

November 2016 County Webinar Q & A from both AM and PM Sessions

1. **Question:** Why would an order show some certificates as voided and some not?

Answer: You have the option to void individual certificates or an entire order. To void an individual security paper number, use the void link in the issuance screen. When you need to re-enter the entire order and void all certificates issued as part of that order, use the void button from the Summary page, which voids the entire order. Please see the replacement procedure regarding when you should void an order, located here: <http://public.health.oregon.gov/BirthDeathCertificates/RegisterVitalRecords/overs/Pages/UserGuides.aspx>

2. **Question:** If we void in the system, do we need to still contact Kelly Stacey?

Answer: No, if you void an entire order or an individual certificate, you don't need to notify us. When you void an order, all of the security paper numbers associated with the order are already being voided. Do not void an order if you are issuing replacements. Always contact Kelly Stacey after replacements are issued with the original certificate paper numbers.

The reason we are not voiding an order after we've replaced the certificate(s) from the order, is those certificates have been released. We want to retain the original order that shows who we released the certificates to, as well as the new order showing the certificates have been replaced. The comments in both orders will make it clear the certificates have been returned. When Kelly voids the certificate paper numbers, the issuance history will show them as voided. The issuance history for the record will show the full history (issuance, return, replacement) for the record.

3. **Question:** Does the new replacement procedure have any significant changes other than not voiding when you issue replacements?

Answer: The revised procedure explains the situations when it is acceptable to void either an entire order (when you make a mistake on an order and want to start over) or an individual certificate (when you enter in incorrect security paper numbers or the certificate was destroyed in a paper jam). The rest of the process was not changed, but is now laid out in a step-by-step procedure format. You can find the procedure here:

<http://public.health.oregon.gov/BirthDeathCertificates/RegisterVitalRecords/overs/Pages/UserGuides.aspx>

4. **Question:** How long do we keep the disposition permits?

Answer: The 24- hour receipt of body card and the disposition permit can be shredded once you receive the original paper or verify the electronic death record in the system and have confirmed all three documents have been received.

5. **Question:** Is it okay to send the top portion of the death certificate to the county clerk's office for voter registration purposes?

Answer: No. Copying the top portion of the death records releases more information than is required. ORS 247.570 states that no later than five business days after receiving a report of death a county registrar shall furnish to the county clerk of that county the name, age, date of birth, and resident address of the person for whom the registrar has received the report of death. This is so that the county clerk can cancel the decedent's voter registration. This information should be sent in the form of a *list*, not any form of the white copy of the death certificate. The state office is looking into incorporating an ad-hoc report that can be run by individual counties.

6. **Question:** How can we get the verification form to give to individuals who request verification of death?

Answer: The verification form to use is the same one used at the state office, and you can contact Carol Sanders (971-673-1178, Carol.A.Sanders@state.or.us) or Karen Rangan (971-673-1182, Karen.L.Rangan@state.or.us) and request that one be emailed to you. The request needs to be from a government agency (you may see a lot of from your local sheriff's office) and it needs to be for their official government duties (in the course of their work). The request should be in writing (a fax is acceptable). Since you are not able to verify a caller's identity, verifications should not occur over the phone. If you are unsure about someone's request, you can contact Kathy Hunt at the state office with questions. She can be reached at 971-673-1170 or Kathy.L.Hunt@state.or.us. There is a limit of five free verifications per individual per month. After five, there is a fee for each verification under our rules. If an agency is submitting multiple requests, feel free to direct them to contact the state office and we will work with them on submitting the verification request form. Forms should be faxed to the state office at 971-673-1203. Remember, counties can only provide verification of a death within the last 6 months from the date that the death occurred.

7. **Question:** When customers receive the home burial packets, do customers send them directly to the state office? Is the county involved at all?

