New York State
Electronic Death Registration System (EDRS)

What's New in EDRS

Death Module

and

Spontaneous Fetal Death Module,

Version 18.2.5

April 2019

New York State Department of Health
Bureau of Vital Records

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What's New in EDRS Version 18.2.5

Introduction

The New York State Electronic Death Registration System (EDRS) currently in use is version 18.2.5 of the EDRS application. Version 18.2.5 was released to users in April 2019.

This document describes system improvements and new features that were added to the application in version 18.2.5, as well as known issues in system functionality and recommended work-arounds for those issues.

What is EDRS?

EDRS is a secure, web-based application used to electronically prepare and register death certificates across New York State (excluding the 5 boroughs of New York City). EDRS allows multi-user access to the same electronic cases/death certificates, making it faster to complete, certify and sign, file and register each death certificate within the required 72 hours after a death occurs.

Access to EDRS is through the New York State Health Commerce System (HCS). EDRS users include physicians, their staff and medical facility administrators, medical examiners and coroners, funeral directors and their staff, and local registrars and their deputy- and sub-registrars.

EDRS includes two modules:

- **Death Module** – For electronically preparing and registering the *NYS Certificate of Death*
- **Fetal Death Module** – For electronically reporting Spontaneous Fetal Deaths (miscarriages and stillbirths)
  NOTE: Use of the Fetal Death Module is currently restricted to Pilot Phase hospitals and Funeral Directors working with those Pilot hospitals.

Death Module Implementation

- Fully implemented in all counties of the State.
- Statewide roll-out was conducted in two Phases:
  - Phase 1: Natural-cause deaths occurring in medical facilities – Region-based roll-out completed November 2017.
  - Phase 2: Unattended deaths and deaths from unnatural causes – Region-based roll-out completed April 2019. All regions of the state are expected to begin using EDRS by May 2019.
- Additional Primary Care Physicians and medical specialists are being added to EDRS as they are identified. NYS will continue detecting and onboarding PCPs and specialists for several months after concluding the main part of Phase 2 roll-out.

Spontaneous Fetal Death Module Implementation

- Currently in Pilot Phase at select hospitals – Spring 2018 through Summer 2019.
  (Note: Pilot Phase has been extended beyond the originally planned time period.)
- Statewide roll-out will be conducted by region – Fall 2019 through Fall 2020. The roll-out will include hospitals, birthing centers, OB/GYN practices and clinics.

EDRS System Requirements

The minimum computer system requirements are listed below for processing electronic death certificates using EDRS. Work with your facility's technical support personnel to ensure your system is set up to meet at least these minimum requirements.

- 4 GB memory

- Operating System
  - Windows 10, Windows 8.1, or Windows 7
  - Apple MacOS, current version

- High-speed internet connection

- Internet Browsers
  - Microsoft Internet Explorer 11, or newer
  - Google Chrome, current version
  - Safari, current version for Mac/iOS

- Browser settings
  - Java scripting enabled (typically medium-low security setting)
  - Cookies accepted
  - Depending on your facility's network security settings, you may also need to add the following website addresses to your browser's *Trusted Sites* list:
    - NYS Health Commerce System and EDRS: **https://commerce.health.state.ny.us**
    - EDRS website for EDRS training and reference materials: **https://health.ny.gov/vital_records/edrs**
    - EDRS Webex-based training courses: **https://meetny.webex.com**
  - If using Internet Explorer, it is recommended that you set your browser to *check for newer versions of stored pages every time you visit the webpage*:
    1. Click the **Tools** icon or menu, and select **Internet options**.
    2. On the *General* tab's *Browsing history* section, click **Settings**.
    3. On the *Temporary Internet Files tab*, under *Check for new versions of stored pages*, select **Every time I visit the webpage**.
    4. Click **OK**, and then back in the *Internet Options* window click **OK**.

- Adobe Acrobat Reader, version 9.0 or newer – necessary to view/print forms and reports
  - Acrobat PDF Reader must be from Adobe for full compatibility with EDRS. Other PDF viewers are not fully compatible with EDRS forms and certificates.
  - A browser should not be used as the default viewer for printing burial permits or death certificates.

- Printer
  - When printing certificates and forms from EDRS, you must set your printer settings to *Fit, Shrink to Fit* or *Shrink to Page* so that the entire form will print.

Mobile Devices: HCS/EDRS is largely compatible with mobile devices (tablets and smart phones); however full compatibility with mobile devices is not guaranteed. At this time the only reported incompatibility occurs on the Cause of Death page on which some smart phones may not be able to view and access the required field for indicating duration of onset for each stated cause.

New Features and Functionality in EDRS Version 18.2.5

This section describes new features and enhancements since the previous release of EDRS.

