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On Behalf Of:
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The effort on behalf of the State of Oregon to encourage medical certifiers to sign electronically has been severely lacking. Funeral Homes are told by the State staff that we should be encouraging the medical certifiers to register. Having sent many brochures from the State of Oregon to medical certifiers and having personally reached out to Clinic Supervisors encouraging them to have their providers register; there has been very little response. We even reached out to Providence Milwaukie Hospital to assist in getting the Clinic medical certifiers in our area registered, some did, however the assistance from the State of Oregon to properly enroll the certifiers was insufficient (no suggestions to have an Admin for their clinic, no one available to reset passwords in a timely fashion, etc), certifiers got frustrated and requested that we go back to sending them paper copies. The fact that we have to inform a medical certifier that they are completing a legal document (yes, they may be educated, but they have no clue) and to not use white out, or if they cross something out they need to initial it is bad enough. Then we get to give a family a certified copy of their loved ones death certificate with cross outs, scribbling that is sometimes barely legible, and it has taken up to 2 weeks or longer (could be 1 week or less if electronic) since the death for them to receive them makes it even worse. The turn around time is bad enough, especially when you consider that our funeral home staff has made 2 trips to a clinic and the health department to help expedite them. Then there is the occasion when the clinic requests that we send a new copy because they lost it or it has been lost in the mail and we have to request it be reset in OVERS by the Help Desk in order to do so and start the process all over again. All of this would be eliminated in most cases if the medical certifiers were required to complete the death certificate electronically.