

Submitter:	Nichole Hill
On Behalf Of:	Howell Edwards Doerksen Salem
Committee:	Senate Committee On Health Care
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My name is Nichole and I am a funeral director apprentice that works at Howell, Edwards, Doerksen with Rigdon-Ransom Funeral Directors. I think everyone should have to sign electronically for death certificates. I've had a few cases that the family was upset about how long their death certificates took to return. Most of those cases were doctors that signed by hand. I've also had hand signed forms returned for revision. We aren't a large entity. We can't afford to have a courier full time to "jump" when the doctors decide to kick back a death certificate. We've also had cases where the courier had to travel over an hour for a signature to be told that the doctor will get to it tomorrow. On top of having to pay someone to hand deliver paper to be signed, we have to print on special paper to deliver it. Funeral Directors are forced to submit information online and print on special paper THAT WE HAVE TO BUY WITH FUNERAL HOME MONEY just to appease a doctor. Besides, if they sign a paper out of sight, do we really know if it was the doctor who signed? There is no spot for a witness. That is not vetted, and we can have death certificates signed by whomever stepped around a corner and signed out of sight. With a fully online system, doctors provide license information and other documents to prove they are who they say they are. I had to submit information to get on the online system and register as a trusted user. Does medical school make you always do the right and moral thing? We know the answer to that is no. Doctors are just people and should not get special treatment when it comes to government documents. I don't get to skip steps and opt out of programs because I'm a veteran that served the country, why should random people get that privilege? The increased speed for families and the ability to communicate immediately with a doctor would increase family happiness and allow them to get their affairs in order faster. Making doctors sign electronically also reduces costs for the funeral home. We shouldn't have to pay for a doctor's negligence or unwillingness to join OVERS. All clinics should have internet access and computers, there is no reason to NOT register other than ego. People are going to die. We need to help those left behind any way we can. Signing electronically will help those families, make things easier on funeral directors, and cut costs for the funeral homes. I would also be in favor of a stipend given to the funeral home for having to deliver special paper if making doctors sign online is too hard. I'm tired of getting yelled at by families because a doctor is screwing around or not communicating like a professional, working adult. If you would like to hear more opinions, I can be reached during business hours at the above-mentioned funeral home. I would be happy to speak with anyone about this matter.