Frequently Asked Questions

All EDRS Users

Can more than one person work on a case at a time? Yes. You will receive a message stating that someone else is currently working on the case you entered. Certain fields will be available when someone else is working on the case, the unavailable fields will be grayed out.

Can I work on a death certificate that another coworker started? Yes. The facility that started the record owns the death record. Anyone from that facility can work on the record.

How far back do the search results go? All records that have been filed electronically within your jurisdiction will be in the system.

Who sets up the address book? What if who I am looking for is not in the address book? Contacts in the address book are all those who are currently signed up for the EDR System. If the person you are looking for is not in the system, contact the State of Michigan and inform them of the situation. Reminder – users must be logged into EDRS to view messages, they will not receive a notification.

Is there a way to be notified if I have a message, without logging in? No. The system does not currently notify your personal email if you receive a message through EDRS.

Once the Local Registrar Accepts and Files a Death Certificate, will a message be sent through the system? No. To determine if a record has been filed or not, open the record and check the *Info* tab and look at the Status. If the status is *Active* and the workflow step is *Filed*, you know the record has been filed.

When searching for potential matches, what if the date of birth is unknown? If the date of birth is unknown, you can enter a made-up date on the Search Potential Matches page, and once you are in the death certificate, you can delete the value in the Date of Birth field.

Why is the Social Security Number not required when searching potential matches? And should I enter one if I know it? The Social Security Number is not required, so in the event of a found body or a pending cause of death and the decedent's Social Security number is not known, the filing process can continue.

Is there a chance for duplicate records in the system? Yes, if there is not an exact match when searching potential matches. If a duplicate is created, after a while, the record will receive an abandoned status.

What is the difference between the Print button and the Drop to Paper button at the bottom of the death certificate? If you select the **Print** button at the bottom of the Death Certificate you will be presented with a series of options depending on your role and the stage in the

process. Selecting the **Drop to Paper** button allows you to print a clean, formatted copy to fax to the medical certifier to complete the cause of death section.

When would I Drop to Paper? If the Medical Certifier or Medical Examiner is not an EDRS user, you would select the **Drop to Paper** option. This allows you to print a formatted copy to fax the non-EDRS user to hand write in the medical information for a decedent, and fax back to the funeral home, where the Funeral Director/Staff completes the Death Case electronically, scans in the signed, completed copy showing the medical certification, and files through the EDRS application.

How do I correct a mistake after certifying a record? If the death record has not been filed by the Local Registrar, you can go into the record and *edit* information. If the Local Registrar has Filed the record, then you have thirty days to submit a *correction request* through the EDR system. If the record has been filed for over thirty days, you will have to submit a paid correction through the State of Michigan.

Can I submit more than one correction request at a time? No. More than one *request* cannot be submitted at a time. However, multiple *corrections* can be submitted in a single *request.*

Do the AKA names show up on the Death Certificate when printed? Yes.

Would Unavailable instead of Unknown be acceptable in the fields that information is not available? The State of Michigan prefers **Unknown** in the fields that information is not available.

How do we remove a previous employee from the EDR System? A security agreement needs to be completed with the previous employee's information, the **Discontinue Access** box checked, and the expiration date filled out.

Will the Funeral Director, Medical Professional or Local Registrar's signature appear on the death record? The County Clerk's signature will appear on the Death Certificate.

Funeral Homes

Can the Funeral Director certify a record while the staff is logged in? No. In order for a Funeral Director to certify a record, the staff needs to log out of the death record. The Funeral Director must log in, search for the record, validate and certify the case.

When attesting to the medical section, what if I cannot read the Doctor's handwriting? If you are unable to read the handwriting, give the medical professional a call to determine what is written on the record.

What if a physician is a hospitalist and doesn't have a specific hospital they are stationed at, how do I fax them the medical certificate to be filled out when attesting to the medical section? In cases such as this, it might be better to work through email. Otherwise the Funeral

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Home may need to see if the hospital has a staff person to coordinate receiving faxes for a signature.

If there was a pending cause of death, would that record be filed? When it's updated, will you be notified? Yes. Pending cause of deaths should be filed within 72 hours. You will be notified in your messages when that record is updated.

Does a hard copy of the medical certificate need to be handed to the Local Registrar? No, in the event that a medical certificate of death has been filled out and sent to a Funeral Home, the Funeral Director or Staff can attach the image to the electronic death certificate. Please be sure the image includes a visible signature of the Medical Professional. After the Funeral Director attests to the medical section, the death certificate is automatically sent to the Local Registrar for review.

