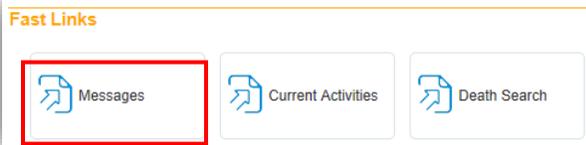**pennsylvania**
DEPARTMENT OF HEALTH

Using Messages to Communicate
with a Funeral Home
(to Refer a Case to a Coroner/Medical Examiner)

Note: In this example, the cause of death was not natural and the case had not been referred to the coroner/medical examiner. Another reason to use this process could be if the addresses for place of death and residence did not match when the death occurred at the decedent's home.

1 From your **Home** page, click the **Messages** fast link.

2 From the Messages screen, click the **Send Message** button.
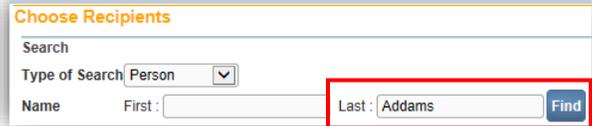

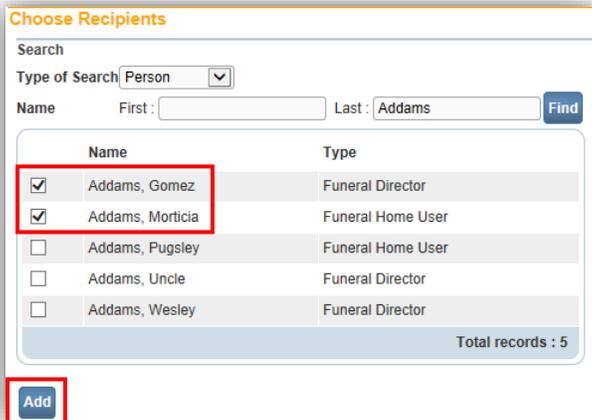**3** Click the **Recipients** link to search for the funeral director's name.

4 The Choose Recipients search box displays. Enter the **Last** name and click the **Find** button.

5 Select the checkbox next to the intended recipient(s) **Name** and click the **Add** button.

6 The selected recipients display at the bottom of the Choose Recipients box.

Note: If you need to select additional people for this message, repeat **Steps #4** and **#5**.

When finished selecting the recipients, click the **Save** button to add them to your message.

Selected Recipients		
	Name	**Type**
☐	Addams, Gomez	Funeral Director
☐	Addams, Morticia	Funeral Home User
		Total records : 2

Remove

Save Cancel

7 The Send Message screen displays with the added recipient(s).

Click in the **Subject** field, enter **Refer to ME – Decedent Name** and **Date of Death**.

Send Message

Recipients: ▸		**Name**	**Type**
	☐	Addams, Gomez	Funeral Director
	☐	Addams, Morticia	Funeral Home User

Send By: ▸ Notify

Subject: ▸ Refer to ME - Marilyn Monroe 04-01-2016

8 In the **Message** field, enter the **Subject** field information again and then reason the case is being referred back to the funeral director.

Example:
Refer to ME – Marilyn Monroe 04-01-2016

The cause of death indicated a fall and should be reviewed by the coroner.

Send By: ▸ Notify

Subject: ▸ Refer to ME - Marilyn Monroe 04-01-2016

Refer to ME - Marilyn Monroe 04-01-2016

The cause of death indicated a fall and should be reviewed by the coroner

9 When finished, click the **Send** button.

Send Cancel

10 A confirmation box displays to indicate that the message was sent.

Click the **OK** button to close the confirmation box.

Message from webpa...

⚠ Message Sent

OK

Note: When the funeral director receives the message, it will look like this.

From	Message Text	Date Sent
Betty White	Refer to ME - Marilyn Monroe 04-01-2016 The cause of death indicated a fall and should be reviewed by the coroner	5/27/2016