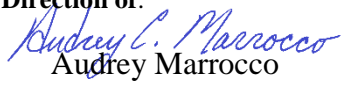


## STATE REGISTRAR NOTICE

<b>Subject:</b> Vital Events Stakeholder Hotline: 800-323-9613	<b>Type:</b> <input checked="" type="checkbox"/> Regular <input type="checkbox"/> Transitory	<b>Number:</b>  <b>2019-13</b>
<b>Date Issued:</b> September 24, 2019  <b>Date Effective:</b> September 25, 2019	<b>Audience:</b>  All Stakeholders	<b>By Direction of:</b>  Audrey Marrocco State Registrar

The Bureau of Health Statistics and Registries (BHSR) has redesigned its Vital Events Stakeholder Hotline (800-323-9613). The hotline will be transitioned to a new platform this evening beginning at 5:30 pm. While this upgrade is taking place, you may experience intermittent issues in contacting us through the hotline.

The Vital Events Stakeholder Hotline is an expansion of our former EBRS and EDRS Hotline. This hotline is dedicated to supporting the needs of entities that report vital events in Pennsylvania. These entities include the following:

- Birthing facilities & midwives
- Medical professionals responsible for reporting death events
- Funeral homes
- Coroners and medical examiners
- Local, assistant, and deputy registrars

This hotline has been redesigned to provide one-stop phone service for stakeholders in need of support from BHSR. The top menu is designed as follows:

- Press 1 if you are calling about a birth event.
- Press 2 if you are calling about a death event.
- Press 3 if you are a local or assistant registrar.

Submenus will direct callers to dedicated BHSR staff that support topics such as technical support for EDRS or EBRS, consultation on registration or an amendment of a vital event, status updates on event registrations, status updates on applications for death certificates filed by funeral homes, requests for vital record supplies, etc.

The Vital Events Stakeholder Hotline is staffed from 8 am to 4 pm, Mondays through Fridays (excluding state holidays). If BHSR staff are assisting another caller or if you are calling after hours, please leave a voice mail.

If you previously called our Consumer Hotline at 844-228-3516 or 724-656-3100 for assistance, please redirect your calls to the Vital Events Stakeholder Hotline.

### Contact Information:

Vital Events Stakeholder Hotline  
 Phone: 800-323-9613