Effective March 25, 2020, the Oklahoma State Department of Health will suspend all lobby services until further notice. This includes the offices in Oklahoma City, McAlester and Tulsa. **During this time, Vital Records will only process on-line requests.** On-line orders for death certificates which are on file and complete are typically filled and placed in the mail within 2 business days.

If you have not tried the portal or haven’t used it in the past 6 months (since Sept 19, 2019), VitalChek has generously offered to let you try out the portal without a system fee for the next 30 days. The standard certificate fee will still apply ($15/record).

Using the portal is easy. We took over 8,000 orders from Oklahoma Funeral Directors through the portal in 2019 which resulted in the issuance of more than 35,000 death records.

To sign up, simply send an email to fhportalsupport@vitalchek.com. They will need your Funeral Home name, Funeral Home address, along with the Name and Phone Number of the person who will be placing orders for the Funeral Home. You will receive an email back with instructions on how to set up your account.

We will continue to register deaths during this time. Since the vast majority of that work can be done remotely by VR Staff due to the electronic nature of ROVER, we will continue to contact funeral directors and physicians who have delinquent records.

If you have questions or concerns, you should contact us at AskROVER@health.ok.gov or at OKCDeathRegistration@health.ok.gov. We will remotely be monitoring those Monday-Friday 8:00-5:00 as normal and will get back with you – hopefully within the hour. Our phone systems are not very flexible, so at this time I cannot guarantee that our main phone lines are able to be forwarded to staff who are working remotely.