



# EDRS Frequently Asked Questions

The following questions are frequently asked at training sessions and implementation meetings. Click the links here to jump to a category, or scroll down to view all questions and answers.

<a href="#">General Access Questions</a>	<a href="#">General Case Questions</a>
<a href="#">Funeral Firm/Director Specific</a>	<a href="#">Medical Facility/Certifier Specific</a>
<a href="#">Medical Examiner/Coroner Specific</a>	<a href="#">Registrar Specific</a>

For full instructions on using EDRS, see the *EDRS User Manual*, video tutorials, and EDRS procedure publications posted on the [EDRS webpage](#) located at [http://www.health.ny.gov/vital\\_records/edrs](http://www.health.ny.gov/vital_records/edrs).

## General

### Access Questions

#### ***How do I access EDRS?***

Access to EDRS is through the New York State, Department of Health (DOH) Health Commerce System (HCS). You need to request an individual HCS account and then your affiliated offices' HCS Coordinator to grant access to the system.

If you already have an HCS account, contact your HCS Coordinator to request the appropriate EDRS role assignment based on your job responsibility within the facility.

#### ***How do I get an HCS ID?***

Most users can request an HCS account online, through the HCS Login page at [https://commerce.health.state.ny.us/public/hcs\\_login.html](https://commerce.health.state.ny.us/public/hcs_login.html), using the appropriate link (*Licensed Medical Professional or Other User*) at the bottom of the main window on that screen.

You can also check with your organization's HCS Coordinator. Once you have an HCS ID, it is highly recommended that you select "Enable Forgotten Password," under *My Account* on the *HCS Home page*, after your account is created. This link directs you to complete your security questions if not done at the time of the account request.

#### ***I just received my HCS user ID. What should I do now?***

You need to activate your HCS account. Detailed instructions are outlined in the following document: [HCS/EDRS Procedure: Activating Your HCS Account](#).

### ***My HCS password expired. What do I do?***

The lapse in accessing HCS will determine how you reset your HCS password:

- If you had a temporary PIN from initial account establishment, you need to log into HCS within 20 days of issuance. If 20 days have lapsed without HCS access to manually create a personal password, you need to contact the Commerce Account Management Unit (CAMU) at 1-866-529-1890 or [camu@its.ny.gov](mailto:camu@its.ny.gov).
- Your HCS password has simply expired after the 90 day duration, you will be prompted to change your password the next time you log into HCS. It is recommended to give yourself a reminder at the 60-75 day mark in a 90 day window to change your password before it expires.

### ***What if my HCS account is inactive?***

HCS accounts remain active as long as you access the system at least once over a two year period. After two years of inactivity, your account becomes inactive. Contact the Commerce Account Management Unit (CAMU) at 1-866-529-1890 or [camu@its.ny.gov](mailto:camu@its.ny.gov) to reinstate your account.

### ***Why do I need an HCS account to access EDRS and maintain yet another password?***

The Health Commerce System (HCS) is a secure portal with extensive security protocols because there are over 270 mission critical applications housed within it. The benefit for NYS providers is this portal links to many health related applications used in the course of daily job duties. You do not need another password for EDRS within HCS, due to the single sign-on capabilities.

### ***I'm our organization's HCS Coordinator. What does that mean?***

As an HCS Coordinator, you are responsible to approve user account requests for people affiliated with your organization by verifying identity and completing an electronic request form. Once approved, you also assign all appropriate roles in HCS to each individual. A role defines what a person has access to within EDRS. If you need assistance with your HCS responsibilities, after logging into HCS, go to **My Documents > Documents by Group**, then click at the top of the window to **View All Document Groups** and select **Coordinator > HCS Coordinator**.

### ***I have an HCS account, but can't access EDRS. Why?***

You must be granted access to EDRS in addition to HCS. Contact your organization's HCS Coordinator to be linked to the facility and have an EDRS role assigned to your HCS account.

### ***I have an HCS account and our HCS Coordinator assigned EDRS roles, but our facility staff cannot locate me in EDRS to assign to a case. What's wrong?***

Chances are you have not logged into EDRS yet. You must log into EDRS in order to system-generate a profile in EDRS from your HCS account. Once this initial log in is complete, other users at your facility will be able to identify you as the Funeral Director or Medical Certifier within a case.

