

DeIVERS Death Module

Funeral Home Quick Reference Guide for Funeral Home Processes

Version 1.0



DELAWARE HEALTH AND SOCIAL SERVICES
Division of Public Health
Delaware Health Statistics Center and Office of Vital Statistics

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The Industry Standard in Vital



Records Integrated Systems

Quick Steps for Funeral Home Processes

1. Login to DeIVERS and select the appropriate location.
2. Select the **Death/Function/Funeral Home Processes** menu item. The Funeral Home Processes Screen will appear.

Search for a Registered Record in Funeral Home Processes

1. Select the **Search** button or **Record/Search** menu item.
2. Enter at least the decedent's year of death in the Death Search Screen. Click the **Search** button and matching records will populate the grid. Highlight a record or select multiple records using the **Ctrl** keyboard button. Click the **Select Record(s)** button to retrieve the record(s) to the Legal View work queue.

Demographic Amendments

1. With a record loaded on the Funeral Home Processes Screen, select the **Record/Process Demographic Amendment** menu item. The record will open in the Demographic Amendment screen.
2. After coming to a field that needs to be changed, click the wrench icon located next to the appropriate field.
3. Enter the amended value into the field.
4. Add any supporting documentation at this time by completing the fields in the **Supplemental Documents** section located at the bottom of the screen and then click the **Scan Document** or **Upload Document** icon.
5. Save the changes by clicking the **Save** button in the **New Data** section of the Demographic Amendment screen.
6. Click the **Accept** icon or select the **Process/Accept** menu item. The following message will appear: "Do you wish to accept this record?"
7. Click **Yes** to continue with the submission of the record. The following message will appear: "Do you wish to mark this record as 'HIGH PRIORITY'?"
8. Select the appropriate choice for the submission of the record as high priority.

Funeral Home Users – Funeral Home Processes

In order to use the Delaware Vital Events Registration System (DeIVERS), please verify that you have access to all of following requirements:

- ✓ Live internet connection
- ✓ Widely used JavaScript enabled standard web browser (IE8+, Mozilla Firefox, etc)
- ✓ Java runtime
- ✓ Adobe acrobat reader for forms and letters
- ✓ MS Excel for accessing/running reports

Omission of one or more requirements will prevent access and effective use of DeIVERS.

Accessing DELVERS

1. Open the updated version of your standard web browser (IE8+, Mozilla Firefox, etc.).
2. In the address box, enter the following URL:
<https://deevrs.hosting-by-genesis.com/DEUI/Welcome.htm>.
3. Click the **Log In to DeIVERS** button.
4. Click **Yes** to confirm agreement with Terms of Use.
5. Enter your username and password in the appropriate fields on the login screen and click **OK**.
6. Select the appropriate location from the dropdown menu and click **OK**.

Basic Funeral Home Processes Functions

A funeral home user can process demographic amendments after arriving to the Funeral Home Processes Screen through the **Death/Function/Funeral Home Processes** menu item.

Search for a Registered Record

A user can search for a registered record after arriving to the Funeral Home Processes Screen through the **Death/Function/Funeral Home Processes** menu item.

1. Once arriving to the Funeral Home Processes Screen, the user can select the **Search** button or **Record/Search** menu item.
2. The Death Search Screen will appear.
3. The year of death is required when searching for a registered death record. Text fields do not need to be complete, and entering a specific EDR number will match a single record and result in faster search results.
4. Click the **Search** button, and matching results will populate the grid on the lower half of the screen.
5. Select a single record or select multiple records by holding down the **Ctrl** key.
6. Click the **Select Record(s)** button to retrieve the record(s) to the work queue.
7. Select the record from the Funeral Home Processes work queue and the record's legal information will populate the screen.
8. The Demographic Amendment process is now ready to occur to the record.
9. A Demographic Amendment is started by selecting the **Record/Process Demographic Amendment** menu item.

Make a Demographic Amendment

1. Access the Funeral Home Processes screen and Search for the appropriate record.
2. Once the record is retrieved to the Funeral Home Processes Screen, select the **Record/Process Demographic Amendment** menu item. The Demographic Amendment screen will appear.

3. Go to the field that needs to be corrected and click the 'tool' icon located next to the appropriate field.
4. The old data will appear above the new data that the state user is creating.
5. Enter the corrected value and place comments in the Comments box.
6. In the **Supplemental Documents** section, select the supplemental document type, enter who issued the supplemental document, and enter the date the supplemental document was issued.

Scan Supporting Documentation

1. Enter Image Description
2. Select the scanner from **List of Scanners**.
3. Select the **Scan Type**.
4. Click the **Scan Document** button.
5. Click the **Save Document** button.
6. Click the **Close** button.

Upload Supporting Documentation

1. Click the **Upload Document** button at the bottom of the screen to upload the supplemental documentation.
2. The File Upload screen will load.
3. Click the **Browse** button, locate the desired file and then click the **Open** button.
4. Click the **Save** button in order to upload the document and the system will issue a message if the save was successful or failed.
5. Click the **OK** button to return to the Demographic Amendment Screen.
6. Click the **Save** button above the Supplemental Documents section of the Demographic Amendment Screen.

Submit a Demographic Amendment

1. Click the **Submit** icon or select the **Process/Submit** menu item. The application will display the following message: "Do you wish to submit this record?"
2. Click **Yes** to continue with the submission of the record. The application will display the following message: "Do you wish to mark this record as 'HIGH PRIORITY'?"
3. Click **Yes** to mark the record as high priority or click **No** to decline marking the record as high priority.

Abandon a Demographic Amendment

A Demographic Amendment may be abandoned at any time up until it is accepted or submitted in the QA Legal Amendment Review process.

1. To abandon a Demographic Amendment, click the red **X** or select the **Process/Abandon** menu item.
2. The application will display a message asking for confirmation that the demographic amendment should be abandoned. Click the **Yes** button to continue with abandoning the amendment.
3. Enter a comment regarding the reason for abandoning the demographic amendment and then click **OK** to save the comment and complete the abandoning of the demographic amendment.
4. The application will display a message that the record was abandoned successfully.