



# Matters of Record

**News from the Center for Health Statistics exclusively for county vital records offices, registrars and their deputies**

November 2012

## INSIDE

<i>Want to know about triennial reviews.....</i>	<i>1</i>
<i>County Registrar and Deputy Registrar duties .....</i>	<i>2</i>
<i>The new look and feel of OVERS.....</i>	<i>4</i>
<i>Replacement records from OVERS.....</i>	<i>5</i>
<i>ME Refer—Line Item 46 and the Death Certificate Sight Verification Tool.....</i>	<i>6</i>
<i>New at the State Vital Records Office: Self-Service Kiosks ....</i>	<i>7</i>
<i>Sight Verification Tool .....</i>	<i>8</i>

**[Archived articles online](#)**

## **Everything you wanted to know about triennial reviews**

*Every three years, someone shows up with a checklist and a smile. What is that about?*

### ***What is the triennial review, and why does it occur?***

The triennial review is Oregon Public Health's opportunity and obligation to confirm that legal requirements are being met by county offices. There is a long-standing agreement between the Conference of Local Health Officials (CLHO) and the Public Health Division to have all program reviews occur within a single month for each county. Because Oregon has 36 counties, the CLHO adopted a three year or triennial review schedule – one county per month for 36 months. Each program has a review tool they use during the triennial review. The Vital Records' tool was last updated in July to reflect rule changes effective in January. The tool specifies the questions to be answered or requirements to be met. For the Center for Health Statistics (CHS), these relate specifically to the acceptance for registration, processing, and issuance of birth and death records. These tools allow counties to know well in advance what is required for the actual review.

### ***Where does the review occur, and who should attend?***

The reviews occur at your county office. Vital Records' reviews occur anywhere from a chair next to someone's desk to a conference room. It is preferable to have some privacy and relatively few interruptions during the review. Also some items will require a visual review. For example, we ask to see where you store the records and the security paper, and we need to observe who has access to those areas.

*(Continued on page 2)*



*Triennial reviews( Continued from page 1)*

The review is usually performed by the Field Liaison for CHS. In the absence of the field liaison, senior staff share the responsibility. Regardless of who performs the review, the same review tool (sent to the county in advance) and procedures are used. JoAnn Jackson, our Registration Manager, ensures everyone follows the correct process.

We ask that your County Registrar and lead Deputy Registrar participate in the review. We need to talk with the county staff person (s) who does the daily vital records work, such as the review and registration of death records, the issuance of birth and death records, and follow-up with funeral homes when records are incomplete. If these activities are shared, it is beneficial to have all the primary people participate in the review. Staff who perform vital records tasks as an official backup may attend the review, but their attendance is not required. The supervisor of the staff is also encouraged to attend.

CHS offers an exit interview at the county on the same day as the triennial review. This provides an opportunity for supervisors and administrators to immediately hear about

## County Registrar and Deputy Registrar duties

In the May 2010 *Matters of Record* we brought you an article titled, “County Registrar and Deputy Registrar staff duties.” This topic is an extremely important one - so important that we are reprinting a slightly altered version of the article here.

County and Deputy Registrars play an important role in protecting the integrity of Oregon vital records, and we value you as

**The registrar position must be filled at all times.**

any potential issues, and to ask questions on any point. It is also an opportunity to thank the county staff for best practices or suggestions identified during the review.



### ***When is your triennial review?***

The Public Health Division and CLHO have adopted a rotating schedule for the counties. That schedule is available online at: <http://public.health.oregon.gov/providerpartnerresources/localhealthdepartmentresources/pages/lhd-trt.aspx> . This is also where you can find the tools used by each Public Health Program for the reviews.

### ***Who to contact with questions***

We hope this article has answered your questions about the review process. However, if you have any further questions, please contact JoAnn Jackson, by email at [JoAnn.Jackson@state.or.us](mailto:JoAnn.Jackson@state.or.us) or by telephone at 971-673-1160.

Thank you, we are very appreciative of the welcome and spirit of collaboration we experience during each county review. ❖

partners. This article outlines the roles of County and Deputy Registrar’s and clarifies responsibilities. (For more information see the Oregon Administrative Rule 333-011-0016.)

The roles outlined below must be filled in every county that issues vital records:

- ***County Registrar appointing authority*** – The registrar position must be filled at all times. Any gap between registrars would

*(Continued on page 3)*

*Registrar duties and responsibilities (Continued from page 2)*

create a lack of authority to register, issue records, or make amendments to death certificates at the county office. In each county, there must be an official who is responsible for appointing the County Registrar. For example, the county Public Health Director or the County Registrar's supervisor may appoint the County Registrar. The county official who appoints the County Registrar is responsible for informing the State Registrar of any changes to the County Registrar position as soon as a change is expected. Registrar is responsible for informing the State Registrar of any changes to the County Registrar position as soon as a change is expected.

