

Inspector General  
4052 Bald Cypress Way  
Tallahassee, Florida 32399-1704



Sumter County Commissioners  
910 North Main Street  
Bushnell Florida, 33513

I have a complaint. The sumter health department is favoring one company over another one. I work for a company who pays for each certificate we receive. The health department is giving away death certificates (i know) as well as allowing the other company to run up a \$900 tab. I bet they forget to make them pay for all certificates. This is not right. I ask that this practice be checked on because it is not fair. It was even said the people in charge knew about this and said it was ok. I can only remain unknown because I must keep me and my company safe, I have to have a job. You know that I bet someone at the health department profits from this and it should be stopped.

I need my job

Copy To:  
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Other \_\_\_\_\_ Com Svcs Div \_\_\_\_\_

## Douglas, Jessica

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**From:** Keith\_Hunter@doh.state.fl.us  
**Sent:** Monday, August 16, 2010 5:07 PM  
**To:** Douglas, Jessica  
**Cc:** Arnold, Bradley  
**Subject:** FW: complaint received today regarding issuing death certificates at Health Dept.

Thanks, Jessica. Please see the below response from our Chief Deputy Registrar, Sharon Reid.

During a review of Vital Statistics records, an error was discovered and immediate action was taken. After an initial investigation, the funeral home was contacted and the account was made current. We follow all the state rules and regulations regarding the issuance of birth or death records and have never favored one company over another. This error has been addressed with the staff involved and steps have been taken to ensure this never happens again.

If you would like to discuss this further or need additional information, please let me know.

Thank you.

Keith E. Hunter RS, MPH  
Assistant CHD Director  
Sumter County Health Department  
PO Box 98  
415 E. Noble Ave.  
Bushnell, FL 33513  
352-793-6979 Ext. 242

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**From:** Reid, Sharon M  
**Sent:** Monday, August 16, 2010 4:26 PM  
**To:** Hunter, Keith E  
**Subject:** RE: complaint received today regarding issuing death certificates at Health Dept.

Keith,

During a Quality Improvement review of the Vital Statistics office on July 20, 2010, I discovered a pre-paid funeral home account that had gone into a negative balance. In December of 2008, the deputy registrar issued death certificates when the balance of the prepaid account didn't cover the order. She did not catch her error and continued to issue certificates. I discussed the error with the employee that day and asked her to look into this to see if it was a legitimate error. As you know, I discussed this issue with you the next day, and I also discussed it with her supervisor when she returned from Annual Leave the following Monday.

I contacted the Direct Disposer of the funeral home on July 21 and explained what happened. I faxed her reports from the system that documented the certificates that were issued while the account was in negative. On Friday, July 23, she brought in a check to bring the account current. We have not intentionally allowed anyone to receive certificates without payment and do not allow them to "run a tab". I want to firmly state that our office does not favor one funeral home to another. We do not give away

certificates, and our system accounts for every certified copy by the audit control numbers on the safety paper that is used for certifications. It is all documented in the system.

I have begun to run reports on a weekly basis to ensure this does not happen again.

Sharon Reid, Administrative Assistant III  
Chief Deputy Registrar  
Sumter County Health Department  
PO Box 98  
Bushnell, FL 33513  
(352) 793-6979 ext. 263



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**From:** Hunter, Keith E  
**Sent:** Monday, August 16, 2010 2:59 PM  
**To:** Reid, Sharon M  
**Subject:** FW: complaint received today regarding issuing death certificates at Health Dept.  
**Importance:** High

FYI

Keith E. Hunter RS, MPH  
Assistant CHD Director  
Sumter County Health Department  
PO Box 98  
415 E. Noble Ave.  
Bushnell, FL 33513  
352-793-6979 Ext. 242



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**From:** Douglas, Jessica [mailto:Jessica.Douglas@sumtercountyfl.gov]  
**Sent:** Monday, August 16, 2010 11:44 AM  
**To:** Hunter, Keith E  
**Subject:** complaint received today regarding issuing death certificates at Health Dept.

8/17/2010

Keith,

Mr. Arnold requested me to forward you the attached complaint regarding issuing death certificates at the Sumter County Health Department. He will be noting this on his report for the August 24<sup>th</sup> BOCC meeting and would like to include your response. In order to include the response on Mr. Arnold's report we will need it by August 18<sup>th</sup> at 12:00pm.

Thank you,

Jessica Douglas  
Staff Assistant III  
Board of Sumter County Commissioners  
910 North Main Street  
Bushnell, FL 33513  
Phone: (352) 793-0200  
Fax: (352) 793-0207  
Email: Jessica.Douglas@sumtercountyfl.gov

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