### ***What if I don't have a computer?***

HCS and EDRS are both internet browser based applications and therefore accessible anywhere that internet access is available. Although paper-based death certificates can still be used, eventually death registration processing in EDRS will be mandatory. Consider updating/introducing technology to your facility or office during the EDRS implementation.

### ***What if I don't have a printer?***

Primarily, a printer is needed if you want or need to use any of the paper formats of a certificate, such as *Drop to Paper* or viewing a *Working Copy*. Funeral firms must have a printer to self-print a *Burial Permit*.

### ***What if I have a problem logging into EDRS?***

If you can't remember your HCS username or password, use the 'forgot your xxxx' features on the *HCS Log in* screen. If you are still having issues logging into the Health Commerce System (HCS), contact the Commerce Account Management Unit (CAMU) at 1-866-529-1890 or [camu@its.ny.gov](mailto:camu@its.ny.gov). If you are able to access HCS, but are having issues with EDRS access, contact the EDRS Call Center at 1-844-866-3377 or [edrs@health.ny.gov](mailto:edrs@health.ny.gov).

### ***Is EDRS compatible with Mac laptops, iPads, and all types of smart phones?***

EDRS is compatible with pcs and Apple laptops. It is accessible with an iPad, however, some functionality may not operate as expected. At this time, EDRS is not compatible with smart phones.

### ***What happens when one or more of the necessary parties needed to complete the death certificate do not use EDRS?***

During the implementation period for EDRS it is expected that, depending on the area, there will still be fully paper certificates as well as partially electronic certificates. A partially electronic certificate would occur if the certificate is started in EDRS but other parties involved are not yet utilizing EDRS, essentially then "*dropped to paper.*" *Drop to Paper* means the certificate was started electronically but then printed and completed as a hard copy. **After a case is dropped to paper it can no longer be accessed and updated, or registered through EDRS.**

**NOTE:** If you just want to review a copy of the partially completed death certificate but continue electronic processing and filing of the case, then you should review a *Working Copy*.

### ***Is EDRS secure?***

EDRS is a secure browser-based application accessed only through the NYS Health Commerce System (HCS). Strong protocols are in place to mitigate hacking risks. In order to establish an HCS account, proof of identity is required, even before granting permissions for EDRS.

### ***Do I need to log out of EDRS?***

Yes, you should log out of EDRS for confidentiality purposes. This is especially important when accessing EDRS through a shared computer to avoid caching (when your computer remembers and reloads a website you already visited). You will be automatically timed out at 30 minutes of inactivity in the application.

### ***Where can I access training?***

All users will receive training during EDRS implementation, so that they will be able to properly access and use the system for their role in death registration. Invitations will be sent to the appropriate offices to participate in targeted training.

Alternatively, go to the [EDRS webpage](#) on the NYS Department of Health site for training materials and publications to assist you immediately. You can also refer to the training schedule, posted on that webpage, for recurring virtual training sessions by role.

Training will be primarily provided via webinar and video tutorial formats and will occur prior to implementation in your county. These online training options can be viewed from your home or office through a compatible computer with internet access; webinars also require and a reliable phone, preferably with mute capability. Virtual or in-person live training allow for interaction with an EDRS trainer. In addition, select training recordings will be available for viewing at your convenience.

## General Case Questions

### ***How do I start a new case in EDRS?***

The majority of cases in New York State are created by a medical professional associated with the case. To create a new case, you will need to first search the EDRS database to be sure the case was not already created. To search the database sign into EDRS, and then do the following:

1. Click the *fast links* icon named **Death Start/Edit New Case** on your EDRS homepage, **or** click the menu path **Life Events > Death > Start/Edit New Case**.
2. On the **Start/Edit New Case** page, enter the decedent's first and last names, sex, and date of death, and then click the **Search** button.
3. On the search results page:
  - a. If you find the case in the search results, then *click the hyperlinked name of the decedent* to open the case for editing.
  - b. If you do **not** find the case in the search results *and you are certain the case has not yet been created*, then on the search results page you may click the **Start New Case** button.

