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https://rover.health.ok.gov/rover/gui/login/welcomeOK.jsp
Funeral Home Guide

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The CDC states that, “funeral directors are responsible for getting the death certificate completed”.

Starting a New Case

Once you have successfully entered ROVER, the main screen should appear. Click one time on “Death”.

Then click on “Create Case”.

Next, enter the Decedent’s First Name, Last Name, Sex, Date of Death, and Date of Birth.

Use the Tab Key on your keyboard to move between each field. After you’ve completed each field, click one time on the “Search” button at the bottom of the page.
If you see the message: "**There were no results that matched your search**", this means ROVER found no duplicate cases in the system and you can proceed to creating this record.

Select **"Create New Case"** to continue.

TABS 1-5 are completed by the Funeral Home and contain the Personal Information of the Decedent.

TABS 6-9 are completed by the Physician or Medical Examiner and contain Medical information.

The information you previously entered has already populated into the fields on the screen.
• Enter the Decedent’s Middle Name (if applicable). Continue to use the TAB Key to move through each field as you enter information.
• If the Decedent’s last name has a suffix (Jr., Sr., III, etc…), DO NOT type this in the last name field. Instead, use the drop down menu in the Suffix field to select the appropriate ending. This will make searching for the case easier in the future.
• Indicate their last name before first marriage or check the box if the last name before marriage is the same as their current last name.
• Enter the Social Security Number. Enter 9’s if this information is Unknown.
• Select Yes or No from the drop down menu to indicate whether the Decedent was ever in the US Armed Forces?
• Select the measure of age (Years, Months/Days, or Hours/Minutes), then the next field(s) will open for you to type an appropriate amount. Click on “Next” to proceed.

You will need to save the case before proceeding. Click “Finish” at the bottom of the page.

The system will then take you to the ROVER Warning screen.

ROVER Warning

The record you are trying to save is UNFINISHED. All of the following fields are required for a FINISHED record.
For now, ignore all the error messages and click “Save (as Pending)” at the bottom of the page.

Now that the case has been saved, click on “Return to Record” to re-enter the TABS.

Saving the case at this point will allow the system to perform two very important actions:

1. Social Security Number Verification is initiated upon the first save of the record.
2. Any information entered thus far will be saved into the ROVER system. Click on TAB 2 Decedent Info to continue entering Personal Information into the case.
Personal Information Section- TAB 2 Decedent Information

United States is the default country that will appear in the first field of the Birthplace section. Change this selecting from the drop down menu, if applicable. Continue completing birthplace, residence, marital status, spouse and parent information of the Decedent. Remember to use the Tab Key on your keyboard to move through each field.

NOTE:
- There is an option to indicate “Unknown” in the name fields for the Decedent’s Spouse and Parents. However, having too many records containing unknown fields will have negative consequences on our State. Please do your best to enter as much accurate information, as possible.

Click on “Next” to proceed to TAB 3 Decedent History.

Personal Information Section-TAB 3 Decedent History
- Use your mouse to select the Decedent’s Hispanic Origin and then the Decedent’s Race.
Note: More than one race can be selected.

- Select one of the choices in the drop down menu for the Decedent’s Education.

- Type the Decedent’s Occupation here, then type the Kind of Business/Industry in the next field.

For additional information regarding the occupation, please refer to https://www.cdc.gov/nchs/data/misc/hb_occup.pdf.

Click the “Next” button to move to TAB 4- Informant Disposition.

Personal Information Section-TAB 4 Informant/Disposition
Enter the Informant’s Name.
If the informant’s name has a **Suffix**, please use the drop down box to select the appropriate suffix after the last name. If there is no Suffix, skip the field.

Use the drop down menu to select the informant’s **Relationship to Decedent**. If “Other” is selected, the next field will open for you to type the appropriate relationship.

Enter the **Informant’s Address**.

If there is an apartment, be sure to type the abbreviation “APT” before the unit digits. If a unit type is not specified in this field, the information will not appear clearly on the certificate.

**Continue to Section 19. Method of Disposition to complete the information in TAB 4...**
Personal Information Section-TAB 4 Informant/Disposition (Continued)
If the Method of Disposition is Burial…

(Cremation next 2 pages)

Use your mouse to click the check box next to **Burial** in Section 19. **Method of Disposition**.

After making this selection, the fields in Section 20-21. **Place of Final Disposition (Cemetery or Other Place)** will open. Crematory fields remain disabled. United States is already populated into the first field, Country.

Enter the information into the remaining fields of the section, **State/Province**, **Name of Cemetery**, **City** and **County**.

Click the “Next” button to move to TAB 5 Funeral Home/Director.
If the Method of Disposition is Cremation…

Use your mouse to click the check box next to Cremation in Section 19, Method of Disposition.

A box will appear reminding you that a permit must be approved before the record can be submitted, click OK to proceed.

The fields in Section 20-21; Place of Final Disposition (Crematory) and ME Permit Information are now enabled. Fields in the Cemetery or Other Place section are now disabled.

