



## Medical Record Request Process

Brewster Ambulance Service is committed to maintaining the privacy of health information we obtain in the course of patient evaluation and treatment. Patient Care Reports (PCR) are considered confidential medical records and subject to the Health Insurance Portability and Accountability Act (HIPAA) and various privacy laws. Patient Care Reports are maintained in a secure manner, and may be released upon request to the patient named in the report or to other verified individuals or entities with a legal right to view the contents.

### PATIENTS OR THEIR REPRESENTATIVES

Patients or their Representatives who would like to obtain a copy of the ambulance Patient Care Report must complete a "Medical Records Request Form". The form, along with a good quality photo identification (such as a driver's license) of the patient, and any other required substantiating documentation may be sent to:

[Records@BrewsterAmbulance.com](mailto:Records@BrewsterAmbulance.com)

Or:

Brewster Ambulance Service  
25 Main Street  
Weymouth, MA 02188  
*Attn: Medical Records*

### LAW FIRMS AND INSURANCE COMPANIES

Law Firms and Insurance Companies can submit their requests and upload a signed patient release and/or other required documentation via ChartSwap. ChartSwap is a SOC II Certified and HIPAA compliant platform designed to facilitate electronic medical and billing record exchange. It is free to register and requestors can use ChartSwap to request, track, pay, and download records. [ [www.chartswap.com](http://www.chartswap.com) ]

### LAW ENFORCEMENT AND REGULATORY AGENCIES

The HIPAA Privacy Rule is balanced to protect an individual's privacy while allowing important law enforcement functions to continue. The Rule permits covered entities to disclose protected health information (PHI) to law enforcement officials, without the individual's written authorization, under specific circumstances.

- To comply with a court order or court-ordered warrant, a subpoena or summons issued by a judicial officer, or a grand jury subpoena.
- To respond to an administrative request, such as an administrative subpoena or investigative demand or other written request from a law enforcement official. Because an administrative request may be made without judicial involvement, the Rule requires all administrative requests to include or be accompanied by a written statement that the information requested is relevant and material, specific and limited in scope, and de-identified information cannot be used (45 CFR 164.512(f)(1)(ii)(C)).

- To respond to a request for PHI for purposes of identifying or locating a suspect, fugitive, material witness or missing person; but the covered entity must limit disclosures of PHI to name and address, date and place of birth, social security number, ABO blood type and rh factor, type of injury, date and time of treatment, date and time of death, and a description of distinguishing physical characteristics. (45 CFR 164.512(f)(2)).

Law Enforcement Officials making an administrative request for records should complete the “Medical Records Request Form” and check the box attesting to a legitimate HIPAA recognized purpose. The completed Form and a copy of requestor’s Agency Identification may be submitted via:

[Records@BrewsterAmbulance.com](mailto:Records@BrewsterAmbulance.com)

Or:

Brewster Ambulance Service  
25 Main Street  
Weymouth, MA 02188  
*Attn: Medical Records*

Reference: [When does the Privacy Rule allow covered entities to disclose protected health information to law enforcement officials? | HHS.gov](#)