



CITIZEN PROCEDURE FOR PRIVACY PRACTICES COMPLAINTS



You May Make a Complaint Directly to the City of Fairfax Fire Department

You have the right to make a complaint directly to the HIPAA compliance officer of the City of Fairfax Fire Department concerning our compliance with any of our procedures, uses or disclosures of your protected health information (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:

City of Fairfax Fire Department
Attn: HIPAA Compliance Officer
4081 University Drive
Fairfax, VA 22030
703-385-7940
EMSBilling@fairfaxva.gov

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 the OCR must:

- Be filed in writing, either on paper or electronically, by mail, fax, or email;
- 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 days for "good cause."

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