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News from the Center for Health Statistics Concerning the Oregon Death Certificate

Issue: April 2016

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Replacement fees

A new replacement fee was implemented on January 1, 2016 as part of the new vital records fees. We have gotten a lot of questions about the replacement fees for death certificates. The fee is now \$5.00 per certificate that is replaced, rather than a flat fee of \$20.00 for 4 or more replacements. The fee is collected based on what type of amendment is done on the death record. Here is a breakdown of when the fee is charged:

1. \$5 per replacement certificate after the amendment of personal information;
2. \$5 per replacement certificate after the amendment of personal and medical information;
3. No charge for replacement certificates when medical data only is amended. Remember the medical data can only be amended by the medical certifier.

Please note that replacement certificates can only be requested when an amendment has been completed. Families cannot replace long for short or short for long form certificates unless the record is amended. If the record is amended, they can exchange them as needed for long forms or short forms.

The time period for requesting replacement certificates is one year from date of issuance. The date of issuance refers to the date the certificate was printed and is located at the bottom of the certificate in the middle. State and county vital record offices will provide replacements within the first six months after date of death. After six months, the State Vital Records office will provide them.

For additional information, see our Fee FAQs page on the web at <https://public.health.oregon.gov/BirthDeathCertificates/Pages/2016-fee-faq.aspx> or email Patty Thompson at patricia.a.thompson@state.or.us ❖



Where to send an affidavit: County vs. State Office

There have been questions about where and when to send a paper affidavit. Where and when you send the affidavit depends on if the death record is fully paper, a hybrid, or a fully electronic.

Fully paper

For a fully paper record, a paper affidavit is required. If the County Vital Records office has already sent the record to the State Vital Records office, please fax or mail the paper affidavit to the state office. Funeral facilities cannot view fully paper records in OVERS and therefore cannot be amended electronically by the funeral home.

Hybrid (aka Drop to Paper)

Drop to paper records going to or already at the County Vital Records office should have a paper affidavit completed and it should go to the county. If the County Vital Records office has already sent the record to the State

Vital Records office, please wait until the record is registered then submit an electronic amendment. If you would rather not wait until the record is registered with the state, you can fax or mail the paper affidavit to the state office.

Fully electronic

Fully electronic records should be amended electronically. County Vital Records offices cannot amend this type of record. Electronic amendments are processed on a daily basis by the State Vital Records office in OVERS.

REMINDER: Medical amendments, including the date of death, will only be processed if the original affidavit is signed by the same physician who signed the death record. Faxes, photocopies and scanned images of the affidavit are not accepted. The original signature of the physician is required. Therefore they must be mailed to the state.

How Do I File This Amendment?

	Record Type:		
	Fully Paper	Hybrid	Electronic
Who is Filing:			
Funeral Home	Paper affidavit, mailed or faxed	Paper affidavit before leaving county, electronically through OVERS after registration	Electronically through OVERS
Medical Certifier	Paper affidavit, by mail only	Paper affidavit, by mail only	Electronically through OVERS

The fax number to send paper affidavits is (971) 673-1201. If you have questions, please contact us. Patty Thompson, in our

Amendment's unit, can be reached at 971-673-1163 or by e-mail at Patricia.A.Thompson@state.or.us . ❖

Funeral homes do not create a “Fetal Death Report”

Oregon law states that a fetal death must be reported within five days of the delivery if the weight is 350 grams or higher, if the delivery weight is unknown, or when gestation is 20 weeks or greater. A fetal death is defined as the death of a fetus before the complete extraction from the mother.

When a fetal death occurs in a medical facility, the facility staff is responsible for creating the “Report of Fetal Death” in OVERS within five days of the event. If the fetal death occurs outside of a medical facility and the medical doctor is not in attendance, the Medical Examiner must be contacted. The Medical Examiner will complete and file the “Report of Fetal Death” within five days of the event.

In either case, a funeral director is not responsible for completing or filing the “Report of Fetal Death”.

Medical facility staff or a medical examiner are responsible for filing the fetal death report.

The funeral home should receive a disposition permit from the facility when picking up and transporting the fetus. A disposition permit is required whenever transporting human remains.

If you have any questions about reporting a fetal death, please contact JoAnn Jackson, Registration Manager, via email at joann.jackson@state.or.us or by telephone at 971-673-1160. ❖

Time and Date of Death Functionality in OVERS

Good news! As of December 20, 2015, OVERS has new functionality that allows Funeral Directors and funeral home specialists the ability to enter the time of death and change the date of death in OVERS prior to there being a medical owner. How does this impact your facility and the work you do? For starters, you no longer need to include the time of death in the message to the medical certifier for fully electronic records. Instead, you can enter the time of death directly into the system (unless there is a medical owner on the record).

