

Funeral Establishment Instructions for Certified Copy Will Call/Pick-up Service and Transit Letter Requests

Our office reopened counter service for the general public on June 15, 2020. We are reopening in phases and for this reason, counter services **will not** be available for funeral homes at this time. However, we are resuming will-call pick up for orders placed through VitalChek, the mail or drop box **by appointment only**. Our office hours are 8:00 a.m. to 12:00 p.m. and 1:00 p.m. to 4:00 p.m. Processing time is 3-5 business days for death certificate orders and 1 business day for Transit Letters.

Procedure to pick-up Death Certificates Orders (includes order submitted through the drop box, mail or VitalChek):

- Email deathregistration@ochca.com to verify that certified copies are ready for pick-up
- Schedule an appointment to pick up orders.
- When you arrive at our office to pick up the orders on the date of your appointment, call the Funeral Director Office at 714-480-6718 from the lobby phone or your cell phone.
- The Officer of the Day will distribute the orders through one of the cashier windows.
- After you receive the orders at the window, go to Funeral Directors Office where you can verify the records. Please make sure to sign & date and leave the application in the designated tray. **DO NOT TAKE THE APPLICATION WITH YOU.**

Procedure to pick-up a Transit/Ship-Out Letter:

- Email your request for a non-contagious letter to deathregistration@ochca.com and include the number of death certificate copies you would like to purchase.
- Wait for e-mail confirmation that your letter and death certificate order is ready.
- Schedule an appointment to pick up the documents.
- Please bring the following items to your appointment: the Vital Records Application, a copy of the burial permit and a check for the death certificates & burial permit.
- When you arrive for your appointment, call 714-480-6718 from our lobby phone or your cell phone.
- The Officer of the Day will serve you through one of the cashier windows.

If you have questions regarding these procedures, please call 714-480-6700 or email deathregistration@ochca.com.



Public Health Services | Office of Vital Records

200 W. Santa Ana Blvd., Suite 100-B, Santa Ana, CA 92701

Phone: 714-480-6700 | Email: deathregistration@ochca.com | Fax: 714-480-6656