



myPatientEncounters Instructions

Requests for non-certified copies of Pre-Hospital Care Reports held by the New York City Fire Department concerning patients treated or transported by the Bureau of Emergency Medical Services (FDNY EMS) may be processed electronically through **myPatientEncounters**.

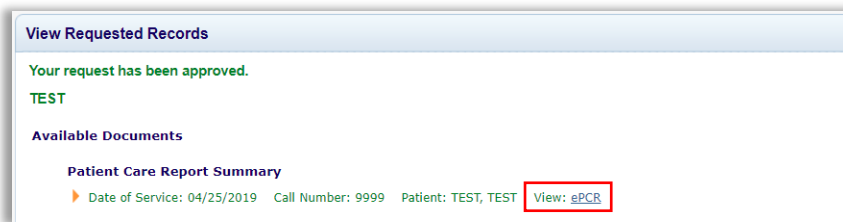
Pre-Hospital Care Reports can only be released to parties authorized to receive these records.

Please follow these instructions carefully when submitting your request:

- 1) Complete the Pre-Hospital Care Reports request form, and then save a copy of this file locally.
- 2) Gather and scan or digitally photograph the supporting documents, which are indicated on the Pre-Hospital Care Reports request form. The images must be of good quality; requests with blurry images will be rejected.
- 3) In the web browser, navigate to **myPatientEncounters** (<https://fdny.mypatientencounters.com/myrecord>).
- 4) Complete all of the required fields listed under “Patient Information” and “Your Information” in the web form. Required fields are indicated by a red asterisk (*).
- 5) Complete the security challenge by selecting the appropriate image, and then select the “Submit” button.
- 6) After submitting the web form, you will be redirected to another page. Click on the paperclip icon (📎) to upload the completed Pre-Hospital Care Reports request form, along with all other required supporting documents.
- 7) You will receive an email from HealthEMS (no-reply@sansio.com) containing a unique request code and associated hyperlink – Click on the link to confirm your request.
- 8) After confirming your request, you will be given a second opportunity to upload supporting documents – It is not necessary to upload these documents a second time.
- 9) If the appropriate information was provided and the requested report can be located, you will later receive an email from HealthEMS (no-reply@sansio.com) indicating that your request was approved. This email will contain the unique request code and associated hyperlink – Click on the link, and then enter the original requestor details.
- 10) Once validated, you will be able to view the report.

Important: The FDNY only maintains Pre-Hospital Care Reports for patients treated or transported by FDNY EMS.

For all other patient records, contact the responding ambulance provider or receiving hospital.



- 11) If your request as submitted cannot be fulfilled, you will receive an email from HealthEMS (no-reply@sansio.com) indicating this outcome.