User Role > Module	Page	New, Fixed, or Updated?	Description of New or Updated Feature
All Users > Death Module	EDRS Sign-in	New	If a user does not have the proper credentials to access EDRS, a new message appears when they try to launch EDRS from the HCS home page: Your access has been denied. Please contact your HCS Coordinator for assistance.
Medical Certifiers > Death Module, Fetal Death Module	EDRS Sign-in > Select your Office	Fixed	For medically licensed medical certifier who previously created an **Independent Medical Certifier** profile: Updates you make to the name of your Independent Medical Certifier profile are now visible on the **Select Your Office** page. In the previous version of EDRS, when you edited the name of your Independent Medical Certifier profile, the name of the link on the **Select Your Office** page was not updating to incorporate the edits you had made. REMINDER: It is important that your Independent Medical Certifier profile be named as **just your name** and **your credential**, because this profile only represents you personally as a certifier. You should never name your Independent Medical Certifier profile as if you are a medical group, office, or facility, even if you own that medical practice and/or work in that facility. Naming your profile as an office or facility will cause a lot of confusion for you and many other EDRS users every time you need to share a case with other people, such as your colleagues and staff, a Coroner, and a nursing home or hospital referring a case to you. Because all work in EDRS is assigned and managed at the facility level, everyone must be able to clearly see the difference between a facility/medical office and you as an Independent Certifier. To edit the information in your Independent Medical Certifier profile information, sign into that profile (office) on the EDRS **Select Your Office** page, and click **Main > My Independent Medical Certifier Information**. For detailed instructions see EDRS Procedure: Creating Your Independent Medical Certifier 'Office', which is located on the EDRS Website Physicians/Medical Certifiers page.

User Role > Module	Page	New, Fixed, or Updated?	Description of New or Updated Feature
All Users > Death Module, Fetal Death Module	EDRS Help menu	New	The **Help** menu in EDRS now includes EDRS Reference Guides and Procedures to help users access these instructions more easily, right from within EDRS. The **Help** menu is available in the dark blue menu bar at the top of every page within EDRS. The documents available to you in the **Help** menu are specific to your role in EDRS. Be aware that additional training and reference materials are available on the EDRS website, located at http://www.health.ny.gov/vital_records/edrs. All EDRS users should visit the EDRS website often to check for announcements and updates to information and instructions.
Medical Certifiers, Medical Examiners/ Coroners > Death Module	Place of Death page	Updated	In the Death Module on the Place of Death page, the **Date Admitted** field has the following updates: • No longer accepts dates that are after the **Date of Death** • When the **Type of Place of Death** is not a medical facility, the **Date Admitted** field should be left blank. You will no longer receive a Validation error message for leaving **Date Admitted** blank when it is not applicable to the Type of Place of Death. Previously you had to Override an error message when leaving the field blank.
Medical Certifiers, Medical Examiners/ Coroners > Death Module	Place of Death page	Updated	In the Death Module on the Place of Death page, the Validation criteria for **Was Decedent Transferred from Another Institution**. When the answer to that question is Yes, EDRS now requires that you enter the name of the **Transfer Facility**. REMINDER: This transfer fields pertain to facility transfers that are related to or connected with the death event. How to Enter Transfer Facility Name: Use the **Look-up tool** 🔍 to search and select the facility. To maximize search results in the Look-up tool, enter the **wildcard % character** before the facility name, then enter only a key portion of the facility name, such as one key word, then enter another wildcard % character at the end, like this: **%catherine%**. That will find all medical facilities that contain "**Catherine**" in the facility name. If you do not find the desired facility using the Look-up tool, you may manually type it into the **Transfer Facility** field on the Place of Death page.

User Role > Module	Page	New, Fixed, or Updated?	Description of New or Updated Feature
Medical Certifiers, Medical Examiners/ Coroners > Death Module	Cause of Death page Print Forms > Working Copy and Vault Copy of Death Certificate	Updated	In the Death Module, on the Cause of Death page in Part I, information entered on **Line (D)** now automatically prints on **Line (C)** of the Death Certificate, immediately following the Line (C) information. The **Line (D)** Cause of Death information will appear to the right of the Line (C) information, and it will be identified as **(D)**. Previously any information entered on Line (D) did not print out on the Death Certificate because the NYS Death Certificate only includes space for Lines (A), (B), and (C) in Part I of the Cause of Death section.
Medical Certifiers, Medical Examiners/ Coroners > Death Module	Other Factors page	New	In the Death Module, new Validation criteria have been added to improve the accuracy of maternal mortality data gathered on the Other Factors page. If the decedent was pregnant at the time of death, then Medical Certifiers and ME/Coroners may see a new validation error message checking that other related data does not conflict, such as **Date of Delivery**.

Medical Certifiers, Medical Examiners/ Coroners > Death Module	Certifier page	Fixed	In the Death Module, new Validation criteria has been added to the three Attending Physician's **Date** fields pertaining to when care was provided to the decedent. The new Validation criteria verifies that the dates entered in the following three fields are not after the Date of Death:
			
			• Deceased last seen alive by attending physician
			• Attending physician attended deceased-
			   o Start Date
			   o End Date
			
			If future dates are entered in error, the Medical Certifier will need to correct the dates.

