

Guidance on Ordering Copies of Death Certificates

The Bureau of Health Statistics and most county offices are currently open for business, but we anticipate that could change at any moment. We have a phased plan for continuing operations in the event state building access is limited to staff only and the building is closed to the public. If the state building is closed to the public, staff will still be working until told otherwise. Regardless, staff are teleworking to ensure registration of records continues.

Funeral homes should use their normal processes for ordering certified copies until instructed differently. **Always contact the county office first.** If they have modified their normal services, they will provide you with instructions for ordering from their office or provide you alternatives including the ones listed below.

Our emergency procedures includes plans to manage records that require special handling like the ones that default into the "Override" Work Queue. In addition, this team will assist with Help Desk support to ensure records are registered.

- Contact a county recorder office (*call prior to appearing in person*)
- Mail your request to County Recorder – your request must include an Application for Ordering Certified Copies ([click here](#) for a copy of the application)
- Order from the State Vital Records office via mail (application must be attached)
Bureau of Health Statistics, 321 E. 12th St., Des Moines IA 50319
- Order on-line from the state's **authorized** third party vendor
www.VITALCHEK.com or call **866-809-0290**

We are doing what we can to maintain a business as usual approach. We thank you for your patience and support. Please let us know if you have any questions.

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