




To: Funeral Home Directors  
From: Merle Gordon   
Director, Cleveland Department of Public Health  
Effective date: April 15, 2020  
Re: CDPH Office of Vital Statistics NEW COVID-19 Guidelines for Death Certificates

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The Cleveland Department of Public Health (CDPH) Office of Vital Statistics is partnering with the Ohio Department of Health to help issue certified copies of death certificates. This collaboration will continue while Cleveland City Hall remains closed to visitors and as a way to more efficiently process the filing and issuing of death certificates.

Effective immediately, all death certificates shall be e\*filed with our office. Certificates should be scanned and e-mailed to the following e-mail address: [vitals@city.cleveland.oh.us](mailto:vitals@city.cleveland.oh.us) to start this process. Each e-mail should contain only **ONE** death certificate needing to be filed, and the scanned attachment of the death certificate should be the correct size, legible, and of good quality. In the subject of the e-mail, the funeral home should put the decedent's full name.

Once we have received your request to e\*file your death certificate, we will review the certificate for filing within two (2) business days. An e-mail will be sent back to your funeral home indicating if there are any problems with the filing. If not, the e-mail will indicate that the certificate has been successfully filed and sent to the Ohio Department of Health (ODH) for registration. Once registered, ODH will send you a follow up e-mail with an ordering link explaining how you can order certified copies of your death certificate online using a credit card. These orders will be processed by ODH within 72 hours and will be mailed through the US postal service. These orders will NOT be available for pickup and will only be available for certificates that have been e\*filed since April 10<sup>th</sup>. Orders for certified copies that have already been made through CDPH Office of Vital Statistics will continue to be fulfilled, but on a 2-3 week time lag.

Certified copies of electronically registered certificates (hospice, coroner, etc.) are also available through ODH. Please contact the ODH customer service number at 614-466-2531 to get instructions and the online ordering link e-mailed to you to order certified copies using a credit card.

**Please note:**

All orders and payment of those orders will stay with the office where the order was placed. If you have already sent an order and payment to the CDPH Office of Vital Statistics, our office will fill that order as quickly as possible. Refunds will not be provided if you resubmit an order through the online system. Orders placed with the Ohio Department of Health cannot be cancelled or modified once placed and can only be sent out via regular postal mail.

Thank you for your patience and understanding while we try to alleviate the time lag with death certificate processing. Questions or comments regarding this process can be directed to Andrea Kacinari through e-mail at [AKacinari@city.cleveland.oh.us](mailto:AKacinari@city.cleveland.oh.us).

Thank you and be safe.