



**DEFENSE HEALTH AGENCY
115 PURPLE HEART DRIVE
DOVER AIR FORCE BASE, DELAWARE 19902**

**Armed Forces Medical
Examiner System**

OMB CONTROL NUMBER: 0720-COFD
OMB EXPIRATION DATE: XX/XX/XXXX

**CALLING FAMILIES TO OBTAIN
INFORMATION FOR THE COMPLETION OF
THE DEATH CERTIFICATE (DC)**

Dialogue for calling a family member / primary next of kin:

- ***** NOTE ***** AFMES calling a Primary Next of Kin (PNOK) or another family member for death certificate information is a last resort. Please ensure that you have utilized the service casualty offices or other partners/agency first to ensure that necessary information is populated in DCIPS.
- “Hi ma’am/sir, this is (your name) calling from the Armed Forces Medical Examiner System in Dover, DE. I am calling regarding your sons/daughter/spouse’s death. Is now an okay time to speak or is there a better time I can call back? “I am sorry for your loss, and understand this is a difficult time. I am calling to ensure that we have complete and accurate information to correctly process your loved one’s death certificate.
- Use the “DD Form 2064 – Certificate of Death Information Worksheet” to Verify, obtain, and record any data elements related to the death certificate.

Dialogue for calling Another Family Member:

- “Hi ma’am/sir, this is (your name) calling from the Armed Forces Medical Examiner System in Dover, DE. I am calling regarding an autopsy that was performed by our office on decedent “NAME.” I am calling to ensure that we have complete and accurate information to correctly process your loved one’s death certificate.”
- Use the “DD Form 2064 – Certificate of Death Information Worksheet” to Verify, obtain, and record any data elements related to the death certificate.

Steps upon completion of call:

- Annotate whom you spoke with, when, and information discussed in the Armed Forces Medical Examiner Tracking System (AFMETS) journal entry section.
- Provide form to Medicolegal Death Investigator (MDI) or death certificate (DC) team.
 - Complete in accordance with SOP

MOST ASKED QUESTIONS

- Questions regarding the autopsy report: Refer to the MDI of record and or the Medical Examiner of record.
- Questions regarding a Death Certificate (DC): Refer to the DC Team (346-8675) or TSgt Farley (346-8677). Let the individual know that if they do not answer to please leave a voicemail. Their call will be returned within two business days.
- Questions regarding save organs, retained specimen, or personal effects: Refer to the on-call investigator. Dial 98 (202) - 409-6811 and before transferring the call make sure to speak to the on-call and let them know what the ME# is and the question being asked. If they do not answer, let the family know to leave a voicemail. Their call will be returned within two business days.
- Questions regarding cause/manner of death: Explain you are not a Medical Examiner and cannot relay the information, but once they receive the report if they have questions and want to speak to the Medical Examiner then that can be arranged by contacting (302) – 366-4648.
- Questions regarding investigative report or accident reports (Referring to the Special Agent or other agency reports): Let them know that these are not AFMES reports and we are not the releasing authority. They should contact the specific organization to obtain a copy of the requested report.