0:0:0.0 --> 0:0:0.550
Alanna Hein (Guest)
Hey, Chad.

0:0:1.320 --> 0:0:2.360
DRESSELHAUS Chad W \* OMCB
Elena, how are you?

0:0:2.200 --> 0:0:3.410
Alanna Hein (Guest)
However, I'm good.

0:0:3.420 --> 0:0:3.810
Alanna Hein (Guest)
How are you?

0:0:4.440 --> 0:0:5.360
DRESSELHAUS Chad W \* OMCB
Doing well, thank you.

0:0:6.640 --> 0:0:7.40
Alanna Hein (Guest)
Good.

0:0:8.890 --> 0:0:9.420
Alanna Hein (Guest)
Hi, James.

0:0:11.100 --> 0:0:11.230
Kracker James
Hello.

0:0:23.860 --> 0:0:26.700
Joy L. Goodwin
Well, I'm glad you're back in January and do this.

0:0:29.50 --> 0:0:30.750
Joy L. Goodwin
And then you'll be out for another 3 1/2 months.

0:0:34.150 --> 0:0:34.560
Alanna Hein (Guest)
Hi joy.

0:0:40.540 --> 0:0:41.130
Alanna Hein (Guest)
Hi, Sarah.

0:1:28.80 --> 0:1:28.560
Alanna Hein (Guest)
Hi, ginger.

0:1:29.510 --> 0:1:31.150
Ginger Cerola/Jackson County
Hi, can you hear me?

0:1:32.140 --> 0:1:32.260
Alanna Hein (Guest)
Yes.

0:1:33.130 --> 0:1:34.10
Ginger Cerola/Jackson County
Yes, OK.

0:1:37.680 --> 0:1:38.60
Ginger Cerola/Jackson County
Great.

0:2:59.940 --> 0:3:0.520
Alanna Hein (Guest)
Hi, Jennifer.

0:3:5.540 --> 0:3:5.980
Woodward Jennifer A
Hi, Elena.

0:3:22.380 --> 0:3:22.800
Alanna Hein (Guest)
Hi Lucy.

0:3:24.170 --> 0:3:28.80
Alanna Hein (Guest)
We're going to wait about another 2 minutes, so we're going to start on time.

0:4:4.570 --> 0:4:5.40
Alanna Hein (Guest)
Hi, Derek.

0:4:6.360 --> 0:4:6.550
Patterson Derrick C
Hello.

0:4:28.830 --> 0:4:29.310
Alanna Hein (Guest)
Hi, Wally.

0:4:30.980 --> 0:4:31.440
Wally Ordeman (Guest)
Hi everybody.

0:5:10.0 --> 0:5:10.460
Alanna Hein (Guest)
Hi, Stacy.

0:5:28.110 --> 0:5:28.650
Alanna Hein (Guest)
Hi, Paula.

0:5:34.440 --> 0:5:35.730
Alanna Hein (Guest)
OK, it's 3:00 o'clock.

0:5:35.740 --> 0:5:37.190
Alanna Hein (Guest)
We're going to get started.

0:5:37.540 --> 0:5:39.320
Alanna Hein (Guest)
Hello everybody. Welcome.

0:5:40.200 --> 0:5:44.50
Alanna Hein (Guest)
And just a few ground rules to get started.

0:5:44.60 --> 0:5:45.320
Alanna Hein (Guest)
My name is Alana Heine.

0:5:45.330 --> 0:5:49.390
Alanna Hein (Guest)
I'm the facilitator for the House Bill 2420 work group.

0:5:49.560 --> 0:5:51.690
Alanna Hein (Guest)
Happy to have you all here today.

0:5:52.60 --> 0:5:53.950
Alanna Hein (Guest)
Just a few things to know.

0:5:54.220 --> 0:5:57.890
Alanna Hein (Guest)
We have a ground rules that are these.

0:5:57.900 --> 0:6:2.490
Alanna Hein (Guest)
Let the facilitator facilitate share the air, participate and engage.

0:6:3.480 --> 0:6:4.600
Alanna Hein (Guest)
Use the parking lot.

0:6:4.660 --> 0:6:5.590
Alanna Hein (Guest)
Ask questions.

0:6:6.0 --> 0:6:7.130
Alanna Hein (Guest)
Listen to understand.

0:6:7.140 --> 0:6:10.90
Alanna Hein (Guest)
Use the raised hand function to speak.

0:6:10.550 --> 0:6:20.940
Alanna Hein (Guest)
Use the chat to share links, not for ongoing commentary, and only work group members can speak or post in the chat on the meetings will be recorded and notes will be sent out.

0:6:21.820 --> 0:6:33.980
Alanna Hein (Guest)
Umm and I wanted to do a quick uh welcome and introductions for the work group members.

0:6:34.350 --> 0:6:45.340
Alanna Hein (Guest)
I'm gonna try and do it in alphabetical order, so that means we start start with Stacy Clark and then Chad.

0:6:46.350 --> 0:6:47.430
Alanna Hein (Guest)
Do you want to introduce yourself?

0:6:48.940 --> 0:6:50.270
Clark Stacy
Yes, hi, good afternoon.

0:6:50.400 --> 0:6:51.650
Clark Stacy
My name is Stacey Clark.

0:6:51.660 --> 0:6:55.240
Clark Stacy
I'm chief of staff to representative Mark Owens, House District 60.

0:6:56.890 --> 0:7:0.120
Alanna Hein (Guest)
Thank you, Stacy, Chad and then Lucy, Chad.

0:7:0.940 --> 0:7:1.870
DRESSELHAUS Chad W \* OMCB
Hi everyone.

0:7:1.920 --> 0:7:6.800
DRESSELHAUS Chad W \* OMCB
Uh Chad Dresselhaus, executive director of the Oregon more Train Cemetery board.

0:7:6.960 --> 0:7:7.600
DRESSELHAUS Chad W \* OMCB
Glad to be here.

0:7:8.660 --> 0:7:9.710
Alanna Hein (Guest)
Thanks, Chad.

0:7:9.780 --> 0:7:11.750
Alanna Hein (Guest)
Lucy, then Ginger Lucy.

0:7:13.120 --> 0:7:23.160
Gibson Lucyann S
I'm Lucy Gibson and I'm with Oregon, DHS child welfare and I'm federal revenue specialist and I'm responsible for ordering all the vital records we need for our kiddos.

0:7:24.730 --> 0:7:25.680
Alanna Hein (Guest)
Thanks, Lizzie.

0:7:26.110 --> 0:7:29.300
Alanna Hein (Guest)
Ginger, then joy ginger.

0:7:28.850 --> 0:7:36.240
Ginger Cerola/Jackson County
Hi, I'm ginger Sorolla Lee, deputy registrar for Jackson County vital records.

0:7:35.930 --> 0:7:41.440
Alanna Hein (Guest)
And thanks to Ginger Joy and then Derek.

0:7:42.660 --> 0:7:43.790
Joy L. Goodwin
Hi, I'm joy Goodwin.

0:7:43.800 --> 0:7:47.730
Joy L. Goodwin
I work for Douglas County Clerk's office and I am vital, vital records registrar.

0:7:50.580 --> 0:7:50.780
Patterson Derrick C
I'm.

0:7:49.320 --> 0:7:50.930
Alanna Hein (Guest)
Thanks Derek.

0:7:50.940 --> 0:7:51.650
Alanna Hein (Guest)
Then Sarah?

0:7:52.740 --> 0:7:56.250
Patterson Derrick C
Derek Patterson, I'm the liaison to the counties for the state.

0:7:56.260 --> 0:7:57.10
Patterson Derrick C
Vital records office.

0:7:58.460 --> 0:7:59.410
Alanna Hein (Guest)
Thanks, Derek.

0:7:59.420 --> 0:8:0.500
Alanna Hein (Guest)
Sarah, then Paula.

0:8:1.830 --> 0:8:3.420
Sarah Reynolds
Hi, I'm Sarah Reynolds.

0:8:3.430 --> 0:8:7.970
Sarah Reynolds
I work at Macy and son funeral directors in Mcminnville and the office manager.

0:8:10.20 --> 0:8:13.420
Alanna Hein (Guest)
And Paulo then Wally, go ahead, OK.

0:8:10.320 --> 0:8:14.210
Soles, Paola
I'm not like, sorry, I'm powerless.

0:8:14.220 --> 0:8:14.760
Soles, Paola
Awesome.

0:8:14.770 --> 0:8:18.130
Soles, Paola
UM, Clackamas County, Vital Records office supervisor.

0:8:19.790 --> 0:8:20.920
Alanna Hein (Guest)
Thanks, Wally.

0:8:20.930 --> 0:8:21.550
Alanna Hein (Guest)
Then Jennifer.

0:8:22.930 --> 0:8:23.740
Wally Ordeman (Guest)
Hi, everyone.

0:8:23.750 --> 0:8:31.660
Wally Ordeman (Guest)
Uh Wally Orderman, executive director of the Oregon Funeral Directors Association and Funeral Home operator in Albany.

0:8:33.120 --> 0:8:34.320
Alanna Hein (Guest)
Thanks, Jennifer.

0:8:35.260 --> 0:8:36.670
Woodward Jennifer A
Hi, I'm Jennifer Woodward.

0:8:36.720 --> 0:8:40.230
Woodward Jennifer A
And I am the state registrar manager for the Center for Health Statistics.

0:8:41.570 --> 0:8:42.200
Alanna Hein (Guest)
Thank you.

0:8:42.310 --> 0:8:45.600
Alanna Hein (Guest)
And did I miss any work group members?

0:8:50.850 --> 0:8:51.410
Alanna Hein (Guest)
OK.

0:8:52.310 --> 0:8:53.160
Alanna Hein (Guest)
God, everybody.

0:8:53.890 --> 0:8:54.340
Alanna Hein (Guest)
Umm.

0:8:55.470 --> 0:9:2.600
Alanna Hein (Guest)
Today, just wanna remind you that we are being recorded.

