

How Emergicon Handles Medical Records

For Attorneys & Law Offices

If you are unable to locate the ambulance provider in **ChartSwap**, we recommend contacting the provider directly.

Record Requests:

Submit all record requests via www.chartswap.com, listing the EMS agency as the *Provider*.

For Patients

Billing Inquiries:

If you have questions about your bill, please contact:

Emergicon Customer Service

 Phone: 972-602-2060 ext. 1610

Medical Records Requests:

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

 [Patient Records Request Form \(PDF\)](#)

Once completed, submit the form **along with a copy of your driver's license** via one of the methods below:

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

Please ensure that both the completed form and a valid state-issued photo ID are included in your request.

For Transplant Coordination, Tissue Donation, Crash Investigation, or Texas Trauma Registry Reporting

If you are requesting records for purposes such as:

- Organ or tissue donation

- Crash reconstruction or investigation
- Texas Trauma Registry submissions
- Transplant coordination

A member of our medical records team will contact you shortly.

Please include the **patient's name, date of service**, and any **supporting documentation** (if available) with your request.