



PUBLIC HEALTH DIVISION
Center for Health Statistics

John A. Kitzhaber, MD, Governor

Oregon
Health
Authority

800 NE Oregon Street, Suite 225
Portland, Oregon 97232-2162
Voice: 971-673-1160
FAX: 971-673-120#
TTY: 971-673-0372

October 2, 2012

Dear Vital Records Partner:

Center for Health Statistics (CHS) has developed a new process to notify hospital and birth center staff when they need to review and correct or update birth records. This process is briefly described in the [July 2012 birth newsletter](#). Our goals are to improve efficiency of the amendment process for all parties involved in the correction process and to provide information to hospital staff in a way that supports your individual schedules and facility procedures.

The report developed from this process will be sent by secure email. Initially many facilities will receive the report by fax, but all will receive the report via secure email by early December 2012. The report includes information to identify the record and the potential issue for correction or updating. We need you to review the issues or errors mentioned for each record identified in the report and correct the record by amending it. If after reviewing the birth record you determine no amendment is required, we need you to add a specific, clarifying comment to the birth record describing why the issue in the report does not need amending.

Reports will be sent to each birth clerk once every two weeks. The reports are cumulative so any record with a potential error or issue that has not been corrected or explained in a comment, will continue to appear on the list until addressed. Facilities with birth clerks on vacation or otherwise unavailable for more than one week should plan to cover for those staff so that issues will be addressed without added delay. This applies to on-call staff as well.

The transition from faxing the reports to sending them by secure email will be staggered so that hospitals and birth facilities will start receiving reports via secure email at different times, according to a rollout schedule. Beginning October 5, 2012, all birth clerks who have records that need to be reviewed will receive an email and most will also receive a faxed version of the report. During this staggered rollout, every two weeks facilities will be added to the group receiving secure email only until all facilities are receiving reports by secure email only. The rollout schedule by facility is attached. Contact Cynthia Roeser or me if you have any questions.

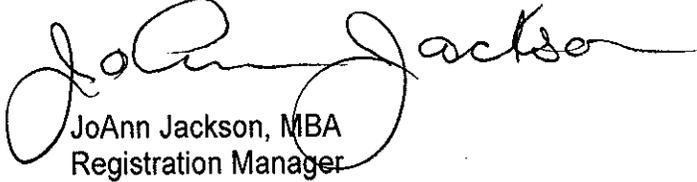
The rollout is staggered so that our staff can provide quality technical support to each facility as they transition to secure email. The staggered rollout ensures that the State team will have the time and resources to confirm receipt of the report by birth clerks and to answer any questions that may arise in the transition. In addition, we are providing instructions on how to read the report (attached) and will be offering assistance in basic Excel as well as how to make statistical corrections.

Cynthia Roeser, Data Entry supervisor, is the primary contact and is available by telephone at 971-673-0478 or by email at Cynthia.R.Roeser@state.or.us. I am also available by telephone at 971-673-1160 or by email at JoAnn.Jackson@state.or.us.

Kerry Lionadh will be the trainer for Excel questions. Trainings will be announced by email as scheduled or posted. Once the training materials are made available, we encourage you to use them. Kerry is available by telephone at 971-673-1197 or by email at Kerry.L.Lionadh@state.or.us.

We believe this new process will greatly improve communication between our office and your facility as well as reduce the number of telephone contacts to you regarding issues or errors in records. With routine actions streamlined, State staff will be more readily available to answer questions or review specific situations. Thank you in advance for partnering with us on this improved process. If you have any questions, please contact us.

Sincerely,



JoAnn Jackson, MBA
Registration Manager