NOTE: Be aware that clicking the **Start New Case** button will permanently establish the new case in EDRS which cannot be deleted. Before clicking the button be sure the case does not already exist.

***I was notified a case was started by another party. When I use the Death Locate functionality, the case doesn't come up. Why can't I find the case?***

The **Death > Locate** functionality only works for cases already owned by your facility. Unless you started the case in EDRS or previously accessed and took ownership of the case (ownership of the portions responsible by your role), then you must use the **Death Start/Edit Case** the first time you access the case. Type in all the required case information received from the other EDRS user; EDRS should return a list of case(s) matching the criteria entered where you can click on the Decedent's name to access the case and take ownership.

***I was notified a case was started by another party. I tried to find the case and ended up starting another case by accident. What do I do?***

If you started what ended up being a duplicate case, contact the EDRS team to have the duplicate case abandoned in EDRS (contact the EDRS Call Center at 1-844-866-3377 or [edrs@health.ny.gov](mailto:edrs@health.ny.gov)). You should find the case started by the other party and continue to work on that file.

***Why can't I access a case that I know is assigned to me?***

Security of EDRS case data is connected to both the user's role and their location (office). If you are associated with more than one office (for example, more than one medical facility or funeral firm), then when you log into EDRS, be sure to select your office where that case is affiliated. If you select a different office, then you will not be able to fully access the case.

***Do I have to validate each page as I enter information on a case?***

You do not have to validate each case as you enter data on a case in EDRS, however, the case will have to be validated in order for the *Sign* or *Certify* page to appear. Just be sure to click **Save** before navigating away from a page after entering data or your entries may not be saved.

You can click the **Validate Page** button at any point when creating or updating a case. The whole case is validated and saved whenever this button is clicked. It may save time when entering data by not validating each page at that time, however, you may have to revisit pages if errors occur.

***How will someone know they have a death certificate waiting for his or her action?***

Individuals involved in the death certification process should access EDRS frequently to maintain his or her workload and adhere to the 72 hour registration window. Cases assigned can be found through either the work **Queues** (icon or menu option) or **Messages** directly from his or her EDRS homepage. The system also generates emails outside of EDRS for certain EDRS transactions.

You may still want to inform others in the process via traditional means such as by telephone or email.

### ***How will EDRS determine the appropriate town, village, hamlet, etc. in which a death certificate should be filed?***

VitalChek worked with New York State to incorporate a “New York State Places” table to assist with proper recording of locality and assignment of recorded district. This table is a listing of New York State hamlets, villages, towns and cities and corresponding FIPS (geo-) codes. There may be times when EDRS selects an incorrect location. This generally happens when there could be overlapping jurisdiction. The filing registrar information can be corrected in EDRS if necessary. The Funeral Firm/Director should make every attempt to confirm the correct jurisdiction prior to signing the case.

### ***Who has the ultimate responsibility for getting a Death Certificate filed if a case has been started in EDRS but has not moved?***

The Funeral Director has primary responsibility to ensure a case is filed within 72 hours of the death event, per Public Health Law §4140. If a funeral firm is not engaged, the medical examiner/coroner has the ability to complete the personal information and a Public Administrator will most likely be assigned to the case.

If all parties involved in the process remain diligent to complete his or her tasks it is not an arduous process; keeping filing time to a minimum and improving the quality and timeliness of the data collected.

### ***How will corrections to death certificates be handled?***

If there is information unknown at the onset of a case, but data collection can be ongoing, while keeping the case registration within the 72 hour window, you should wait to sign or certify until after that information is gathered and entered into EDRS. Changes can be made on the EDRS case any time prior to registration. **Be aware that once a case is signed and certified, EDRS automatically notifies the local registrar it is ready for review and registration.** It is possible to register a case with unknown information; enter “Unknown” or “Pending Investigation” in the necessary fields. In this case, corrections will be needed when the information is gathered.

Death certificates fully completed and registered in EDRS that need corrections will be corrected using the paper-based process established prior to EDRS implementation.

