


**As a patient who has received Emergency Medical Services (EMS) in Texas, you have important rights. This guide provides key information on how to:**

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### **Request Your EMS Medical Records**




To request a copy of your EMS medical records, please contact our third-party billing partner, Emergicon, using the information below:


#### **Emergicon Customer Service**

 Phone: 972-602-2060 ext. 1610

To request records for a specific date of service, complete the Patient Records Request Form available at [www.emergicon.com](http://www.emergicon.com).

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

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

 *Please ensure both the completed form and your photo ID are included to avoid delays in processing.*

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### **File a Complaint About EMS Care or Services**

If you have concerns about the EMS care you received, you may file a complaint with the Texas Department of State Health Services (DSHS).

How to File:

- Online: EMS Complaint Form
- Email: [EMSComplaints@dshs.texas.gov](mailto:EMSComplaints@dshs.texas.gov)
- Mail:  
EMS Compliance Group  
Texas DSHS  
P.O. Box 149347  
Austin, TX 78714-9347
- Phone: (512) 834-6765

Please include:

- Your full name and contact information
- Description of the incident (date, location, agency name)
- Details of the concern or complaint

**All complaints are reviewed and kept confidential.**

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### **Contact Your Regulatory Authority**

EMS providers in Texas are licensed and regulated by the:

Texas Department of State Health Services – EMS & Trauma Systems

Website: [www.dshs.texas.gov/emstraumasystems](http://www.dshs.texas.gov/emstraumasystems)

Phone: (512) 834-6700

Email: [EMSInfo@dshs.texas.gov](mailto:EMSInfo@dshs.texas.gov)

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**This document is for informational purposes only and does not constitute legal advice.**