0:9:2.610 --> 0:9:25.410
Alanna Hein (Guest)
Everybody knows that this is a recorded meeting and we are as we go through the panel presentation today, just as we did with last month's panel, we'll be compiling the information and producing a frequently asked questions document so that people can access that as the time goes on.

0:9:25.780 --> 0:9:45.370
Alanna Hein (Guest)
Today we have the honor of hearing from the Funeral Home, work group representatives, and we'll do a similar to the panel that we did last month with the county representatives this month that we will hear from the Funeral Home representatives and we have 3.

0:9:47.690 --> 0:9:48.660
Alanna Hein (Guest)
Oh, it's bad.

0:9:48.710 --> 0:9:49.980
Alanna Hein (Guest)
I think Bev isn't here.

0:9:49.990 --> 0:9:51.240
Alanna Hein (Guest)
Actually, we may only have two.

0:9:52.460 --> 0:9:58.920
Alanna Hein (Guest)
Umm, so I think Bev said that she would be here unless she had a funeral.

0:9:58.930 --> 0:10:1.260
Alanna Hein (Guest)
So that may be what happened.

0:10:1.270 --> 0:10:8.330
Alanna Hein (Guest)
So we have Wally and we have Sarah and I will keep an eye out for if Bev joins us.

0:10:10.410 --> 0:10:13.760
Alanna Hein (Guest)
But I think we can just go in that order.

0:10:13.770 --> 0:10:16.690
Alanna Hein (Guest)
So what I will do is I'll ask each question.

0:10:17.570 --> 0:10:18.170
Alanna Hein (Guest)
Umm.

0:10:18.470 --> 0:10:26.270
Alanna Hein (Guest)
And then you'll each person will answer the question, and then I'll ask the next question, and then each person can answer while and Sarah can answer the next question.

0:10:28.260 --> 0:10:37.760
Alanna Hein (Guest)
After we go through the kind of the pre created questions, they'll be opportunities for the work group members to ask other questions.

0:10:37.770 --> 0:10:44.930
Alanna Hein (Guest)
If you have of Wally and Sarah, and we'll wrap up by 4.

0:10:45.40 --> 0:10:48.190
Alanna Hein (Guest)
Any questions about what our agenda is for today?

0:10:48.290 --> 0:10:55.150
Alanna Hein (Guest)
You're probably mostly familiar with it because it's is kind of the similar format to what we did with the county representatives last month.

0:10:55.990 --> 0:10:56.480
Alanna Hein (Guest)
Umm.

0:10:56.950 --> 0:11:4.670
Alanna Hein (Guest)
OK, so Wally, first to you, what does a typical day look like in your death records work?

0:11:4.680 --> 0:11:7.430
Alanna Hein (Guest)
What percentage of your day is spent doing death records?

0:11:7.440 --> 0:11:7.810
Alanna Hein (Guest)
Work.

0:11:8.80 --> 0:11:9.50
Alanna Hein (Guest)
It's the first question.

0:11:9.710 --> 0:11:10.400
Wally Ordeman (Guest)
I.

0:11:10.750 --> 0:11:11.420
Wally Ordeman (Guest)
Excuse me.

0:11:11.430 --> 0:11:16.860
Wally Ordeman (Guest)
So I just want to remind everyone that I'm wearing two hats today.

0:11:17.70 --> 0:11:24.870
Wally Ordeman (Guest)
I'm both as a funeral director and representing about 60% of the the funeral homes in the state through FDA.

0:11:26.780 --> 0:11:28.50
Wally Ordeman (Guest)
I don't do a lot.

0:11:29.730 --> 0:11:44.160
Wally Ordeman (Guest)
Excuse me, I don't do a lot of the vital records work myself, but our staff at our Funeral Home, we have a staff of six and a caseload of 450 cases annually in that neighborhood.

0:11:44.460 --> 0:11:54.490
Wally Ordeman (Guest)
I estimated that our staff spends about 10% of each day on generating death records, reviewing a working copy with the family.

0:11:55.240 --> 0:12:13.890
Wally Ordeman (Guest)
I'm taking them to doctors, taking them to the health department or sending an order electronically, working on amendments, picking them up from the health department I or when they're mailed, you know, sorting the mail and and working with them that way and getting the DC's into the family's hands.

0:12:14.330 --> 0:12:28.210
Wally Ordeman (Guest)
I'm I kind of just answered questions one and two together so but that's that's pretty much from from our firm in Albany that's uh, that's gonna be pretty close.

0:12:28.220 --> 0:12:30.40
Wally Ordeman (Guest)
I I'm estimated about 10% a day.

0:12:31.630 --> 0:12:40.710
Alanna Hein (Guest)
And Wally, do you want to express anything with your other hat on in terms of the other homes that you work with or represent?

0:12:41.800 --> 0:12:42.510
Wally Ordeman (Guest)
That's coming later.

0:12:43.210 --> 0:12:43.690
Alanna Hein (Guest)
OK.

0:12:43.750 --> 0:12:44.220
Alanna Hein (Guest)
Alright.

0:12:44.410 --> 0:12:45.770
Alanna Hein (Guest)
Thanks, Sarah.

0:12:45.780 --> 0:12:49.900
Alanna Hein (Guest)
Over to you, what does a typical day look like in your death records?

0:12:49.910 --> 0:12:50.180
Alanna Hein (Guest)
Work.

0:12:50.190 --> 0:12:52.790
Alanna Hein (Guest)
What percentage of your day is spent doing death records work?

0:12:53.380 --> 0:12:53.750
Sarah Reynolds
Yeah.

0:12:53.760 --> 0:12:55.310
Sarah Reynolds
So I'm the office manager.

0:12:55.320 --> 0:13:3.670
Sarah Reynolds
Here, our funeral directors are the ones that kind of meet with the they are the ones that meet with the families, collect all of the information for the death certificates.

0:13:4.40 --> 0:13:13.60
Sarah Reynolds
And then I and my cohort, Jan, who works part time with me, we actually create the death records and do everything from that point forward.

0:13:13.700 --> 0:13:26.30
Sarah Reynolds
We're kind of estimated it's about 25% of our day is spent doing death record work and that does include creating, locating the Doctor Who's gonna sign it, which sometimes takes a while.

0:13:27.420 --> 0:13:36.130
Sarah Reynolds
Amendments ordering mailing about 25% of what what we do in the office is related to death records.

0:13:39.100 --> 0:13:39.520
Alanna Hein (Guest)
Thanks.

0:13:39.910 --> 0:13:40.470
Alanna Hein (Guest)
Thanks, Sarah.

0:13:41.770 --> 0:13:45.580
Alanna Hein (Guest)
So, Wally, what's going well with your death records work?

0:13:46.710 --> 0:13:52.840
Wally Ordeman (Guest)
You know when all the players play by the rules it's it's pretty smooth from what I can tell.

0:13:52.950 --> 0:14:1.360
Wally Ordeman (Guest)
I I think all the ingredients are are in place to be efficient and the help desk is a a really nice safety net for us.

0:14:11.140 --> 0:14:12.390
Alanna Hein (Guest)
Sarah, what about for you?

0:14:12.400 --> 0:14:13.790
Alanna Hein (Guest)
What's going well with your death record?

0:14:14.990 --> 0:14:23.640
Sarah Reynolds
I'm more often than not everything does go well, so when something goes wrong, it's not as frequent, so that's a good thing.

0:14:23.650 --> 0:14:25.700
Sarah Reynolds
I love the overs system.

0:14:26.210 --> 0:14:33.200
Sarah Reynolds
Everything electronic is so helpful, more and more doctors are getting on that system and that really speeds up the process.

0:14:33.590 --> 0:14:53.10
Sarah Reynolds
I've noticed lately too, the amendments that we've been putting through electronically have been coming a lot faster than they were for a while, so whatever the amendments Department is doing, we appreciate and then again the help desk is that they are super helpful and quick to respond.

0:14:53.20 --> 0:14:54.930
Sarah Reynolds
So we do appreciate that too.

0:14:55.480 --> 0:15:0.310
Sarah Reynolds
We've got a really good working relationship with our Yamhill County Health Department here.

0:15:0.980 --> 0:15:2.590
Sarah Reynolds
Turn around is fast.

0:15:3.320 --> 0:15:6.790
Sarah Reynolds
They call with questions as we call them with questions.

0:15:6.800 --> 0:15:9.210
Sarah Reynolds
It's a good a good relationship we have.

0:15:9.220 --> 0:15:11.540
Sarah Reynolds
So most things are going well.

0:15:14.260 --> 0:15:14.840
Alanna Hein (Guest)
Thanks Sarah.

0:15:16.330 --> 0:15:19.950
Alanna Hein (Guest)
So, Wally, what's challenging in your death records work?

0:15:20.410 --> 0:15:38.260
Wally Ordeman (Guest)
Well, let me let me say first that that Oregon vital Records has an awesome system in place for that allows a doctor or a nurse practitioner or whoever's gonna be signing the death certificate to commit to signing the death certificate, which then allows the Funeral Home to proceed with the with the disposition.

0:15:39.870 --> 0:15:44.660
Wally Ordeman (Guest)
They don't have to actually have the signature, which is not mimicked in all states.

0:15:44.670 --> 0:15:48.10
Wally Ordeman (Guest)
It's a it's a forward thinking process and I and I applaud it.

0:15:48.670 --> 0:15:58.720
Wally Ordeman (Guest)
I'm however tracking down that certifier is extremely time consuming, inefficient, and really frustrating.

0:15:59.490 --> 0:16:11.610
Wally Ordeman (Guest)
Delays and disposition because of this can create heartburn not only for funeral homes but also, you know, the grieving families that want to maintain some sort of momentum in in disposition.

0:16:11.980 --> 0:16:24.80
Wally Ordeman (Guest)
And when we're making multiple phone calls or going through multiple phone trees, trying to just track down who's gonna sign the death certificate, that's really frustrating for a Funeral Home and and extremely inefficient.

