

DeIVERS Death Module Funeral Home Quick Reference Guide for 'Identified' 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 'Identified' 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 **Demographic 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. Complete all mandatory fields marked with a **red asterisk *** and any other fields that information is available. Click the **Find Record** button.
7. 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.
8. The Demographic Data Entry screen will load. Click the **Save** button or **Record/Save** menu item to save the new record.
9. 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.
10. After the record is initially saved, continue completing the record and make sure to save changes frequently.
11. Continue resolving all data entry fields by going back to previous pages and checking for 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.
12. After all data entry fields are resolved and the record is saved, click the **Record/Designate Medical Certifier** menu item. Select the Certifier Type and Facility, and/or certifier name and click the **Search** button. Click the certifier's name from the grid and select the **Designate** button.
13. Once Medical Certification is complete, click the **Record/Demographic Verification** menu option.
14. The Verification Screen will appear.
 - a. Click the **Preview** button to review the Death Worksheet in a separate window.
 - b. Click the **Verification** 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 verify, click **Yes** if there are no mistakes.
 - d. When certified, a message will pop up saying, "Record Successfully Verified" – click **OK**.
15. After the record is certified and demographically verified, select the **Record** menu item and click **Release** from the drop down.
16. 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.
17. A message will appear stating the record has been released successfully. Click **OK**.

Funeral Home Users – Basic Demographic 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

- ✓ Funeral Home users will only have access to death records associated with the particular location they are logged in under.

Basic Funeral Home Processes Overview

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

1. Demographic Data Entry
2. Medical Certifier Designation
3. Refer to ME
4. Demographic Verification
5. Drop to Paper
6. Release

Demographic 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 demographic data entry and verification may be performed.

1. Login to DeIVERS and select the **Death/Function/Demographic 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

Demographic Tab 1

1. Enter the **Record Type** as **Identified**.
2. Enter the **Decedent's Legal Name** fields.
3. Enter the **Date of Death** type and the **Date of Death**.
4. Enter the **Time of Death** type, **Time of Death** and **Time of Death AM/PM**.
5. In **Decedent's Date of Birth**, enter the Date of Birth, select and Age Unit, and enter the Age. If the Age does not match the Age Units and Date of Birth, a cross-check will fire and ask you to fix the field.
6. If the SSN Verification has already been started, the **Decedent's SSN** section will not be editable.

Demographic Tab2

1. In the **Decedent's Residence Address** section, type in the decedent's street address and then use the dropdowns and the type ahead function to fill in the remaining fields.
2. Enter the **Decedent Ever in US Armed Forces** and **Decedent's Usual Occupation**.
3. If **Marital Status** is 'Never Married' or 'Unknown,' the **Spouse Name** fields will be disabled.

Demographic Tab 3

1. Enter the **Decedent's Education** information.
2. Enter the **Informant's Name** and **Mailing Address** information.

Demographic Tab 4

1. In the **Hispanic Origin** field, select one answer. In the **Decedent's Race** field, select all checkboxes that apply.

Demographic Tab 5

1. In the **Place of Death** select the **Type of Place** from the dropdown menu. The **Place of Death** field will populate with places registered to the type selected. Other fields will be enabled depending on the Type selected.
2. Select the **Method of Disposition**.
3. Select the **Place of Disposition Type** and the **Place of Disposition** field will populate with registered places. When a Place of Disposition is selected, the information fields will automatically populate.
4. Select the **Funeral Service Licensee**.

Medical Certifier Designation

Unless the record is being dropped to paper, a Medical Certifier must be designated for medical certification before the record can be verified and released.

1. Access the record to be designated through the search screen or the Unresolved Work Queue.
2. Select the **Record/Designate Medical Certifier** menu item.
3. Select the **Certifier Type** and **Facility Name** and/or **Certifier Name**. Click **Search**.
4. Click the **Certifier 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.

Demographic Verification

Demographic Verification is the process provided to Funeral Homes as a means to electronically sign the demographic portion of the death record after the review of values of demographic items on the Death Certificate for submission to registration.

1. Access DeIVERS following the instructions previously provided.
2. Search for a record using the **Unresolved Work Queue** and setting the filter to **'Pending Demographic Verification.'**
3. Click on the **Record/ Demographic Verification** menu item to initiate the demographic verification process.
4. The application will display a message asking if the user wishes to complete a certified copy order. Clicking **No** on this message will decline the funeral home certificate order and the record will be demographically verified.
5. Click the **OK** button to open the Death Certificate Order Interface screen.
6. Complete the fields on the screen and click the **Proceed** button.
7. The application will display a screen allowing for the user to enter new credit card information or select a saved credit card.
8. Complete this screen and click the **OK** button.
9. The application will display a message that the certificate order was saved successfully. Click **OK** to close the message and return to the Demographic Data Entry screen.
10. Select the **Record/Demographic Verification** menu item to initiate the Demographic Verification process.
11. The Demographic Verification 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
12. Review the information and verify that you are demographically verifying the correct record.
13. Click on **Verification** 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: *'I verify that to the best of my knowledge the demographic information on this record is complete and accurate.'*
8. Enter your PIN, check the checkbox and click on **OK** to complete demographic verification.
9. The application will notify the user of the result of demographic verification (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 for 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 Demographic Verification.
4. For the cases where a medical certifier 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 medical information and medical certification 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.