

Over the past 90 days the Ohio Department of Health Bureau of Vital Statistics has been collaborating with the Vital Statistics office in Cleveland to ensure death records are filed efficiently during their office closure. Please adhere to the following workflow to guarantee that death records are filed, registered, and can be issued as certified copies as quickly as possible. **Note: This applies only to death records in the Cleveland Public Health District.**

1. **Paper death records in Cleveland should be e-filed**; scan and email the signed death certificate to vitals@city.cleveland.oh.us along with a Request for Approval form (attached to this email). Please ensure that the request for approval form has the name and phone number of an individual at your funeral home. You will know your certificate has been accepted for filing when you receive an approval e-mail from the Cleveland Vital Statistics office. Inquiries regarding the approval status of a certificate sent for filing can only be answered by that office.
2. Funeral homes must **wait for an email notification from ODH/Bureau of Vital Statistics** to order certified copies. This second e-mail you receive will confirm the certificate has been registered and is available for certified copies through the state office. Attempting to order before the record is registered will mean an order that cannot be fulfilled by the state office.
3. **The email notification from the Bureau of Vital Statistics will contain a link** to our online order portal. If more than 5 copies of the same certificate are needed your office may place multiple orders. Orders that are received electronically will be fulfilled within 5 business days.
4. Electronic death certificates are filed and registered with the Bureau of Vital Statistics automatically upon certification by the funeral director and coroner/medical certifier. No notification email needs to be sent. **Funeral homes can see the record registration status** by displaying the record in EDRS and viewing the "Overall Record Status" field on the *Decedent* tab.
5. Funeral homes can contact the Bureau of Vital Statistics at VS.Issuance@odh.ohio.gov to request a copy of a death correction or medical supplement that has been filed after the death record certified copies were received.
6. Requests for unpaid certified copies for obtaining veteran benefits can be sent **via mail** to the City of Cleveland office or to our mailing address below. Currently our processing time for mailed certified copy requests is 2-3 weeks. The online portal cannot accept unpaid orders for veteran copies.
ODH/Bureau of Vital Statistics
PO Box 15098
Columbus, OH 43215
7. Remember to **contact the appropriate office** for assistance if necessary. The Ohio Department of Health cannot retrieve or reissue a certificate if the payment was made to the City of Cleveland, and this alternative pathway for certificate filing and issuance is not in use for any other health district.

Thank you for your understanding and your continued work to serve the people of Ohio at this time. Inquiries regarding how to order a record online, how to check the status of a death record, or other inquiries regarding the status of an already placed order can be answered through VS Help Desk. Please email VS.Helpdesk@odh.ohio.gov for the fastest response.

Stakeholder Support
Bureau of Vital Statistics
Ohio Department of Health

For information about COVID-19:
coronavirus.ohio.gov
1-833-4-ASK-ODH