0:16:30.300 --> 0:16:34.110
Alanna Hein (Guest)
Sarah, what's a challenging in your Dutch records work?

0:16:34.430 --> 0:16:36.950
Sarah Reynolds
Exactly what Wally said.

0:16:37.0 --> 0:16:41.780
Sarah Reynolds
Locating the doctors we cannot cremate or bury someone without a verbal.

0:16:41.790 --> 0:16:44.230
Sarah Reynolds
OK, that a doctor will sign the death certificate.

0:16:46.90 --> 0:16:54.640
Sarah Reynolds
I would say 85% of the doctors or responsive, it's that 15%, it takes 3 or 4 phone calls back and forth.

0:16:54.650 --> 0:16:57.800
Sarah Reynolds
You call someone and they don't know who to contact.

0:16:57.890 --> 0:17:3.160
Sarah Reynolds
The Doctor's not responsive and that really it's frustrating for the families.

0:17:3.170 --> 0:17:12.450
Sarah Reynolds
It's frustrating for us so that little portion of it does take up an inordinate amount of time when we can't track down the doctor.

0:17:14.510 --> 0:17:29.940
Sarah Reynolds
As far as the actual death records are concerned, my biggest frustration is even though the Funeral Home can input the date of death and time of death when we create the death certificate, if we do it wrong, we can't fix it.

0:17:30.250 --> 0:17:37.580
Sarah Reynolds
It has to be the doctor to amend it and sometimes again getting hold of those doctors to fix a mistake we made.

0:17:38.290 --> 0:17:51.700
Sarah Reynolds
This happens very rarely, but when it does, it holds up the whole process for the family and so that would be something nice if we could change it so the funeral homes can amend that little piece of it.

0:17:53.810 --> 0:18:5.740
Sarah Reynolds
Minor frustrations ordering a vital record from every county is different and has different requirements, and we we order from all over the state, so they're all a little different.

0:18:5.750 --> 0:18:8.420
Sarah Reynolds
Some keep the ID on file, some don't.

0:18:8.430 --> 0:18:12.880
Sarah Reynolds
Some want payment by check and some invoices.

0:18:12.890 --> 0:18:17.100
Sarah Reynolds
It's just little umm little differences.

0:18:17.110 --> 0:18:20.610
Sarah Reynolds
We kind of keep up a running list of what to do for each county.

0:18:21.190 --> 0:18:25.950
Sarah Reynolds
Umm, but other than that it's it's mostly good stuff of a lot of bad.

0:18:30.50 --> 0:18:30.790
Alanna Hein (Guest)
Thanks Sarah.

0:18:31.830 --> 0:18:32.360
Alanna Hein (Guest)
Umm.

0:18:33.120 --> 0:18:39.700
Alanna Hein (Guest)
So, Wally, what do you hope is next for you related to death records?

0:18:40.360 --> 0:18:46.410
Wally Ordeman (Guest)
So I've kind of combined that with anything else to add.

0:18:48.130 --> 0:18:58.520
Wally Ordeman (Guest)
So with my OCD, a hat on several years ago, pre COVID I I toured the state for a week and visited just north of 20 Funeral Home.

0:18:59.400 --> 0:19:12.800
Wally Ordeman (Guest)
I'm sorry Bev isn't on the on the call today because she, her firm in Eastern Oregon was one of them that I visited, and my single question, my first question to funeral directors and their Staffs.

0:19:12.810 --> 0:19:20.520
Wally Ordeman (Guest)
When I when I visited was what keeps you up at night and every single firm answered.

0:19:21.540 --> 0:19:25.270
Wally Ordeman (Guest)
Doctor's not signing death certificates electronically and.

0:19:27.660 --> 0:19:28.430
Wally Ordeman (Guest)
It wasn't.

0:19:28.500 --> 0:19:32.690
Wally Ordeman (Guest)
It wasn't, you know, caseloads or trauma deaths or difficult families.

0:19:32.700 --> 0:19:37.830
Wally Ordeman (Guest)
It was a vital records work and the the pressure from families to get death certificates in a timely manner.

0:19:38.730 --> 0:19:42.400
Wally Ordeman (Guest)
I'm with so much of the process being out of the funeral homes.

0:19:42.410 --> 0:19:44.60
Wally Ordeman (Guest)
There are funeral directors hands.

0:19:44.890 --> 0:19:49.590
Wally Ordeman (Guest)
It's particularly frustrating to take the heat and not have any leverage to move things along.

0:19:51.330 --> 0:19:55.990
Wally Ordeman (Guest)
That being said, uh, what's next for for O FDA?

0:19:56.0 --> 0:20:4.730
Wally Ordeman (Guest)
Again, my O FDA had on is because the ORS don't provide any leverage mandating doctors to sign electronically.

0:20:5.540 --> 0:20:16.120
Wally Ordeman (Guest)
Uh, OTA is gonna act and it's our intent to introduce legislation in 2025 that will do just that.

0:20:16.640 --> 0:20:26.350
Wally Ordeman (Guest)
Mandate that doctors sign electronically and as part of that legislation, we'll also be asking for language mandating the facilities were at death has occurred.

0:20:26.520 --> 0:20:41.890
Wally Ordeman (Guest)
Must provide a name and contact information for who will be signing the desk and hope hoping to address the two main issues that funeral directors are having going back up to the challenges that we just talked about.

0:20:42.590 --> 0:20:46.920
Wally Ordeman (Guest)
I'm hoping that that's that we could get some resolution to that.

0:20:47.960 --> 0:20:51.500
Wally Ordeman (Guest)
As you know, legislation is a it's an arduous process.

0:20:52.490 --> 0:21:4.850
Wally Ordeman (Guest)
I'm and you know, we understand that Doctor Woodward and Chad, as agency heads, can only go so far in supporting something like that.

0:21:6.800 --> 0:21:20.660
Wally Ordeman (Guest)
You know, needing to stay fairly neutral on things that affect their agencies, which is why I think O FDA is gonna is gonna take the lead and see if we can get some stronger language that provides leverage.

0:21:21.730 --> 0:21:24.990
Wally Ordeman (Guest)
So that doctors have to sign, just like they do in Washington.

0:21:25.920 --> 0:21:38.500
Wally Ordeman (Guest)
Uh, so that they are mandated to sign electronically and on the front end provide information to the funeral homes so that they can more easily get a commitment to sign the death certificate in the first place.

0:21:43.780 --> 0:21:49.360
Alanna Hein (Guest)
Sounds like that's a source of significant frustration and maybe delays this.

0:21:49.370 --> 0:21:52.400
Alanna Hein (Guest)
And yeah, Sarah, what about for you?

0:21:52.410 --> 0:21:55.160
Alanna Hein (Guest)
What do you hope is next for you and your death records work?

0:21:55.240 --> 0:22:0.770
Sarah Reynolds
Umm, I'm very excited to hear what Wally said about introducing the legislation.

0:22:0.780 --> 0:22:1.970
Sarah Reynolds
I think that's a great idea.

0:22:1.980 --> 0:22:7.310
Sarah Reynolds
That's pretty much what I was gonna say is hopefully more doctors will get on that over system.

0:22:7.320 --> 0:22:9.910
Sarah Reynolds
It streams like streamlines the process.

0:22:10.540 --> 0:22:12.410
Sarah Reynolds
Records don't get lost in the mail.

0:22:12.420 --> 0:22:13.550
Sarah Reynolds
They don't get delayed.

0:22:13.920 --> 0:22:18.790
Sarah Reynolds
So yeah, that's my hope that we just get everybody on that system.

0:22:18.800 --> 0:22:22.510
Sarah Reynolds
I know, like, like Wally said, Washington State mandates that.

0:22:22.520 --> 0:22:25.510
Sarah Reynolds
So it'd be great if we could do that here as well.

0:22:29.20 --> 0:22:38.580
Alanna Hein (Guest)
Thanks and I know while you said that you were combining that with the next question, but are there other things that we could have asked you about that we didn't bring up yet in these questions?

0:22:39.730 --> 0:22:40.740
Wally Ordeman (Guest)
I don't think so.

0:22:40.790 --> 0:22:50.240
Wally Ordeman (Guest)
I think between Sarah and I, I I think we've addressed the things that I'm that are positives and some some things that are you know still need to be worked on.

0:22:50.580 --> 0:22:53.710
Wally Ordeman (Guest)
Umm, I really don't think of of anything else.

0:22:53.720 --> 0:23:0.370
Wally Ordeman (Guest)
Again, sarahs more hands on with with, you know, actually doing the vital records and amendments and and things like that.

0:23:0.380 --> 0:23:5.790
Wally Ordeman (Guest)
I'm 40 years in and retirement as a funeral director is on the horizon so.

0:23:7.620 --> 0:23:9.360
Wally Ordeman (Guest)
I I just don't do as much of that.

0:23:9.370 --> 0:23:9.680
Wally Ordeman (Guest)
I don't.

0:23:9.690 --> 0:23:14.980
Wally Ordeman (Guest)
I don't the functional part of this is not my is not really in my wheelhouse anymore.

0:23:15.840 --> 0:23:16.10
Alanna Hein (Guest)
Yeah.

0:23:16.790 --> 0:23:17.700
Alanna Hein (Guest)
Thanks, Wally.

0:23:18.190 --> 0:23:19.230
Alanna Hein (Guest)
Sarah, what about for you?

0:23:19.240 --> 0:23:26.70
Alanna Hein (Guest)
Are there other things that we could have asked you about or there are other things that would be good for us to understand about how you interact with the death records?

0:23:26.900 --> 0:23:30.170
Sarah Reynolds
Umm, no, I I don't think so.

0:23:30.180 --> 0:23:42.500
Sarah Reynolds
The only thing I kind of wanted to touch on was the original and your point of the House bill was to make the records more accessible to people, and we're trying to kind of come up with a happy solution to that.

