

DALLAS FIRE-RESCUE DEPARTMENT
EMERGENCY MEDICAL SERVICE (EMS)
AMBULANCE MEDICAL RECORD and PHI
REQUEST INSTRUCTIONS



BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF TEXAS:

SECTION 1.001, Government Code, is amended by adding Subsection (d) to read as follows: (d) "Protected Health Information (PHI)" as defined by Section 181.006, Health and Safety Code, is not public information and is not subject to disclosure under this chapter.



All law firms, third-party record retrieval companies, insurance agencies and other requestors (document locator businesses) must contact Chartswap by going online at www.Chartswap.com **OR** call Digitech (Dallas Fire Rescue's billing company) at 888-729-1886 for all ambulance medical records and billing requests.

Please do not request ambulance record(s) or protected health information (PHI) through the Open Records Request (ORR) Portal on Dallascityhall.com. Medical records or protected health information is not public information and is not subjected to disclosure under this format. Any requests seeking ambulance records or PHI submitted through the ORR portal may encounter a delay because the City will need to get a Texas Attorney General Ruling Clarification.

For more information, please refer to TPIA Handbook via:

https://www.texasattorneygeneral.gov/sites/default/files/files/divisions/open-government/publicinfo_hb.pdf.

Due to section 164.508 of the final privacy rule, Dallas Fire and Rescue may not use or disclose PHI without a valid authorization from the patient, except as otherwise permitted or required in the privacy rule. To make a request for an ambulance record or to get specific protected health information, you will need to complete Dallas Fire-Rescue Authorization Use/Disclose Protected Health Information Form and provide valid proof of identification. A valid photo I.D. includes: driver's license, state issued photo identification card, or passport with photo I.D.

In addition to this form, if you are not the patient, you may need to provide additional documentation to prove authority to act as the patient's representative. Please see below the documentation you need to provide.

Ambulance Records and PHI Requests

REQUESTORS MUST SUBMIT THE REQUIRED ITEM(S) BELOW IF:

- You are the patient: Present a valid photo identification before release of information.
- 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. Please include the authorization form and a valid photo identification for all request.
- 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 of Testamentary, Probate, or Letters of Administration.

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- The Patient is incapacitated: Please provide documentation appointing you as Conservator, Medical Power of Attorney, or Executor.
- You have a subpoena and medical court order signed by a Judge: this will cover any release of records. Please include a blank copy of a Business Record Affidavit which include the corresponding Case Number.
- You are a governmental or law enforcement agency (Example- Medical Examiner, Internal Affairs, Workers Comp., OSHA, etc.) that meet all the Legislative Requirements for PHI requests. Only minimum necessary information will be released. A copy of your governmental employee ID and a Governmental Agency Form must be completed in its entirety. Or government written request on the governmental agency's official letterhead.

Please go to DallasFire-Rescue.com and click on the "Request for Information Tab. Please follow the instructions on the forms for the respective ambulance record and PHI requests. "Contact Us" information will also be listed on the forms.