



- A patient is responsible for following health care facility rules and regulations affecting patient care and conduct.

## Filing Complaints

AGENCY FOR HEALTHCARE ADMINISTRATION  
CONSUMER ASSISTANCE UNIT 2727 MAHAN DRIVE, BUILDING 1  
TALLAHASSEE, FLORIDA 32308

If you have a complaint about a health care professional and want to receive a complaint form, call the Consumer Services Unit at 1-888-419-3456 (PRESS 2) or write to the address below:

Agency For Healthcare Administration  
Consumer Services Unit  
P.O. Box 14000  
Tallahassee, Florida 32317-4000

Visit [www.FloridaHealthFinder.gov](http://www.FloridaHealthFinder.gov) for more information.

### Medicare Ombudsman

<https://www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home>

You can also call 1-800-MEDICARE or visit [www.Medicare.gov](http://www.Medicare.gov) online.

### **If you have a concern that needs immediate attention, please contact:**

Eduardo Tolentino, CSPPM – ARM – ACHE, Administrator

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352.643.9080

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