Medical Certifiers, Medical Examiners/ Coroners > Death Module	Certifier page	Updated	In the Death Module on the Certifier page, the **Date Signed** field is now disabled (grayed out) so that it cannot be entered manually. As always, the Certifier's **Date Signed** (certified) is automatically filled in when the Certifier **Affirms** the case on the Certify page. REMINDER: The Certify page can only be accessed from the Death Registration Menu on the left side of the screen. *You **cannot** navigate to the Certify page by clicking Next or by Validate Page.* The Certify link only becomes available when all medical pages of the case have passed Validation and all remaining error messages have been Overridden. If the Status Bar at the top of the page indicates **Medical Invalid**, then you will *not* have the Certify link available.

User Role > Module	Page	New, Fixed, or Updated?	Description of New or Updated Feature
Medical Facilities, Medical Examiners/ Coroners > Death Module	Refer to Medical Examiner	Updated	In the Death Module, a Medical Facility wishing to transfer case ownership to a Medical Examiner/Coroner uses the Refer to Medical Examiner feature to transfer the case. The Medical Facility may now choose to send the Referral *to the ME/Coroner's entire office* rather than being required to specify the one individual in the ME/Coroner's office. Designating a specific ME/Coroner to receive the Referral is now an option. By only specifying the ME/Coroner's Office, anyone who works in that office is able to respond to the Referral. On the **Refer to Medical Examiner** page, the **Office** look-up field now appears above the field for optionally selecting the Medical Examiner/Coroner. Previously the **Medical Examiner** look-up field was above the **Office** look-up field. When the Referral is made to the ME/Coroner's office and not to a specific ME/Coroner, then all EDRS users in that office will receive a message and be able to **Accept** or **Decline** the Referral using the feature **ME Review Case**. If Accepted, the ME/Coroner's office becomes the owner of the case.
Medical Facilities > Death Module	Remove Referral to ME	New	In the Death Module, when a Medical Facility has used **Refer to Medical Examiner** to transfer a case they currently own to a Coroner/Medical Examiner, the Medical Facility can now withdraw the referral if it is determined that the case does not need to be owned by the ME/Coroner. This new feature is only available while the ME/Coroner's office has not yet responded to the initial Referral. After issuing a **Refer to Medical Examiner**, a new link to **Remove Referral to ME** appears on the Death Registration Menu of the users at the owning Medical Facility. When you **Remove Referral to ME**, the ME/Coroner's office receives a message indicating that your referral has been withdrawn. NOTE: The **Refer to Medical Examiner** and **Remove Referral to ME** features are used for referring cases to both Coroners and Medical Examiners.

User Role > Module	Page	New, Fixed, or Updated?	Description of New or Updated Feature
Medical Certifiers, Medical Examiners > Death Module	Review Non-Affiliated Certification Request	Updated	In the Death Module, when a Request for Non-Affiliated Certification has been issued to a Medical Certifier or Medical Examiner, to Accept or Decline the Request the Non-Affiliated Certifier now uses the **Review Non-Affiliated Certification Request** feature on the Death Registration Menu. The name of this feature has been changed, moving the word "Review" to the beginning of the link name for consistency with other actions under Other Links, and to help users to spot it on the Death Registration Menu. • Previously named: *Non-Affiliated Certification Request Review* • New Name: *Review Non-Affiliated Certification Request*
Medical Certifiers, Medical Facility Staff > Fetal Death Module	Fetal Start/Edit New Case page Mother/Parent page	Updated	In the Fetal Death Module on the Fetal Start/Edit New Case search page, the three fields for **First Two** and **Last Two Letters** of the Mother's first and last names now only accept alphabetic letters, no symbols or spaces. In addition, lower case letters automatically convert to upper case in these three fields. These properties apply to the same three **First Two** and **Last Two Letters** fields on the Mother/Parent page if you edit those fields after the case has been initially created. These updates were made for consistency and ease in searching for an existing case. Previously these three fields allowed a mix of upper and lower case, as well as symbols and spaces.