0:23:42.810 --> 0:23:56.770
Sarah Reynolds
As far as a Funeral Home goes, if at some point we were allowed to get death certificates on behalf of the family indefinitely, we at some point we as a Funeral Home would have to cut that off.

0:23:56.780 --> 0:24:0.830
Sarah Reynolds
We can't, you know, 10 years down the line be ordering death certificates for people.

0:24:0.840 --> 0:24:15.370
Sarah Reynolds
So just maybe a consideration and and us being able to assist the families like our bookkeeper would probably want to contain it to a year, a year from the date of death is as long as we would on behalf of the families, order those certificates.

0:24:16.610 --> 0:24:18.380
Sarah Reynolds
So just something to consider.

0:24:20.480 --> 0:24:28.290
Alanna Hein (Guest)
And a little earlier, I think, Sarah, you mentioned the different counties are different to work with.

0:24:29.310 --> 0:24:30.340
Sarah Reynolds
Yeah, just put them.

0:24:28.300 --> 0:24:31.40
Alanna Hein (Guest)
What's the would you be willing to spend a little bit more about that?

0:24:31.680 --> 0:24:33.530
Sarah Reynolds
Yeah, just the ordering process.

0:24:34.790 --> 0:24:36.360
Sarah Reynolds
It is a little bit different.

0:24:36.910 --> 0:24:43.120
Sarah Reynolds
There's some counties that require we send a copy of our ID in with every order.

0:24:43.900 --> 0:24:53.660
Sarah Reynolds
Some counties, there's a couple we can order online, only two that we use regularly can we order through an online portal, which is super convenient.

0:24:54.410 --> 0:24:55.770
Sarah Reynolds
A lot of them are facts.

0:24:55.780 --> 0:25:5.920
Sarah Reynolds
There's a couple of counties that still require a paper check be sent in with the order, so just just kind of making sure you're doing it right and they're process hasn't changed.

0:25:6.750 --> 0:25:18.540
Sarah Reynolds
I'm not super tricky, but when we're dealing with several counties, kind of have to go down our little list that we've made and say, OK, do they want us to fax and then call with a credit card, do they want us to mail?

0:25:18.610 --> 0:25:23.370
Sarah Reynolds
So yeah, it's just something that could probably be streamlined a little bit in the future.

0:25:26.550 --> 0:25:27.840
Alanna Hein (Guest)
Can I see your hand?

0:25:27.850 --> 0:25:28.120
Alanna Hein (Guest)
Go ahead.

0:25:28.690 --> 0:25:34.940
DRESSELHAUS Chad W \* OMCB
Yeah, just something that Sarah was talking about kind of raised, but just a quiet general question.

0:25:34.950 --> 0:25:40.80
DRESSELHAUS Chad W \* OMCB
And I'm just curious, how do counties decide the payment process?

0:25:40.140 --> 0:25:42.210
DRESSELHAUS Chad W \* OMCB
Is it I'm?

0:25:42.220 --> 0:25:46.790
DRESSELHAUS Chad W \* OMCB
I'm just curious how that comes about, and it sounds like it kind of varies.

0:25:46.800 --> 0:26:2.810
DRESSELHAUS Chad W \* OMCB
So I'm just curious kind of the evolution of that and why why it varies maybe and it does seem like there's in the, it does seem like there's a lot of kind of county, a lot of county decision and control on that.

0:26:2.820 --> 0:26:6.450
DRESSELHAUS Chad W \* OMCB
So maybe that's what it is, but just it's just a thought that came to mind.

0:26:6.460 --> 0:26:11.360
DRESSELHAUS Chad W \* OMCB
The question of maybe we could possibly talk about streamlining that if possible.

0:26:12.460 --> 0:26:12.800
DRESSELHAUS Chad W \* OMCB
Thank you.

0:26:18.110 --> 0:26:23.910
Alanna Hein (Guest)
Yeah, I don't know if any of the county work group members wanna respond to that one, ginger.

0:26:26.110 --> 0:26:32.470
Ginger Cerola/Jackson County
I can say that Jackson County at one time did billing for funeral homes for years before I even showed into the picture.

0:26:33.720 --> 0:26:48.490
Ginger Cerola/Jackson County
After I came along, I've been doing this probably five years now and what we were running into, even though they were larger corporations, were pain late on their bill due.

0:26:48.770 --> 0:26:55.670
Ginger Cerola/Jackson County
So we give a 30 day extension, then it would move to 60 and then it hit 90 with you know a couple of.

0:26:57.880 --> 0:26:58.730
Ginger Cerola/Jackson County
Funeral homes.

0:26:58.740 --> 0:27:5.750
Ginger Cerola/Jackson County
And that was where the it's the accounting department here in Jackson County that says we can't do this anymore.

0:27:5.840 --> 0:27:6.810
Ginger Cerola/Jackson County
We're gonna go.

0:27:6.960 --> 0:27:8.790
Ginger Cerola/Jackson County
We're gonna move to pay as they pay.

0:27:9.510 --> 0:27:10.580
Ginger Cerola/Jackson County
Pay as they go.

0:27:10.890 --> 0:27:15.800
Ginger Cerola/Jackson County
So we did that and you know like change.

0:27:15.810 --> 0:27:23.930
Ginger Cerola/Jackson County
Initially everybody was like ohh, this is not fun, but it actually worked out a lot better because they could pay with either a check or credit card.

0:27:24.880 --> 0:27:27.160
Ginger Cerola/Jackson County
I have funeral homes that are.

0:27:29.840 --> 0:27:33.950
Ginger Cerola/Jackson County
Not near us that will send in their order form with a check.

0:27:34.460 --> 0:27:36.590
Ginger Cerola/Jackson County
I keep ID on file.

0:27:36.600 --> 0:27:48.290
Ginger Cerola/Jackson County
If I get an order like yesterday, I had an order from Princeville Funeral Home, which I've never done business with, and their order form was so ancient I I emailed them.

0:27:48.540 --> 0:27:56.330
Ginger Cerola/Jackson County
The up to date and let them know kind of what our requirements we're here for this particular county and everybody was obliging.

0:27:56.340 --> 0:28:2.410
Ginger Cerola/Jackson County
My got an ID on file now and they have the up-to-date order form and they paid by credit card.

0:28:2.420 --> 0:28:4.410
Ginger Cerola/Jackson County
I just called and they paid over the phone.

0:28:4.710 --> 0:28:21.960
Ginger Cerola/Jackson County
I do that a lot with some of the local ones that are out in Grants Pass just because they're runners don't come in quite as frequently, but that was more of a accounting decision as far as getting payments happening in a timely manner.

0:28:26.560 --> 0:28:27.590
Alanna Hein (Guest)
Thanks ginger.

0:28:27.600 --> 0:28:37.390
Alanna Hein (Guest)
Thanks for jumping in on what is a couple of you have said like the ID number or registration number, is that a registration number for the Funeral Home?

0:28:39.360 --> 0:28:40.420
Alanna Hein (Guest)
What is that number?

0:28:42.570 --> 0:28:46.80
Soles, Paola
I can hear talking about the copy of their ID.

0:28:46.130 --> 0:28:50.870
Soles, Paola
Every person that orders at the certificate they stay requires a copy of your ID.

0:28:52.160 --> 0:28:52.710
Soles, Paola
Clackamas.

0:28:52.720 --> 0:28:54.470
Soles, Paola
Yeah, we keep those in file.

0:28:56.380 --> 0:28:56.970
Alanna Hein (Guest)
OK.

0:28:56.980 --> 0:28:57.740
Alanna Hein (Guest)
Thank you, Paula.

0:29:1.260 --> 0:29:5.40
Alanna Hein (Guest)
Other questions for the Funeral Home work group members?

0:29:6.140 --> 0:29:11.350
Alanna Hein (Guest)
Well, there were group members have questions for how their work is going, Jennifer.

0:29:14.560 --> 0:29:15.190
Woodward Jennifer A
Thanks, Alana.

0:29:15.200 --> 0:29:18.890
Woodward Jennifer A
Thank you, Wally and Sarah's really informative.

0:29:18.900 --> 0:29:21.930
Woodward Jennifer A
Sarah, I have a question just to get clarification.

0:29:22.580 --> 0:29:29.30
Woodward Jennifer A
You mentioned something about allowing funeral homes to to be able to order the records indefinitely.

0:29:29.250 --> 0:29:37.340
Woodward Jennifer A
Can you talk a little bit more you you you mentioned something about a cut off, so just a little bit more perspective on what do you mean by that?

0:29:40.200 --> 0:29:40.740
Sarah Reynolds
Yes.

0:29:40.750 --> 0:29:45.770
Sarah Reynolds
So right now, funeral homes can only order a certain period of time.

0:29:45.780 --> 0:29:50.450
Sarah Reynolds
Six months and then after that it has to go through the through the state.

0:29:49.400 --> 0:29:51.290
Woodward Jennifer A
Uh, OK.

0:29:52.40 --> 0:29:53.330
Sarah Reynolds
Yeah, we can't.

0:29:53.400 --> 0:30:3.270
Sarah Reynolds
We have to refer the families if if it's been a year later, we have to refer the families, they have to go order their own, they can no longer come here and get them through us.

0:30:3.640 --> 0:30:5.290
Sarah Reynolds
They're they're on their own.

0:30:5.480 --> 0:30:8.750
Sarah Reynolds
A lot of people do like to come through us because we're familiar.

0:30:9.300 --> 0:30:16.20
Sarah Reynolds
They don't know the process, it's just much easier for them to come back to the Funeral Home where they got them and have us place that order for him.

0:30:17.100 --> 0:30:18.740
Woodward Jennifer A
OK, so it's it's the idea.

0:30:22.60 --> 0:30:27.230
Woodward Jennifer A
So it's it's the idea that you're sending the family to the to the state because of the six month limit.

0:30:27.240 --> 0:30:29.460
Woodward Jennifer A
But the funeral homes can order the records.

