

## Testimony in support of HB3127

For approximately six months of my apprenticeship as a funeral service practitioner, I spent nearly a full day once a week shuttling drop-to-paper death certificates to and from doctors' offices, then over to various county records offices.

It was not uncommon for me to have to deliver multiple copies to the same office, due to administrative staff losing them and/or the doctor making an error and needing a fresh copy. This forced the directors I worked with to have to contact OVERS, explain the situation, and manually get another copy, which caused even more of a delay.

In the past month alone, I have had two drop-to-paper death certificates sit awaiting doctors' signatures for ten business days. (It is worth noting that this is nowhere close to the 48 hours mandated by ORS 432.133 (3).) Either one of the directors or the administrative team calls to inquire about these documents every day they sit; we field phone calls from the family almost as frequently.

When the families finally receive their death certificates after all of these delays, they almost always ask me what the doctor's handwriting says. The best I can do is take an educated guess. Families deserve better than that when it comes to details like, "cause of death."

With the OVERS system, the information is prompt, legible, and accessible.

More than once, when I have spoken to a physician's assistant to confirm the doctor signing, they have said to me, "Oh yeah, we're in the electronic system. It's **so** much easier for *us* to keep track of things that way!"

The OVERS system is substantially more prompt. More than once, I have had a doctor sign the same day I submit a death certificate, and the family has registered copies in their hand by the end of the week. With any luck, this bill will enable that to be a possibility for all the families funeral practitioners serve.