

## "Open Records - Frequently Asked Questions" - Transcript

00:00:00:00 - 00:00:30:07

**Narrator:** This video tutorial will cover frequently asked questions about the Texas State Board of Pharmacy's Open Records Department. What are open records? There are different types, including verifications (these are also called "letters of good standing" by some Boards of pharmacy), disciplinary orders, inspection reports, and all applications the Board processes. Anyone may request an open record. Common questions include inquiries about fees.

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**Narrator:** There are no fees for standard requests. Although, fees may be incurred for large document requests exceeding 50 pages. Records requests are completed within ten business days of receipt. All requests are processed in the order they are received by the board. We cannot expedite requests, but you can choose a different courier service if you have an account you'd like to use.

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**Narrator:** If you want your request sent via Fedex, UPS or another courier service, you can provide an account number to be billed in the request form. If you do not have an account number, you can go to the Courier Service's website to create a prepaid shipping label. Please contact the courier service for further instruction if you decide to use one of these services.

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**Narrator:** The Board will send your request via USPS if no service is specified. There is no charge for this. We unfortunately do not send notifications when your request is completed. If you need a copy of an open record, submit a request to the Open Records Department. A link to the Records Request page is provided in the description box below.

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**Narrator:** Links to tutorials on how to fill out the records request form are also provided, depending on which type of record request you are making.