0:30:30.800 --> 0:30:34.450
Woodward Jennifer A
Uh, regardless of, there is no time frames.

0:30:34.460 --> 0:30:39.100
Woodward Jennifer A
Newer homes can order a record at at death record at any time as long as they're listed on the record.

0:30:39.980 --> 0:30:40.410
Sarah Reynolds
Right.

0:30:40.420 --> 0:30:43.330
Sarah Reynolds
But it maybe I didn't really.

0:30:43.520 --> 0:30:44.330
Sarah Reynolds
We have to.

0:30:41.780 --> 0:30:45.440
Woodward Jennifer A
But you would prefer would you like to prefer that they not be able to do that?

0:30:44.380 --> 0:30:47.390
Sarah Reynolds
Yeah, well, I no, I'm not saying.

0:30:47.500 --> 0:30:50.530
Sarah Reynolds
I'm just saying it as our Funeral Home goes.

0:30:51.20 --> 0:30:51.460
Woodward Jennifer A
Ohh.

0:30:50.540 --> 0:30:53.840
Sarah Reynolds
Our bookkeeper needs to cut off those contracts at some point.

0:30:54.170 --> 0:30:54.390
Woodward Jennifer A
OK.

0:30:55.330 --> 0:30:55.700
Woodward Jennifer A
OK.

0:30:53.850 --> 0:30:56.880
Sarah Reynolds
She needs to close, so we need to do a year.

0:30:55.750 --> 0:30:57.360
Woodward Jennifer A
That's that's really helpful.

0:30:57.600 --> 0:30:58.350
Sarah Reynolds
Yeah.

0:30:57.510 --> 0:30:59.90
Woodward Jennifer A
Thank you again, OK.

0:30:58.500 --> 0:31:1.230
Sarah Reynolds
Yeah, just for bookkeeping purposes.

0:31:1.240 --> 0:31:2.200
Sarah Reynolds
Yeah. Mm-hmm.

0:31:3.270 --> 0:31:3.960
Woodward Jennifer A
OK.

0:31:4.50 --> 0:31:5.20
Woodward Jennifer A
That's interesting.

0:31:5.30 --> 0:31:5.440
Woodward Jennifer A
Thank you.

0:31:6.20 --> 0:31:6.270
Sarah Reynolds
Uh.

0:31:9.600 --> 0:31:11.190
Alanna Hein (Guest)
Derek, I see your hand.

0:31:12.710 --> 0:31:24.220
Patterson Derrick C
Curious how often a funeral director see the case be that the medical certifier you know has been identified, they agreed to sign the record and they're signed up in over.

0:31:24.230 --> 0:31:32.80
Patterson Derrick C
So they're electronic, but then they still fail to sign the OR to certify the record in a timely manner.

0:31:32.90 --> 0:31:33.930
Patterson Derrick C
And and what do you do in those situations?

0:31:38.970 --> 0:31:40.50
Alanna Hein (Guest)
Yes, Sarah.

0:31:41.780 --> 0:31:43.820
Sarah Reynolds
Umm, so yes, that does happen.

0:31:45.610 --> 0:31:53.450
Sarah Reynolds
There's a couple of doctors that we know are notorious for holding an electronic record for two or three weeks before they sign them.

0:31:54.190 --> 0:31:59.650
Sarah Reynolds
Umm some I don't think are getting their notifications properly.

0:31:59.740 --> 0:32:4.200
Sarah Reynolds
There's some that we have to call and they say ohh, you know it didn't notify me.

0:32:4.210 --> 0:32:5.60
Sarah Reynolds
So I'm not sure.

0:32:5.210 --> 0:32:6.870
Sarah Reynolds
I don't know how it works on their end.

0:32:9.190 --> 0:32:17.560
Sarah Reynolds
So yes, there there is still a little bit of an issue, a small percentage of the time where everything's electronic, it should go smoothly.

0:32:17.870 --> 0:32:27.350
Sarah Reynolds
It gets sent to the doctor and then it just sits, sits there, doesn't get signed and we'll place two or three calls, in some cases trying to get that document signed.

0:32:28.680 --> 0:32:29.710
Sarah Reynolds
Most of them are.

0:32:29.840 --> 0:32:32.260
Sarah Reynolds
Most of them are quick, but not always.

0:32:38.830 --> 0:32:39.750
Alanna Hein (Guest)
Other questions?

0:32:43.530 --> 0:32:43.880
Alanna Hein (Guest)
Ginger.

0:32:47.100 --> 0:32:55.430
Ginger Cerola/Jackson County
This was to the question before that you were asking Jennifer about the funeral homes and the length of getting death certificates.

0:32:56.60 --> 0:33:16.600
Ginger Cerola/Jackson County
I have found that when families are wanting death certificate, sometimes it's easier for them to go back to the funeral homes because they've been vetted based on eligibility, whereas some some of the funeral homes will send to me family members that have already ordered them from the Funeral Home as they're as part of the service that they're offering.

0:33:17.530 --> 0:33:30.230
Ginger Cerola/Jackson County
But when they come to me to connect the dots a little bit more difficult and most of the time they go back to the Funeral Home and as a courtesy, the Funeral Home will reorder for them.

0:33:30.520 --> 0:33:49.670
Ginger Cerola/Jackson County
There are a couple of funeral homes that haven't done that, which I find really interesting when I so I posed it to them as a service to, you know, offer to their customers only because of the vetting process that I have to do to prove eligibility for family members.

0:33:49.680 --> 0:33:56.550
Ginger Cerola/Jackson County
I mean it's it's possible and it's, but it's been it's a lot easier when they've already gone through that with the Funeral Home.

0:33:56.560 --> 0:33:58.740
Ginger Cerola/Jackson County
So I just was wanting to throw that in there.

0:34:4.620 --> 0:34:6.990
Alanna Hein (Guest)
So Sarah, do you see that in your home?

0:34:7.0 --> 0:34:9.280
Alanna Hein (Guest)
Do you have had you all handled that?

0:34:10.620 --> 0:34:12.870
Sarah Reynolds
Uh, yeah, a lot of times.

0:34:12.880 --> 0:34:18.90
Sarah Reynolds
If they can, they prefer to just order through us again, we've already we know who they are.

0:34:18.160 --> 0:34:20.510
Sarah Reynolds
We know they're allowed to order them.

0:34:20.520 --> 0:34:25.210
Sarah Reynolds
It's much easier for us to do it for him and we're happy to do that.

0:34:25.500 --> 0:34:36.450
Sarah Reynolds
We we occasionally have outside family members calling us as well, and then that's a whole other vetting process or we just say we we can't order it on your behalf.

0:34:37.140 --> 0:34:39.880
Sarah Reynolds
I know sometimes they'll go to the counties and try anyway.

0:34:40.630 --> 0:34:43.320
Sarah Reynolds
I I don't know how much consistency there is.

0:34:43.330 --> 0:34:51.970
Sarah Reynolds
I think everybody who's been in this business for a while, it's pretty good and they know what to check in his allowed the death certificate.

0:34:53.510 --> 0:35:2.890
Sarah Reynolds
But yes, a lot of people return to us as their first kind of if they need another death certificate where their first phone call is, you know, can you can you get more for us?

0:35:13.250 --> 0:35:19.920
Alanna Hein (Guest)
And I'm not sure that everybody knows about people who are allowed to order them, and people who aren't.

0:35:21.630 --> 0:35:23.500
Alanna Hein (Guest)
Did you want to say a bit about that?

0:35:23.510 --> 0:35:25.190
Alanna Hein (Guest)
And then I see, uh, Jennifer's hand.

0:35:29.90 --> 0:35:35.690
Sarah Reynolds
I don't have my list in front of me, however, I know it's spouses, children.

0:35:37.690 --> 0:35:39.700
Sarah Reynolds
Parents can order for children.

0:35:39.710 --> 0:35:47.460
Sarah Reynolds
In some cases, people with illegal need, but that's where the Gray area is and we don't like to make that determination.

0:35:47.610 --> 0:35:54.440
Sarah Reynolds
So we usually stick with blood relatives who can prove with an ID who they are.

0:35:54.530 --> 0:35:57.130
Sarah Reynolds
And that's pretty much as far as we get into it.

0:35:59.710 --> 0:36:0.890
Alanna Hein (Guest)
Thanks, Jennifer.

0:36:6.20 --> 0:36:6.320
Woodward Jennifer A
Thanks.

0:36:6.680 --> 0:36:27.110
Woodward Jennifer A
So Sarah and while you both met and you know, the idea of the alternate authorization for disposition, which is as you mentioned, is actually an organ law, which I think we are one of the only states that has the alternate authorization for disposition where you call the funeral, excuse me, call the medical certifier, say verbally we can sign off.

0:36:27.270 --> 0:36:28.600
Woodward Jennifer A
Umm so it's.

0:36:31.830 --> 0:36:36.370
Woodward Jennifer A
Is that still really a still done from the majority of the certificates?

0:36:36.380 --> 0:36:44.790
Woodward Jennifer A
Because I my thought is that if if we had more of the medical certifiers fully electronic, they would just go ahead and sign before you even had to call them.

0:36:45.70 --> 0:36:54.600
Woodward Jennifer A
So I'm really, you know, it, is it still standard practice to do that alternate authorization for disposition then find them and then send the electronic version?

0:36:57.830 --> 0:36:58.620
Wally Ordeman (Guest)
Go for it, Sarah.

0:37:8.220 --> 0:37:8.540
Woodward Jennifer A
OK.

0:36:59.550 --> 0:37:9.790
Sarah Reynolds
And alright, in I would say 99% of our cases we use the alternate position.

0:37:9.940 --> 0:37:13.230
Sarah Reynolds
It's very rare that a doctor's gonna be with it.

0:37:13.240 --> 0:37:22.410
Sarah Reynolds
For one, we're gonna have all the information to create the death certificate and then have the doctor sign it before we can make a phone call and get a verbal.