- County Registrar – The County Registrar is the only county employee who can appoint a Deputy Registrar. The County Registrar is also the only county employee who can notify the State Registrar of Deputy Registrar appointments and terminations. The registrar position can never be vacant while vital records are actively being registered or issued by the county.
- County Registrar and Deputy Registrars – County and Deputy Registrars are commissioned by the State Registrar. Only commissioned county staff may register or issue vital records. Both the County Registrar and Deputy Registrar shall maintain the physical security of all vital records, abstracts, databases, and intaglio paper used to produce certified copies of vital records.

***County Registrar and Deputy Registrars' responsibilities***

The primary responsibilities of the County and Deputy Registrars are as follows:

1. Follow all instructions from the State Registrar whether delivered through newsletters, emails, or instructional memorandums.
2. Keep paper vital records and intaglio paper in a locked container (such as a drawer, cabinet, desk, or office) at night.
  - a. Ensure all intaglio paper and vital records are only available to county vital records staff during work hours.
  - b. Ensure electronic files or databases are password protected and stored in a secure location.
3. Use OVERS to track new and issued intaglio paper inventory, and all orders related to issued copies of vital records.
4. Issue certified copies of birth and death certificates only for events that occurred within the last six months.
5. Charge fees for vital record services at the same rate as state fees.
6. Support parents in submitting the Voluntary Acknowledgement of Paternity Affidavit –Form 45-21(AOP) by:
  - a. making sure parents read the AOP rights and responsibilities statement;
  - b. assisting parents in obtaining notarization of their signatures;
  - c. sending the completed AOP form with or without the appropriate fee to the Center for Health Statistics for processing.
7. Assist OVERS users who electronically sign vital records by enrolling their biometric “fingerprint” templates. Signers include funeral directors, medical

**R**ecords issued during a period of time when no registrar is appointed are legally invalid.

*(Continued on page 4)*

certifiers, birth clerks, and midwives throughout the state.

8. Maintain public abstracts of deaths in the county office for a minimum of two years from the date of death. Counties may charge their customary public record fees for copies of the abstract information on plain white paper.
9. Participate in the triennial review of vital

## The new look and feel of OVERS

We are releasing a new look for the OVERS website in early December. The new design is the first change to the look of OVERS since Oregon started using it in 2006. The changes are intended to make it more user-

records operations. This review is a valuable opportunity for state and local vital records staff to meet and exchange information.

Please be aware that any records issued during a period of time when no registrar is appointed are legally invalid.

If you have questions about any of the responsibilities stated here, please contact Lynda Jackson by phone at 971-673-1164 or by email at [lynda.l.jackson@state.or.us](mailto:lynda.l.jackson@state.or.us) . ❖

friendly.

While the website will look quite different, the functionality is unchanged, and the new navigation is nearly the same. The screen example below demonstrates the new look.

The following list contains the improved features of OVERS:

- The main menu will now appear along the top of the page instead of down the left side. Secondary menus (such as the order processing menu) will remain on the left side of the page. This allows both menus
- Pages are designed to fit more content on your screen. You should not have to scroll down as much as in the current version of OVERS.
- Error messages will no longer appear in a separate frame from the order information.

This should save you time because it eliminates much of the scrolling you have to do to validate orders when using the current version of OVERS.

## Replacement records from OVERS

Every now and then we like to provide an overview or reminder of processes that affect your work. In this article we review the process for obtaining replacement records from OVERS.

To understand when replacement records can be issued from OVERS, you must understand the registration and amendment processes at the Center for Health Statistics (CHS).

Staff at county offices mail original paper death records to CHS by the third day after registration, and continue to issue records for two weeks from the date of registration at the county. After two weeks, certificates must be issued from OVERS.

On average, hybrid and paper death records are fully registered in OVERS within 26-27 days from date of death. Replacements can then be issued directly from OVERS. However, unregistered records or those waiting for an amendment to be completed cannot be issued.

### *What prevents the registration of a record?*

In some cases, a record remains unregistered due to missing or incorrect data. When paper records are received at CHS, our office staff key the data, review all the highlighted edits, and then either register the record or start following up to obtain missing or incomplete data. Common missing items are time of death or whether the Medical Examiner has been contacted.

