



## CROOK COUNTY HEALTH & HUMAN SERVICES DEPARTMENT

***“Health and Safety for Everyone in Crook County”***

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### CROOK COUNTY VITAL RECORDS FREQUENTLY ASKED QUESTIONS

Crook County Vital Records, located at the Crook County Health Department (CCHD), works closely with funeral homes and others to process death certificate requests.

#### **How soon does a request need to be made?**

CCHD can process death certificates for individuals who have died within the past six months.

\*Orders for death certificates for individuals who died more than six months ago must be submitted directly to the Oregon Health Authority (OHA) Vital Records Program.

#### **How do I submit a death certificate request to CCHD?**

- **I am a Funeral Service Practitioner:** Submit a completed [Funeral Home Order Form](#) through Egnyte.
  - **What is Egnyte?** Egnyte is secure file sharing software that Crook County uses in compliance with the Health Insurance Portability and Accountability Act (HIPAA)
- **I do not work for a Funeral Home:** Submit a completed [Oregon Death Certificate Order Form](#) via mail, email, or in person. Additional documentation verifying your relationship to the deceased is required before the order can be processed. Please review the documentation requirements on the [OHA website](#).

#### **What is the timeline for processing?**

CCHD Vital Records registrars process completed death certificate orders on the same business day they are received.

#### **Why is my request taking longer than one business day?**

To avoid delays, it is critical that:

- All required information on the order form is complete, and
- A State File Number (SFN#) has been assigned in the Oregon Vital Events Registration System (OVERS).

If an order form is incomplete or an SFN # has not been assigned, the death certificate will not be processed until it is corrected or the SFN # is issued. Vital Records registrars review order requests and check for SFN updates each business day.

#### **What is an SFN#?**

An SFN# is assigned to a death certificate once the physician or medical examiner has signed off on the record in OVERS. Death certificates cannot be processed by CCHD Vital Records registrars until an SFN # is assigned.

If your request is delayed due to a missing SFN #, please contact the tri-county medical examiner or the physician responsible for certifying the death and request that the record be signed. CCHD Vital Records staff will not contact medical providers for this information.

