

Office of Statewide Health Planning and Development Healthcare Information Resource Center

Product Order Form and Instructions

The Office of Statewide Health Planning and Development (OSHPD) product order form is now available on the OSHPD website for processing orders. Please select the following link to download the order form. Once you have completed the form you can e-mail to HIRCWeb@oshpd.ca.gov or fax to the Healthcare Information Resource Center (HIRC) at (916) 324-9242. For mailing information or for help completing the form see instructions below:

1. Type or print your name, company name, mailing address, telephone number and e-mail address.
2. Indicate product name, year and the quantity desired. If you are requesting Public Inpatient Level Data, Emergency Department Data or Ambulatory Surgery Clinic Data, an [agreement form](#) will need to be completed and accompany the order form.
3. Payment Terms – Indicate the type of payment for your order by checking one of the options. Orders can be paid by **check** or **credit card**. For check payment, make check payable to: **Office of Statewide Health Planning and Development** or **OSHPD**. For credit card payment, our customer service staff will contact you for account information. The office accepts Visa, MasterCard, Discover and American Express. *(Please note: Order(s) will not be shipped until payment is received.)* For product prices please call (916) 326-3802.
4. Complimentary Data – If your organization is a federal, state, city, or county government agency, nonprofit organization with 501(c)(3) status, nonprofit educational institution or public library, you may qualify for the most recent three years of data complimentary.

Requests for complimentary data from **nonprofit 501(c)(3) organizations** must:

- Be submitted on official letterhead
- Be signed by the director of the organization
- Specifically identify the data product needed
- State the anticipated use of the data
- Include a copy of the official IRS document indicating the organization has a nonprofit 501(c)(3) status

Requests for complimentary data from academic institutions must:

- Be submitted on official letterhead
- Be signed by the chairperson of the department requesting the data
- Specifically identify the data product needed
- State the anticipated use of the data

Please see the Office's [Pricing Policy](#) for more information.

5. No Cash on Delivery (COD) available – Payment must be received in full prior to shipping.
6. Shipping Options:
 - Golden State overnight (GSO) – Shipping costs and sales tax are included in the price within California
 - FedEx Ground – Shipping costs and sales tax are included in the price for out-of-state shipping
 - FedEx Overnight/FedEx 2-Day – If requested, customer will have to pay overnight fees with a credit card unless customer provides a FedEx account number. We will then provide FedEx with the information and FedEx will bill you directly. We are unable to estimate shipping costs.
 - Pick-Up – Must receive payment in full. Office location is: 400 R Street, Suite 250, Sacramento, CA 95811.
 - Secure File Transfer Protocol (FTP) – Must receive payment in full. Encrypted files will be sent electronically via secure File Transfer Protocol (FTP) software.
7. Tracking Orders:
 - To track the status of orders, please call the office at (916) 326-3802.
8. Mailing Information: Office of Statewide Health Planning and Development
Healthcare Information Resource Center (HIRC)
400 R Street, Suite 250
Sacramento, CA 95811

For questions or further assistance, please call HIRC at (916) 326-3802 or e-mail us at HIRCWeb@oshpd.ca.gov.