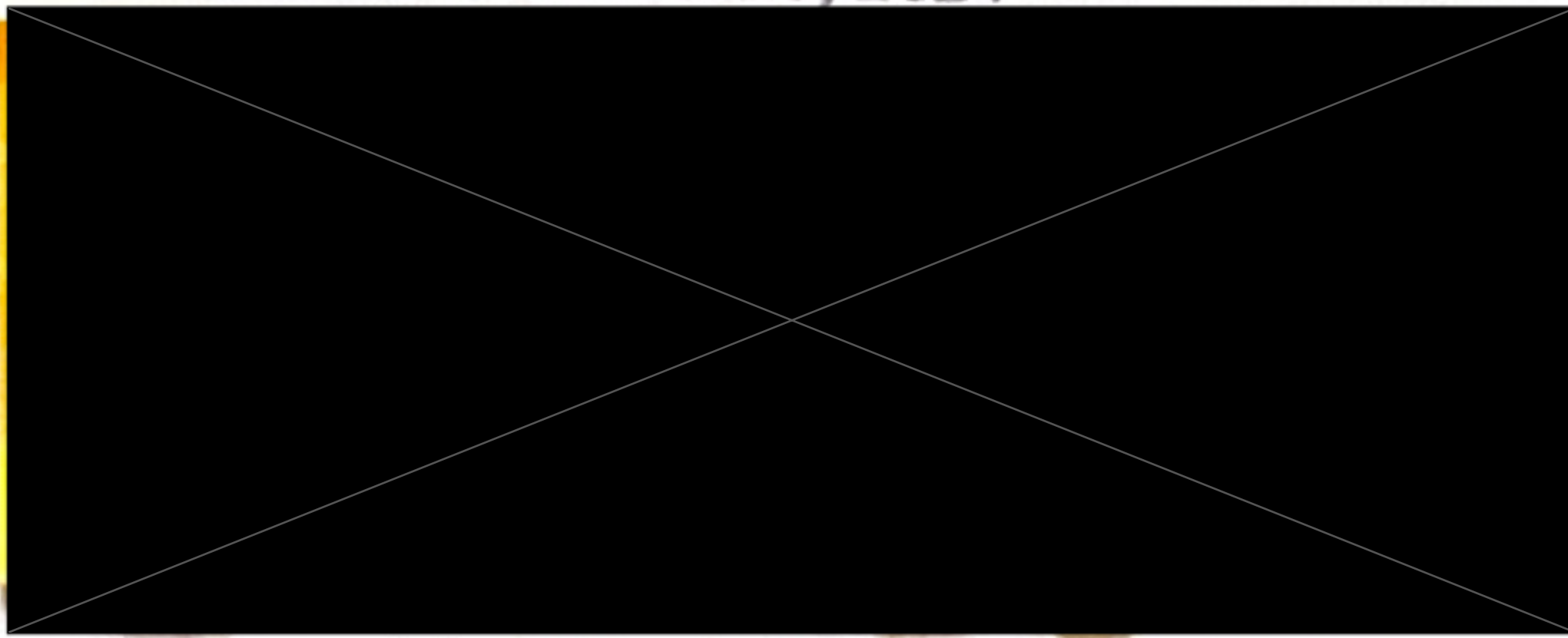




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November 26, 2024

**\*Sent Certified Return Receipt Requested\***  
Complaint R/T incident 7/28/24



The Illinois Department of Public Health is in receipt of your complaint regarding an incident which occurred on July 28, 2024. The Department takes all complaints of violation of the applicable standards by its licensees seriously.

Based on the information provided, the Department and local Emergency Medical Services (EMS) System Medical Director's office, have investigated the alleged lack of care or treatment rendered by Paramedic Amy Hubble. The Department has reviewed appropriate records and attempted to make contact or interviewed appropriate individuals concerning your complaint. After a formal review and careful consideration, the Department was unable to identify violations of 210 ILCS 50 (The Emergency Medical Services Act) 77 Ill Adm. Code 515 (The EMS Administrative Rules) or the Local EMS System Program Plan, as approved by the Department. Under 77 Ill Adm. Code 515.450 (h), the Department must classify all complaints as one of the following: **a) Valid; b) Invalid; or c) Undetermined.** Because the Department was unable to identify specific violations of the EMS Act, Administrative Code, or the System Program Plan, it must classify your complaint as **Undetermined.**

This classification means only that the Department was unable to identify specific violations of the applicable standards as established by the EMS Act, Administrative Code, or the System Program Plan. Moreover, this classification is not intended and should not be considered as approval of any alleged conduct.

Due to the seriousness of the allegations, as well as information provided by the individual alleged in wrongdoing, the local EMS System was able to identify violation of their System policies. The System has taken action to ensure the safety of all individuals pending the outcome of the Law Enforcement Investigation. Action by the EMS System has been affirmed by the Department.

If you have any questions or need additional assistance, please contact me at (217) 785-2080 or at [robert.vanbebbber2@illinois.gov](mailto:robert.vanbebbber2@illinois.gov).

Respectfully,

*Robert Van Bebbber, MSN, RN*

Robert VanBebber  
Chief, Division of EMS and Highway Safety