



How to Submit Medical Records Requests and Billing Questions

Patients, parents/legal guardians, or authorized personal representatives may request copies of EMS (Emergency Medical Services) records using the methods listed below.

Attorney and Law Office Requests

All requests from attorneys and law offices must be submitted via ChartSwap, listing the EMS agency as the **Provider**.
Website: <https://www.chartswap.com>

Billing Questions

For billing inquiries, billing records, or questions about your ambulance bill, please contact:
Emergicon Customer Service
Phone: (972) 602-2060 ext. 1610

Patient EMS Record Requests

To request medical records for a specific date of service, please complete the following form through Emergicon:

 EMERGICON Patient Records Request Form



Submission Instructions:

Once the form is completed, submit it along with a copy of a valid state-issued photo ID using one of the following methods:

- Fax (Secure): (800) 608-9457
- Mail: PO Box 180446, Dallas, TX 75218
- Email (Secure): records@emergicon.com

Required Documentation

Requests must include:

- A completed request form
- A copy of a valid government-issued photo ID
- Legal documentation if acting as a guardian, parent of a minor, or representative of a deceased patient

Records will be provided within the timeframes required by law. Reasonable copy or processing fees may apply.