### ***I printed the death certificate and the information on the top and bottom is cut off. How do I fix this?***

This issue could be caused by the default print settings by individual user and machine, especially if using Google Chrome’s default PDF viewer. These settings are generally not retained in the printer settings and can become disabled if there are software updates or multiple users access EDRS from the same machine.

- When you open the print window, check that the ‘fit to page’ or ‘shrink to page’ option is selected before printing.
- If the ‘fit to page’ or ‘shrink to page’ option was already selected, uncheck the box and recheck. This will reset the print option.

It is highly recommended to use the Print Preview option if available prior to printing the death certificate or burial permit.

### ***What is “Drop to Paper”?***

Drop to Paper is a function on the Print Forms page which makes a major change in the case’s electronic processing. *Drop to Paper ends all further electronic processing of the case and changes the remainder of case processing to being completed on paper.* When the user clicks the link to “Drop to Paper”, they will be asked to confirm that they want to proceed with the change. If yes, then it prints-out one official, partially completed death certificate that must be routed through the registration process as though it were an original triplicate paper form of the certificate.

The Drop to Paper function is only available after the case has been medically certified, and a funeral firm does not have ownership of the case.

Drop to Paper should only be used if the Funeral Director or Local Registrar are not yet set up in EDRS for electronic case processing.

If a case was inadvertently Dropped to Paper, the NYS EDRS team now has the ability to reverse (cancel) Dropped to Paper status, returning the case to electronic processing if the funeral firm and the local registration office are both able to process the case electronically.

### ***I “Dropped to paper,” but my printer jammed/didn’t print. How can I reprint the certificate?***

Contact the EDRS team to have the Drop to Paper option re-enabled (contact the EDRS Call Center at 1-844-866-EDRS (3377) or [edrs@health.ny.gov](mailto:edrs@health.ny.gov)). This will allow to reprint the dropped to paper certificate. Note: You will not be able to edit the case.

### ***If a case is “dropped to paper,” how will I be notified?***

Regardless of an electronic case or a case Dropped to Paper, the originator of the case should use any and all methods of communication with others involved in the process. Telephone, email or other communications used pre-EDRS should still be utilized.

### ***Why can’t I access a case that was “dropped to paper”?***

A case that has been Dropped to Paper is no longer an electronic case. Drop to Paper ends all further electronic processing of the case and changes the remainder of case processing to being completed on the “Dropped to Paper” print-out of the partially completed death certificate. If the medical practitioner has dropped the case to paper, the medical practitioner is expected to provide the Funeral Director with the one Drop to Paper print-out for them and the Local Registrar to complete the death certificate and registration process on that printed paper certificate.

If you believe the case was inadvertently Dropped to Paper, the NYS EDRS team now has the ability to reverse (cancel) Dropped to Paper status, returning the case to electronic processing if both the funeral firm and the local registration office are able to process the case electronically.

## For Funeral Directors and Funeral Firm Staff

### ***Will the Social Security Number (SSN) be directly linked to the Social Security Administration?***

Social Security Number (SSN) information is verified two ways in EDRS.

1. EDRS validates that the decedent's SSN is not also used in another case in the EDRS database. If another case exists in the EDRS database containing the same SSN, when you Validate you will receive an error message advising you that there may be a duplicate case for the same decedent.
2. On the Decedent page in EDRS, Funeral Directors have a **Verify SSN** link, which verifies the SSN and other key identity information directly with the Social Security Administration. Funeral Directors are *required* to attempt to **Verify SSN**. The Social Security Administration's system will return a verification result. If the verification result is PASSED, then the Funeral Director does not need to submit form SSA-721 – but only if the verification result is PASSED. Complete instructions and information about SSN verification results are available on the EDRS website Funeral Directors page: [https://www.health.ny.gov/vital\\_records/edrs/funeral.htm](https://www.health.ny.gov/vital_records/edrs/funeral.htm). On the website see *EDRS Procedure: Verifying the Decedent's Social Security Number in EDRS* (PDF Publication), and also see *Verifying the Decedent's Social Security Number in EDRS* (Video Tutorial).

### ***What if the burial or other disposition is on hold?***

When the death certificate is filed, the Funeral Director would print a burial permit to hold the body until they are ready to proceed with disposition. At the point when burial or other disposition can proceed, the funeral firm must request a correction through the usual paper-based process to change the disposition on the death certificate.

