



Medical Examiner Cases

If the Medical Examiner received the body first, the investigator will begin the case. Many times the investigator does not know which funeral home will be handling the funeral arrangements and will not assign the case to a facility. You pick up the body from the Medical Examiner and are told your case is in ROVER but you do not see the case in your open cases. You do not see it because the Medical Examiner has not assigned the case to you – they have only entered the case in the ROVER system. So, you must go into ROVER and locate the case. Click on DEATH then click on CREATE CASE. You will now enter the decedent's information in the five fields. Click the large Search button at the bottom to go on.

If the Medical Examiner has the case first but you DO NOT see the case in your open cases:

Click on Death then on Create Case.

Logged in as:
Frannie FuneralHome
at Vital Records Funeral Home
Unit: Vital Records Funeral Home

Version: RLS-1-21
09/20/2012 03:03 PM
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Main -- Death -- Create Case

Start Case Information

Decedent's Name
First: JIM
Last: SHORTS

Decedent's Sex
Sex: MALE

Date of Death
Date of death (MMDDYYYY): 08/04/2009

Decedent's Date of Birth
Date of birth (MM/DD/YYYY): 06/03/1940

Search Cancel

Enter your decedent's information

Click the Search button at the bottom

(Continued on back)

Medical Examiner cases

(continued)

You should see your case. Follow the name line across to the right. Under the heading “Action for FH” (action for Funeral Home) look for the word ACCEPT. Click on Accept and you will be able to pick up the case.

Logged in as:
Frannie FuneralHome
at Vital Records Funeral Home
Unit: Vital Records Funeral Home

Version: RLS-1-21
09/20/2012 03:09 PM
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Main -- Death -- Create Case

Records List

Last Name	First Name	Date of Death	County of Death	Sex	Funeral Home	ICN	Subm	Reg	Action for FH	Action for MC
SHORTS	JIM			M	VITAL RECORDS FUNERAL HOME	N	0		ACCEPT	Owned by another location

Create New Case Exit

IMPORTANT: If you see there were no results that matched your search – STOP and notify the health department either by emailing (AskROVER@health.ok.gov) or calling the ROVER helpline ([405-271-5380](tel:405-271-5380))

Logged in as:
Frannie FuneralHome
at Vital Records Funeral Home
Unit: Vital Records Funeral Home

Version: RLS-1-21
09/20/2012 03:06 PM
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Main -- Death -- Create Case

Records List

Last Name	First Name	Date of Death	County of Death	Sex	Funeral Home	ICN	Subm	Reg	Action for FH	Action for MC
There were no results that matched your search.										

Create New Case Exit

If you see the message “There were no results that matched your search” and YOU KNOW THE BODY WAS AT THE MEDICAL EXAMINER’S OFFICE FIRST, notify the Health Department. The message is telling you there is not a case for the name, sex, dod, or dob you entered. Usually incorrect information (i.e. incorrect spelling of decedent name, incorrect dob) is entered and the system is not seeing a duplicate. At the Health Department we will be able to see the information and get the case adjusted and assigned to your facility. Otherwise there will be two cases started for the same decedent.