

ELY AREA AMBULANCE SERVICE
Procedure for Filing Complaints About Privacy Practices

You May Make a Complaint Directly to ELY AREA AMBULANCE SERVICE

You have the right to make a complaint directly to the HIPAA Compliance Officer of ELY AREA AMBULANCE SERVICE concerning our compliance with any of our established HIPAA policies and procedures, uses or disclosures of your PHI, or about our compliance with HIPAA.

All complaints should be directed to our HIPAA Compliance Officer at the following address, phone number, or email:

ELY AREA AMBULANCE SERVICE
Attn: Geoffrey Galaski
328 W Conan St
PO BOX 629
Ely, MN 55731
(218) 365-6322
director@elyambulance.com

You May Also Make a Complaint to the Government

The Office for Civil Rights (“OCR”) enforces HIPAA. If you believe that we are not complying with the applicable requirements of HIPAA, you may file a complaint with OCR. Complaints to OCR must:

- ❖ Be filed in writing, either on paper or electronically, by mail, fax, or e-mail;
- ❖ Name the covered entity involved and describe the acts or omissions you believe violated the requirements of HIPAA; and
- ❖ Be filed within 180 days of when you knew that the act or omission complained of occurred, unless OCR extends the 180-day period for "good cause."

For more information, go to OCR’s website at: <http://www.hhs.gov/ocr/>.