

**Lake-Sumter Emergency Medical Services  
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 the Privacy Officer of LSEMS 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 Privacy Officer at the following address and phone number:

**Lake-Sumter EMS  
Attn: Bryan Andrews, Privacy Officer  
2761 W. Old Hwy. 441  
Mount Dora, FL 32757  
(352)383-4554**

YOU MAY ALSO MAKE A COMPLAINT TO THE GOVERNMENT

If you believe LSEMS 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.

- (b) Requirements for filing complaints. Complaints under this section 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 164 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.
- (c) Investigation. 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.