### ***I typed in the Funeral Director information on the Disposition page, but the Funeral Director cannot sign the case. Why?***

The *Funeral Director* and *Funeral Firm* information on the *Disposition* page must be matched to those entities in the EDRS database. To be sure they match the EDRS database, the information should be system-filled or searched and selected rather than typed in. First erase the typed-in data by clicking the pencil eraser icon. Next, either type in the **Funeral Director License** number and click the autofill icon (arrow button) to the right of the field, or click on the *Lookup Tool* (magnifying glass icon) and search for and select the Funeral Director by name. Be sure to Validate the page after making changes.

### ***Do the owners of the place of final disposition have access to EDRS?***

At this time the system is designed to print the burial permit to be submitted to cemeteries, crematories and other similar facilities. Automating this process and including users from these locations can be considered for a future enhancement.



### ***What if the decedent is being cremated? Can I still get cremation clearance, if required in my county?***

Once the disposition type of ‘cremation’ is selected in EDRS, a *Cremation Clearance* page appears. However, the *Cremation Clearance* page has limited functionality at this time. The cremation clearance functionality in the system is expected to be implemented later in 2017 when Medical Examiners/Coroners are brought online in EDRS. **For now, where required cremation clearance should be completed outside of EDRS using the existing process determined by your jurisdiction.** Validate the page, and then override any error messages, and revalidate.

Note: If the jurisdiction of the **Place of Death** does *not* require cremation clearance, the *Cremation Clearance* page will still appear. Once validated, you can override the error messages and revalidate. The case will be filed with exceptions in EDRS.

### ***What if the body is being buried out of the area?***

If the body is being transported out of New York State, the Funeral Director should consult with the local registrar, NYS or Federal Department of State, or the embassy/consulate of the receiving country to determine and comply with that jurisdiction’s regulations.

### ***Can I pay my burial transit fee through EDRS?***

Online payment through EDRS is a future enhancement. Burial transit fees will remain as payment by check to the NYS Department of Health, Bureau of Vital Records via mail until this online payment functionality is established.

### ***How do I order copies of the official death certificate?***

Orders for copies of the official death certificate can be submitted through EDRS, however, payment must still be paid in person with the local registrar.

## For Physicians/Medical Certifiers and Medical Facility Staff

### ***What is entered for decedent information if a body is not identified?***

If a body is found and unidentified, it still needs to be registered within the 72 hours. In EDRS, enter the decedent name as “John Doe” or “Jane Doe.” If there are multiple unidentifiable bodies in the same jurisdiction on the same date, use “DoeA,” “DoeB” etc. for each body.

For any fields with unknown information, enter or select “Unknown” for that field.

### ***What is entered if the exact date and time of death are unknown?***

The *date of death*, if unknown due to an unattended death, should be entered as the date the human body was found until further investigation is made. If the exact *time of death* is unknown, the time should be approximated by the person who pronounces the body dead. EDRS has a time modifier field to indicate approximate or other disclaimers. However, '99:99" can be entered pending investigation.

The case will be assigned a case number within your jurisdiction and only viewable by you. Make any corrections to the unknown or approximated fields, after any examinations or testing and before the case is certified.

For any fields with unknown information, enter or select "Unknown" for that field.

### ***Is there anything to prevent physicians from choosing something other than 'natural' for the Manner of Death? Any alerts?***

The system doesn't restrict certain **Manners of Death** based on the role of the person entering information on the case. However, if a **Manner of Death** selected is anything other than '*natural*,' the case must be 'owned' by a Medical Examiner or Coroner, not owned by the medical facility. The system does not allow an unnatural death case to be medially certified while the case is owned by the medical facility rather than owned by a Medical Examiner/Coroner. A validation message does display regarding the ME certification.

### ***If a provider certifies the death, but then the facility staff realize that there is an error, does the same certifier have to 'uncertify' the case in order to correct the case information?***

Any medical certifier at the same facility can uncertify and make changes in a case. In this case, the Certifier type should be changed to '*physician acting on behalf of the attending physician*.'

