Funeral Home Training Exercises

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Logging Into the DRIVE Application

Exercise 1: Logging Into DRIVE

Skills Learned: in this exercise, you will learn how to log into the **DRIVE** (**D**atabase **R**egistration of **I**ndiana's **V**ital **E**vents) Application:

1.   You will access **DRIVE** through Access Indiana: https://www.in.gov/access/. Select the Access Indiana icon on your desktop or select the Access Indiana Favorite (Bookmark) from within your web-browser.

2.   Enter **Email** and select **Continue**.

3.   Click the **DRIVE** icon, and it will take you to the **DRIVE** landing page.

4. If your **User Name** is associated with more than one office or location, then you must also make a selection from the **Office:** dropdown list, shown below:
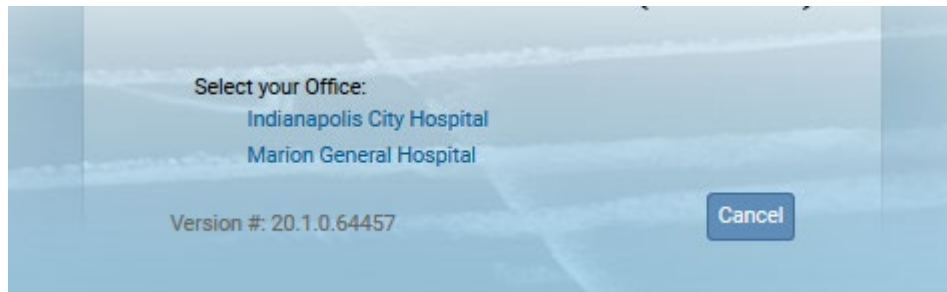
You should now be logged into the **DRIVE** application where the **Main Menu** and **Fast Links** sections are displayed:

Exercise 2: The Messages Pane

Skills Learned: Basic Navigation within the **Messages** pane

One fast link that appears when you first login to the **DRIVE** application is the **Messages** Link. Some **Messages** are messages sent from User to User, while others are system generated and appear with no interaction from the user.

The **Messages** pane is a grid control that displays all of the messages that have been sent to the current office (the office selected at login). To read a message, click on the underlined link in the **From** column. The **Message Text** column displays all or a portion of the text of the message that w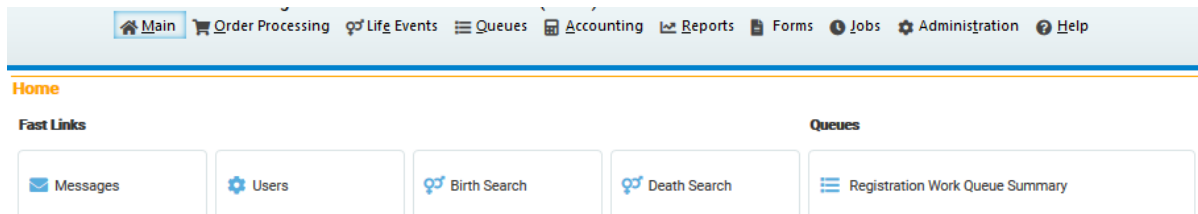as sent. **Date Sent** displays the date and time the message was sent. Notice that the **Remove from List** button is grayed out.

1.   Click on any of the underlined links in the **From** column of the **Messages** pane to read that particular message.

From	Message Text	Date Sent	
Testing Purposes	Case Id: 4604 - Sandra Testtwo, Date of Death:Jun-21-2017 has been reviewed. This referral action for this case was: Accept Referral. Testtwo, Sandra	6/21/2017 11:09:28 AM	☐
Funeral Director	Please complete the medical certification for: Case Id: 4604 - Sandra Testtwo, Date of Death: JUN-21-2017. Time of Death: https://uat.daveaz.vitalchek.com/Web/Logon.aspx Testtwo, Sandra	6/21/2017 10:54:23 AM	☐
Afuneral Director	Case 4554 - Registered Davy Michael Muddy	6/20/2017 6:23:37 AM	☐
Afuneral Director	A change has been made to Case 4554, New Name: Davy Michael Muddy, Date of Death: JUN-19-2017	6/20/2017 6:04:26 AM	☐

Messages — Send Message — Remove from List

First 1 2 Last   Total Records : 25

2.   The **Message** window is a popup that appears on top of the main **DRIVE** page. After the **Message** has been read, click the **Close** button.

Message

From:	Funeral Director
Sender Office:	Abbey Funeral Chapel
Subject:	Case id 4604 - Medical Certification Requested
Date Sent:	Wednesday, June 21, 2017
Message Text:	Please complete the medical certification for: Case Id: 4604 - Sandra Testtwo, Date of Death: JUN-21-2017. Time of Death: https://uat.daveaz.vitalchek.com/Web/Logon.aspx Testtwo, Sandra

Close

3.   Place a checkmark in the checkbox next to the **Date Sent** column header.

Notice that the **Remove from List** button is now active.

Do not click on the **Remove from List** button unless you are sure you want to remove all of these messages from the list.

Note: Deleted messages cannot be restored. Do not delete messages unless you are sure that you will not need them.

