"Open Records Request Tutorial" - Transcript

00:00:00:00 - 00:00:32:23
Narrator:
This video covers frequently asked questions about the Texas State Board of Pharmacy's Open Records Department and outlines how to submit records requests for disciplinary orders, inspection reports, applications processed by TSBP, and verifications of license or registration, also known as "letters of good standing." Anyone may request an open record. There are no fees for a standard request. However, fees may be incurred for large document requests exceeding 50 pages.

00:00:32:25 - 00:00:55:21
Narrator:
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. If no alternative courier service is specified, the Board will send your request via USPS at no additional charge. You can choose a different courier service if you have an account you'd like to use.

00:00:55:23 - 00:01:31:05
Narrator:
We unfortunately do not send notification when your request is completed. You may make an open records request through the Texas State Board of Pharmacy's website at www.pharmacy.texas.gov. Off the homepage, click on the link titled Open Records Requests. This page includes information about exceptions to disclosure and the TSBP Open Records form. To begin, fill out your name and contact information or the name and contact information of the person who will be the point of contact for any questions we may have about the request.

00:01:31:11 - 00:01:58:11
Narrator:
Please do not enter a company name as we will need a direct point of contact. Here we'll use the example of Jane Doe.

00:01:58:13 - 00:02:20:05
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 may 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.

00:02:20:06 - 00:02:43:11
Narrator:
Again, if you do not specify a courier service, the Board will send your request via USPS with no additional charge. Next, please input the name and contact information for the person or entity who will be receiving the requested information, here, the "recipient." If your items need to be mailed to another state pharmacy Board, simply list the name of the Board under recipient's mailing address.

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00:02:43:15 - 00:03:06:10

Narrator:
You do not need to enter the receiving Board's address. Once you get to the “type of request” question, you may select from the given options if you're requesting records of disciplinary orders or verification of a license or registration, again sometimes called “letters of good standing.” For any other type of request, including inspection reports and applications processed by TSBP,

00:03:06:12 - 00:03:31:05
Narrator:
please select “other,” then at the bottom of the form in the field for
“any other information related to the request,” you may input the specific request type. The last piece of the form indicates the subject of the records request here. Please list the name and license number of the pharmacy, pharmacist or technician you need information on. We'll use the example of pharmacist John Doe.

00:03:31:11 - 00:03:53:04
Narrator:
Once you've entered all the necessary information, you may click submit. We will then send an automated confirmation email to the point of contact listed in the form, verifying that your request was received by TSBP. 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.

00:03:53:06 - 00:04:09:19
Narrator:
For additional information. Please see the Open Records request and Open Records Policy pages of the TSBP website, linked in the description below, or call at (512) 305-8000.