User Role > Module	Page	New, Fixed, or Updated?	Description of New or Updated Feature
Medical Certifiers, Medical Facility Staff > Fetal Death Module	Fetus page	Updated	In the Fetal Death Module a new field has been added at the bottom of the Fetus page: **Will medical facility be responsible for Disposition?** When Disposition by a Funeral Director is required (based on the gestational age of the fetus) or Disposition has been requested by the mother/parent (as indicated in the field **Does mother/parent request disposition**), then the answer to **Will medical facility be responsible for Disposition** will be *No*. The Funeral Director will then specify the **Method of Disposition**. When Disposition is not required (based on gestational age of the fetus) and Disposition has not been requested by the mother/parent (as indicated in the field **Does mother/parent request disposition**), then the answer to **Will medical facility be responsible for Disposition** will usually be *Yes*. Selecting *Yes* to this question automatically sets the **Method of Disposition** to *Hospital Disposition*. Medical Providers will not be able to see the EDRS page where this setting occurs.
Medical Certifiers, Medical Facility Staff > Fetal Death Module	Fetus page	New	In the Fetal Death Module, the Fetus page has a new **No Given Name** checkbox that can be used when the Mother/Parent has chosen not to name the fetus. When the **No Given Name** checkbox is selected, the Fetus Name field automatically fill in with **** in the first and last name fields.
Medical Certifiers, Medical Facility Staff > Fetal Death Module	Place of Delivery page	Fixed	In the Fetal Death Module on the Place of Delivery page, the **Inpatient** checkbox is now disabled (grayed out) when the **Type of Place of Delivery** selected is not an inpatient medical facility, such as a Hospital or Birthing Center.
Decedent's Family, State Users > Fetal Death Module	Mother/Parent page Print Forms > Certificate of Fetal Death	Fixed	If the Mother/Parent's birthplace City and State are left blank, then in the printed Certificate of Fetal Death item 6B now remains blank as well. Previously when left blank in the EDRS case, item 6B printed as *Unknown*.

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Medical Certifiers > Fetal Death Module	Delivery page	Fixed	In the Fetal Death Module on the Delivery page, improvements in functionality have been made to the drop-down answer list for "**If Cesarean, was a Trial of Labor Attempted**". Duplicate items have been removed from the drop-down list. This question is conditional based on the answer given in the field above it.
Medical Certifiers, Medical Facility Staff > Fetal Death Module	Attendant/Certifier page	Updated	In the Fetal Death Module on the Attendant/Certifier page, Validation criteria have been updated for the Medical Certifier, now requiring that a NYS Medical License Number be entered in the Certifier's **License Number** field. NOTE: When the Medical Certifier accesses the case the first time, if the Certifier's information was previously blank, the information will fill in automatically from the Certifier's user profile, including their License Number. REMINDER: Authorized Medical Certifier's for Fetal Death include physicians (MD, DO), residents, physician assistants (PA), and nurse practitioners (NP). Residents do not usually have a medical license number yet, so they should Override the error message requiring **License Number**.
Medical Certifiers > Fetal Death Module	Case Status Bar Work Queue	New	In the Fetal Death Module, cases that are awaiting Medical Certification now have a visible **Status** and **Work Queue** for **Certification Required**. This status is visible in the Status Bar at the top of each page in the case, as well as in the Work Queue Summary. The **Certification Required** Status and Work Queue were added to the Fetal Death Module to help Medical Certifiers to manage electronic cases and be sure to Medically Certify the case when it is complete. The **Certification Required** Work Queue includes cases that have a Status of **Medical Valid** or **Medical Valid with Exceptions** and which are pending certification

User Role > Module	Page	New, Fixed, or Updated?	Description of New or Updated Feature
Medical Facilities/ Offices, Funeral Firms > Fetal Death Module	Relinquish Case	Fixed	In the Fetal Death Module, the **Relinquish Case** feature may now be used to remove a facility's ownership of the case. **Relinquish Case** now retains the complete integrity of the case and its case data. **Relinquish Case** should be used if the case was created while signed in under the wrong medical facility, or if a funeral firm incorrectly took ownership of the case. NOTE: When the new medical facility/office takes ownership of the case after the case was **Relinquished** by a different facility, you will need to update information on the **Place of Delivery** page and the **Attendant/Certifier** page. You should also review all other case pages to verify that all case information is accurate and complete.
Medical Certifiers, Funeral Directors > Fetal Death Module	Print Forms > Drop to Paper	New	The Fetal Death Module now includes a **Drop to Paper** option on the Print Forms page, which can be used when the Funeral Director is not able to access the case electronically for any reason, and funeral firm disposition has been requested by the mother or is required (based on gestational age of the fetus). The case must be Medically Certified before it can be **Dropped to Paper**. **Drop to Paper** ends all electronic processing of the case and converts the case to a paper-based Certificate using the **Drop to Paper** print-out as the Certificate. After **Dropping to Paper** no one at any participating facility/office will be able to access the electronic case. When using Drop to Paper, the medical facility will need to print both the **Drop to Paper** print-out of the *Certificate of Fetal Death* and the *Report of Fetal Death*. The Funeral Director will need to manually fill out and sign BOTH print of those forms. The facility will then send the **Drop to Paper** *Certificate of Fetal Death* to the New York State, and the Funeral Director will take the *Report of Fetal Death* to the Local Registrar to receive a Burial Permit on paper.
Coroners > Death Module	Print Forms > Working Copy	Fixed	In the Death Module, the electronic signature of a non-medically licensed Coroner now appears on the Working Copy of the Death Certificate *after the Coroner has Coroner Certified* the case in EDRS. This affects item 25A on the Working Copy of the Death Certificate. Previously the Coroner's electronic signature filled in after the case was Medically Certified, but not yet Coroner Certified. Now all of the Coroner's information is added to the Working Copy after the Coroner has Certified.