When you request medical certification, the time of death is displayed in OVERS. The medical certifier can change the time of death if needed.

You also no longer need to call the OVERS help desk to change the date of death on a record, as this new functionality also gives you the ability to update the date of death if the record has not been sent for medical certification. This can be done from the Pronouncement page. If medical certification has already been requested, the help desk can update the date of death.

The screenshot shows the 'Pronouncement' page in the OVERS system. The page title is '4482462 :Case Test JAN-25-2016'. Below the title, there is a navigation menu on the left with options: Personal Information, Decedent, Resident Address, Family Members, Informant, Disposition, Decedent Attributes, Medical Certification, Pronouncement (highlighted), and Place of Death. The main content area shows the 'Date of Death' field set to 'JAN-25-2016' and a 'Date of Death Modifier' dropdown menu. Below that, the 'Time of Death' field is set to '02 : 35 PM' and a 'Time of Death Modifier' dropdown menu is set to 'Actual time of death'. At the bottom right, there are buttons for 'Validate Page', 'Next', 'Clear', 'Save', and 'Return'.

As shown above, the date of death and the time of death are editable fields. Date of

death is always required to start the record,

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Time and date of death in OVERS (Continued from page 3)

however, the fields are now open for updating. Once the record has a medical owner, or has been dropped to paper, the fields are no longer available for funeral home use. You can still contact the OVERS help desk if changes are needed after the record has a medical owner.

Records that have been dropped to paper will not show the time of death on the printed paper record, even if you have entered it in

Rapid Process Improvement (RPI) - An update

The RPI project to improve death registration has been a success (see article in September 2015 newsletter). About one year ago there was a delay of 48 days to register a death record. This delay was a result of the vacancies and inability to fill them, in combination with less efficient work processes. It was clear that the registration process for a death record needed to speed up, even while remaining short staffed. The Rapid Process Improvement (RPI) became the way to speed up registration.

The focus was on being leaner, faster, and on being able to register legally sufficient records immediately. The process was decreased from 105 steps to 34 steps and moved from a paper-process to a fully

Helpful Hints: OVERS Messaging Tool

The Center for Health Statistics understands and appreciates the important role that funeral homes play in the reporting of vital records. To support your role, we provide helpful tips, resources, and tools. Some of you may have noticed the messaging feature in the OVERS system, and for others, the following tip may be new information.

OVERS includes a messaging option that is

OVERS. This is because the medical certifier has the final say on the time of death. Time of death will print on the certified copies that come from OVERS.

A self-paced tutorial on FAQ's is available at: <https://public.health.oregon.gov/BirthDeathCertificates/RegisterVitalRecords/overs/Pages/index.aspx>. For any questions regarding the above process, contact Krystalyn Salyer, OVERS Trainer, at 971-673-1197, or the OVERS Help Desk at 971-673-0279. ❖

electronic-process, using queues to move the electronic records forward.

The Registration unit realized a return on investment of approximately \$13,000 in resource savings for processing death records the first month of the RPI. Today, records are being registered in sixteen days after reaching the office, down from 48 days in March of 2015. Now that hiring has resumed in OHA, and the unit is hiring to fill its vacancies, the registration process will continue to improve when fully staffed.

If you have any questions, please contact JoAnn Jackson, Registration Manager, at 971-673-1160 or at joann.jackson@state.or.us. ❖

not only beneficial but easy to use. Most are familiar with the auto-generated messages and the message sent when medical certification is requested. The messaging feature also allows users to send a message to another registered OVERS user outside of a record and at any time. The sender has the option to request the recipient be notified

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Helpful hints: OVERS Messaging Tool (Continued from page 4)

through email and notified of the message through their individual OVERS account.

This feature is optional, so it is entirely up to you to decide whether to use it. You may find it useful if you need to remind the Medical Examiner, physician, nurse practitioner or physician's assistant to sign/certify a death report. Along with your facility's current practice of contacting the certifier, this message feature can be used to ensure contact is made regarding the needed signature request.

Where is this feature located?

There are two ways to locate the message feature in OVERS: from the 'Main' tab at the top left of the screen or as a Fast Links icon on the home page.