0:37:22.420 --> 0:37:22.930
Sarah Reynolds
OK.

0:37:22.940 --> 0:37:27.520
Sarah Reynolds
That they'll sign it, that that's really cool, that Oregon does that.

0:37:29.430 --> 0:37:32.840
Sarah Reynolds
It'll usually when we can get ahold of the doctor.

0:37:32.850 --> 0:37:36.300
Sarah Reynolds
It does allow for just instant once we meet with the family.

0:37:36.310 --> 0:37:40.220
Sarah Reynolds
If they're waiting for somebody to be cremated, we can move forth with that.

0:37:40.310 --> 0:37:47.250
Sarah Reynolds
We don't have to wait days, so yeah, I would say about 99% of ours or the alternate, yeah.

0:37:47.470 --> 0:37:49.720
Wally Ordeman (Guest)
I I would agree with that as well.

0:37:49.730 --> 0:37:52.960
Wally Ordeman (Guest)
The other, the other part of this equation is Hospice.

0:37:53.350 --> 0:38:9.310
Wally Ordeman (Guest)
And, you know, many Hospice organizations have someone on staff, either the doc or nurse practitioner that you know, once you've developed a relationship with them, you know that that nurse practitioner or doctor with the organization is is likely to sign.

0:38:9.980 --> 0:38:28.540
Wally Ordeman (Guest)
Uh, so you know that that's either a quick call and some Hospice organizations actually have a form that goes with the body that says, uh, so and so nurse practitioner will be signing the death certificate if we have that form, we are.

0:38:29.500 --> 0:38:30.810
Wally Ordeman (Guest)
We aren't making that phone call.

0:38:30.880 --> 0:38:32.110
Wally Ordeman (Guest)
It's far more efficient.

0:38:36.380 --> 0:38:40.10
Alanna Hein (Guest)
So while he does that just depend on the practice of the the individual.

0:38:41.510 --> 0:38:49.650
Alanna Hein (Guest)
Practice or like you said, sometimes there's a form like how how, who decides whether they're a form or not.

0:38:51.160 --> 0:38:55.770
Wally Ordeman (Guest)
I it is not uniform across all Hospice organizations.

0:38:56.390 --> 0:39:4.20
Wally Ordeman (Guest)
I'm some that are a little bit more proactive are doing that I some it's just not part of their protocol.

0:39:4.690 --> 0:39:5.960
Wally Ordeman (Guest)
I wish everybody did it.

0:39:5.970 --> 0:39:8.620
Wally Ordeman (Guest)
I wish it was more uniform, but it's, but it's not.

0:39:13.490 --> 0:39:14.60
Alanna Hein (Guest)
Thanks.

0:39:14.990 --> 0:39:17.550
Alanna Hein (Guest)
Other questions for the Funeral Home representatives.

0:39:23.80 --> 0:39:23.410
Alanna Hein (Guest)
Umm.

0:39:25.700 --> 0:39:27.900
Alanna Hein (Guest)
I had a question about over Sarah.

0:39:27.910 --> 0:39:31.490
Alanna Hein (Guest)
You said you were using the over system and that was working well.

0:39:32.140 --> 0:39:32.670
Alanna Hein (Guest)
Can you?

0:39:32.680 --> 0:39:34.750
Alanna Hein (Guest)
Can you talk a little bit about how that's working?

0:39:35.970 --> 0:39:42.580
Sarah Reynolds
Yeah, the over system is the electronic death death certificates as what we use it for.

0:39:43.490 --> 0:39:48.40
Sarah Reynolds
System it it used to be paper documents.

0:39:48.550 --> 0:39:50.40
Sarah Reynolds
Actually, it's a hybrid.

0:39:50.430 --> 0:39:53.100
Sarah Reynolds
Some doctors do not sign electronically.

0:39:53.230 --> 0:39:59.580
Sarah Reynolds
So what we'll do is print the death certificate on a piece of paper, mail it to him, or physically take it out.

0:39:59.590 --> 0:40:4.860
Sarah Reynolds
They physically fill it out, and then we physically take it to the health department, the over system.

0:40:4.870 --> 0:40:14.950
Sarah Reynolds
If someone the doctor's on over system and then we kind of electronically send it to them, they fill it out, sign it electronically and then we could just send the order to the county.

0:40:14.960 --> 0:40:18.740
Sarah Reynolds
So that over system is the electronic health record system.

0:40:20.370 --> 0:40:21.60
Alanna Hein (Guest)
Yeah.

0:40:21.490 --> 0:40:31.310
Alanna Hein (Guest)
And Wally, from your perspective, with either of your hats, do you get feedback about the over system and how how it's used or any you have any insight about that?

0:40:32.400 --> 0:40:34.980
Wally Ordeman (Guest)
Uh, it's it's overwhelmingly positive.

0:40:35.770 --> 0:40:42.80
Wally Ordeman (Guest)
Of the over system is amongst amongst our colleagues and and when, when used.

0:40:42.660 --> 0:40:59.130
Wally Ordeman (Guest)
Uh, yeah, the, the, the, the mortuaries love it I and it's just it's just a matter of getting all of the all of the players onto the same team here and that's just not always the case, but the system itself works.

0:41:4.270 --> 0:41:5.340
Alanna Hein (Guest)
Right. Thanks.

0:41:4.870 --> 0:41:21.180
Wally Ordeman (Guest)
And and I'll I'll add again about the help desk that that is when when something either a Funeral Home can't make a change or you know there there's something that goes wonky with within the over system.

0:41:21.610 --> 0:41:33.690
Wally Ordeman (Guest)
The help desk is very responsive from what I've from what I've seen and what I've heard from colleagues the the help desk is extremely responsive to to what the funeral homes need and.

0:41:36.200 --> 0:41:41.570
Wally Ordeman (Guest)
Because funeral homes need that need that help quickly and and it does, it comes quickly.

0:41:45.60 --> 0:41:45.960
Alanna Hein (Guest)
Thanks for sharing that.

0:41:48.70 --> 0:41:48.330
Alanna Hein (Guest)
Umm.

0:41:48.690 --> 0:41:55.200
Alanna Hein (Guest)
And anything else that you wanna say about it seemed like you had some when you were talking about what's next.

0:41:55.210 --> 0:41:55.990
Alanna Hein (Guest)
You were talking about.

0:41:57.530 --> 0:42:0.740
Alanna Hein (Guest)
I'm signing electronically as kind of being a goal.

0:42:0.750 --> 0:42:1.340
Alanna Hein (Guest)
Is that?

0:42:1.790 --> 0:42:4.430
Alanna Hein (Guest)
Do you see that as part of that same system, or is there?

0:42:6.490 --> 0:42:10.280
Alanna Hein (Guest)
You're talking about the difference between the the the laws in Washington, the laws in Oregon.

0:42:11.790 --> 0:42:13.20
Wally Ordeman (Guest)
I have not read the lot.

0:42:13.30 --> 0:42:15.430
Wally Ordeman (Guest)
The Washington law, I certainly will be.

0:42:16.280 --> 0:42:24.400
Wally Ordeman (Guest)
I you know, as we as we approach the legislative session and and look for sponsors for this legislation, but.

0:42:26.810 --> 0:42:29.300
Wally Ordeman (Guest)
I'm not real sure how to answer your question though.

0:42:29.430 --> 0:42:35.530
Wally Ordeman (Guest)
We we don't want, but I don't see us wanting to change the system.

0:42:36.370 --> 0:42:40.600
Wally Ordeman (Guest)
I think what Doctor Woodward has, uh, works.

0:42:41.370 --> 0:43:1.270
Wally Ordeman (Guest)
We want to change how how doctors and nurse practitioners commit and accessibility to them, and we want to make sure 100% of the doctors and those that can sign death certificates do it electronically.

0:43:4.830 --> 0:43:5.500
Alanna Hein (Guest)
Thank you.

0:43:6.410 --> 0:43:12.90
Alanna Hein (Guest)
Other questions from work group members for Wallier Sarah for the Funeral Home representatives.

0:43:18.650 --> 0:43:19.0
Alanna Hein (Guest)
Derek.

0:43:21.270 --> 0:43:35.400
Patterson Derrick C
Thinking of equitable access for families to certificates, is there any scenarios or groups of people that you have noticed having more difficult time meeting the obligations to get certificates?

0:43:35.410 --> 0:43:41.230
Patterson Derrick C
Whether it's, you know, coming up with an ID that's acceptable or any other barriers that you've noticed.

0:43:49.900 --> 0:43:50.100
Wally Ordeman (Guest)
Umm.

0:43:50.200 --> 0:43:51.90
Sarah Reynolds
Oh, if I may.

0:43:53.650 --> 0:43:58.60
Sarah Reynolds
I I was just thinking, I really haven't. Umm.

0:43:58.700 --> 0:43:59.920
Sarah Reynolds
Now, wait.

0:44:0.540 --> 0:44:9.170
Sarah Reynolds
Honestly, if somebody walks in, we call someone and they say, well, I'm the husband of so and so we don't ask for a marriage certificate or anything like that.

0:44:10.0 --> 0:44:14.890
Sarah Reynolds
You know, we're not doing Detective work, but I I can't think of any.

0:44:15.0 --> 0:44:22.530
Sarah Reynolds
The only the only kind of thing I can think of is some some really elderly people and it's more just a confusion thing.

0:44:22.540 --> 0:44:28.290
Sarah Reynolds
If they need to come in and get additional death certificates, they don't know how to go about doing that.

0:44:28.300 --> 0:44:34.960
Sarah Reynolds
But as far as and the the people who deserve to have them getting them, I don't.

0:44:35.570 --> 0:44:38.250
Sarah Reynolds
There's no barriers to that, yeah.

0:44:43.710 --> 0:44:45.410
Alanna Hein (Guest)
Wally, dear thoughts about that?

