

"Open Records - How to Request Uncommon Records" - Transcript

00:00:00:00 - 00:00:26:11

Narrator:

This video tutorial will cover the types of requests that aren't available in the dropdown menu, including inspection reports and applications. The process is very similar to commonly requested reports: start at the main Texas State Board of Pharmacy web page. That address is www.pharmacy.texas.gov. Under the heading categories click on the link called Open Records request.

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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. Since we are requesting something that isn't in the dropdown menu, we'll select other and skip to the bottom of the form.

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Narrator:

There's a field that reads any other information that would assist in the processing of the request. So for example, if you wanted an inspection report, you type that in the box. Now we'll go back and finish the form. 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.

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Narrator:

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. 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.

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Narrator:

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. 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.

00:02:02:13 - 00:02:28:03

Narrator:

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.