

# Dr. Who?

How to investigate healthcare providers and living facilities.



Checking out your healthcare provider can safeguard your health and well-being. **AMA DoctorFinder**, **Practitioner Profile**, **Florida Office of Insurance Regulation**, **FloridaHealthFinder.gov** and more are free websites that can help you research your doctor, dentist and/or living facility. A Library resource, **ReferenceUSA**, is also helpful. This class and these handouts offer advice on how to find out where your doctor studied, if there are pending lawsuits, if your dentist is properly licensed, plus ratings and inspection reports for assisted living facilities and nursing homes.

## AMA DOCTORFINDER

Source: American Medical Association.

<https://doctorfinder.ama-assn.org/doctorfinder/html/patient.jsp>

- When you open the website, click on **DoctorFinder**.
- On the next screen, click the **Accept** button.
- Search by name and/or specialty to obtain educational background on AMA members.
- **DoctorFinder** can locate non-members but will not give their educational background.

*Activity: Search for member Carl Smith.*

A screenshot of the AMA DoctorFinder search interface. The page has a light gray background. At the top left, there is a section titled "Quick search" with the instruction "Find a physician by name and location OR specialty and location." Below this is a section titled "Search by name" with the instruction "Physician last name and state or zip code are required. You can enter either the first name or the first letter of the first name, plus the \* sign (wild card), to help narrow the search." There is a note "\* indicates required field." A red message says "Sorry, no physicians match your search criteria". The search form includes fields for "Last name:" (containing "smith"), "First name:" (containing "carl"), "State:" (a dropdown menu showing "IA - Iowa"), "City:", and "Zip Code:". A checkbox is labeled "Perform a 'sound-like' search if you are unsure of the exact spelling of a name or city, or if your search did not return the desired results." At the bottom right, there is a "Quick Search" button with a right-pointing arrow, which is circled in red. Two red arrows point from the right side of the page to the "Last name" and "First name" input boxes.

- Step 1: Type *Smith* in the **Last Name** box and *Carl* in the **First Name** box.
- Step 2: Using the **State** pull-down menu, select *Iowa*.
- Step 3: Click **Quick Search**.
- Step 4: Click on his name to view the following information.

**DoctorFinder**

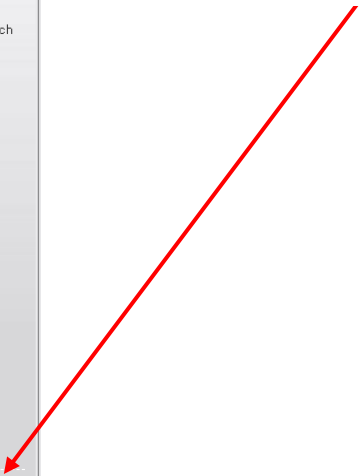
The information contained in the AMA DoctorFinder report does NOT meet the primary source equivalency requirement as set forth in the credentialing standards of accreditation organizations such as the Joint Commission on the Accreditation of Healthcare Organizations (JCAHO) or the National Committee for Quality Assurance (NCQA).

Carl David Smith, MD **AMA member**  
 AMA members must adhere to the AMA's [Principles of Medical Ethics](#)

|                                                                                        |                                                                                                                                                                                                          |
|----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Primary Specialty (Self Designated)</b><br><a href="#">(note)</a> : GENERAL SURGERY | <b>Medical School:</b><br>UNIVERSITY OF IOWA                                                                                                                                                             |
| <b>Secondary Specialties</b><br><a href="#">(note)</a> : EMERGENCY MEDICINE            | <b>Residency Training:</b><br>VETERANS AFFAIRS CENTRAL IOWA, <i>GENERAL SURGERY</i><br>BOSTON UNIVERSITY MEDICAL CENT, <i>GENERAL SURGERY</i><br>CENTRAL IOWA HEALTH SYSTEM (IO), <i>GENERAL SURGERY</i> |
| <b>Gender:</b><br>Male                                                                 | <b>Major Professional Activity:</b><br>HOSPITAL BASED FULL-TIME PHYSICIAN STAFF                                                                                                                          |
| <b>Location:</b><br><a href="#">View Map</a><br>Wdm, IA 50265                          |                                                                                                                                                                                                          |

[View AMA Members](#)   [New search ▶](#)

- Step 5: Click on **New Search**.



