

REQUEST FOR ELECTRONIC PATIENT CARE REPORT (ePCR), Ambulance or Medical Report

- Please do not submit your request for your medical records or patient care report through the City of Dallas' Open Records Request Portal. Please use the following directions to request your medical records. Due to HIPAA we will not process medical records request through the Open Records Portal.
- If you are a law firm representing a patient, a document retrieval company, or any third-party requestor, please call Chart Swap at 1-855-879-7927 or to request your report.
- If you are a governmental agency or law enforcement requesting a copy of a medical record for statistics, injury/death investigations, or any other matter, please contact Dallas Fire-Department Emergency Medical Service Division located at 1551 Baylor Street, Suite 300, Dallas, Texas 75226 Phone 214-670-4311.

(Examples of governmental agencies: Medical Examiners Office, OSHA, Child/Adult Protective services, Tx DOT).

- For ambulance billing request or questions, please call Digitech at 1-914-741-1919.
- If you are the patient present a valid identification before release of information. You can also come to the Dallas Fire-Department Emergency Medical Service Division located at 1551 Baylor Street, Suite 300, Dallas, Texas 75226 Phone 214-670-4311
- You are **NOT** the patient: An original notarized letter from the patient authorizing the release of this information along with a City of Dallas Authorization for Medical Information Release Form. Also, a copy of your driver's license or valid State identification.
- The patient is a minor: Proof of parental status or guardianship. Acceptable proof is a copy of the patient's birth certificate or a court document showing custody / guardianship.

- The patient is deceased: Provide acceptable proof that a court has appointed you executor or administrator of the patient's estate, copy of Death Certificate, Letters Testamentary or Letters of Administration.
- The Patient is incapacitated: Please provide documentation appointing you as Conservator, Medical Power of Attorney, or Executor.
- You have a subpoena or court order signed by a Judge: this will cover any release of records.
- For any questions concerning medical reports, please call Dallas Fire-Department Emergency Medical Service Division located at 1551 Baylor Street, Suite 300, Dallas, Texas 75226 Phone 214-670-4311.
- For all medical, patient care or ambulance report request forms, please go to dallasfirerescue.com and select the Communications and EMS and all forms will be under the Resource Tab.