Will we be notified when Physicians sign up and use the EDR system? Currently, there is no way of notifying everyone. A way to check if a Medical Professional you are looking for is in the system is to check the address book in the Messages tab.

If the Social Security number is wrong, will the system let me know? When verifying the Social Security number through the EDR system, you will be informed if the Social Security information for a decedent cannot be verified by the Social Security Administration in Maryland. You will not be notified as to what specific information is incorrect.

When a Funeral Home verifies the Social Security Number, do they need to re-verify when a correction has been made? If the Name, Date of Birth, Date of Death, or the social security number has changed, then they should re-verify. If the social security number has already been verified, it should have caught if any of that information was incorrect, besides the Date of Death.

How do I request a Cremation Authorization approval through the EDR System? There are two ways to request cremation approval: 1) First, after the medical section has been certified, a **Cremation Request** button will appear at the bottom of the death record. If you click the Cremation Request button, it will take you to a message screen. Using the address book, you will need to send a request to a Medical Examiner, and then add a subject with a message quickly detailing your request, then click **Send**. 2) When referring a case to a Medical Examiner, after certifying the personal section, a Funeral Director can check a small box in the messages tab, indicating that they would like to send a referral, and request Cremation Approval at the same time.

How do you know your cremation request has been approved by the Medical Examiner? A message will be sent within the system, stating it has been approved.

Can Funeral Directors still issue and sign burial permits? We are encouraging all EDRS users to use the application to print their burial transit permits.

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When a Local Registrar declines filing, does a message get sent to the Funeral home? Yes. A message will be sent to the Funeral Director that certified the case.

Does the Funeral Home have the ability to print File Copies after the Local Registrar Files the Death Certificate? Yes. After the Local Registrar accepts and files a record, the Funeral Home can print a File Copy with the file numbers and Clerk's signature on the record. The File Copy death certificate will print out with a 'File Copy' watermark across the middle of it.

Can another Funeral Home obtain ownership of a record I have already started when they search potential matches? No, it will let them know that a record has been created and they can view a summary of that record, but they can't take ownership of that record.

How do out of state Tradecalls work in the EDR System? What will appear on the Record? The Funeral Director or staff will enter in the name and address of the facility handling the disposition in field 26e. When the record is printed, the name and address that was entered will appear on the record. The Funeral Director that certified the record, their name and license number will appear on the record.

Can I print a record I have started, and continue to file on paper? Yes. You would need to print on the specified paper by clicking Drop to Paper. Please note that if you attested to the medical information, the doctor's signature must be on the printed record before continuing to file on paper.

Medical Certifier/Medical Examiner

If Medical Staff is entering the information and attesting to the medical section, does the scanned document need a signature? Yes. The Certifying Physician's signature needs to be on the death certificate.

Can we view what the Funeral Homes have entered in the personal section? When *viewing* the case, you can see the entire personal section. When you are in *edit* mode, you can only see partial information in the personal section.

Local Registrars

When Printing Certified Copies, do Local Registrars need numbered safety paper like in the past? If Local Registrars currently use numbered safety paper to issue certified copies, they will continue to use the numbered safety paper unless their office procedures changes.

What happens when the Local Registrar retracts the file? The file is no longer in the **Filed** status. The record can be edited and corrections can be made. The record needs to be accepted and filed again in order to complete the filing process.

When reviewing a record, what if there is more than one document attached? If there is more than one document attached, review all images that are attached.

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When the Local Registrars staff files a death certificate, will their signature appear? No, only the Clerk's signature will appear on Death Certificates filed in EDRS.

Can Local Clerks look up death records in other counties? Clerks can only view records in their jurisdiction. If they are a county clerk, the only records they have access to are the occurrences in the county and likewise for a city clerk.

If the death record indicates that a medical examiner was contacted, but does not have a case number, should the record be declined? A clerk should not decline a filing because the ME case number is missing. This is an optional field. Not all ME's assign a case number, unless they are going to sign on the case.

How do I submit the death records to the State Registrar Office? 30 days after filing a death record, the record will automatically be sent to the State Registrar Office. You can tell that a record has been submitted to the state by checking the **Info** tab at the top of a Death Certificate; if the status says Certified, the record has been sent to the State of Michigan for review.