*Activity: Searching by doctor specialty.*

- Step 1: Using the **Specialty drop down menus**, choose *cardiology*, *Florida* as the state, and *Winter Park* as the city, and *32789* as the zip code.

**Search by physician specialty**

Specialty and either state or zip is required. If the medical practice specialty you are looking for does not appear below, please search from an [expanded list](#).

\* indicates required field.

Specialty: \* Allergy & Immunology

State: Choose a State (either State or Zip Code is required)

City:

Zip Code:

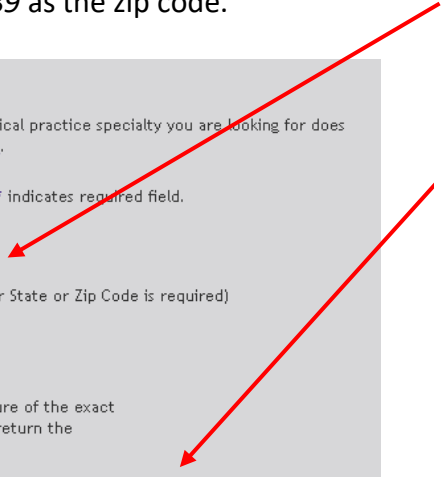
Perform a 'sound-like' search if you are unsure of the exact spelling of a city, or if your search did not return the desired results.

[Quick Search ▶](#)

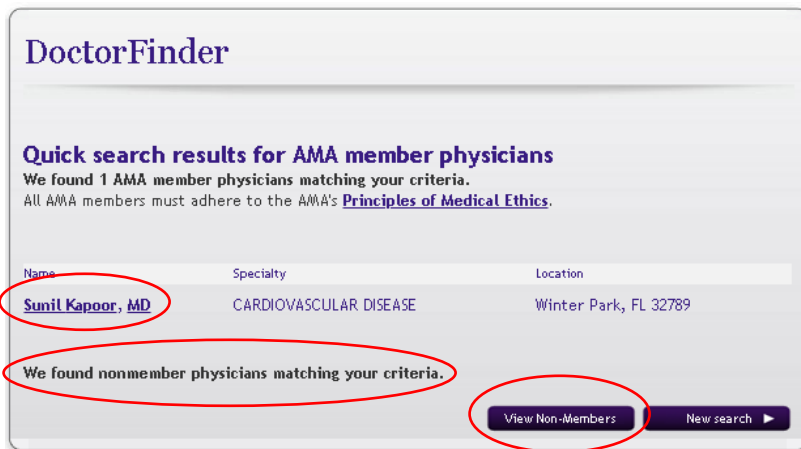
The search by practice specialty option is based on a physician's [self-designated primary practice specialty](#). See [Physician licensure, certification, and education](#) for information about physician practice specialty.

If you are having trouble locating a physician, or would just like some helpful search tips, please see our

- Step 2: Click **Quick Search**.



- Step 3: On the next screen, note that the search located non-members and gives you the option to view them. Open the record for **Sunil Kapoor** by clicking on his name.



### PRACTITIONER PROFILE

Source: Florida Department of Health, Medical Quality Assurance

<https://appsmqa.doh.state.fl.us/MQASearchServices/Home> Visit here to learn about physicians licensed in Florida, including whether he/she has been the subject of disciplinary actions or has liability claims filed against their license.

*Activity: Search for Sunil Kapoor. View and compare the information provided against what we learned on the AMA DoctorFinder.*

- Step 1: Click on **Practitioner Profile**.

Welcome to Medical Quality Assurance Search Services

What are you looking for?

- License Verification
- Practitioner Profile**
- Discipline & Admin Actions
- Nursing Education Programs
- Prescription Pad Vendors
- Medical Marijuana Qualified Ordering Physician

To search for dentists, choose **License Verification**. Another resource is the Florida Dental Association's *Find-a-Dentist* at [www.floridadental.org/public/find-a-dentist](http://www.floridadental.org/public/find-a-dentist) and *Orlando Magazine's* annual list of Best Dentists <http://www.orlandomagazine.com/Orlando-Magazine/March-2019/Orlandos-Top-Dentists-of-2019/>

- Step 2: On the next screen, type **Kapoor** in the *Last Name* box, **Sunil** in the *First Name* box, **Winter Park** in the *City* box and **32789** in the *Zip Code* box.