User Role > Module	Page	New, Fixed, or Updated?	Description of New or Updated Feature
Coroners, Medical Facilities > Death Module	Request Non-Affiliated Certification	Updated	In the Death Module a non-medically licensed Coroner or a Medical Facility **Requesting Non-Affiliated Certification** (from a Certifier not affiliated with their office/facility) may now choose to send the Non-Affiliated Certification Request *to the Certifier's entire office* rather than requiring that the request be sent only to the one designated Certifier. Designating a specific Certifier is now an option. On the Request Non-Affiliated Certification page, the **Facility/Office Name** look-up field now appears at the top of the page, with the **Certifier Name** look-up field below. Previously the **Certifier Name** look-up field was above the **Facility/Office Name** look-up field. A typical scenario for how this updated feature will be used is that a Coroner or Medical Facility will start the case and enter the information they know – such as the date and time of death, and the place of death. Then they will use the new **Request Non-Affiliated Certification** feature to add a Medical Certifier's office to the case, or to add just the designated Medical Certifier. In the past you were required to first select the individual Certifier, and then select their Office. Now you will select their Office first, and then optionally select the individual Medical Certifier. When you select the individual Medical Certifier, only that selected individual will receive the message requesting their Medical Certification, and only that individual may respond to the request (Accept or Decline). However, if that individual later becomes unavailable, a different Medical Certifier in their same Office will be able to Certify the case after editing the Medical Certifier's information on the Certifier page within the case. The Non-Affiliated Certifier will review the case and Accept or Decline the Request. If Accepted, they become the Medical Certifier of the case. The non-medically licensed Coroner will still need to Coroner Certify the case after the case has been Medically Certified. REMINDER: You should not Request Non-Affiliated Certification from a large Medical Facility, such as a Hospital or Nursing Home, because that will make the case available to all EDRS users at that facility. To adequately protect the case, it is advisable to select a Medical Practice, Independent Medical Certifier profile, or ME's office.

User Role > Module	Page	New, Fixed, or Updated?	Description of New or Updated Feature
Medical Examiners/ Coroners, Medical Certifiers > Death Module	Certifier page	Updated	In the Death Module, Medical Examiners, Coroners and Medical Certifiers **Address** on the Certifier page in EDRS now fills in automatically as the address that is in their individual user profile, not the address of the office selected upon EDRS sign-in. If you wish to use a different contact address for the particular case you are working on, you can still click the Edit Certifier Address checkbox on the Certifier page, and then edit each address field as appropriate. If you wish to have a different address in your user profile, you can edit your profile address from the **HCS home page > My Content > Change my Contact Information**. The next time you launch EDRS after editing your contact information, on the Select Your Office page click the link, **Click here if profession or office not found.** Then when you are reviewing your next case that has not yet been Registered, if you still see your old address displaying on the Certifier page, you may need to erase your information and use the Look-up tool 🔍 to search and select your updated profile. If the address still did not update, then contact the EDRS team to manually update your contact information in your profile within EDRS. The reason for this is that if your profile was previously edited manually in EDRS, then it may not automatically pull in your personal updates from your HCS profile.
Funeral Directors, Registration Offices > Death Module	Decedent page Print Forms > Burial Permit	Fixed	In the Death Module, for death of an infant less than 1 year of age, when entering the **Age** on the Decedent page it is *no longer necessary* for the Funeral Director to enter **0** in the **Years** field in order for the infant's Age to print correctly on the Burial Permit. Now, when entering the infant's Age in **Months**, **Days**, **Hours**, and/or **Minutes**, the **Years** field may be left blank. Previously for an infant's Age to print out correctly on the Burial Permit the Funeral Director was required to enter a 0 in the Years field, in addition to entering the applicable Months/Days/Hours/Minutes. When the Age was less than 1 Year, the Burial Permit previously printed the decedent's Age as *Unknown* if the **Years** field on the Decedent page was left blank. Now an infant decedent's Age of less than 1 year no longer prints *Unknown* when **Years** is left blank. If you do enter 0 for Years, only the applicable Months/Days/Hours/Minutes will print on the Burial Permit.
Funeral Directors > Death Module	Decedent Attributes page	Update	In the Death Module, in the **Race** section of the Decedent Attributes page, when selecting the checkbox **American Indian or Alaska Native (specify tribe)**, the tribes native to New York State have been added to the pop-up list.

