



FIRE DEPARTMENT – CITY OF NEW YORK  
 Public Records Unit / ACR Section  
 9 MetroTech Center  
 Brooklyn, New York 11201-3857  
 (718) 999-1998 or 1999



## Ambulance Call Report/ Prehospital Care Report Request Form

**SECTION A**      **CUSTOMER INFORMATION**

Please print the required information below.

Name \_\_\_\_\_

Telephone Number \_\_\_\_\_

Address \_\_\_\_\_

State \_\_\_\_\_

Zip Code \_\_\_\_\_

**Note:** Please make sure you complete this form and attach all required documents. Enclose a check or money order made payable to the NYC Fire Department and a stamped self-addressed envelope (with postage). Mail checks or money orders directly to the address and unit listed above. Only money orders or checks will be accepted for Requests (no exceptions). **DO NOT MAIL CASH.**

**SECTION B**      **PATIENT INFORMATION**

Please carefully read the instructions below and print the required patient's information.

Name of Patient: \_\_\_\_\_

Incident / Date:      \_\_\_\_/\_\_\_\_/\_\_\_\_

Incident / Time:      \_\_\_\_:\_\_\_\_

AM  PM

Incident / Location: \_\_\_\_\_

Incident / Borough: \_\_\_\_\_

Hospital taken to: \_\_\_\_\_

Is the patient a minor (please check only one box)?

YES  NO

Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_

Last 4 digits of Social Security Number: \_\_\_\_\_

If you have the ACR/PCR, please provide ACR/PCR number: \_\_\_\_\_

What is the requester's relationship to the patient (please check only one box below)?

Self / Patient     Parent / Guardian     Executor / Administrator of Estate     Other \_\_\_\_\_

**CUSTOMER – PLEASE READ AND SUBMIT THE REQUIRED ITEM(S) BELOW**

- An original notarized letter from the patient authorizing the release of this information.
- Proof of parental status or guardianship, if the patient is a minor. Acceptable proof is a copy of the patient's birth certificate or a court document showing custody / guardianship.
- Proof that a court has appointed you executor or administrator of the patient's estate, if the patient is deceased (Letters testamentary or letters of administration).
- Payment in the form of a check or money order in the amount of \$2.25 for each report.

## **New York City Fire Department Emergency Medical Service Ambulance Records**

Patients who are treated by Emergency Medical Service (“EMS”) personnel may request a copy of their ambulance treatment record known as a Pre-hospital Care Report (“PCR”). The New York City Fire Department Emergency Medical Service **only** maintains PCRs for patients treated and transported to the hospital by **FDNY EMS personnel**. FDNY EMS does not maintain copies of PCRs for those patients transported by voluntary hospital ambulance providers (i.e. Mt. Sinai EMS, Northwell EMS, NYU EMS, Presbyterian EMS, etc.).

### **Where do I obtain the EMS PCR if I was treated and/or transported to the hospital by a voluntary hospital ambulance provider?**

You will have to contact the voluntary hospital ambulance provider who treated you and/or transported you to the emergency room or the receiving hospital to obtain a copy of your PCR.

### **Who is eligible to obtain a copy of a PCR from FDNY?**

- The patient named in the PCR.
- A parent or guardian of the patient named in the PCR (requesting parent's name must be listed on birth certificate).
- An attorney representing the patient, with a properly executed HIPAA Authorization.
- A Personal Representative of the patient named in the record. Requester must state and prove their relationship to the patient.
- If the patient is deceased, a Personal Representative with a Letter of Administration issued by a Surrogate Court or proof of relationship to the patient.

### **How can you obtain the Emergency Ambulance Pre-hospital Care Report?**

Pre-hospital Care Reports are medical records, and are confidential under Federal and New York State law and therefore FDNY follows specific guidance to ensure that patients’ records are confidential and only released to the patient or as required by law. In order to obtain the records, the patient must complete an FDNY HIPAA Authorization form.

FDNY requires that the request be accompanied by a good-quality photocopy of the signatory’s valid (unexpired) government-issued photo ID that clearly shows the signature. One of the following will be acceptable:

- Driver license;
- Government issued non-driver photo-ID card;
- Passport or Passport Card;
- Government issued employment card; or
- U.S. Military issued photo-ID

The FDNY will also accept two (2) of the following items showing the applicant’s name and address, if the requestor does not have a government-issued photo ID:

- Utility or telephone bills; and

- Letter from a government agency dated within the last six (6) months.

***If you are picking your PCR up in person or want to request the records by mail, please either visit or mail requests to:***

**FDNY Public Records Unit**

9 MetroTech Center- First Floor

Brooklyn, N.Y. 11201

Use the FLATBUSH AVENUE ENTRANCE

Hours of Operation: Monday - Friday 9:00am to 4:00pm (except Holidays)

(718) 999-1998 or 1999

***If you are requesting your records online, please visit: <https://fdny.mypatientcounters.com/myrecord>***

Things to remember if you want to obtain your PCR online: You will need to know the date of service, first and last name of the patient, date of birth and phone number, and have a valid email address. To verify your identity and/or relationship to the patient, you will need to attach the documents noted above.

**Can anyone else obtain the PCR other than the patient?**

Yes. We do not encourage third party pickups. We recommend that you order your record by mail or online (<https://fdny.mypatientcounters.com/myrecord>).

If the patient is unable to sign an authorization form, the individual acting on the behalf of the patient, must establish their relationship with the patient. As a result, FDNY requires that the representative submit one of the following documents:

- Marriage Certificate
- Death Certificate
- Birth Certificate (minor)
- Medical or HIPAA Power of Attorney or Advance Health Care Directives

In addition, FDNY requires that the request must be accompanied by a good-quality photocopy of the signatory's valid (unexpired) government-issued photo ID that clearly shows the signature. If obtaining your records online, you will need to attach these documents to your request.

Submit the request with the accompanying documentation in person, by mail or online.

If you must have your record picked up by a third party, please follow these steps carefully:

- Provide the third party with a signed, dated, and notarized letter stating who will be picking up your record, which record they will be picking up, and that you grant them permission to get the record for you.
- If the letter is notarized before an official outside of the State of New York, it must be accompanied by a certificate of authentication.

- Send a completed, signed, and notarized application form with the third party. You may download the appropriate form from the Public Records Unit page. Complete, print, sign, and notarize the application form (but do not mail).
- You must include copies of your identification (see requirements above).
- The person picking up your record will be required to provide proof of his or her identity (following the same requirements listed above).

#### **What is the fee for a copy of the record?**

- The fee is \$2.25 per Emergency Ambulance Record copy. **Do not send cash.** Payment of mail order copies may be made by check or money order payable to the New York City Fire Department
  - *NOTE: Payments submitted from foreign countries must be made by a check drawn on a United States bank or by international money order.*

#### **Important Notes:**

- Failure to include the minimum necessary information such as the patient's first and last name, address or incident cross streets and transport date may result in rejection of your application.
- A copy of your Passport is required in addition to the above ID if request is made from a foreign country that requires a U.S. Passport for travel.
- If the mailed application is notarized before an official outside of the State of New York, it must be accompanied by a certificate of authentication.
- No notarization is required if picking up in person.