Profession: --Any--

Specialty/Certification: --Any--

Other Specialty: [Text Field]

License Number: [Text Field]

**Enter License Number without prefix. No spaces, leading zeroes or colons. Example: 99999 or 69999.**

Last Name: Kapoor

First Name: Sunil

City: Winter Park

County: -- Any --

Zip Code: 32789

[Search] [Reset]

- Step 3: Click **Search**.
- Step 4: View the different categories of information on the next screen, including *Financial Responsibility* and *Proceedings and Actions*. There is much more information available on the **Florida Practitioner Profile** than on the **AMA DoctorFinder**.
- Step 5: Click on **Proceedings and Actions**. Do you see his 2017 liability claim in Seminole County? Above the claim is the text, “Additional claims information may have been reported to the Department of Financial Services. To check their web site, please click here.” Click on that link.

SUNIL KAPOOR

License Number: ME64999

|                                                                                   |                |
|-----------------------------------------------------------------------------------|----------------|
| Profession                                                                        | Medical Doctor |
| License Status                                                                    | CLEAR/ACTIVE   |
| Year Began Practicing                                                             | 01/01/1994     |
| License Expiration Date                                                           | 01/31/2021     |
| Controlled Substance Prescriber (for the Treatment of Chronic Non-malignant Pain) | Yes            |

[General Information](#)
[Education & Training](#)
[Academic Appointments](#)
[Specialty Certification](#)
[Financial Responsibility](#)
[Proceedings & Actions](#)
[Optional Information](#)
[License Information](#)

**Primary Practice Address**

SUNIL KAPOOR  
1460 W FAIRBANKS AVE  
WINTER PARK, FL 32789

## FLORIDA OFFICE OF INSURANCE REGULATION

Florida’s **Office of Insurance Regulation** “serves Floridians through its responsibilities for regulation, compliance and enforcement of statutes related to the business of insurance.” It is home to the **Professional Liability Tracking System** where you can search and view closed liability claims brought against professionals, including doctors. Remember Dr. Kapoor? He has three...let’s find them.

*Activity: Search and view claims against Dr. Sunil Kapoor.*

During the last activity demonstrating the Practitioner Profile service, Step 5 led to the Professional Liability Tracking System sites. Since we are using that site now, we will skip the following steps 1 – 3 and begin with Step 4.

- Step 1: Visit <https://bit.ly/2GsktZM>.

- Step 2: Click on **Search now**.
- Step 3: Click on **Medical Professional Liability (MPL) Reporting Claims...**
- Step 4: Type *Sunil Kapoor* in the appropriate boxes.
- Step 5: Scroll down to the bottom of the screen to click **Search**.
- Step 6: If you get a small box that says, “apps.fldfs.com says undefined,” click **OK**.
- Step 7: You should see this screen that shows three results. Click on the first result. You can view and print the complete record.

earch >> MPL Claims >> Result

New Search Edit Search Export Search Print Search

Search Entry is "MPL Claims"  
 Insured (Doctor's/Physician's) First Name begins with "Sunil"  
 Insured (Doctor's/Physician's) Last Name begins with "Kapoor"  
 Sorted by "ClaimNumber"  
 MATCHING RECORDS = 3

| Insurer Claim Number | Department File Number | Insurer Name                     | Insurer Type | Insurer FEIN | Insurer NAIC Company Code | Self Insured License Number | Policy Number | Insured Name      | Insured License Number | Date of Occurrence | Date of Report |
|----------------------|------------------------|----------------------------------|--------------|--------------|---------------------------|-----------------------------|---------------|-------------------|------------------------|--------------------|----------------|
| 1036401-01           | M201883945             | MEDICAL PROTECTIVE COMPANY (THE) | Licensed     | 350506406    | 11843                     |                             | 733432        | Kapoor, Sunil     | ME64999                | 10/26/2015         | 09/09/2016     |
| 5149183-01           | M201573113             | MEDICAL PROTECTIVE COMPANY (THE) | Licensed     | 350506406    | 11843                     |                             | 733432        | Kapoor, Sunil     | ME64999                | 07/27/2010         | 01/05/2012     |
| 98-27499-00-041      | M199900624             | PHYSICIANS PROTECTIVE TRUST FUND | Licensed     | 596589378    |                           |                             |               | KAPOOR, MD, SUNIL | 0064999                | 01/23/1997         | 09/21/1998     |

The search screen offers many categories to search. For example, you can view claims just by typing in dates and selecting a county. I typed in *01/20/2001 To 01/20/2002*, selected *Orange County* and got 117 results.

