

## **Pasco County Fire Rescue**

### **Procedure for Filing Complaints About Protected Health Information**

#### **YOU MAY MAKE A COMPLAINT DIRECTLY TO US**

You have the right to make a complaint directly to Pasco County Fire Rescue concerning our policies and procedures with respect to the use and disclosure of protected health information (PHI) about you. You may also make a complaint about concerns you have regarding our compliance with any of our established policies and procedures concerning the confidentiality and use of disclosure of your PHI, or about the requirements of the federal Privacy Rule.

All complaints shall be in writing and should be directed to our Ambulance Billing Supervisor at the following address and phone number:

Pasco County Fire Rescue  
Attn: Ambulance Billing Supervisor  
4111 Land O' Lakes Blvd., Ste. 312  
Land O' Lakes, FL 34639  
(813) 929-2724

#### **YOU MAY ALSO MAKE A COMPLAINT TO THE GOVERNMENT**

If you believe PCFR is not complying with the applicable requirements of the Federal Privacy Rule you may file a complaint with the Secretary of the U.S. Department of Health and Human Services.

#### **Requirements for Filing Complaints**

Complaints must meet the following requirements:

1. A complaint must be filed in writing, either on paper or electronically.
2. A complaint must name the entity that is the subject of the complaint and describe the acts or omissions believed to be in violation of the applicable requirements of the Federal Privacy Rule or the applicable standards, requirements, and implementation specifications of subpart E of part 14 of the Federal Privacy Rule.
3. A complaint must be filed within 180 days of when the complainant knew or should have known that the act or omission complained of occurred, unless the Secretary for good cause shown waives this time limitation.
4. The Secretary may prescribe additional procedures for the filing of complaints, as well as the place and manner of filing, by notice in the Federal Register.

The Secretary may investigate complaints. Such investigation may include a review of the pertinent policies, procedures, or practices of the covered entity and of the circumstances regarding any alleged acts or omissions concerning compliance.