



May 12, 2017

CORONER Comments/Questions

1). Declining death certificates as we cannot change incorrect information supplied by the funeral establishment.

Any information supplied by the funeral establishment may be corrected by doing one of two things: 1) either call and ask them to correct the demographic information, then you will be able to see the updated information or 2) “Decline” the death record with a reason of “change ____ information to ____.” The death record may then be designated back to you for completion.

2). Everyone needs to be on the same page at the vital records office. (Not clear which office(s) referring to.)

The state office regularly conveys information to the county vital records offices regarding policies and procedures. We also have performance standards for all vital records offices, including the state vital records office. Some procedures may vary by individual county office, as determined by staffing and internal protocol. If there are specific issues in consistency, please contact the unit or office supervisor. Here is a listing of contacts:

<https://sites.google.com/a/state.co.us/cdphevitalrecords411/contacts>

FUNERAL HOME Questions

3). Being able to switch between doctors and drop to paper or vice versa could be easier, instead of having to call state to do so.

This functionality is on the wish list for system upgrades. We realize that there are a number of reasons that, after designating a medical certifier, funeral homes need to switch to a drop to paper worksheet. Please note if the funeral home first drops to paper, they can still designate a medical certifier. If the physician that cannot access the system, please provide the state’s technical support line, 303-692-2191, to them or let us know.

4). Get some nicer and friendlier people in the vital records offices in each county. Some can be so accommodating and others have a terrible attitude towards the customers. Some of the workers take so long to get the job done while the funeral directors are waiting.

As is true in any business, administration of customer service can greatly vary. Although the state vital record office governs the vital records, the personnel are specific to each office. If you are having difficulty with staff, please contact their immediate supervisor or the local registrar in that county or office. There is a listing

of local vital records staff and state staff/unit supervisors on the Extranet under Contacts.

<https://sites.google.com/a/state.co.us/cdphevitalrecords411/contacts>

5). The flowchart for international shipping of human remains is rather hard to follow. When I contacted the state death unit for clarification, there were portions of the flow chart that they didn't understand either in regards to what exactly was needed from a funeral establishment in these situations. A question would be, how is international shipping handled in the EDR and why during training only the communicable disease letter was brought up? Things that are still in question are without a redline death certificate (such as when using the EDR) how does one proceed through the documents listed?

Processes vary by country as to what is required to receive remains. The funeral home must check with the consulate in the receiving country as to what their requirements are. We have a list of consular offices on the following link:

<https://sites.google.com/a/state.co.us/cdphevitalrecords411/contacts>

We are updating the International Shipment of Remains flow chart with specific instructions when EDR is used to complete a death record.

The process on the EDR system when the decedent will be taken out of the country is specified on the Extranet under EDR Literature, in a document entitled Funeral Home Main Steps. Here is the link:

<https://sites.google.com/a/state.co.us/cdphevitalrecords411/edr/EDR-literature>

Here is the general information:

~ For international shipments you will need to complete the method of disposition as Removal from State and select the name of the foreign county before designating to the medical certifier. This is so the question about communicable disease is enabled for them to answer and the shipment letter to be available to print from EDR.

~ When you are ready to release the record, you will be prompted to print the shipment letter. The disposition permit is on the second page of this pdf document, so both may be printed.

6). There are hospitals that fill the "redline" out for us, which is lovely, but it would be nice to be able to get those records moved into EDR, too.

When a "redline" hard copy death certificate is registered (completed by both physician/coroner and funeral home) and sent to the state vital records office, we do enter it onto the EDR system.

If the question is getting the medically certified "redline" into EDR in order for the funeral home to finish completing it, unfortunately that is not an option. Once a death certificate is on "redline" hard copy, it cannot also be started on EDR. We would ask that you encourage the physician/coroner or medical facility to consider using the EDR system, which would streamline this process. If you have a particular

person that needs information, the state office is happy to contact them. Let Renee know at 303.692.2179 or renee.bear@state.co.us.

7). For Drop to Paper worksheets, the most common problem is that the doctor feels that since it is “not a legal copy” they can’t sign it.

The most common complaint with the Drop to Paper Worksheet is that the doctor feels that since it is “not a legal copy” they can’t sign it. The reason this watermark was placed on the drop to paper worksheet was so that it is not mistakenly used as a legal version of the death certificate.

There is an alternate version of the drop to paper worksheet that does not have the watermark and also has larger spaces for the physician to complete. This worksheet is in writable PDF format and may be found on the Extranet under Forms. This form is being updated in EDR.

VITAL RECORD OFFICES Questions

8). Better communication among each other at State.

We are striving to improve our internal communication so we can consistently provide the most accurate and helpful information to our external customers. As you might imagine, there are many new procedures now that we are using electronic means in which to register and amend death certificates. With this, many processes, forms, flow of work, and work units are being defined and refined. Communication is an internal priority for the state office this year. Any time there is inconsistency, please notify the unit supervisor. Contact lists are found on this link:

<https://sites.google.com/a/state.co.us/cdphevitalrecords411/contacts>

9). If there’s ever a change made to a usual practice, please put it in writing.

We have a number of ways in which we announce changes in process/procedure: the monthly Broadcast, bimonthly Local Vital Record Office Meeting Notes, and on occasion, we email individual local/deputy registrars directly. We do hope you will take the time to read these informative communications. When changes in processes or policy are being discussed, details and/or drafts are sent to all contacts/office/agencies for review and input.

We also have all types of resources on the Extranet including policies, cheat sheets, spreadsheets, guidelines, instruction sheets, etc. Should you need us to create a new resource that would assist you in performing any vital records procedure, or you have suggestions, please let us know by contacting Renee at renee.bear@state.co.us.

10). Require all Dr’s and Coroners and Funeral Homes to use EDR. It is a wonderful tool and everyone should be on board with it but in my county we have Docs that just don’t want to be bothered with it even though it’s twice as fast and efficient for all. Make a deadline for all to be on board please.

Unfortunately, we do not currently have legal authority to mandate the use of the EDR system. We continue outreach to physicians and medical facilities and we have several signing up daily.

We encourage anyone who knows of a physician, coroner or medical facility that is not on the EDR system to please let us know how we may contact them. We can offer information, demonstrations and training that will encourage them as to the ease of using the system. Email renee.bear@state.co.us