

FUNERAL ESTABLISHMENT INSTRUCTIONS

WILL CALL DC ORDER PICK-UP APPOINTMENTS SHIPPER/TRANSIT/HEALTH LETTER REQUESTS AND APPOINTMENTS

- Walk-in counter services are not available for funeral establishments at the public counter. Orders can be placed by mail, drop box or VitalChek.
- **Appointments are required** to pick up Letter Requests and Will Call DC Orders.
- Processing time for Death Certificate Orders is 3-5 business days and for Transit Letters is 1 business day.

INSTRUCTIONS TO SCHEDULE APPOINTMENT TO PICK-UP DC ORDERS (VitalChek, mail or drop box orders):

- Email deathregistration@ochca.com to verify that certified copies are ready for pick-up (allow 3-5 business days) and to schedule an appointment to pick up orders.
- When you arrive for your appointment, go to the Funeral Director's office and call the Officer of the Day listed on the white board.
- Verify documents are correct (e.g., decedent, funeral establishment & # of DCs ordered)
- Sign & date and leave the application in the designated tray. **DO NOT TAKE THE APPLICATION WITH YOU.**

INSTRUCTIONS TO REQUEST AND PICK-UP A HEALTH/TRANSIT/SHIPPER LETTER:

- Email request for a non-contagious disease letter to deathregistration@ochca.com. Include any special instructions (e.g., # of DCs to print, is record amended, was order placed through VitalChek, etc.)
- Wait for email confirmation that your letter and death certificates are ready. Allow at least 1 business day.
- Schedule an appointment via email to pick up the documents.
- Bring the following items to your appointment: Completed Vital Records Application, copy of the burial permit and a check for the death certificates and burial permit.
- When you arrive for your appointment, go to the Funeral Director's office and call the Officer of the Day listed on the white board.
- Before leaving, verify that documents are correct (e.g., letter, decedent name, AKA, funeral establishment, # of DCs ordered).

If you have questions regarding these procedures, email deathregistration@ochca.com.



Public Health Services | Office of Vital Records

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