0:44:45.770 --> 0:44:47.240
Wally Ordeman (Guest)
Yeah, I I do.

0:44:47.250 --> 0:44:48.610
Wally Ordeman (Guest)
I'm just not sure how to frame it.

0:44:48.790 --> 0:44:54.230
Wally Ordeman (Guest)
Uh, it kind of goes back to the vetting thing that that we talked about.

0:44:54.700 --> 0:44:58.330
Wally Ordeman (Guest)
I'm, you know, I had a I had a gentleman walk in the door.

0:44:58.420 --> 0:45:6.290
Wally Ordeman (Guest)
This has been 6-8 years ago I and wanted a death certificate for his brother and I.

0:45:6.360 --> 0:45:17.990
Wally Ordeman (Guest)
I knew that he probably wasn't entitled to have it, but he I'm and and the more I talk to him, the more I I was I the more I had more questions than answers.

0:45:18.400 --> 0:45:19.890
Wally Ordeman (Guest)
The names didn't match up.

0:45:19.900 --> 0:45:26.50
Wally Ordeman (Guest)
I was having having a lot of trouble and I I said, you know, explain to me your relationship again.

0:45:26.300 --> 0:45:29.890
Wally Ordeman (Guest)
You're his brother, but the names don't match up.

0:45:29.900 --> 0:45:30.550
Wally Ordeman (Guest)
Etcetera.

0:45:30.560 --> 0:45:38.570
Wally Ordeman (Guest)
And he said, well, we're brothers in Christ and, you know, I'm at that point, I'm really ticked off.

0:45:40.170 --> 0:45:42.80
Wally Ordeman (Guest)
And I'm I'm sure that they are.

0:45:42.150 --> 0:45:55.590
Wally Ordeman (Guest)
You know, they were very close and and you know, regardless of the religious aspect of this, sometimes we get lied to and I that goes then to.

0:45:58.60 --> 0:46:3.340
Wally Ordeman (Guest)
You you find yourself looking for red flags, you, you you find yourself needing to.

0:46:5.590 --> 0:46:16.530
Wally Ordeman (Guest)
Be very careful about what you provide and and funeral directors are not wired to say no, that it's just not part of our nature.

0:46:17.320 --> 0:46:24.530
Wally Ordeman (Guest)
And sometimes with this process we have to and and that's that's a hard thing.

0:46:24.640 --> 0:46:31.110
Wally Ordeman (Guest)
I don't know that I specifically answered the question, but that's what came to mind when we we started going down this path.

0:46:33.40 --> 0:46:33.250
Alanna Hein (Guest)
You know.

0:46:34.340 --> 0:46:34.890
Patterson Derrick C
Thank you.

0:46:35.20 --> 0:46:35.830
Patterson Derrick C
Yeah, that's really helpful.

0:46:37.460 --> 0:46:38.510
Alanna Hein (Guest)
Thanks Molly.

0:46:38.780 --> 0:46:40.40
Alanna Hein (Guest)
Ginger, I saw your hand.

0:46:42.710 --> 0:46:52.10
Ginger Cerola/Jackson County
Well, I was kind of curious if you've ever run into like I've had funeral homes here, like when you were talking about not being able to get SERP.

0:46:52.20 --> 0:46:55.480
Ginger Cerola/Jackson County
Well, let me rephrase this.

0:46:55.570 --> 0:47:10.70
Ginger Cerola/Jackson County
Some of the funeral homes will have families come in and they won't be able to get the ashes because they're not able to pay for the services or they agreed to do sign the contract but never met the needs of that contract.

0:47:10.80 --> 0:47:13.0
Ginger Cerola/Jackson County
Do you run into that in your in your facility?

0:47:13.10 --> 0:47:13.860
Ginger Cerola/Jackson County
Your Funeral Home.

0:47:15.600 --> 0:47:16.600
Ginger Cerola/Jackson County
Does that my making?

0:47:18.240 --> 0:47:18.620
Alanna Hein (Guest)
Sarah.

0:47:16.720 --> 0:47:19.240
Ginger Cerola/Jackson County
Does that make sense? Yeah.

0:47:20.210 --> 0:47:22.220
Sarah Reynolds
I think I understand what you're asking.

0:47:22.230 --> 0:47:33.850
Sarah Reynolds
Yes, we do have occasionally people signing the contract, not able to it to meet the financial obligations or knowing that they're just not gonna pay in signing the contract.

0:47:34.40 --> 0:47:35.370
Sarah Reynolds
Umm, uh.

0:47:35.880 --> 0:47:39.630
Sarah Reynolds
Occasionally they can't pay, and that's when the indigent fund comes in.

0:47:40.180 --> 0:47:40.420
Ginger Cerola/Jackson County
Umm.

0:47:41.110 --> 0:47:44.940
Sarah Reynolds
We I I don't know if it's a law or if it's just our policy.

0:47:45.10 --> 0:47:49.990
Sarah Reynolds
We don't personally withhold ashes from anyone, regardless of if they can pay or not.

0:47:54.740 --> 0:47:55.140
Ginger Cerola/Jackson County
Right.

0:47:50.810 --> 0:47:57.430
Sarah Reynolds
Uh, we won't do a a service for them, but well, we'll create the Dell certificate.

0:47:57.440 --> 0:48:0.130
Sarah Reynolds
We'll go through that process and and cremate it.

0:48:0.140 --> 0:48:4.430
Sarah Reynolds
Remains will be returned regardless we don't hold them hostage, no.

0:48:4.140 --> 0:48:5.170
Wally Ordeman (Guest)
Yeah, and that was the.

0:48:4.510 --> 0:48:5.990
Ginger Cerola/Jackson County
But that's good, yeah.

0:48:6.150 --> 0:48:7.920
Wally Ordeman (Guest)
That was the phrase I was gonna use.

0:48:7.990 --> 0:48:8.300
Wally Ordeman (Guest)
Uh.

0:48:8.310 --> 0:48:15.0
Wally Ordeman (Guest)
Was that they're very, very few, if any funeral homes out there that are gonna hold ashes hostage hostage.

0:48:15.520 --> 0:48:16.70
Wally Ordeman (Guest)
No.

0:48:16.710 --> 0:48:25.830
Wally Ordeman (Guest)
You know, sometimes if a family doesn't meet their obligation or or has no intention of meeting their obligation, sometimes it's a Funeral Home.

0:48:25.900 --> 0:48:33.880
Wally Ordeman (Guest)
You're you're just better off to watch them walk away with the urn and and, you know, call it good and serve the next family and that's.

0:48:35.100 --> 0:48:35.270
Ginger Cerola/Jackson County
Yeah.

0:48:35.530 --> 0:48:38.600
Wally Ordeman (Guest)
I I think most funeral directors are are on that same page.

0:48:39.820 --> 0:48:54.650
Ginger Cerola/Jackson County
That's what I was wondering, because that has happened here on occasion, or sometimes if they're not able to provide them with the desks artificats those families who have been given the ashes they can't pay for the services that will try to come to get the DC's from me.

0:48:54.820 --> 0:49:0.610
Ginger Cerola/Jackson County
And again, if they're able to show eligibility from my end, then I'm able to supply that.

0:49:0.620 --> 0:49:4.950
Ginger Cerola/Jackson County
But I was just kind of curious about that, how frequently that might or might not happen.

0:49:6.170 --> 0:49:6.520
Ginger Cerola/Jackson County
Uh.

0:49:5.910 --> 0:49:10.80
Wally Ordeman (Guest)
Will you bring up a really, really good question there or really good point and that's that.

0:49:25.790 --> 0:49:27.590
Ginger Cerola/Jackson County
Mm-hmm. Umm.

0:49:34.920 --> 0:49:36.360
Ginger Cerola/Jackson County
Yeah. Yep.

0:49:10.150 --> 0:49:45.690
Wally Ordeman (Guest)
And and I think it's worth, Sarah was headed to was that, you know, you might go ahead and give the ashes to to the family and and you know everybody shakes hands and and moves on but the funeral homes not gonna front the money for the family's death certificates or any or any keepsake urns or or you know flag case or or any of the peripheral items they're just not gonna do it they've already probably taken a beating on the on the cremation itself and and you know have prepared themselves to write that off but they're.

0:49:45.780 --> 0:49:48.760
Wally Ordeman (Guest)
Not gonna they're they are gonna send the family to you.

0:49:49.650 --> 0:49:51.50
Wally Ordeman (Guest)
To to take care of that.

0:49:57.530 --> 0:49:58.30
Alanna Hein (Guest)
Thanks.

0:49:57.320 --> 0:50:6.680
Ginger Cerola/Jackson County
I had a gentleman come up to my window with three bags of separate containers full of ashes and it was very interesting to me because they had.

0:50:6.720 --> 0:50:19.470
Ginger Cerola/Jackson County
I had got a funeral director involved because he wanted to know who they were, his relatives and the tax system that I guess the counties used to use was how they were able to determine the decedents.

0:50:19.480 --> 0:50:23.70
Ginger Cerola/Jackson County
For this, you know one of the the the individuals.

0:50:23.80 --> 0:50:34.190
Ginger Cerola/Jackson County
The other two were from another state, but I thought that was a really wonderful thing because this he was trying to determine who these people were for his own, you know, piece of mind.

0:50:34.200 --> 0:50:37.340
Ginger Cerola/Jackson County
I think that, yeah.

0:50:35.530 --> 0:50:41.420
Wally Ordeman (Guest)
Ohh, the disk system is has really come through and in a number of situations.

0:50:41.430 --> 0:50:52.340
Wally Ordeman (Guest)
You know, we've we've gotten a phone call from from Albany police saying that the Goodwill Store had an earn and, you know, didn't know what to do with it.

0:50:52.350 --> 0:50:56.420
Wally Ordeman (Guest)
And there was a desk, and we were able to to track down who that family was.

0:50:56.430 --> 0:50:59.680
Wally Ordeman (Guest)
And and Albany police was able to do their thing.