User Role > Module	Page	New, Fixed, or Updated?	Description of New or Updated Feature
Funeral Directors > Death Module	Place of Death page	Updated	In the Death Module, Funeral Directors may now edit the **Address** of the **Place of Death** *after the case has been Medically Certified*, before it is registered. The stated locality (city, town, village, or hamlet) for the Place of Death must represent the physical location of where the death occurred. The physical place of death determines which Registration District will file that death certificate. A Medical Certifier or Coroner/Medical Examiner initially completing the Place of Death page may not always know if the address is physically located within a city, town, or village; these are often different Registration Districts. Additionally, the Local Registrar may not be able to register the Death Certificate if the locality is inaccurate or incomplete. This new edit capability should improve the ease, accuracy and timeliness of preparing Death Certificates. Correcting the address of the Place of Death previously required that the Medical Certifier and/or Coroner go back into the case to make the correction, or it required that a Correction be submitted immediately after the Death Certificate was Registered. Funeral Directors can now simply edit the Place of Death when they or the Local Registrar discover an inaccuracy while reviewing the Death Certificate before registration. IMPORTANT: This capability is intended to be used only for deaths occurring at a private residence or other non-medical facility locations. If a medical facility address shown on the Place of Death page is not correct, *contact the EDRS team to evaluate.* It could mean that the wrong medical facility owns the case. If the facility's address does need to be updated, the update should be made in the facility's profile, not in a specific EDRS case.
Funeral Directors and Funeral Firm Staff > Death Module	Trade Calls	Updated	In the Death Module, the **Trade Calls** feature for funeral firms has been updated extensively to use a very different work flow than originally designed. How to Use the New Trade Calls Feature: 1. The Funeral Director performing the Trade Call for the firm hired by the family takes ownership of the case. 2. The owning Funeral Director's information will fill in automatically on the Disposition page, including the name and address of that Trade Call Funeral Director's funeral firm they selected when signing into EDRS. 3. The Funeral Director will click **Trade Calls** under *Other Links* on the *Death Registration Menu*..

User Role > Module	Page	New, Fixed, or Updated?	Description of New or Updated Feature
			4. On the **Trade Calls** page, use the Look-up tool 🔍 to search and select the name of the funeral firm for which you are performing the Trade Call (the funeral firm hired by the decedent's family). Tip: When searching, only enter one key part of the name of the firm, along with the **wildcard % character** at the beginning and end, like this: **%jansen%** That will find all funeral firms in the database that include "Jansen" somewhere in the name of the firm. Alternatively you may enter the firm's NYS Business Registration Number instead of using the Lookup tool, and then click the Autofill tool 🖼 automatically fill in the firm's information from their EDRS profile. 5. If the funeral firm you are performing the Trade Call for is not found in the EDRS database – such as if they are located in a different state and not Registered in NYS – then you will simply type in their information in the fields on the Trade Calls page. 6. OPTIONAL: If known, in the **Funeral Director** fields you may enter the name of the specific Funeral Director handling the case at the funeral firm for which you are performing the Trade Call. (This information will not print on the Death Certificate or the Burial Permit.) 7. Click **Save**, and then click **Return**. The funeral firm now named on the Trade Calls page will print on the Death Certificate and Burial Transit Permit. Your firm's name and address will still display on the Disposition page, and a black check mark ✓ will display at the **Trade Calls** link on the *Death Registration Menu* to indicate to all users and reviewers that this case is a Trade Call and that the funeral firm that prints on the Certificate is different from the Firm who owns the case and is named on the Disposition page. 8. If the funeral firm named on the **Trade Calls** page was selected or auto-filled from the EDRS database, then that firm will be able to access the case using Start/Edit New Case, and they will be able to print out a Working Copy of the Death certificate. NOTE: The Funeral Director handling disposition/transfer must be named on the *Disposition* page and must Sign the case.
Funeral Directors, Registration Offices > Death Module	Print Forms > Working Copy and Vault Copy of Death Certificate	Updated	In the Death Module, the following updates have been made to the Death Certificate printed from EDRS: • Item 7A City and State of Birth – The Decedent's birthplace information now wraps to a second line when necessary. • Item 20C Place of Disposition – When the place of Disposition is outside of the United States, the City, State or Province, and

User Role > Module	Page	New, Fixed, or Updated?	Description of New or Updated Feature
			Country of disposition now all print. Previously only the Country printed for out-of-country Disposition. • Item 22A and 22B Name and Signature of Funeral Director – The suffix field now prints after the name, when applicable. • Item 23A and 24A Signature of Registrar and Burial or Removal Permit Issued By – The suffix field now prints after the name, when applicable.
Funeral Directors, Registration Offices > Death Module	Print Forms > Burial Permit	Updated	In the Death Module, the following updates have been made to the Burial Permit printed from EDRS: • Donation – When the decedent's body is being donated, as indicated on the Disposition page, the information now prints on the Burial Permit. A new checkbox has been added to the Permit to indicate Donation. • Foreign Place of Disposition – When the place of Disposition is outside of the United States, the City, State or Province, and Country of Disposition all print on the Burial Permit in the Address field in the Removal and/or Hold section of the Permit. Previously only the Country name printed for out-of-country Disposition. • Funeral Director and Filing Registrar Name – The Suffix field for both individuals now print on the Burial Permit, when applicable.
Registration Offices > Death Module	Messages	Updated	In the Death Module, when the Local Registrar and Deputy/Sub-registrars receive a **message/email** notifying them that **Registration Affirmation** is needed on a case, that message will now also include *the name of the Local Registration Office* that the case is assigned to. The name of the Registration Office has been added to the message to assist those who serve in more than one Registration Office.