### *How long does it take to get a record amended?*

- You will be able to customize your view by creating quick links to pages you routinely access. (This functionality will be available in the spring of 2013). ❖

The CHS Registration Unit staff followed up on 1,963 amendments from January through August of 2012. Only a few of these amendments were completed electronically. Some amendments were for registered records available for issuance, and some were for unregistered records. The typical time it took to complete an amendment from the date of death was 43 days. Of the total records, 1,577 (80%) were amended within 90 days, and the rest (386) took from 90 to 365 days to complete. Some of these 386 records remained unregistered for a long period of time while multiple attempts were made to obtain amendments. There are many reasons why records requiring an amendment remain unregistered, some common problems are: waiting for fee payment, missing information, or the record may be waiting for paternity information.

### *Identifying what is preventing registration or issuance*

When reviewing a record to find out why it cannot be issued, look at the following items in OVERS:

1. Is there a hold status on the record related to a requested amendment? If so, check for a comment explaining why it was added.
2. Look at the working copy of the record. Has the medical portion been keyed? If not, the CHS Registration Unit has not received the hybrid record. Is the entire record keyed, but data items are missing? If so, the missing items are preventing registration.

(Continued on page 6)

3. Calculate the time period since the record was sent to the CHS. Has there been enough time for the record to be received, keyed, and registered?

We understand the impact untimely amendments and unregistered records can

## ME Refer - Line Item 46 and the Death Certificate Sight Verification Tool

In the November 2011 *Matters of Record* newsletter, we published an article about the new Death Certificate Sight Verification Tool. The article was entitled “What is bright, colorful, laminated and has a legend?” The tool was designed to help you review death certificates received from funeral homes. Now that the tool has been in use for almost one year, we want to take a moment to thank you for your many comments about the tool. We also want to encourage you to continue referring to the tool when reviewing death certificates.

Although it is evident that many of you are using the tool in your review of death certificates, staff in some counties appear not to be using the tool. How can we tell? We recently received death certificates registered at the county where item #46, “Was case referred to Medical Examiner,” was checked “No,” but an injury, fall, accident or fracture was indicated, or the manner of death was *accident*.

If a death certificate clearly indicates an injury, fall, accident or fracture in the medical portion, or the manner of death is *accident*, item #46 should be checked “Yes” by the medical certifier for referral to the Medical Examiner (ME). If item #46 is checked “No,” you should not register or issue copies of the death certificate. Instead, you should contact the funeral director and ask that the death certificate be given to the medical certifier. The medical certifier will

have on the family(s) requesting certificates. We believe we can lessen the impact on families with your assistance. Please use the review tool to prevent errors, and to obtain missing data. Forwarding death records promptly is also appreciated. ❖

then contact the ME. If the ME accepts jurisdiction of the record after speaking to the medical certifier, the ME will complete a replacement record. If you have any questions, please contact us. We are happy to provide advice about specific situations.

When a county registers and issues a record that should have been completed by an ME, Center for Health Statistics (CHS) staff must correct the situation by:

1. contacting the ME to review the record;
2. if the ME accepts jurisdiction, creating an electronic version of the hybrid record to allow the ME to take jurisdiction;
3. contacting the funeral home to re-sign the record;
4. requesting the funeral home attempt to get issued copies back from the family;
5. asking you to recall and destroy all the copies you issued

After the ME has completed the record, CHS or county staff can re-issue copies to the family. If more than four copies are replaced, the family is charged the \$20 replacement fee.

As you can see, it becomes a complicated correction for CHS staff and disrupts a family recovering from a loss. Therefore, we ask you to please refer to the sight verification tool when you review a death certificate to ensure it is appropriate to

(Continued on page 7)

ME refer (Continued from page 6)

register and issue copies. Moreover, we ask that you carefully review the record indicating an injury, fall, accident or fracture, and/or the manner of death is *accident* to verify that line item #46 has been checked “Yes” by the medical certifier. You may also contact CHS staff for advice. When

the record arrives at our office, we will review the death certificate for full and accurate completion.

You can find the Sight Verification Tool on page eight of this newsletter.

If you have any questions, please contact JoAnn Jackson, Registration Manager, at 971-673-1160 or via email at [joann.jackson@state.or.us](mailto:joann.jackson@state.or.us). ❖

## New at the State Vital Records Office: Self-Service Kiosks

Customers began using self-service kiosks to place orders at the state Vital Records counter on September 24, 2012. The kiosks replace paper applications for same day service—speeding entry of order information into OVERS.

