



DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIRECTOR'S OFFICE
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Carson City, Nevada 89706
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<http://dhhs.nv.gov>

RECORDS REQUEST POLICY (Revised 3/18/11)

Process to Request Documents:

Requests to the Department of Health and Human Services (DHHS), or its Divisions, must be made in writing in order to effectively track and ensure a timely response. According to NRS 239.0107, government entities will respond to requests for inspection or copying of public books or records, with these actions:

1. Not later than the end of the fifth business day after the date on which the person who has legal custody or control of a public book or record of a governmental entity receives a written request from a person to inspect or copy the public book or record, a governmental entity shall do one of the following, as applicable:

(a) Allow the person to inspect or copy the public book or record.

(b) If the governmental entity does not have legal custody or control of the public book or record, provide to the person, in writing:

(1) Notice of that fact; and

(2) The name and address of the governmental entity that has legal custody or control of the public book or record, if known.

(c) Except as otherwise provided in paragraph (d), if the governmental entity is unable to make the public book or record available by the end of the fifth business day after the date on which the person who has legal custody or control of the public book or record received the request, provide to the person, in writing:

(1) Notice of that fact; and

(2) A date and time after which the public book or record will be available for the person to inspect or copy. If the public book or record is not available to the person to inspect or copy by that date and time, the person may inquire regarding the status of the request.

(d) If the governmental entity must deny the person's request to inspect or copy the public book or record because the public book or record, or a part thereof, is confidential, provide to the person, in writing:

(1) Notice of that fact; and

(2) A citation to the specific statute or other legal authority that makes the public book or record, or a part thereof, confidential.

2. The provisions of this section must not be construed to prohibit an oral request to inspect or copy a public book or record.

(Added to NRS by [2007, 2061](#))

Types of Document Requests:

The person requesting the information may be directed to the agency's website (www.dhhs.nv.gov), where many documents are posted online in PDF and/or Word format. Please note, a state agency is not required, nor is it obligated, to comply with a request for information that is not compiled or tracked as a standard procedure of the agency, or that is compiled or tracked in a different way by the agency. Further, the agency is not obligated to create new materials to comply with a public record document request.

Costs Associated with Requests:

In accordance with NRS 239.055, if a request for copies or inspection of public books or records will require extraordinary use of personnel or technological resources, including the redaction of personal or other privacy protected information, a government entity may charge a reasonable fee to comply with such an extraordinary request. Extraordinary use of personnel time is defined as being anything that requires one hour or more of staff time to comply with requests within a 30-day period. Staff time will also be determined to accompany the requester during his/her time reviewing the documents. Extraordinary requests for copies are defined as anything over 50 pages within a 30-day period. **The standard fee charged by DHHS for extraordinary requests is \$19 per hour and 15 cents per page.**

In accordance with NRS 629.061, **requests for copies of medical records may be assessed at not more than 60 cents per page**, beginning with the first page being copied. Requester may also be required to pay for postage of mailings of more than 50 pages. The requester may ask that requested information be copied, bound, etc. by a commercial copy service, which would then directly bill the requester for such services, including, if necessary, delivery of completed materials. Further, if the volume of copies requested would result in an extended delay if completed by DHHS, the agency may have such work completed by a commercial copy service, the cost of which would be billed to the requester.

If a fee is to be assessed, the requester will be notified. Once the estimated fee has been determined, the requester must remit a money order for the entire amount, payable to "**DHHS-Director's Office**" or to the appropriate DHHS Division completing the request, prior to the request being honored. If the actual fee is less than estimated, as quickly as possible, the requester will be mailed a check for the balance.

All fee balances must be paid before any future requests will be fulfilled.

Process to Receive or Review Information:

DHHS, or appropriate DHHS Division, will notify the requestor within 5 business days of when the records for inspection or copies will be available. If requests are made which may require an extraordinary amount of staff time to fulfill, the letter will state when further notification will be made as to the availability of the public record/s and provide a fee assessment if applicable.

Inspection of such public books or records must take place in the appropriate DHHS office during normal business hours, Monday through Friday, 8:00 AM to 5:00 PM. If the requester asks for copies of specific documents while on site, copies will be made by DHHS staff, when staff is available.

When requested copies of a public book or record are completed, DHHS will notify the requester that the information may be picked up at the appropriate DHHS office, or be sent via regular mail.

To enable DHHS to respond accurately and completely to requests, requests must be in writing. Requests for public information documents can be made via regular mail or email. **All such requests for DHHS public record documents must be sent to:**

Public Information Officer
Attn: Public Record Request
Department of Health and Human Services
4126 Technology Way, Suite 100
Carson City, NV 89706

Or email: nvdhhs@dhhs.nv.gov