To send a message, simply follow these steps:

1. Click Messages.
2. Click the 'Send Message' button.
3. Click on the 'Recipients' hyperlink, which will display a search feature for the recipient you wish to send the message to. As a reminder, you can use the '%' wildcard symbol if you are unsure of the spelling. Example: K% Click Find.
4. A list of results will appear. Select the appropriate recipient(s) by clicking the check box to the left of the recipient's name, and click the 'Add' button.
5. Click 'Save'.
6. From the 'Send By' dropdown, select how you wish the recipient to receive the message.
7. Give the message a 'Subject', then type your message in the space below.
8. Click the 'Send' button. A pop-up message will appear reading 'Message Sent'.

Send Message

Recipients:

Name	Type
<input type="checkbox"/> Certifier, Amedical	Nurse Practitioner

 Remove Recipient

Send By: Email and Notification

Subject: Type subject here

Type your message here.

Send Cancel

We hope you find this tool helpful. If you have any questions about how or when to use the messaging feature in OVERS, feel free to contact the OVERS Help Desk at 971-673-0279.

If there are any other areas of OVERS you find confusing or would like to know more about, let us know so we can feature it in a future newsletter article or provide information on our website. ❖

Joyce Grant-Worley – All About Her

Joyce Grant-Worley retired from state service after more than three decades.

Joyce was the manager of the Center for Health Statistics' Statistics Unit. The Statistics Unit manages our databases on all record types and produces statistical tables and narrative on vital events. The Statistics Unit also assists Registration in identifying records that might need further inquiry (veteran combat status, for example). The unit, and Joyce specifically, helps other Public Health programs and external researchers understand vital records data. Understanding the data is important to use information effectively for research and policy development.

Joyce was born in Oregon, moved out of state to attend Cornell University in New York for a master's degree, and then had the good sense to move back home.

How many years have you worked for the State? How many years with Vital Records?

I started working for the State on April 2, 1980 in the Employment Department. There was a break of a couple of years, and then I was back with the State in June 1984 but at the Public Health Division. I remember the date because my boss left on his honeymoon two days after I started and left me to talk to the press. So 36 years with a break and almost 33 years at Vital Records.

You have seen a few technical changes in vital records during that time. Which has been the most memorable and why?

There have been many changes in the technology, but the type of things we measure stays the same. We have always collected important information on births and deaths, for example. The method of collecting has changed several times.



The most memorable was the change in the cause of death coding. Public health nationwide went from the International Classification of Disease (ICD) Version 9 to ICD Version 10. It was the first time in twenty years that it had changed. We had to recreate all our programs for statistical

tables. We also had to explain to researchers why some causes increased or decreased sharply in a single year as some deaths moved to new categories.

Another memorable time was when OVERS first started. In 2006, we started using the new system but it took over a year before we had statistical tables. We wanted to know how the new data looked and develop new programs for our tables, but we had no data to review! It's tragic when a geek is separated from their data.

What part of your job have you liked the most?

The puzzle solving – the human elements in collecting and using data. I will wonder why the data seems different and if I follow it upstream there will be someone who interpreted a single word differently and completely different data came out of the process.

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Joyce Grant-Worley (Continued from page 6)

What legacy would you like to preserve at vital records?

I would like to see the old historical public health reports preserved and made available to the public. A lot of people spent time making those reports and they are part of the history of Oregon. Also, I have worked on many publications and 34 annual reports at the Center for Health Statistics. I started in 1984 but my first volume was 1981.

What is the post-vital records world going to look like for you?

Hopefully no death certificate for a long time. I will still be here most Fridays. I am volunteering with the Genealogical Forum of Oregon to index marriages that are now public records. And I need to de clutter my house.

Any famous words you want us to remember you by?

‘Never give me an original’ and ‘Draw me a picture’. Even if it is just a series of boxes, it helps me follow what the person is saying. ❖

Wanted—Newsletter topics

Have a question or idea for a future newsletter article? Contact Judy Shioishi, at 971-673-1166 or judy.shioishi@state.or.us. Judy collects ideas for articles and then shares them with the writing team.

Thank you to the contributors of this newsletter:

Jill Janisse, Carolyn Hogg, Karen Hampton, Krystalyn Salyer, Megan Welter, Cynthia Roeser, Carol Sanders, Karen Rangan, Barbara Price, JoAnn Jackson, Carlos Herrera, Joyce Grant-Worley, Lynda Jackson, Patty Thompson, Jen Southworth and Jennifer Woodward.

We're just a phone call away

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PUBLIC COUNTER HOURS

Walk-in hours are:

9:00 AM - 4:00 PM Mon-Fri

Order by 3:30 PM for possible same day service.

Website: <http://public.health.oregon.gov/BirthDeathCertificates>

OVERS website: <http://public.health.oregon.gov/BirthDeathCertificates/RegisterVitalRecords/overs/Pages/index.aspx>

