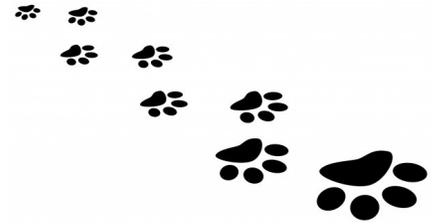


ROVER Tech Times



Issue D04

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Appropriately Documenting Decedent's Race

A decedent's race is documented on the death certificate based on how the decedent self-identified, as reported by the informant. There is no documentation required. However, the accuracy in reporting relies on the funeral home obtaining this information from the family; not assumptions or presumptions.

Please remember:

- This is a standard item in the Personal Information section and should not be addressed or discussed any differently than other items in the section.
- Reactions or responses to this item should remain professional and respectful.

Contact the ROVER Help Desk at AskRover@health.ok.gov or 405.271.5380 with any questions or need for assistance.



Medical Certification: Why does it “fall off”?

There are items in the Personal Information section of the record that impact the Medical Information section. When a funeral home makes changes to these items after the cause of death has been certified by the physician or ME, some of those changes will cause the certification to fall off and require that the record be re-certified. These items include:

- Name
- SSN
- Address

If this happens, Rover staff cannot “restore” certifications. The funeral home must contact the medical certifier and request re-certification of the record.



Death Certificate Exchange Policy

Funeral Homes/
Directors/
Runners

Vital Records does not replace copies of death records following an amendment at no charge. If copies have been issued and errors are later discovered, the \$15 fee per certificate will be charged, as well as an amendment fee, if applicable.

We **strongly** recommend that the Funeral Director prints DRAFT copies of the death certificate for review by the family prior to registration to avoid or reduce the need for non-medical amendments.

Vital Records will replace up to two (2) previously issued copies of a death certificate if an amendment is made to the medical portion of the certificate by the certifying physician or the Medical Examiner within six (6) months from the date of death. This does not include records filed with a cause of death that is noted as PENDING. Death certificates with a PENDING cause of death have limited value, as many agencies/businesses will not accept them. Please consider only ordering a limited number of records with the cause of death indicated as PENDING.

Contact Vital Records, Death Registration Unit, at (405) 271-5108 with any further inquiries.



Mobile Application: Guidance to the Physician on the Completing the Cause of Death

The CDC has just released a new app called *Cause of Death Quick Reference Guide*. This quick guide application is designed to acquaint physicians, medical students, and others with the vital registration system in the United States and to provide instructions for completing death certificates. Emphasis is directed toward the certification of medical information, the primary responsibility of the physician, and a critical piece of information on the death certificate. It contains numerous short and easy-to-read sections on the steps of death pronouncement and completion of the death certificate. Physicians are encouraged to access and use the mobile application.

The app can be downloaded for free through the Apple App Store and the Google Play store:

<https://itunes.apple.com/us/app/cause-of-death-reference-guide/id1363232296?mt=8>

<https://play.google.com/store/apps/details?id=gov.cdc.iuu.anubis>



ROVER Reminders

- Please contact the ROVER Help Desk to add or remove users when there are staffing changes.
- Users can update/change their password before it expires, but must contact the Help Desk for a reset after the expiration.
- A ROVER system upgrade is on the horizon for 2019. Please be sure that your user information is correct or updated in the system. This includes:
 - **Name changes**
 - **Contact information**
 - **Facility/Location**

CONTACT US**ROVER Inquires**

AskROVER@health.ok.gov
Phone: 405-271-5380
Fax: 405-271-7683

**Cause of Death,
Amendment, and
Registration Inquiries**

Phone: 405-271-5108
Fax: 405-271-2899

Access ROVER:
www.rover.health.ok.gov



ROVER UNLEASHED SESSIONS

The Field Services staff of the Oklahoma State Department of Health hosts quarterly online training sessions for ROVER users.

Each session will cover the same information. The goal of the sessions is to offer training, address areas causing confusion, or just to answer various questions you might have regarding the ROVER system.

Information for accessing the ROVER Unleashed Sessions will be posted in the News Message box on the ROVER main page.

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