While CHS has contracted with VitalChek, the same company that developed our OVERS software, to install kiosks, we do not expect county offices to install kiosks. However, you might receive questions from customers about how to order records at CHS. For this reason, we feel it is important that you are aware of changes at CHS.

There are two ways customers can pay for their orders. First, they can pay at the kiosk with debit or credit card, or through an electronic funds transfer (EFT) from a checking account. The second option is to take a receipt from the kiosk to the cashier where customers can pay with cash or a money order. Checks will only be accepted if they are submitted as an EFT or as part of an order received through the mail.

For security purposes, customers are asked to answer quiz questions while entering an order. The quiz questions are generated by LexisNexis, and are based on information gathered from public records. The questions are specific to each applicant by using his/her Social Security Number (SSN) and date

of birth. Neither the SSN nor quiz answers are stored in OVERS. This process helps to “authenticate” the applicant’s identity and prevent fraudulent record requests.

Customers must answer three out of four questions to pass the quiz. Since this is new technology for our office, we are still requiring applicants to show their ID in addition to taking the quiz.

Customers pay an extra \$3.25 per order directly to the vendor, VitalChek, for the authentication process. More than one record may be ordered for one authentication fee.



Customers ordering by telephone or over the internet are answering the same type of quiz questions. Those who fail the quiz must submit a copy of their ID. The IDs are scanned and stored as an attachment to the order in OVERS.

If you have questions regarding kiosks, please contact Carol Sanders at 971-673-1178 or Karen Rangan at 971-673-1182. ❖

SIGHT VERIFICATION TOOL - Death certificate

Check for ID Tag

245874

I.D. TAG NO.

OREGON HEALTH AUTHORITY  
CENTER FOR HEALTH STATISTICS  
CERTIFICATE OF DEATH

Must be your county

Death must have occurred in the last 6 months

\*294137\*



TO BE COMPLETED BY FUNERAL FACILITY

1. Legal Name First: John Middle: Last: Doe Suffix:			2. Death Date June 22, 2011	
3. Sex Male	4. Age 56 years	5. Social Security Number 516-13-1321		
6. County of Death Multnomah		9. Decedent's Education High school grad. or GED		
7. Birthdate March 12, 1955		8. Birthplace Portland, Oregon		12. Was Decedent Ever in U.S. Armed Forces? Yes
10. Was Decedent of Hispanic Origin? No			11. Decedent's Race(s) White	
13. Residence: Number and Street 123 N Oak Street			14. City/Town Portland	
15. Residence County Multnomah		16. State or Foreign Country Oregon	17. Zip Code + 4 97111	18. Inside City Limits? Yes
19. Marital Status at Time of Death Never married		20. Spouse's Name Prior to First Marriage		
21. Usual Occupation Mason		22. Kind of Business/Industry Construction		
23. Father's Name James Doe		24. Mother's Name Prior to First Marriage Martha Miller		
25. Informant's Name Carla Doe		26. Telephone Number Not Available	27. Relationship to Decedent Sister	28. Mailing Address 4477 N Prine Street, Portland, OR 94554
29. Place of Death Decedent's Residence		30. Facility Name		
31. Location of Death 123 N Oak Street		32. City/Town or Location of Death Portland	33. State Oregon	34. Zip Code + 4 97111
35. Manner of Disposition Burial		36. Place of Disposition Columbia Pioneer Cemetery		37. Location Portland, Oregon
38. Name and Complete Address of Funeral Facility Affordable Burial and Cremation Company 505 NE 1st Street, Newport, Oregon 97365				
39. Date of Disposition TBD		40. Funeral Director's Signature Funeral Director		41. OR License Number CO-3002
42. Registrar's Signature		43. Date Received		44. Local File Number
45. Amendment				