User Role > Module	Page	New, Fixed, or Updated?	Description of New or Updated Feature
Registration Offices > Death Module	Identifiers page	Updated	In the Death Module, the **Local File Date** on the Identifiers page is no longer editable until after the case has been Affirmed/Registered. When the Local Registrar or Deputy/Sub-registrar Affirms the case, the **Local File Date** fills in automatically as the date that it was electronically Affirmed. If necessary the Registrar or Deputy/Sub-registrar can edit the **Local File Date** after the case has been Affirmed/Registered. Editing of the date field may be needed if Registration occurred off-line using a signed Working Copy of the Death Certificate, such as outside of regular business hours. For information and instructions for after-hours/off-line Registration, see EDRS Procedure: Registering EDRS Cases Electronically Outside of Normal Business Hours, which is located on the EDRS website (https://www.health.ny.gov/vital_records/edrs). The ability to enter the **Local File Date** before the case is Registered was removed because it sometimes caused the case to automatically Register on its own without allowing the Registrar to Affirm the case. Registrars will no longer encounter that issue.
Registration Offices > Death Module	Identifiers page	New	In the Death Module, the **Local Registrar** section of the Identifiers page has a new field *to the right of the Local File Date*. The new field contains a drop-down list to select the name of the current **Local Registrar** in your Registration District. This field was added to help us identify districts where more than one person is currently assigned the role of Local Registrar in the EDRS database. When more than one person is assigned the role of Local Registrar, the incorrect name might print on the Death Certificate. INSTRUCTIONS: When more than one person is listed in the drop-down field: 1. Select the correct Local Registrar in field to the right of the Local File Date field. 2. Please notify the EDRS team so that we can investigate and manually update the effective dates of the past and current Local Registrars in your district. For us to make this update please provide the correct start- and end-dates for each person listed in this drop-down field.

User Role > Module	Page	New, Fixed, or Updated?	Description of New or Updated Feature
Registration Offices > Death Module	Messages	New	NYS will begin piloting the electronic **Amendments** feature in EDRS Death Module during 2019 in a select location of the State. When the Pilot Program begins, new messaging will become available to all Registration Offices. Local Registrars and Deputy/Sub-registrar will start receiving a Message in EDRS when an **Amendment/Correction** to a Registered EDRS case has been processed and Approved by the State in a case previously Registered in their district.

When an Amendment has been Approved, the Local Registrar should print out a new **Vault Copy** of the *Death Certificate* to replace the original **Vault Copy** in your files. (It is not necessary to send replacement Vault Copies to the Local Health Unit or to NYS.)

The new Amendment Approved Messages affect all Registration Offices in the State, not just Pilot Program participants. |
| **Registration Offices >** Death Module | Print Forms > Vault Copy | New | In the Death Module, an electronically **Amended** *Death Certificate* in EDRS will now print a history of changes in the margin.

For Medical corrections the history of changes will be retroactive in previously Registered EDRS cases. Most Personal corrections will *not* be retroactive in the history of changes, because NYS processed prior Personal corrections outside of EDRS. Personal corrections will be reflected in the history of changes on a going-forward basis.

Electronic Amendments are still undergoing testing and will be used in a select pilot location in 2019. Statewide roll-out of Amendments feature will begin after the pilot phase has concluded. The schedule for statewide roll-out will be announced on the EDRS website, http://health.ny.gov/vital_records/edrs |

Known Issues/Bugs and Work-Arounds

This section describes known system bugs and acceptable procedures to work around each of these known issues.

User Role	Page	Known Issue/Bug	Work-Around	Anticipated Resolution
Medical Certifiers, Medical Facilities > Fetal Death Module	Place of Delivery page	When a case has been **Relinquished** after originally being owned by a different medical facility, the original facility is still be listed as the Place of Delivery, which is now incorrect information.	After taking ownership of a previously Relinquished Case, the new facility/office must review and update the Place of Delivery page information. To delete the incorrect facility's information, click the Eraser tool (pencil eraser icon), and then use the Look-up tool 🔍 to search and select the correct information (if Place of Delivery was in a facility/office).	This issue will be evaluated by NYS to consider if the functionality should be changed in future release of EDRS.

