

Submitter: Jasmin Flynn
On Behalf Of: Zeller Chapel of the Roses
Committee: House Committee On Behavioral Health and Health Care
Measure, Appointment or Topic: HB3127

I have been in the funeral business for over 2 years now. Throughout my time here, I have spent each day calling on behalf of the funeral home to doctors offices and hospitals. Our biggest question after IF a doctor will sign a certificate, is if they sign electronically. The ease of being able to submit the certificate electronically for signature is huge not only for us, but for the families we serve. We immediately get started on death certificates with families so we can send them to the doctor as soon as possible in order to get them certified and back to the families, and this process is extremely delayed when a doctor doesn't sign electronically. The other main issue with having to physically drop off copies of the death certificates to be signed in person, is them being misplaced or filled out incorrectly. When we are already on a time crunch to ensure families can access insurance policies, close accounts, and a myriad of other things death certificates are needed for, having to call the doctor's office and there being no knowledge of if it has been signed, if it has been received, or if it is ready to be picked up, can be difficult. As the funeral home, we aim to be the main communication for the doctor's office in regards to death certificates, so they can be completed in a correct and timely manner. Aside from the already stressful situation for the family who has just lost a loved one, they are eager to get certified copies of certificates so they can take care of multiple things. When the ease of having an electronically signed document is off the table, we are left to explain that we are unsure of the timeline in which we will receive the certificate, adding another layer of stress.

OVERS / EDRS' team is extremely helpful, it is easy to sign up, and easy to get help if needed. They are always a quick phone call away. There are clear fields of how to fill out the certificate, you are not at risk of having to fill out the certificate again, simply because the wrong ink color was used. Sign up is easy, and will help us all to work together more efficiently. Funeral homes and directors have kept up with the changing times, and there feels like no excuse that doctors cannot follow their lead. We are all here to serve our communities during the hardest times in their lives, and it is an easy change we can all make to help families we serve.