### ***I typed in the physician information on the Certifier page, but the physician cannot sign the case. Why?***

The medical certifier information on the *Certifier* page must be matched to the EDRS database. First erase the data using the pencil icon. Next either type in the medical license number and click the arrow button to the right of the field, or click on the *Lookup Tool* (magnifying glass icon) and search for and select the physician by name. In the *Lookup Tool* use the wildcard character (%) to help locate the physician by typing the first three letters of the physician's name followed by %.

### ***I can't find a specific certifier when I type in the license information nor use the Lookup Tool. What wrong?***

If the certifier cannot be found in the EDRS database, chances are she/he has not logged into EDRS yet, establishing a profile from her/his Health Commerce System (HCS) account. Have the certifier log into EDRS and then try to add her/him to the case.

### ***How are incomplete cases monitored in EDRS?***

Cases incomplete in EDRS will be listed in the work queues by category at the facility level, meaning anyone at the facility can see the case requires action. For example, a case where fact of death information is still missing would be in the *Medical Pending* queue. If all the information is entered and validated but not certified, the case would be in the *Certification Required* queue.

EDRS also generates internal notifications and external emails to *all* appropriate roles within a facility, which appear on the Messages list. For instance, if a funeral firm changes the decedent name on an EDRS case, everyone at the medical facility where the death took place would get a message. For this reason, NYS DOH has opted to limit the number of messages turned on in EDRS. Therefore, it is highly recommended to frequently review the *Registration Work Queue Summary*.

### ***When does a case need to be referred to a medical examiner?***

Any death NOT from natural causes needs to be referred to and certified by a medical examiner. As an attending physician, you should complete as much information on the case in EDRS as is possible before the referral.

At this time referrals to medical examiner/coroner should be processed outside of EDRS using the existing local process. **The functionality to process these referrals electronically in EDRS will be implemented later in 2017** when medical examiners/coroners are brought online in the system.

### ***What if a funeral firm is not involved with the decedent?***

Medical certifiers must still certify a death until such time as a funeral firm is engaged in the process. Generally, a case not involving a funeral firm is an unidentified body in which case a medical examiner is usually involved. The Medical Examiner/Coroner should be responsible to gather and complete the decedent's personal information in order for the case to be registered. A Public Administrator may be assigned the case if no next of kin is established to claim the body, who will then engage a funeral firm.

### ***I entered the cause of death information and get an error message in EDRS. Why?***

EDRS *Cause of Death* page functionality is designed to replicate the [National Center for Health Statistics \(NCHS\) Recommendations for Entry of Cause of Death](#). The chain of events should show all etiology, starting with the leading cause listed on line a followed by all sequentially occurring conditions. Use of certain trauma terms may trigger rules indicating a medical examiner/coroner is required to certify the case. Check that the **Manner of Death** and **Cause of Death** correspond.

Please note that abbreviations are not allowed as the data is used for statistical purposes.

### ***Why is there an Injury page on the case I am working on, but I have not seen it on other cases?***

The *Injury* page is triggered when the **Manner of Death** selected on the *Pronouncement* page is something other than '*natural*.' EDRS assumes the death occurred due to some type of injury, and as such the details of the injury should be reported on within the EDRS case.

If the **Manner of Death** selected was '*natural*,' or changed from some other **Manner of Death** to '*natural*,' the *Injury* page is not required and therefore does not appear or disappears. Any information entered on the Injury page before the Manner of Death was changed to 'natural' remains saved in the case.

## For Medical Examiners/Coroners and ME/Coroner Staff (Functionality for ME/Coroners is not yet available in EDRS.)

**Note:** As a medical certifier, be sure to check the questions and answers in the [For Physicians/Medical Certifiers and Medical Facility Staff](#) section of the document in addition to the below.

### ***How do I enter an unknown or approximate time of death?***

According to the Center for Disease Control (CDC) guidelines, if the exact time of death is unknown, you should enter the time as close to when you think the death occurred as possible. EDRS does provide a time modifier field to the right of the time of death field, allowing you to select approximate or another disclaimer setting to the time on the case. The Time of Death can be updated after further investigation if it can be determined within the 72 filing window and before the case is registered by the local registrar.

