

# Emergency Medical Services

The City of Whitesboro Fire Department operates two Mobile Intensive Care Units (MICU) ambulances 24 hours a day, 365 days a year. The department provides medical response to the western side of Grayson County. Our goal is to provide an advanced level of emergency medical care to our patients.

## Ambulance Billing

Our ambulance billing is administered by Emergicon, a third-party company. If you have concerns regarding a medical bill please contact Emergicon directly:

Contact Information for Requests for Medical and Billing Records

Attorney requests must be submitted through [www.chartswap.com](http://www.chartswap.com) with Whitesboro Fire/EMS as the Provider.

Non-attorney requests may submit in any of the following ways:

- Call 972-602-2060 ext. 1611
- Fax the request (secure and direct) to 800-608-9457
- Email [rgonzales \[at\] emergicon.com](mailto:rgonzales@emergicon.com) ( ) with general information and you will receive a secure email to use for the PHI details
- Mail the request to PO Box 180446, Dallas, TX 75218.

A copy of a medical records request form for non-attorney requests is located below. This can be used to request billing and medical records.

## Whitesboro's Privacy Policy (HIPAA)

Your privacy is of utmost importance to our department and we are governed under the Health Insurance Portability and Accountability Act of 1996. If you would like to obtain information on our HIPAA Privacy Practices please contact Assistant Chief Patterson at [jpatterson \[at\]](mailto:jpatterson@whitesborofire.com)

[whitesborotexas.com](http://whitesborotexas.com).

Complains may be directed to the designated Compliance Officer, Assistant Chief Jeff Patterson at [jpatterson \[at\] whitesborotexas.com](mailto:jpatterson@whitesborotexas.com)

## Supporting Documents

Patient Records Request Form 190.75 KB

Employment Application 415.09 KB

[View PDF](#)