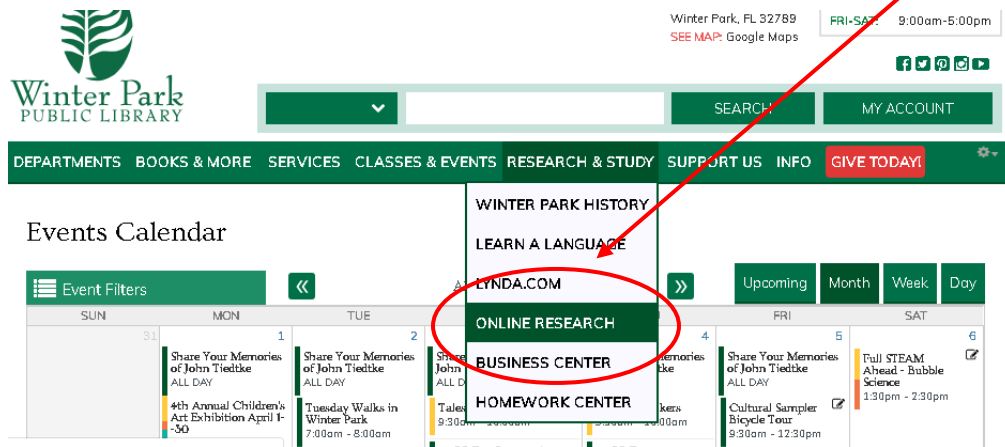
Insured Policy Number :   
 Insured (Doctor's/Physician's) First Name :   
 Insured (Doctor's/Physician's) Last Name :   
 Insured Entity Name :   
 Insured (Doctor's/Physician's) License Number :   
 Date Injury Occurred :  To   
 Date Injury Reported :  To   
 County Injury Occurred In :   
 Severity of Injury :   
 Court Case Number :   
 Final Disposition :   
 Date of Final Disposition :  To   
 Court Decision :   
 County Suit Filed In :   
 Arbitration :   
 Date Suit Filed :  To   
 Stage Settlement Reached :   
 Indemnity Paid : Range (\$):   
 Defense Expense Paid : Range (\$):   
 Non Economic Paid : Range (\$):   
 Date Submitted :  To   
 Date Updated :  To

## REFERENCEUSA

ReferenceUSA is a database many libraries subscribe to. It offers a plethora of information on businesses but also on healthcare professionals including the average number of prescriptions they fill. In addition to retrieving basic information, you can search by zip code, specialty, prescriptions per week, patients per week and more.

Activity: Search for information about Michael Anderson, an allergy/asthma specialist in Orlando.

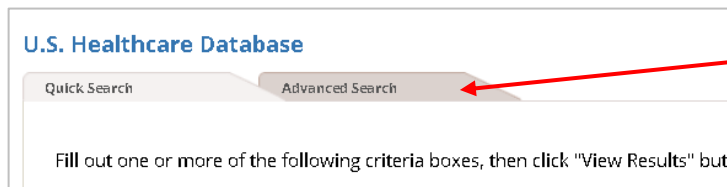
- Step 1: Visit [www.wtpl.org/research](http://www.wtpl.org/research).
- Step 2: Hover your mouse over **Research & Study** and then select **Online Research**.



- Step 3: On the next screen, scroll to the bottom and click on **Next**.
- Step 4: Scroll to the bottom of the screen and select **ReferenceUSA**.
- Step 5: If you are using this at home, you will need to type in your Winter Park Public Library card number. On the next screen, select **U.S. Healthcare**.
- Step 6: Type *Michael* in the **First Name** box and *Anderson* in the **Last Name** box and *Orlando* and *Florida* in the appropriate boxes.
- Step 7: Click **View Results** and then click on his name.
- Step 8: View the information, including how many prescriptions he fills on average per week. Scroll down the screen to see more information.

Activity: Using the Advanced Search feature to find doctors in the metro area who attended a certain school.

- Step 1: Begin a new search by clicking on *New Search* in Dr. Anderson's record.



- Step 2: Select **Advanced Search** on the next screen.

- Step 3: Note the 1 million+ records we can access. Now, note the many categories on the left side that we can select to narrow our search.

