



P I N A L • C O U N T Y
wide open opportunity

March 26, 2014

Mortuary Owners, Employees, and Representatives—

The Pinal County Medical Examiner's Office (PCMEO) strives to provide professional, compassionate, and timely service to all of our customers. As mortuary owners, employees, and representatives comprise one group of our primary customers, we have attempted to improve our responsiveness to your inquiries, all the while working within our limited staffing model. PCMEO Investigators are the primary points of contact for our office and respond to death scenes in the County 24 hours a day, 7 days a week, and 365 days a year. At our level of staffing, it is imperative that the PCMEO On-Call/Hotline is only utilized by law enforcement and hospital personnel reporting deaths pursuant to Arizona Revised Statutes.

Effective immediately, all mortuary representative inquiries will be made to our main public line: **520-866-7260**. The caller should then select **option #2** and leave a detailed message. Upon disconnecting the call, the voice message will be immediately and electronically forwarded to the on-call investigator who will be required to return the call as soon as possible. As we have worked with the County's Information Technology Department to streamline our main line phone tree and voice mail system, **it is no longer necessary for mortuary representatives to either make repeated calls or leave numerous messages regarding the same issue or to telephone the PCMEO On-Call/Hotline number.**

Finally, please remember that PCMEO personnel will not divulge to mortuary representatives the personal information of a decedent not under their mortuary's care. The PCMEO Release Form is now on the "Information for Funeral Home Personnel" section of our website, which can be accessed at: <http://www.pinalcountyaz.gov/Departments/MedicalExaminer>.

Thank you for your continued patience while we streamline our processes with an emphasis on professional, efficient, and customer-service oriented medicolegal death investigation services. If you have any questions or concerns about these or any PCMEO-related issues, do not hesitate to contact me at 520-866-7270 or Paul.Parker@pinalcountyaz.gov.

Sincerely,

Paul R. Parker, B.S., D-ABMDI
Chief Investigator
Pinal County Medical Examiner's Office
570 W. Adamsville Road
Florence, AZ 85132
Desk: 520-866-7270
Paul.Parker@pinalcountyaz.gov