

DeIVERS Death Module Medical Certifier Quick Reference Guide for 'Unidentified' Record Types

Version 1.0



*DELAWARE HEALTH
AND SOCIAL SERVICES*

Division of Public Health

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The Industry Standard in Vital



Records Integrated Systems

Quick Steps for Registering an 'Unidentified' Record Type

1. Login to DeIVERS and select the appropriate facility location.
2. Once the homepage appears, select **Death** at the top of the screen.
3. Once the initial load screen appears, select **Function** and then **Medical Data Entry**.
4. If there are any records in the Late Records queue, the system will display a message alerting the user to that fact.
5. Click the **New Record** button or select the **Record/New** menu item.
6. In the **Record Type** field, select **Unidentified**.
7. Complete all mandatory fields marked with a **red asterisk *** and any other fields that information is available. In the **Last Name** field, enter **Unknown**. Click the **Find Record** button.
8. The application will automatically search for suspected duplicate records.
 - a. If no matching records are found, the system will display a message asking to create a new record. Click **OK** to create a new record.
 - b. If a duplicate record is found at the same location, click **Continue with the existing record** to pick up the record and continue editing, or click **Create a new record** to create a new record with duplicate information.
 - c. If a duplicate record is found at another location, the system will display a message telling you what facility to contact about the record.
9. The Medical Data Entry screen will load. Click the **Save** button or **Record/Save** menu item to save the new record.
10. During the data entry process, certain fields will require double data entry. After entering a value in one of these fields and attempting to move to the next field, the system will display the Double Data Entry screen. Type the value in the box where it says **Re-enter Value**. Click the **OK** button when the value is re-entered.
11. After the record is initially saved, continue completing the record and make sure to save changes frequently.
12. Search for a specific Certifier in the Certifier section by first selecting the location and then searching all users for the location.
13. Continue resolving all data entry fields by going back to previous pages and checking for pink highlighted fields. You can also select the **Unresolved/Stakeholders** button in the top left corner of the form. Be sure to save record one last time.
14. After all data entry fields are resolved and the record is saved, click the **Record/Demographic Designation** menu item. Select the Verifier Type and Facility, and/or verifier name and click the **Search** button. Click the verifier's name from the grid and select the **Designate** button.
15. Once Demographic Verification is complete, click the **Record/Certify** menu option.
16. The Certification Screen will appear.
 - a. Click the **Preview** button to review the Death Worksheet in a separate window.
 - b. Click the **Certification** button to continue certifying the record.
 - i. The facility user must check the box beside the statement and enter their pin. Click **OK**.
 - c. A box will pop up asking if you are sure you want to certify, click **Yes** if there are no mistakes.
 - d. When certified, a message will pop up saying, "Record Successfully Certified" – click **OK**.
17. After the record is certified and demographically verified, select the **Record** menu item and click **Release** from the drop down.
18. A message will appear that says, "The system has determined that this record is ready to be released. Do you wish to **RELEASE** this record now?" Click **Yes** to release the record.
19. A message will appear stating the record has been released successfully. Click **OK**.

Medical Certifier Users – Basic Medical Data Entry 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**.

Record Ownership Rules

- ✓ Medical Certifier users will only have access to birth records associated with the particular facility location they are logged in under.
- ✓ Medical Certifiers are the only users authorized to perform Medical Certification on records that identify them as the Medical Certifier.
- ✓ Medical Certifiers have the ability to perform both Medical Certification and Demographic Data Entry, or designate a Funeral Home

Basic Medical Certifier Processes Overview

The following processes are commonly executed for a record to be marked as completed and to be submitted for further processing.

1. Medical Data Entry
2. Funeral Home Designation
3. Refer to ME
4. Medical Certification
5. Drop to Paper
6. Release

Medical Data Entry

The **New Record** function allows authorized users to create/initiate a death record within the DeIVERS application or to retrieve/pick up records that are already in the system so that medical data entry and certification may be performed. These records include those that funeral home users already initiated in the DeIVERS application.

1. Login to DeIVERS and select the **Death/Functions/Medical Data Entry** menu item.
2. Select the **New** button or **Record/New** menu item to initiate or pick up a death record. The **New Record** screen will appear.

3. Enter the following information whenever available about the decedent into the following fields:
 - Date of Death—**mandatory**
 - Key fields (SSN or EDR Number)— **mandatory minimum: 1 key field**
 - SSN Missing Value Variable
 - Record Type (identifier/Unidentified)
 - MED Rec
 - ME Case Number
 - Name (First, Middle, Last, Suffix) – **last name mandatory**
 - Date of Birth
 - Gender—**mandatory**
 - Type of Place of Death
 - Place of Death
4. DeIVERS will perform a search for matching records.
 - If no match is found, DeIVERS will display a message and will ask if a NEW record should be created.
 - If a match owned by the same facility is found DeIVERS will issue a notice "One exact match found owned by same location." To retrieve the existing record, click **Continue with the existing record**.
 - If a match owned by another facility is found the application will display a message of "Contact the owner (**Name of Facility**) of this record or the State office." Click **OK** to close the message.
 - If a match that is not owned by another funeral home is found the application will display a message of "One un-owned exact match—If the user selects **Accept** option, the logged in location becomes the owner of the record." Click **Accept** to accept un-owned record.
 - If more than one match is found, DeIVERS will ask the user to enter more of the initial information and to try again. Enter more information.

Technical Data Entry

Medical Tab 1

1. Enter **Decedent's Presumed Name** fields.

Medical Tab 2

1. If entered **Cause of Death** is ill-defined, a crosscheck will fire and you will be asked to verify the cause of death.
2. The only **Manner of Death** available to Medical Certifiers, not including the ME, is **Natural**.

