

## "Open Records - How to Request Common Records" - Transcript

00:00:00:00 - 00:00:29:07

Narrator:

You can make an open records request easily through the Texas State Board of Pharmacy's website. This video tutorial will cover verification requests (also known as letters of good standing) and disciplinary orders. These are the most commonly requested records. Start at the main Texas State Board of Pharmacy web page. That address is [www.pharmacy.texas.gov](http://www.pharmacy.texas.gov). Under the heading categories click on the link called Open Records requests.

00:00:29:09 - 00:00:50:04

Narrator:

Here is the form. Fill out your name or the person's name who will be the point of contact if we have any questions. Please do not enter a company name as we will need a point of contact. We will use the example of Jane Doe. Once you get to the type of request, click the dropdown menu to quickly select a commonly requested record.

00:00:50:06 - 00:01:12:13

Narrator:

Please list one delivery method. If you would like to use your Courier service account for mailed requests, enter it in the box labeled request for delivery. Otherwise, your request will be sent via USPS if mailed. There is no charge for this. If your items need to be mailed to another state pharmacy Board, simply list the name of the Board under mailing address for request.

00:01:12:15 - 00:01:39:13

Narrator:

You do not need to enter the Board's address. Next is the information for the subject of the records request. List the name and license number of the pharmacy, pharmacist or technician you need information for. We'll use the example of John Doe here. Once you've entered all the necessary information, enter the challenge code and click Submit Request. You will receive an automated confirmation email that your request has been received.

00:01:39:15 - 00:02:18:02

Narrator:

If you do not receive a confirmation email, please check your spam folder. If the confirmation email is not there either, please submit again as this means we did not receive your request. For frequently asked questions about open records, please take a look at our Open Records FAQ video in the link in the description box. Links to additional Open Records information can be found there as well.