**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](https://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)](https://emgprodblob.blob.core.windows.net/public/forms/Emergicon%20-Release-for-Medical-Records-1.0%201.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.