



ROVER Kibbles & Bits of Information

1. I have duplicate entries – how do I remove them?

Abandoning a record is an action you cannot do. Send an email to AskROVER@health.ok.gov with the decedent's FIRST and LAST name and DOD. Our Field Staff will take care of abandoning the case for you.

2. I selected “Certifier Not Listed – Drop To Paper” on a Medical Examiner case. What should I do?

From the Main Menu screen, click DEATH=>UPDATE CASE=>enter the decedent's Last Name=>click the large SEARCH button at the bottom of the screen=>you should see the decedent's name. Click DETAILS at the far right=>scroll all the way to the bottom of the Details List and click CONTINUE. You should now be on TAB 1 of the record.

Click on TAB 10=>Click OKAY on the message box=>Click Tab 10 again=>go to the box in the bottom LEFT corner labeled “Refer To/Notify Medical Examiner”=>Click the drop down arrow=>select ‘CREMATION PERMIT’=>click your TAB key to move past the box=>check to make sure that the last entry in the CASE HISTORY box on the bottom right is “Referred to ME Cremation Permit”=>Click Finish then Click Save (as Pending). Click MAIN MENU to exit the record.

3. I submitted the information for John Doe d/c. The Social Security number is not going through. I see an error message reporting the name and number does not match. I have talked with the family and the SSN is correct. How do I fix this problem?

On item 3, there are three different fields. The TOP field is where you entered the SSN; the MIDDLE field is labeled “if blank, reason”; the BOTTOM field is where you see the code and the description of the error.

Go to the MIDDLE window and click the dropdown arrow. From the list of selections, click the choice “Verified With Informant” and press the TAB key to move your cursor forward. Click the FINISH button at the bottom of the window. Click SAVE (as Pending). You can either RETURN TO THE RECORD or MAIN MENU to exit the record.

4. I cannot drop my record to paper to mail to the doctor (print on bond paper) and it IS NOT an M.E. case.

You have not told ROVER what to do. Open the record and go to TAB 10. In the “Assign/Transfer/Notify Physician” block, Click on the drop-down arrow in the Action window and select from the list “Certifier Not Listed – Drop To Paper”. Press your TAB key to move past and make sure that the last entry in the CASE HISTORY box on the bottom right is “Certifier Not Listed – Drop To Paper”. Now Click on FINISH and you should see your SIGN NOW button.

5. I was working on a case and received a screen showing “Contact System Administrator” after I entered my security question.

The “Contact System Administrator” message usually appears when you double-clicked on “CONTINUE” after answering your security question.