User Role	Page	Known Issue/Bug	Work-Around	Anticipated Resolution
Coroners, Medical Facilities > Death Module	Request Non-Affiliated Certification	After a Certifier has Accepted a Request for Non-Affiliated Certification, the link to Request Non-Affiliated Certification now disappears from the requester's menu in that case. This means that the non-medically licensed Coroner or medical provider who issued the initial Request cannot issue a new Request for Non-Affiliated Certification. **Example Scenario A:** You Request Non-Affiliated Certification from a primary care physician, who Accepts your request. The PCP then becomes unavailable before Certifying the case. **Example Scenario B:** You Request Non-Affiliated Certification from a primary care physician, who Accepts your request. It is then determined that a Medical Examiner needs to investigate and Certify this case instead of the PCP.	If the Certifier who Accepted the Non-Affiliated Request becomes unavailable to complete the case, *a different Certifier in that same office/facility* can complete the case. Before they can Certify/Affirm the case, they will need to delete the original Certifier's information from the Certifier page, and use the Look-up tool 🔍 to search and select the new Certifier. If the case needs to be sent to a Medical Certifier who is not associated with the original Certifier's office/facility, then a new case will need to be created, and the old case will need to be "abandoned" by the NYS EDRS team.	The link to Request Non-Affiliated Certification will be restored in a future release of EDRS, which will allow the case owner to simply issue a new Non-Affiliated Request if the case needs to be sent to a different office.
Coroners > Death Module	Certifier page	After a Request Non-Affiliated Certification has been issued to a Medical Examiner or medically licensed Coroner, if they **Decline** the Request, the ME/medically licensed Coroner's name and information still fills in on the Certifier page.	The declined Certifier's information can be removed from the Certifier page by clicking the Eraser tool (pencil eraser icon) next to their name on the Certifier page, and a new Request Non-Affiliated Certification can be sent to a different Certifier.	This issue will be fixed in a future release of EDRS.

User Role	Page	Known Issue/Bug	Work-Around	Anticipated Resolution
Funeral Firms, Registration Office users > Death Module	Disposition page Print Forms > Burial Permit	No notation in EDRS to enter transport information when the body is being shipped.	Print burial permit and hand-write the transport/shipping information on the burial permit after conferring with the local registrar.	No system change is scheduled at this time.

Troubleshooting and Getting Help

For help learning how to use EDRS and troubleshooting problems, you will find extensive documentation and training available on the EDRS website, located at http://health.ny.gov/vital_records/edrs/.

The website contains detailed procedures, role-based quick reference guides, a troubleshooting guide, video tutorials, recorded training sessions, and the training schedule for upcoming live web-based training, in addition to up-to-date implementation status and announcements.

For specific questions or issues, refer to the contact information listed below.

For Help With	Contact	At
Getting an **HCS** Account	DOH HCS website	https://commerce.health.state.ny.us/public/hcs_login.html (Use the **sign up for an account** links at the bottom of the HCS Login window.)
Your **HCS** User ID	DOH HCS website	https://commerce.health.state.ny.us/public/hcs_login.html (Use the **Forgot your User ID?** link at the bottom of the HCS Login window.)
Your **HCS** Password	DOH HCS website	https://commerce.health.state.ny.us/public/hcs_login.html (Use the **Forgot your password?** link at the bottom of the HCS Login window.)
Inactive **HCS** Account	Commerce Account Management Unit	Telephone CAMU: 1-866-529-1890
Assigning you and your staff's EDRS roles with a facility or office	Your facility's HCS Coordinator	If you do not know who your HCS Coordinator is, contact the NYS Commerce Accounts Management Unit (CAMU) by telephone: 1-866-529-1890. Procedure: Assign EDRS Roles in HCS

For Help With	Contact	At
Adding EDRS to your list of **My Applications** in HCS	You can do this yourself	First try clicking the **Refresh My Applications List** at the bottom of the list. Next, try the steps below 1. Select ***My Content*** > ***All Applications*** from the menu bar. 2. In the *Browse by* section, click on the letter '**E**.' 3. Locate *Electronic Death Registration System* in the list and click on the '**+**' symbol in the far right column for that row. A confirmation message will display. 4. Select ***Home*** > ***Home*** from the menu bar.
Getting access to **EDRS**	Your facility's HCS Coordinator or The NYS Department of Health EDRS team	Web-Form: EDRS Issue Report Form Email: edrs@health.ny.gov Telephone the EDRS Call Center: 1-844-866-EDRS (3377)
A question or problem regarding a specific electronic death certificate	The NYS Department of Health EDRS team	Web-Form: EDRS Issue Report Form Email: edrs@health.ny.gov Telephone the EDRS Call Center: 1-844-866-EDRS (3377)
A question about the electronic spontaneous Fetal Death Module or the spontaneous fetal death registration process	The NYS Department of Health Fetal Death program administrator	Email: efdr@health.ny.gov Telephone the EDRS Call Center: 1-844-866-EDRS (3377)
EDRS and HCS availability during system outages	HCS Home Page	Broadcast system message about the EDRS and HCS outages/maintenance downtime are posted on the *HCS Home Page* when applicable. HCS Home Page: https://commerce.health.state.ny.us/hcs/index.html