Instructions for completing the fields in Section 20-21; Place of Final Disposition (Crematory) and ME Permit Information are on the next page.
Method of Disposition is Cremation…

Complete the fields in Section 20-21; Place of Disposition (Crematory), Country, State/Province, and Crematory List. Once you have made a selection from the drop down menu in the Crematory List field, the information will populate into the fields for Name of Crematory, City list, and City or Town.

Complete the ME Permit Information section. If the applicant is the same as the informant, select the appropriate check box. The Informant’s information will populate into the remaining fields of the section.

Enter the name of the **Witness name** for the Cremation permit here.

DO NOT check the box for the New ME Permit Request.

Click the “Next” button to move to TAB 5 Funeral Home/Director.
The Funeral Home information has already populated into **Section 22/24, Funeral Home/License No.**

Select the appropriate **Funeral Director** from the drop down menu in **Section 23, Funeral Director**. The Funeral Director’s license information will populate in the next fields.

Please check auto-populated information for accuracy. If there are any corrections needed, send an email to us at **AskROVER@health.ok.gov**

Embalmer information will not appear on the Death Certificate. However, a selection can be made in ROVER to indicate the Embalmer on each case.

If the Embalmer is the same as the Funeral Director, select the check box indicating, **“Same as funeral director”**. The Embalmer’s License and Name will populate in the subsequent fields.

Select from the drop down menu, if the Embalmer is not the same person as the Funeral Director for the case.
If Embalmer information does not appear in the drop down menu, simply type the information into the fields.

You DO NOT enter any information in TABS 6-9, this is the Medical Information Section.

Select Finish.

Ignore the warning page for now, and then click Save (As Pending) to save the information you have entered. Click on Return to Record to proceed with completing the Personal Information and Requesting Medical Certification.

The choices in TAB 10: Case Actions are critical. Selections made in TAB will provide direction for how the record will be transmitted electronically between appropriate parties.
In the “Comments Among Users About Case” section, you will enter helpful comments to relay information to Medical Certifiers and State users about the case. Enter information such as DOD: (Date of Death); TOD: (Time of Death); POD (Place of Death) and any other pertinent information. Physicians will open the record and go straight to tab 10 to get the information you obtained from the Decedent’s informant/family. When you have finished entering the comments, TAB out to the next field.
To assign a Physician to complete the Medical Information Section:

Within the **Assign/Transfer/Notify Physicians** box, select **Request Medical Certification**.

Select the appropriate physician from the drop-down menu. Then press the TAB key on your board to hold/save that selection.

You will see your selection appear in the Case History in the right column of TAB 10.

Select **Finish**. Then **Save (As Pending)**. The record has been sent to the selected Physician to complete the Medical Information Section.
To Request a Cremation Permit from the Medical Examiner:

Within the **Refer to/Notify Medical Examiner** box, select **Cremation Permit** as the Reason from the drop-down menu.

Press the TAB key on your keyboard, the selection will be saved and the action will appear in the **Case History** box.

Select **Finish** to continue with the ROVER Cremation Permit process.

**ROVER Warning Screen**

ROVER is designed to prevent certification until all information has been entered. If the Personal Information Section is complete, you will only see this item. This message is indicating the record is needing an electronic signature.

You will click on “**Save (As Pending)”** at the bottom of the screen to continue.
If the **Personal Information Section** is incomplete, you will see messages similar to the example below.

Clicking on the hyperlink heading of each warning message will take you directly to the TAB of the missing information.

When all Personal Information is entered and the only message you see is this, you are ready to click on **“Save (As Pending)”** to continue.
Print Steps
The next screen will present options to print a draft and the permit application.

Select **Print**.

Then, select **Generate Document**.

A draft of the Death Certificate will then appear.
Once you are finished, select **Continue**.

You can now **“Return to Record”** if you need to finish the record, or if you are finished working on this record, click **“Main Menu”**.
To locate a Record in ROVER:

Records Management:
From the Main page, Select **Death**, then **Update Case**. Enter the Decedent’s Name in the search criteria fields. Then select **Search**.

A **Records List** will appear. Click on **Details** next to the desired case.

The details and history of the record will then be displayed. To enter the Record, Select **Continue** at the very bottom of the page.

To obtain the status of a Record in ROVER:
From the Main page, Select **Death**, then **Search**.
Enter the Decedent’s Name in the search Criteria fields. Then, select Search.
When the Records List appears, look for the “PI Status”, “MI Status” and “Reg Status” columns.

These columns will reveal the stage of the Death Registration process for each record.
Signing/Certifying the Record
Once you have confirmed the Medical Information has been certified and the family has reviewed the information, you are ready to sign the record.

Locate the record on the **Main** page when you log in or through the **Update Case** tool. Once you have entered the record, select **Finish**. Then select **Save (As Pending)**. Select, **Sign Now**.

The Certify/Sign Now-Confirm screen will come up. Click on “**Activate Signing**”.

Enter the 4 digit pin you created when you set up your account.
The record is now successfully certified.

You will see the above message indicating the Personal Information Section is now signed. Then click Continue.

If you would like to print a copy which included information for each certifier, select “Print” then “Generate Document” to create a PDF which will display in a new window.

Once all of the Personal Information has been entered and reviewed by the family, the Funeral Director can sign and generate a paper document to provide to the physician.
A PDF will then appear for you to print and keep for your records.