### ***I was referred a case, but when I access it in EDRS, I cannot edit any fields. What happened?***

When you access the case in EDRS, make sure you “accept” the case through the *ME Review Case* screen. This will allow you to edit fields in EDRS.

Medical Examiners/Coroners also have an option to “take control of” a case without needing a referral in EDRS. This can also be done on the *ME Review Case* screen.

### ***I received a message that a cremation clearance was requested. What do I need to do?***

You can access a case for cremation clearance without taking ownership of the case. Simply click in the case identifier (case ID or decedent name) in the message of your Messages list and navigate to the *Cremation Clearance* page under *Other Links* of the left navigation bar. On the *Cremation Clearance* page you can approve or reject the request. If approving, enter the cremation clearance number and save the entries. EDRs will automatically send a message back to the requestor.

### ***How do I complete the personal information for a decedent when a funeral firm is not engaged?***

There is an option on the *Decedent* screen indicating a Medical Examiner will be responsible for the personal information. When the dropdown is 'Yes' all *Personal Information* screens become editable by the ME/Coroner. If no ME is involved, the medical facility does have the option to Drop to Paper and complete the personal information in order to register a death with the local registrar. In most cases, when no next of kin is identified or refuses to take ownership of the body, a Public Administrator is assigned to the case and would then work with a contracted funeral firm to take responsibility for the personal information.

## For Registrars, Deputy Registrars, and Sub-registrars

### ***Will local registration offices still have hard copies of death certificates?***

Yes, registrar office should still have a printed paper copy, generally referred to as a “white” copy, on file. During the implementation period for EDRS it is expected that, depending on the area, there will still be fully paper certificates, partially electronic certificates and fully electronic certificates. If the current death certificate form is submitted, the registrar will process as usual, keeping the carbonless copy designated for the local registrar. If a single hard-copy, that was half electronic and half manually completed, is submitted the registrar can make a photocopy for their files. Fully electronic cases can be printed from the “Vault Copy” within EDRS.

### ***How does the local register number get assigned to an EDRS case?***

The local registrar is responsible to enter the local register number in the appropriate field on the *Identifiers* page within an EDRS case. It is the responsibility of the local office to track and maintain that local numbering. EDRS does have a soft edit to flag the field in case of a possible duplicate number.

One recommendation, if your local office has a stamping machine or indexing system, is to print and scan the **Working Copy** of a case to identify the local register number on it before filing the case electronically with NYS. Once entered on the *Identifiers* page, the manually tracked number will appear on the **Vault Copy** (white copy) when generated from EDRS.

### ***How will certificates be registered outside of office hours?***

If a death certificate is submitted electronically to the registrar’s office, registration of the certificate must occur first in order to allow the funeral director to print a burial permit. EDRS is a web-based application that can be accessed from any computer with internet connection. Therefore, the time and location of executing the registration of the death certificate is flexible and could be utilized outside of office hours.

Each registrar’s office will have to determine their policy for handling off hours processing of death certificates. You are welcome to consult with the NYS DOH EDRS Implementation team for assistance when considering off hours policies.

### ***How will I know if I have death certificates pending approval?***

When a death certificate is submitted to a registrar’s office for approval, a notification will be sent to all users within a facility on their **Messages** screen in EDRS and their **Work Queue**. It is recommended that registrar office staff check the messages or work queue in EDRS regularly throughout the day.

### ***How will corrections be addressed in EDRS?***

After a case has been registered, the Registrar may still make updates to some of the information in EDRS. On the *Identifiers* page, the Registrar may edit the following:

- **Local File Date**
- **Register Number**
- **Burial or Removal Permit Issued By**

**Note:** If the permit was issued by a person who is not listed in the Lookup Tool (magnifying glass), then their name can be typed into the appropriate fields.

After making corrections, click **Validate Page**, and click **Save**. Then click the **Local Registrar Affirm** in the left navigation bar, and complete the *Affirmations* page.

Any additional corrections needed after the certificate is registered should be made using the **current local paper-based process**. (A future enhancement to EDRS is expected to include the ability to submit correction/amendment requests electronically within EDRS.)