



An independent agency of the Commonwealth of Pennsylvania

## Patient Safety Authority Right-to-Know Law Request Policy

(Effective August 2, 2001, revised May 26, 2016)

Pursuant to 65 P.S. §§ 66.1 et seq., known as the Right-to-Know Law (RTKL), and relevant portions of the Medical Care Availability and Reduction of Error (MCARE) Act, 40 P.S. §§ 1303.301 to 1303.313, the Pennsylvania Patient Safety Authority (Authority) hereby sets forth the following policy for requesting records:

All RTKL requests must be in writing and must be sent or delivered by mail or hand-delivery to the Authority as designated below:

By hand-delivery to:

Pennsylvania Patient Safety Authority  
Attn: Agency Open Records Officer  
333 Market Street, Lobby Level  
Harrisburg, PA 17120

By U.S. Mail to:

Pennsylvania Patient Safety Authority  
Attn: Agency Open Records Officer  
333 Market Street, Lobby Level  
Harrisburg, PA 17120

By Facsimile to:

Pennsylvania Patient Safety Authority  
Attn: Agency Open Records Officer  
(717) 346-1090

Submission of a request to any other address or by any other means than those specified above does not give rise to any obligation by the Authority to respond and cannot serve as a basis for a deemed denial of the request.

The regular business hours of the Authority are 8:30a.m. to 5:00 p.m., Monday through Friday, excepting holidays. RTKL requests received at the Authority after the close of regular business hours will be deemed to have been received on the following non-holiday business day. The request will be stamped by the Authority to indicate the date of receipt or deemed receipt.

All RTKL requests to the Authority must:

- ⌚ Identify the requester by name;
- ⌚ State that the requester is a resident of this Commonwealth;
- ⌚ Include the address to which a response should be sent;
- ⌚ Expressly state that the request is being made under the RTKL;
- ⌚ Be signed by the requester;
- ⌚ Identify or describe the records requested with sufficient specificity to enable the Authority to determine what records are being sought.

Under the RTKL only a natural person and a resident of this Commonwealth is entitled to public records. The Authority may require a requester of records under the RTKL to provide proof of residency, such as a Pennsylvania driver's license.

### **Fees**

Photocopies from paper documents or electronic record converted to paper: \$0.15 per 11" x 17" or smaller page. A page is either a single-sided document or one side of a double-sided document. The fee for one page of any irregular size document will be

determined on an as-requested basis, not to exceed \$0.25 per page.

PC diskette or compact disk: \$1.00 each.

Certification of a document: \$1.00 per page.

Redaction (as determined by the Authority to be required): \$1.00 per page.

If the cost to the Authority of providing a requested item exceeds the above fees because of unusual circumstances such as, but not limited to, the need for off-premises copying, traveling, or out-sourcing, the Authority may charge its actual cost of providing the requested item rather than the stated fee.

**Postage:**

Material fitting into one standard business envelope will be mailed first class at no charge.

Material requiring larger or non-standard envelope will be mailed for actual cost.

The Authority may require prepayment if the anticipated cost to fulfill a request exceeds \$100. Unless prepayment is made by certified check or money order, access will be denied until the check clears. All checks should be made payable to "Pennsylvania Patient Safety Authority". If the Authority requires prepayment, the request for prepayment will specify a reasonable period of time in which payment must be received. If the Authority does not receive payment, or if a non-certified check does not clear, within the specified time, the Authority may deny the RTKL request on that basis.

This policy was adopted by the Pennsylvania Patient Safety Authority Board of Directors on August 2, 2004, and was reviewed and revised on May 26, 2016 with the new Executive Director, Regina M. Hoffman.

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Regina M. Hoffman MBA, BSN, RN, CPPS  
Executive Director