The screenshot shows a search interface with three main sections:

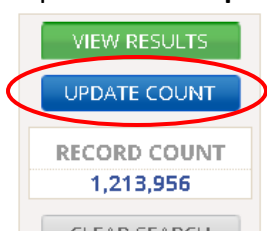
- Left Panel (Filters):** A list of filter categories with checkboxes. A red circle highlights the 'Geography' section, which includes 'Map Based Search', 'City / State', 'Metro Area', 'County', 'ZIP Codes', and 'Street Address'. Other categories include 'Physicians & Dentists', 'Group', 'Phone', and 'Practice/Credential'.
- Center Panel:** A box titled 'To start your search...' with a back arrow icon. It contains instructions: 'Click on the headings to the left to start your search. If you are uncertain what to search for, look for Search Tips within each section to help you along the way.' Below this, it says: 'To further customize your search, select the Record Type you would like to search below to ensure you get the records you are looking for.'
- Right Panel:** A summary box with buttons for 'VIEW RESULTS', 'UPDATE COUNT', 'RECORD COUNT 1,213,956', 'CLEAR SEARCH', and 'Back To Top'. A red circle highlights the 'RECORD COUNT' value.

- Step 4: On the left side, click on **Metro Area** and **Medical School Attended**.

This screenshot shows the search interface after applying filters. A red circle highlights the 'Metro Area' checkbox in the 'Geography' section of the left panel. To the right, a 'Metro Area' dropdown menu is open, showing a list of US states. 'Florida' is highlighted in blue. Below the state list, a search box contains the text 'UNIDENTIFIED AK SCHOOL', 'AL UNIV OF BIRMINGHAM DENTAL COLLEGE', and 'AL UNIV SCHOOL OF MEDICINE'. A red arrow points from the 'Metro Area' filter to the state dropdown menu.

- Step 5: Select *Florida* from the state drop down menu then select *Orlando*.
- Step 6: In the menu of schools, select *United Kingdom-England-Wales*.

- Step 7: Click on **Update Count** in the upper right corner of the website.



- Step 8: Click on **View Results** to see the four doctors.

### ASSISTED LIVING FACILITIES AND NURSING HOMES

Below are free resources from **Florida Health Finder** (a service of Florida’s Agency for Healthcare Administration) to compare inspection ratings for assisted living facilities and nursing homes, how to file a complaint, view the Nursing Home Watchlist and more.

- Nursing homes and ratings in Florida.  
[www.floridahealthfinder.gov/LandingPages/NursingHomeGuide.aspx](http://www.floridahealthfinder.gov/LandingPages/NursingHomeGuide.aspx)
- Review assisted living facilities:  
<http://www.floridahealthfinder.gov/LandingPages/ALF.aspx>  
<http://www.floridahealthfinder.gov/facilitylocator/facloc.aspx> (search by provider inspection reports).

### WHAT THIS LESSON DOES NOT COVER

Fraud, Medicare, Medicaid, Legal Advice, Medical Insurance Claims, Health Services Outside of the United States and International Doctors.

### LIBRARY RESOURCES AND LINKS

- <https://health.usnews.com/best-hospitals>
- <http://www.orlandomagazine.com/2018-Premier-Doctors/>
- <http://www.orlandomagazine.com/Orlando-Magazine/July-2019/Plastic-Surgeons-2019/>
- [www.floridahealth.gov/licensing-and-regulation/public-records/disciplinary/request-for-disciplinary-and-licensure-documents.html](http://www.floridahealth.gov/licensing-and-regulation/public-records/disciplinary/request-for-disciplinary-and-licensure-documents.html)
- [www.floridahealthfinder.gov/LandingPages/NursingHomeGuide.aspx](http://www.floridahealthfinder.gov/LandingPages/NursingHomeGuide.aspx)
- [www.floridahealthfinder.gov/LandingPages/ALF.aspx](http://www.floridahealthfinder.gov/LandingPages/ALF.aspx)
- [www.floridahealthfinder.gov/facilitylocator/facloc.aspx](http://www.floridahealthfinder.gov/facilitylocator/facloc.aspx)
- <http://www.orlandomagazine.com/Orlando-Magazine/March-2019/Orlandos-Top-Dentists-of-2019/>

### CONTACT US

Winter Park Public Library  
460 E. New England  
Winter Park, FL 32789  
407-623-3300 ext. 3  
info@wppl.org