Medical Tab 3

1. If **Natural** is selected in Medical Tab 2 as Manner of Death, Medical Tab 3 will be marked complete when Medical Tab 2 is finished and it will be locked for editing.

Medical Tab 4

1. Select the **Certifier Type**. The **Certifier Name** will filter based on the Certifier Type. When a **Certifier Name** is selected, the certifier information will autofill and become locked for editing.

Funeral Home Designation

A funeral home must be designated for demographic verification if the Medical Certifier is not completing the Demographic Data before the record can be certified and released.

1. Access the record to be designated through the search screen or the Unresolved Work Queue.
2. Select the **Record/Demographic Designation** menu item.
3. Select the **Verifier Type** and **Facility Name** and/or **Verifier Name**. Click **Search**.
4. Click the **Verifier Name** in the grid and click the **Designate** button.
5. A message will display that the designation process was completed.

ME Referral

1. Access the record to be referred through the search screen or the Unresolved Work Queue.
2. Select the **Record/Refer to Medical Examiner** menu item.
3. Select the **Certifier Type** and enter the **Facility Name** and/or **Certifier Name**. Click **Search**.
4. Select the Certifier Name in the grid and click **Designate**.
5. A message will display that the designation process was completed.

Medical Certification

Medical Certification is the process provided to Medical Certifiers as a means to electronically sign the medical portion of the death record after the review of values of medical items on the Death Certificate for submission to registration.

Important Note: Medical Certifiers can only perform medical certification on records that identify him/her on the record as the Medical Certifier.

1. Access DeIVERS following the instructions previously provided.
2. Search for a record using the **Unresolved Work Queue** and setting the filter to **'Awaiting Medical Certification'**.
3. Click on the **Record/ Medical Certification** menu item to initiate the medical certification process.
4. The Medical Certification Screen will open and display the following information:
 - **Decedent's Information:** Decedent's First Name, Middle Name, Last Name, Suffix, Prefix, Sex and Date of Birth
 - **Death Information:** Date of Death, Funeral Director, Place of Death
5. Review the information and verify that you are medically certifying the correct record.
6. Click on **Certification** if all data items are correct.
 - If all data items are NOT correct and need to be edited, click on **Cancel** to correct the information in the demographic data entry screen. Save the corrections made to the record and return to Step 1 above to re-initiate demographic verification.
7. DeIVERS will display the following message: *'To the best of my knowledge, death occurred at the time, date, and place, and due to the cause(s) and manner stated.'*
8. Enter your PIN, check the checkbox and click on **OK** to complete medical certification.
9. The application will notify the user of the result of medical certification (success vs. failure).
10. Click **'OK'** to close the Demographic Verification window.
11. If the designated Medical Certifier is not participating electronically, the record will drop to paper once Demographic Verification is completed. The 'Drop-to-Paper' Death Certificate Worksheet will be taken to the non-participating Medical Certifier and then delivered to the State filing.

Print Forms

1. Search for a record or retrieve the record from the unresolved work queue.
2. Select the desired form from the **Record > Print** menu item.
3. The desired form will open in a PDF window.

Drop to Paper

The **Drop-to-Paper** function can be used when one or more relevant entities are not participating in the use of the DeIVERS

Application. When invoked, Drop-to-Paper will cause the record to be printed on the Death Certificate for forwarding to a non-participating entity for additional manual processing.

Note- The ability to Drop-to-Paper will only enable when work related to any participating entities identified on the record has been completed (if Medical Certifier is participating, then medical data entry and medical certification must be complete)

1. Access DeIVERS following the instructions previously provided.
2. Search for the desired record using the Search Engine by clicking on the **Search Record** icon or selecting the **Record/Search** menu item.
3. Once the record is retrieved, follow the steps to perform Medical Certification.
4. For the cases where a demographic verifier is not a participating owner on the record at the time of medical certification, the system will issue a drop to paper prompt.
5. Click **Yes** to drop the record to paper. A print preview of the Death Certificate Worksheet as a PDF document will load in a separate browser.
6. Click the **Print** icon in the PDF window to print the document.
7. When the document is printed, close the PDF browser window using the **X** in the upper right corner of the screen to return to the DeIVERS application.

Notes:

- Once a record has dropped-to-paper the electronic record becomes **locked** so that no further action can be taken by external users, but the drop to paper form can be printed again as many times as necessary.
- All subsequently required verification would occur on the paper document.

Sequence of Events after Drop-to-Paper has occurred:

1. The demographic information and demographic verification will proceed on the paper document.
2. The State will receive the paper document and the remaining information is data entered using the In-House data entry process.

Release a Record

After both demographic verification and medical certification have been completed, a record is ready to be released.

1. Retrieve an existing record using the Work Queue Search.
2. When the appropriate record is displayed on the screen, select the **Record/Release** menu item to initiate the release process.
3. The system will prompt for a PIN.
4. Enter your PIN and click **OK**.
5. A message will appear saying that the record has been successfully released.

Generating Reports

Each report is a separate process in the system that must be individually assigned by an administrator. The steps for generating each report are largely the same.

1. Follow the steps to access the DeIVERS application.
2. From the Death home page, select the desired report from the **Reports** menu. The report criteria screen will open.

3. Enter/select the report criteria, select the desired report format and click the **Generate** button.

Note: Generating a report as a **PDF** will automatically process the report and open it in a separate window. If **Excel** is selected as the output file type, the file will be downloaded and must be opened manually by the user.

Note: If the entered search information does not pull a report, the system will display a message indicating this in a new window.