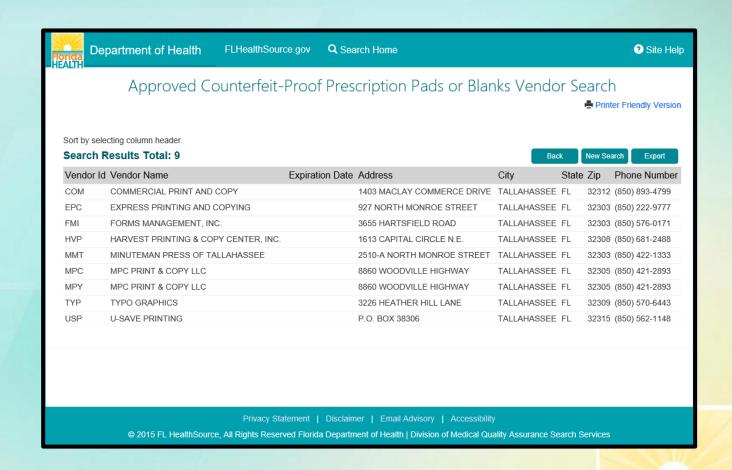
How do I use Prescription Pad Vendors?

- Statute requires healthcare practitioners purchase counterfeit proof prescription pads or blanks from vendors approved by the Florida Department of Health.
- Search all approved vendors by
 - Vendor Identification Code
 - Company Name
 - City
 - State
 - County (only applicable to Florida)
- The <u>View/Print Approved Vendor</u> <u>List</u> hyperlink allows a full list to be printed directly from this page.



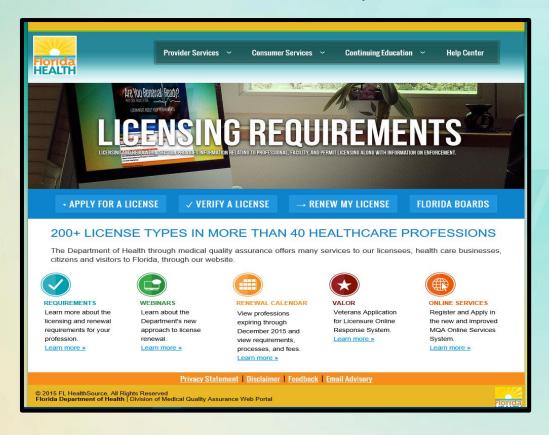
Prescription Pad Vendors Search Results

- Search results include
 - Vendor Id Code (VIC)
 - Vendor Name
 - Expiration Date
 - Address, City, State, ZIP
 - Phone Number
- The search results page displays the full record related to the Vendor therefore no additional pages are used in this search site.
- The <u>Printer Friendly Version</u>
 hyperlink allows a copy of the
 search results be printed directly
 from this page.



Additional Links

Use the FLHealthSource.gov hyperlink available on all page headers to return to the Division of Medical Quality Assurance Main Site at any time.



Use the <u>Search Home</u> hyperlink available on all page headers to return to the Consumer Services Search Portal at any time.

