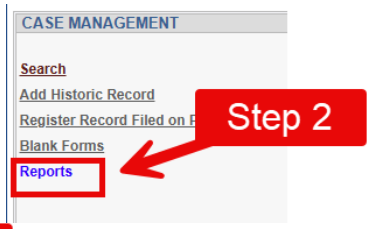
How-to Guide for Running Incompletes Report
For Funeral Homes and Local Registrars

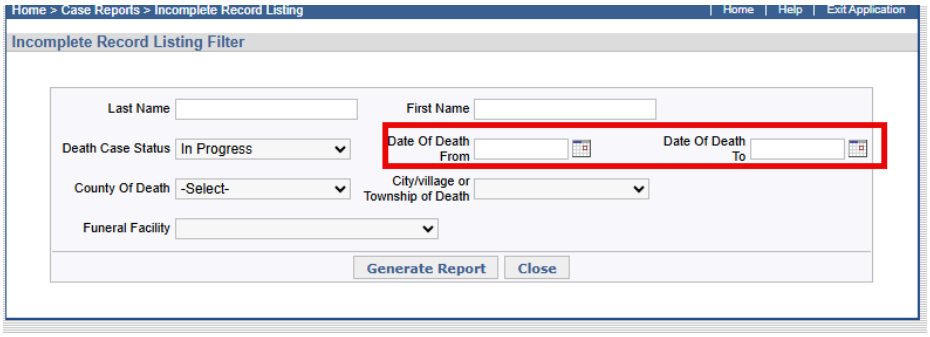
Run Report in Electronic Data Reporting System (EDRS) Weekly

1. Open **EDRS.** (Use CHROME as a browser if you want to create a spreadsheet in Excel. Creating a workbook in Excel does not work when you download a PDF from Edge.)
2. Under Case Management Menu, click on **Reports**
3. Click on **Incomplete Records Report**





4. Select Date Range
   a. Use 12 months before system date as start date
   b. Use 4-7 days before system date for end date



5. Click **Generate Report**
6. **Download/Save** per your organization's processes

Review Cases

If duplicate case creation is discovered, call or email Vital Records Registration:
517-335-6506 or **MDHHS-VR-Registration@michigan.gov**

If medical portion of the record is certified, **and** it's been more than 48 hours since either the medical portion of the record is certified or the funeral home has had possession of the remains, **and** the personal section is incomplete, Funeral Home should complete the record with as much information as you have and certify the record. Corrections may be submitted for up to 29 days after the date of filing for free. After 30 days, changes may be formally requested and there is a fee.

If Funeral Home is experiencing challenges with getting the medical portion of the record certified or the medical certificate/statement of death completed, add a comment to the record indicating contact attempts and any other objective, relevant notes.

Friendly Reminder: Please do not delay certifying a death record for the following reasons:

- **Still waiting on a cause of death?** It's okay to file the record with a pending status if there's been a referral to a Medical Examiner. Medical Examiners can update the cause of death later, even after certification.

- **The family isn't comfortable with the cause of death?** We understand this can be sensitive. However, the certifying physician is responsible for determining the cause of death, and it may not always align with family expectations.

- **Cremation permit hasn't come through yet?** Go ahead and certify the personal section and file the record. If the case needs a Medical Examiner referral, they can update the medical section later. The medical section **must** be certified before the cremation permit is issued.

- **Waiting on payment from the family or next of kin?** Death certificates **cannot** be held as collateral. Filing should proceed regardless of payment status.

- **Waiting for the family to review or approve the certificate?** Filing should not be delayed for family review. Corrections can be made after filing.
    - Within 29 days: corrections are free.
    - After 30 days: changes can still be made with a formal request and fee.

- **Medical certification is still pending?** If the medical section isn't ready or a certifier hasn't been identified, you can still certify the personal section.

- **Something happened and now the body is unclaimed?** Please reach out to your jurisdiction's Medical Examiner. You can use "Unknown" in most personal section fields to avoid delays.