Answer: We do anticipate that families may come to you with questions about home burials. If your county receives the death certificate from a family member, you can register the record if it is legally sufficient, just like you would when the funeral home director comes to your office. If a customer is requesting a home burial packet you can direct them to contact Lynda Jackson (971-673-1164, Lynda.Jackson@state.or.us). If you have any questions, you can contact JoAnn Jackson, Registration Manager (971-673-1160, JoAnn.Jackson@state.or.us).

8. **Question:** Our office currently allows customers to view the working copy before we issue them a certificate, so they can verify the information before it is printed. Is this okay to continue to do as long as we take it back? We want to provide the best service to our customers when there is incorrect information on their certificate.

Answer: The law (ORS 432.435 and OAR 333-011-0340) clearly states that you charge the fee for *searching* for the record. You should not be sharing any information on the birth or death records before releasing them. When there is a discrepancy on the record with what is on the order form, do not print the customer a working copy, but instead do one of the following:

- Issue the certificate, and direct the customer to the state office to have an amendment done. It is helpful for the customer to have the certificate, even though it is incorrect, to more easily identify and clarify what changes are needed. One free birth replacement is provided when an amendment is made if the original certificate was issued within the past year and is returned to our office. More information about replacement fees can be found here: <http://public.health.oregon.gov/BirthDeathCertificates/RegisterVitalRecords/Pages/county.aspx>. These handouts can be given to customers and they are available in both English and Spanish. or
- When you are looking at the order form and you see a contradiction to what is on the record, you may write on the order form what the error is and hand it back to the customer without issuing them the certificate. **You would still charge the customer the fee since the fee is for searching for the record.**

Please note: We are actively working with birth clerks when they are creating the record to ensure they are capturing accurate information from the birth worksheets. We are asking birth clerks to work with the parents to confirm the spelling of names while the parent is still there in the hospital to avoid problems down the road. So, we are not only addressing this concern in our Certification section, but additionally in our Registration section, with the goal of giving people better service and quality of records from record creation.

9. **Question:** How many times can the parents make a correction to their child's record?

Answer: Each item can be amended once without a court order. We do not count a typographical error by the hospital as the first change. If the parents submit an affidavit to change the child's name and then come back a second time, even if within the first year after birth, it requires a court order of name change.

10. **Question:** Are counties allowed to confirm a decedent's death within a county's public health department?

Answer: No, that is using death data for administrative purposes. Contact Jennifer Woodward, State Registrar (Jennifer.A.Woodward@state.or.us, 971-673-1185) or Karen Hampton, Vital Statistics and Systems Manager (Karen.R.Hampton@state.or.us, 971-673-1191) directly when you receive these requests, or have the individual request to complete a verification form (obtained by the state office). Forms should be faxed to the state office at 971-673-1203.

11. **Question:** If we have a client that is seen by mental health, and I know they are a client of the mental health, can I disclose to them that the client has died?

Answer: We should wait on mental health to request the white copy and tell us their reason for needing it, rather than giving them a heads up.

12. **Question:** Can you tell us more about the cashier close process?

Answer: Cashier close is a reconciliation process done in OVERS that clears out individual transactions per user. The action should be taken by each user in each county, and should be done on a weekly basis for those who use the system regularly. If you are in the system infrequently, then it would be acceptable to run cashier close monthly. By running cashier close

and clearing out transactions, you are allowing the state office to run future reports. If you do not run the cashier close process, you may not receive necessary updates to the OVERS system and it can cause slowness.

13. **Question:** What do we do if state staff do not reply to our emails?

Answer: State staff have an expectation to reply to emails. If you are not getting a response from our staff, please let the employee's manager know. Our handy telephone reference guide lists the contact information of staff and managers at the state office, and it can be found on our County Vital Records Home page located here:

<http://public.health.oregon.gov/BirthDeathCertificates/RegisterVitalRecords/Pages/county.aspx>

When state staff are going to be out of the office for an extended period of time, it is a requirement that they use an automated reply indicating so. They should also have someone checking their emails while they are out. Please let a manager know if you are not receiving a reply from our office.