

You Called, We Listened

A physician that received the last issue of the *Message from the Chair* contacted Jason J. Rosenberg, M.D., Chairman of the Board. The physician renewed his license very close to the renewal deadline of January 31st. The Department of Health's (Department) website did not immediately update to show he renewed his license. Unfortunately, this was not the only physician affected and the Board of Medicine Office had to work quickly to assist Health Corporation of America (HCA), an employer of a number of Florida licensed physicians.

Upon further investigation, we determined that physicians who renew their licenses close to January 31st run this risk. Because it takes a couple of days for the credit card to clear, the database does not immediately reflect the license has been renewed. This has not previously been made clear to licensees.

The Board takes this matter very seriously and was able to assist HCA immediately and will continue to work with the Department to ensure our licensees and their employers receive the highest level of customer service.