

Timbrook Public Safety Center
231 East Piccadilly Street, Ste. 330
Winchester, VA 22601

Telephone: (540) 662-2298
FAX: (540) 542-1318
Website: www.winchesterva.gov

Winchester Fire & Rescue Procedure for Filing HIPAA Complaints

You May Make a Complaint Directly to Winchester Fire & Rescue

You have the right to make a complaint directly to the HIPAA Compliance Officer of Winchester Fire & Rescue 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, Nichole Hounshell, at the following address or phone number:

Winchester Fire & Rescue
Attn: HIPAA Compliance Officer
231 East Piccadilly Street Ste. 330
Winchester, VA 26201
540-662-2298

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/>.