

## Frequently Asked Questions

*Q Will I be billed for ambulance services?*

A If you are a Botetourt County resident, only your insurance will be billed; you personally should never receive a bill. Your tax dollars already help to supplement the system. If you are not a Botetourt County resident, you will be responsible for any of the charges your insurance does not cover.

*Q Why am I being billed?*

A Botetourt County is attempting to recover some of the costs associated with providing emergency services. Providing these services is very expensive; the fees collected do not begin to cover the overall costs.

*Q Will this affect what happens when I dial 911?*

A **NO.** We are here to provide you with the best emergency services possible, regardless of your financial status. NEVER, EVER hesitate to call 911 in the event of an emergency!

*Q Who can I call for answers?*

A If you receive a bill and have questions about it, there will be a telephone number provided on the bill.

If you have any other questions, please feel free to call Botetourt County Emergency Services at (540) 473-8401.



For additional information contact

David Firestone  
Botetourt County Emergency Services  
20 East Back Street, Room 156  
Fincastle, VA 24090

Phone (540) 473-8401  
Fax (540) 473-8650  
[emergencyservices@botetourt.org](mailto:emergencyservices@botetourt.org)

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## BOTETOURT COUNTY EMERGENCY SERVICES

### Notice of Privacy Practices

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This notice describes how medical information about you may be used and disclosed and how you can access this information. Please review it carefully.

Botetourt County Emergency Services (BCES) is required by law to maintain the privacy of certain confidential health care information known as Protected Health Information (PHI), and to provide you with a notice of our legal duties and privacy practices with respect to your PHI. BCES is also required to abide by terms of the version of this Notice currently in effect.

### ***Uses and disclosures of PHI:***

BCES may use PHI for the purposes of treatment, payment, and health care operations, in most cases without your written permission. Examples of our use of your PHI:

For treatment: This includes such things as obtaining verbal and written information about your medical condition and treatment from you as well as from others, such as doctors and nurses who give orders to allow us to provide treatment to you. We may give your PHI to other health care providers involved in your treatment, and may transfer your PHI via radio or telephone to the hospital or dispatch center.

For payment: This includes any activities we must undertake in order to get reimbursed for the services we provide to you, including such things as submitting claims to insurance companies, making medical necessity determinations, and collecting outstanding accounts.

For health care operations: This includes quality assurance activities, licensing, and training programs to ensure that our personnel meet our standards of care and follow established policies and procedures, as well as certain other management functions.

### ***Use and Disclosure of PHI, Without Your Authorization***

BCES is permitted to use PHI *without* your written authorization, or opportunity to object, in certain situations, and unless prohibited by a more stringent state law, including:

- For the treatment, payment, or health care operations activities of another health care provider who treats you;
- As required by law, including reporting for public health purposes;
- To report abuse, neglect or domestic violence;
- For health oversight activities including audits or government investigations, inspections, disciplinary proceedings, and other administrative or judicial actions undertaken by the government (or their contractors) by law to oversee the health care system;
- For judicial and administrative proceedings as required by court or administrative order, or in some cases in response to a subpoena, discovery request, or other legal process;
- For law enforcement activities in limited situations, such as when responding to a warrant;
- To avert a serious threat to the health and safety of a person or the public at large;
- For workers' compensation purposes, and in compliance with workers' compensation laws;
- To coroners, medical examiners, and funeral directors for identifying a deceased person, determining cause of death, or carrying on their duties as authorized by law;
- If you are an organ donor, we may release health information to organizations that handle organ transplantation or to an organ donation bank, as necessary to facilitate organ donation and transplantation;
- We may also use or disclose health information about you in a way that does not personally identify you or reveal who you are.

Any other use or disclosure of PHI, other than those listed above, will only be made with your written authorization. You may revoke your authorization at any time, in writing, except to the extent that we have already used or disclosed medical information on that authorization.

### **You Can Make a Difference . . .**

Emergency medical services, fire and rescue services are available for you and your family day and night. Help is always needed to provide these lifesaving services. Even if you don't want to "run calls," there are many other support functions which are just as important, such as administrative and clerical assistance, baby-sitting for members on emergency runs, public speaking and teaching classes, helping with fundraising activities, or maintenance/repair vehicles, buildings and grounds.

When you volunteer with your local rescue squad or fire department, whether you run calls, work on vehicles or answer the phone, you will definitely touch the hearts of many and change the life of some. You may even find that the life most changed is YOURS.