#29 & 31-34  
Can never be blank

TO BE COMPLETED BY MEDICAL CERTIFIER

46. Was case referred to Medical Examiner? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		47. Autopsy? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		48. Were autopsy findings available to complete the cause of death? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		49. Time of Death 5:30 pm	
CAUSE OF DEATH							
50. Enter the chain of events - diseases, injuries, or complications - that directly caused the death. DO NOT ENTER TERMINAL EVENTS such as cardiac arrest, respiratory arrest or ventricular fibrillation without showing the etiology. DO NOT ABBREVIATE.							Approximate Interval: Onset to Death
Final disease or condition resulting in death →		IMMEDIATE CAUSE ↓					
Sequentially list conditions, if any, leading to the cause listed on line a. ENTER THE UNDERLYING CAUSE LAST (disease or injury that initiated the events resulting in death).		a. Cerebrovascular Accident					
		b. Due to (or as a consequence of) ↓					
		c. Due to (or as a consequence of) ↓					
		d. Due to (or as a consequence of) ↓					
51. Other significant conditions contributing to death (e.g., pre-existing conditions) given above:							
52. Manner of Death		53. If Female				54. Did tobacco use contribute to death?	
<input checked="" type="checkbox"/> Natural <input type="checkbox"/> Homicide <input type="checkbox"/> Undetermined <input type="checkbox"/> Suicide <input type="checkbox"/> Pending		<input type="checkbox"/> Not pregnant within past year <input type="checkbox"/> Pregnant at time of death <input type="checkbox"/> Not pregnant, but pregnant 43 days to 1 year before death <input type="checkbox"/> Unknown if pregnant within the past year <input type="checkbox"/> Not pregnant, but pregnant within 42 days before death				<input checked="" type="checkbox"/> No <input type="checkbox"/> Probably <input type="checkbox"/> Unknown	
55. Date of Injury (month/year)		56. Time of Injury		57. Place of Injury (e.g., Decedent's home, construction site, restaurant, wooded area)		58. Injury at Work? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown	
59. Location of Injury (Number & Street or RFD No., City/Town, State, Zip + 4)							
60. Describe how injury occurred						61. If transportation injury, specify. <input type="checkbox"/> Driver/Operator <input type="checkbox"/> Passenger <input type="checkbox"/> Pedestrian <input type="checkbox"/> Other (Specify)	
62. Name and Address of Certifier (Number & Street or RFD No., City/Town, State, Zip + 4) Megan Smith 14300 SW Sunnyside Park Rd. Portland, OR 9712							
63. Name and Title of Attending Physician if Other than Certifier							
64. Title of Certifier M.D.		65. License Number MD01234		66. Date Signed (month/year) June 23, 2011			
67. Medical Certifier - To the best of my knowledge, death occurred at the time, date, and place, and due to the cause(s) and manner stated. Megan Smith				68. Medical Examiner - On the basis of examination, and/or investigation, in my opinion, death occurred at the time, date, and place, and due to the cause(s) and manner stated.			
69. Amendment							

If other than natural, then #46 must be 'yes'

With limited exceptions, if manner of death (#52) is other than natural, the certifier must be a M.E. and sign here. (See back for further information.)

## Wanted—Newsletter topics

Have a question or idea for a future newsletter article? Contact JoAnn Jackson at 971-673-1160 or [JoAnn.Jackson@state.or.us](mailto:JoAnn.Jackson@state.or.us). JoAnn collects ideas for articles and then shares them with the writing team.

**Thank you** to the contributors of this newsletter:

Contributors: James Burke, Karen Hampton, JoAnn Jackson, Lynda Jackson, Kerry Lionadh, Thomas Moore, Meghan Nielson, Cynthia Roeser, Thomas Peterson, Karen Rangdan, Carol Sanders, Ember Talent, Michael Vernon, Jennifer Woodward

Have a question? Try asking one of the helpful CHS staff listed below.

### Frequent Contacts

<b>Paternities</b> Debbie Gott 971-673-1155	Tony Bojanowski 971-673-1143
<b>Birth Corrections</b> <1 year, Amanda Vega 971-673-1169 1+year, Johanna Collins 971-673-1137	<b>Adoptions</b> Debbie Draghia 971-673-1152 <b>OVERS Helpdesk</b> 971-673-0279
<b>Death Corrections</b> Patty Thompson 971-673-1163	
<b>Delayed Filings</b> Becki Buskirk 971-673-1147	
<b>Filiations</b>	

### CHS Managers

<b>State Registrar</b> Jennifer Woodward 971-673-1185	<b>OVERS Manager</b> Karen Hampton 971-673-1191
<b>Amendments/Certification Manager</b> Carol Sanders 971-673-1178	<b>Data Processing Supervisor</b> Cynthia Roeser 971-673-0478
<b>Statistics Manager</b> Joyce Grant-Worley 971-673-1156	<b>Certification Supervisor</b> Karen Rangan 971-673-1182
<b>Registration Manager</b> JoAnn Jackson 971-673-1160	

### The Center for Health Statistics' office is located at:

800 N.E. Oregon St.,  
Suite 225  
Portland, OR 97232-2162

**Mailing Address:** P.O. Box 14050  
Portland, OR 97293-0050

**Telephone:** 971-673-1180

**Website:** <http://public.health.oregon.gov/PHD/ODPE/CHS>

**OVERS website:** <http://public.health.oregon.gov/BirthDeathCertificates/RegisterVitalRecords/overs/Pages/index.aspx>