0:50:59.690 --> 0:51:8.170
Wally Ordeman (Guest)
And our people, you know, move out of a rental and leave an earn behind in the new new folks come in or or not, maybe even not a rental.

0:51:8.180 --> 0:51:14.230
Wally Ordeman (Guest)
But you know a a home purchase and then they find find something in the basement and and the disk.

0:51:14.280 --> 0:51:18.30
Wally Ordeman (Guest)
The disk system has definitely come through on more than one occasion.

0:51:22.940 --> 0:51:23.610
Alanna Hein (Guest)
Thank you.

0:51:23.660 --> 0:51:26.120
Alanna Hein (Guest)
That's great, great insight, great information.

0:51:27.430 --> 0:51:33.140
Alanna Hein (Guest)
Other questions from work group members for the Funeral Home representatives.

0:51:46.380 --> 0:51:59.140
Alanna Hein (Guest)
OK, I think that the question Derek was asking you Wally was about accessibility and are there groups of people who seem to have an easier or more difficult?

0:52:1.620 --> 0:52:4.50
Alanna Hein (Guest)
Situation. Accessing records.

0:52:4.500 --> 0:52:7.910
Alanna Hein (Guest)
Have you seen any of that in your in your world?

0:52:9.880 --> 0:52:10.250
Wally Ordeman (Guest)
I've.

0:52:10.950 --> 0:52:12.950
Wally Ordeman (Guest)
It Sarah.

0:52:13.20 --> 0:52:16.490
Wally Ordeman (Guest)
Much more qualified than I am to to answer that, and I think she did.

0:52:16.880 --> 0:52:18.70
Wally Ordeman (Guest)
Did address that.

0:52:18.400 --> 0:52:18.840
Alanna Hein (Guest)
She did.

0:52:18.460 --> 0:52:19.570
Wally Ordeman (Guest)
I don't know that I have any.

0:52:19.580 --> 0:52:21.70
Wally Ordeman (Guest)
I don't know that I have anything to add.

0:52:21.810 --> 0:52:22.190
Alanna Hein (Guest)
OK.

0:52:22.200 --> 0:52:24.460
Alanna Hein (Guest)
I just wanted to invite your comments.

0:52:24.470 --> 0:52:25.70
Alanna Hein (Guest)
If you had some.

0:52:24.940 --> 0:52:25.280
Wally Ordeman (Guest)
Sure.

0:52:25.360 --> 0:52:34.260
Wally Ordeman (Guest)
And and I I don't know that I've found in my career the that there's been a a that there have been times where it's inequitable.

0:52:35.380 --> 0:52:44.100
Wally Ordeman (Guest)
And so I I I guess that's probably why I'm I'm pausing here and and really don't don't have a a solid answer for that.

0:52:45.840 --> 0:52:46.270
Alanna Hein (Guest)
Sure.

0:52:46.500 --> 0:52:46.890
Alanna Hein (Guest)
Thank you.

0:52:48.190 --> 0:52:53.750
Alanna Hein (Guest)
Other questions for the Funeral Home representatives from work Group members.

0:53:5.220 --> 0:53:7.170
Alanna Hein (Guest)
OK. Umm.

0:53:10.570 --> 0:53:10.980
Woodward Jennifer A
So.

0:53:8.990 --> 0:53:11.740
Alanna Hein (Guest)
So again, we will compile all this information.

0:53:11.790 --> 0:53:12.550
Alanna Hein (Guest)
Go ahead some.

0:53:11.910 --> 0:53:14.280
Woodward Jennifer A
So Lana, it looks like Sarah got her hand up.

0:53:15.400 --> 0:53:18.270
Alanna Hein (Guest)
Oh, I missed Sarah still here?

0:53:18.280 --> 0:53:20.520
Alanna Hein (Guest)
I think Sarah's hand is still up from before.

0:53:21.620 --> 0:53:22.360
Alanna Hein (Guest)
Is that right? Yeah.

0:53:24.730 --> 0:53:25.180
Alanna Hein (Guest)
Yeah.

0:53:25.190 --> 0:53:26.900
Alanna Hein (Guest)
Thank you. Umm.

0:53:28.610 --> 0:53:34.660
Alanna Hein (Guest)
So let me just say a little bit about what next month will be.

0:53:34.750 --> 0:53:38.380
Alanna Hein (Guest)
So we have three work group members that we haven't heard from.

0:53:39.530 --> 0:53:41.740
Alanna Hein (Guest)
Umm Nope, that's four.

0:53:43.960 --> 0:53:50.370
Alanna Hein (Guest)
We haven't heard and that we will hear from next month in a similar panel format.

0:53:50.520 --> 0:53:54.540
Alanna Hein (Guest)
So Michael Collins, who is representing the tribal communities.

0:53:56.640 --> 0:54:1.250
Alanna Hein (Guest)
Lucy Gibson and and Chad Dressell house.

0:54:1.870 --> 0:54:4.120
Alanna Hein (Guest)
Umm and Shawna Peterson.

0:54:4.430 --> 0:54:11.310
Alanna Hein (Guest)
So those are the folks on the work group that we haven't heard and they have a variety of specialties and and backgrounds, areas of insight.

0:54:12.490 --> 0:54:32.10
Alanna Hein (Guest)
So we will do next time the part of the meeting will be the kind of panel discussion and then the question and this is my invitation to all those start thinking about this in advance of next month is, are there other questions that you have about the vital record system that we haven't addressed yet?

0:54:32.90 --> 0:54:47.410
Alanna Hein (Guest)
Are there things that haven't come out or questions or topics or issues that we haven't surfaced yet and and and addressed so it's the open question for next time in addition to hearing from the work group numbers that we haven't heard from before.

0:54:48.510 --> 0:54:51.440
Alanna Hein (Guest)
Any questions about where we're going next?

0:54:53.390 --> 0:54:55.370
Alanna Hein (Guest)
OK, OK.

0:54:55.420 --> 0:54:56.480
Alanna Hein (Guest)
So that will be may.

0:54:58.990 --> 0:55:8.300
Alanna Hein (Guest)
And the last thing that we wrap up with when we wrap up these meetings is the plus delta evaluation.

0:55:8.490 --> 0:55:11.860
Alanna Hein (Guest)
So it's just a question, how was today's meeting for you?

0:55:11.930 --> 0:55:21.150
Alanna Hein (Guest)
What went well could have gone better, either for yourself or for the group in terms of process, how we worked together or content the work that we got done.

0:55:21.310 --> 0:55:24.60
Alanna Hein (Guest)
So anything that went well could have gone better yourself.

0:55:24.70 --> 0:55:28.600
Alanna Hein (Guest)
The group process or content any comments about how today's meeting went?

0:55:39.490 --> 0:55:39.850
Alanna Hein (Guest)
Jennifer.

0:55:44.230 --> 0:55:50.860
Woodward Jennifer A
Thanks a lot, I thought it was great and thank you Wally and Sarah for sharing this information.

0:55:50.870 --> 0:55:56.540
Woodward Jennifer A
I think all of this gathering knowledge based around the panel discussion is really, really helpful.

0:56:0.210 --> 0:56:1.690
Alanna Hein (Guest)
Thank you, ginger.

0:56:4.60 --> 0:56:4.250
Ginger Cerola/Jackson County
Yeah.

0:56:4.260 --> 0:56:5.810
Ginger Cerola/Jackson County
I want to thank the two of you as well.

0:56:5.820 --> 0:56:12.850
Ginger Cerola/Jackson County
I it's really nice to hear it from a different perspective, kind of the behind the scenes from me, you know, cause I've always been.

0:56:12.940 --> 0:56:14.770
Ginger Cerola/Jackson County
How do the hybrids go?

0:56:14.780 --> 0:56:21.150
Ginger Cerola/Jackson County
It's all this behind the scenes thing that so this has been very awesome for me to understand how that all works.

0:56:21.280 --> 0:56:21.740
Ginger Cerola/Jackson County
Thank you.

0:56:28.80 --> 0:56:30.280
Alanna Hein (Guest)
Yeah, they're comments about how today's meeting went.

0:56:38.370 --> 0:56:39.50
Alanna Hein (Guest)
OK.

0:56:39.370 --> 0:56:40.450
Alanna Hein (Guest)
So we will.

0:56:43.180 --> 0:56:43.630
Alanna Hein (Guest)
Let's see.

0:56:43.640 --> 0:56:48.290
Alanna Hein (Guest)
We will be meeting again on the May 15th.

0:56:48.440 --> 0:56:49.290
Alanna Hein (Guest)
Does that sound right?

0:56:49.300 --> 0:56:50.250
Alanna Hein (Guest)
It should be the third.

0:56:53.530 --> 0:57:8.700
Alanna Hein (Guest)
We'll check no May 21st, so this time 3:00 o'clock Pacific Time on the 21st of May and then we'll be hearing from the other work group members that we haven't heard from yet in a panel discussion.

0:57:8.710 --> 0:57:18.330
Alanna Hein (Guest)
And I'm asking you to bring any unanswered questions or any areas that you'd like more clarity or more information about to that meeting on May 21st.

0:57:20.500 --> 0:57:21.750
Alanna Hein (Guest)
Good to see you all.

0:57:21.800 --> 0:57:24.770
Alanna Hein (Guest)
I hope you're getting some spring sunshine.

0:57:25.100 --> 0:57:27.430
Alanna Hein (Guest)
I'm it's the the raindrops.

0:57:27.660 --> 0:57:28.470
Alanna Hein (Guest)
Thank you so much.

0:57:28.480 --> 0:57:32.240
Alanna Hein (Guest)
Look forward to to hearing from you and talking with you next month.

0:57:33.110 --> 0:57:33.760
Alanna Hein (Guest)
Thank you.

0:57:33.910 --> 0:57:34.630
Alanna Hein (Guest)
Bye bye everyone.

0:57:36.740 --> 0:57:37.620
Gibson Lucyann S
By everyone.