



## DEATH CERTIFICATE ORDERING TIPS AND FAQs

### Did you know?

- ✓ In 2022, we printed and issued more than 150,000 certified copies of death certificates.
- ✓ We do **not** use EDRS to print certificates – searching is tedious, and images are too big.

### So, how do we search and print certificates so quickly?

- ✓ Images of death records and amendments are exported from EDRS and imported into an indexing system that allows for quick search and printing of records. Using an index allows us to keep up with our high volume of orders.

### How does our indexing system affect your funeral establishment?

- ✓ **AMENDMENTS:** If an amendment is not registered or is newly registered in EDRS, it will not be in our index.
- ✓ **NO STATE FILE NUMBER in EDRS:** If the record does not have an SFN, it will not be in the index. This will cause a delay in order processing.

### How can your funeral establishment avoid missed amendments and delays in order processing when using a paper APPLICATION FOR A VITAL RECORD to order DC's?

- ✓ Verify applications are COMPLETE and ACCURATE.
- ✓ If the order is being mailed, include an envelope with address and postage.
- ✓ If amended, verify that **amendment and type of amendment** boxes are checked on the application. If boxes are not checked, we will not know to look for an amendment in EDRS.
- ✓ If amendment boxes are accidentally checked and there is not an amendment, this will cause a delay in your order being processed as we will wait for an amendment to be registered.

### How can your funeral establishment avoid missed amendments and delays in ordering processing when ordering through VITALCHEK?

- ✓ Verify that all records have a STATE FILE NUMBER (SFN) in EDRS.
- ✓ Verify that AMENDMENTS are REGISTERED in EDRS prior to ordering.
- ✓ Order correct PRODUCT TYPE. If there is an amendment, select DEATH CERTIFICATE WITH AMENDMENT.
- ✓ Do not submit a GROUP ORDER (multiple decedents in the same order number) if there are decedents in the group with an UNREGISTERED AMENDMENT or without a STATE FILE NUMBER. THE ENTIRE ORDER WILL BE DELAYED.

### How long does it take for CDPH to register a record?

- ✓ Currently 5-7 days after our office submits for State Registration. Please check EDRS before sending. The date that we submit for State Registration can be searched in EDRS.

### Can the families call our office to check on the status of registration?

- ✓ No. We do not verify if a record is registered over the phone for the public or your customers due to privacy practices. Do not have families call our office to check on the status of a record.
- ✓ Registration status can be verified by funeral establishments in EDRS. To verify that a record is registered in EDRS, look for a **NUMBER** in the **SFN** column and **REG SR** in the **Record Status** column.

Last Name	First Name	Date of Death	SFN	LRN	Record Number	Record Status
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### Can families pick up orders that a funeral establishment ordered?

- ✓ NO. They can order and obtain a death certificate on their own behalf at the counter, via mail or through VitalChek.

### Do family members need an appointment to purchase death certificates at the counter?

- ✓ No. Families do not need an appointment to obtain the record.
- ✓ **DO NOT** send families to the counter to obtain a certificate if the record does not have a **STATE FILE NUMBER** in EDRS. We will not be able to issue the record.

### Can the families call our office to check on the status of an order submitted by a funeral establishment?

- ✓ NO. The funeral establishment should email [deathregistration@ochca.com](mailto:deathregistration@ochca.com) to check on the status of an order.

### What if a Funeral Establishment has an emergency and needs a death certificate as soon as possible?

- ✓ Each day between the hours of 8-10:00 a.m., Funeral Directors can walk in and have **ONE (1) EMERGENCY ORDER** processed. Orders will be processed in the Funeral Director Office, not at the public counter. No appointment is necessary for this service. We will not process more than **one order per day per mortuary. Payment by CHECK only for this service.**
- ✓ **NOTE:** The record needs to be registered by the State and have a **State File Number** to process.

### What is the best method of communication between funeral establishments and our office?

- ✓ Sending an email to [deathregistration@ochca.com](mailto:deathregistration@ochca.com) is the most efficient way for our office to respond to the high volume of communication that we have with funeral establishments.

### Where can a funeral establishment find procedures to follow for Orange County Office of Vital Records?

- ✓ Send an email to [deathregistration@ochca.com](mailto:deathregistration@ochca.com).
- ✓ Our website [www.ochca.com/office-vital-records.com](http://www.ochca.com/office-vital-records.com) click on General Information for Funeral Establishments Only.



Public Health Services | Office of Vital Records

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