



## Orange County Fire Rescue Public Record Requests

Post Office Box 5879

Winter Park, Florida 32793-5879

Phone: 407.836.9050 / Fax: 407.836.1919

FireRecords@ocfl.net

To Whom It May Concern:

Thank you for contacting Orange County Fire-Rescue regarding your request for EMS Patient Care Reports. Due to the federally directed Health Insurance Portability and Accountability Act of 1996 (HIPAA), requests for records containing protected health information (PHI) must follow a strict process to ensure that the individual requesting the health information is authorized to receive it.

Attached, you will find an Authorization for Release of Confidential or Protected Health Information form. Please fill this out as completely as possible. Note the following requirements to ensure your completed form meets satisfactory compliance in order for records to be provided in a timely manner:

- The individual filling out the form **MUST BE** the patient, or the individual with legal authorization to grant the release of the patient's protected health information (e.g. parent of a minor or legal representative of the estate of a decedent). For minor children we need a birth certificate attached to the request.
- Please enter by which method you are requesting receipt of these records (e.g. enter the email, fax number, street address with contact name or self, attorney's office, insurance company, etc.).
- The patient/representative must sign and print his/her name in the bottom section, enter date of birth and date of authorization. Law Firms must include a letter of representation as well.

You may email, fax, or mail to Orange County Fire-Rescue at the information contained in the header. Please be advised that you may receive Fire/Incident Reports in-person at 6590 Amory Court, Winter Park, FL 32792.

Please note that our retention for emergency records is seven years, and non-emergency is two years. Records prior to 2010 may require more time to locate due to system changes. Not all reports outside our retention schedule may be available.

The fees for copies of records per Orange County Administrative Regulations are \$0.15 per page, \$0.20 per double-sided copy, or \$1.00 per certified copy. An additional charge may be assessed to the actual costs of materials and supplies when the nature or volume of the records requested requires extensive\* use of information technology resources, extensive clerical or supervisory assistance by County personnel. Records retrieval is estimated at five minutes per report from 2010 to the present, and approximately fifteen minutes per report prior to 2010 (if those records still exist). You will be billed at approximately \$17.29/hour for these reports.

\* For the purpose of this Regulation, "extensive" shall mean that it will require more than 30 minutes to locate, review the records for confidential or exempt information, copy and re-file the requested material. If you have any questions, concerns or would like additional clarification, please feel free to contact us at any time. Best Regards, Public Records Custodian Orange County Fire Rescue