Date Sent	✔
6/21/2017 11:09:28 AM	✔
6/21/2017 10:54:23 AM	✔
6/20/2017 6:23:37 AM	✔
6/20/2017 6:04:26 AM	✔
6/20/2017 5:56:10 AM	✔
6/2/2017 2:53:39 PM	✔

Remove from List

Date Sent	☐
6/21/2017 11:09:28 AM	☐
6/21/2017 10:54:23 AM	✔
6/20/2017 6:23:37 AM	☐
6/20/2017 6:04:26 AM	✔
6/20/2017 5:56:10 AM	☐
6/2/2017 2:53:39 PM	☐

4.   Remove the checkmark from the checkbox next to the **Date Sent** column header and place a checkmark in any of the boxes next to a single message.

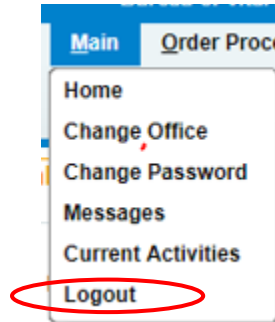Now click the **Remove from List** button to remove a single message from the list.

Again, once removed, messages cannot be restored.

Exercise 3: Logging out of the DRIVE Web-Base Application

Skills Learned: Logging out of the **DRIVE** application. Logging out of **DRIVE** will **NOT** log you out of Access Indiana.

1.   From the **Main Menu** select **Main -> Logout**.

2.   You will be prompted to "**Click OK to exit application**". Click the **OK** button to exit. If you do not want to logout of the application, click the **Cancel** button, instead.
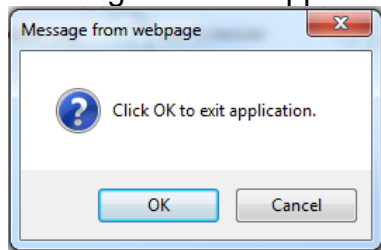
You can also directly select the **Logout Button**, always displayed and located in the far upper right of the screen.

If you select this option for logout, you will not be receive the "**Click OK to exit application**" prompt. You will simply be logged out.

3.   Logging out of **DRIVE** will **NOT** log you out of Access Indiana.

General Death Registration Page Functionality

Page Controls and Navigation

Skills Learned: In these exercises you will learn how to navigate through **DRIVE** using the various controls and icons provided. Mastery of these controls will speed you on your way to more efficient death record processing. The following exercises are designed to help you gain that mastery.

Exercise 1: Dropdown Lists

Dropdown lists provide you with a pre-defined list of choices. This eliminates the need to manually type in data, prevents inappropriate items from being entered, prevents spelling errors.

1.   One of the first dropdown lists you are likely to encounter is the **Sex** dropdown list on the main **Start/Edit New Case** page. To view all items in the list simply click on the down-arrow on the right side of the control.

Sex:

2.   Notice that clicking on the down arrow will reveal the list of items that can be selected from that control. Some dropdown lists will have more selectable items than can be displayed on one page. In those cases, a scroll bar will appear on the left side of the list.

Sex:

Female
Male
Not Yet Determined
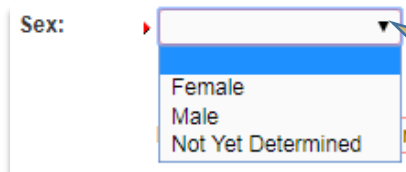
Clicking the down arrow here opens the list of selectable items.

3   It's possible to select an item from the list without actually dropping the list down. If you already know the item you want to select, just tab to the dropdown and type the first letter in the name of the item.

Sex: Female
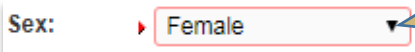
We already knew 'Female' was in the list. By typing 'F', Female was automatically selected.

If more than one word in the list starts with the same letter, typing that letter again will scroll through the list for you.

DAVE™
Database Application for Vital Events
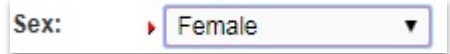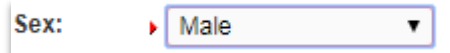A LexisNexis VitalChek Network Inc. Product

4.   Once the list is highlighted, it is possible to navigate up and down through the list using the directional arrow keys on your keyboard. You can tell a list is highlighted by the blue shading that is placed around the outside of the field.

Not Highlighted: Highlighted:
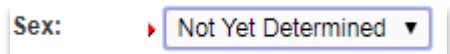
With the list highlighted and 'Female' selected, press the down-arrow button on your keyboard.

Pressing the down-arrow with 'Female' highlighted scrolls down the list to 'Male'. Now press the up-arrow button.

Pressing the up-arrow with 'Male' highlighted scrolls back up the list to 'Female'.

Exercise 2: Standard Date Format

Skills Learned: In this exercise you will learn how to properly key dates into the **DRIVE** system. While processing death registrations, you will frequently be inputting dates. **DRIVE** allows you much flexibility in using several different date formats:
are illustrated below:

Input Formats	Typed As:	System Converts to:
MM-DD-YYYY	02-05-2014	Feb-05-2014
MM/DD/YYYY	02/05/2014	Feb-05-2014
MMDDYYYY	02052014	Feb-05-2014
MonDDYYYY	Feb052014	Feb-05-2014
Mon/DD/YYYY	Feb/05/2014	Feb-05-2014
Mon-DD-YYYY	Feb-05-2014	Feb-05-2014

In all cases you must use 2 digits each for Month and Day and 4 digits for Year. The only exception is the MonDDYYYY format that allows you to enter a 3-letter abbreviation for the Month. The MonDDYYYY format also supports Mon/DD/YYYY and Mon-DD-YYYY formats.

Exercise 3: Using Calendars

Skills Learned: In this exercise you will learn how to use the **Calendar control** to input dates without typing them in manually.
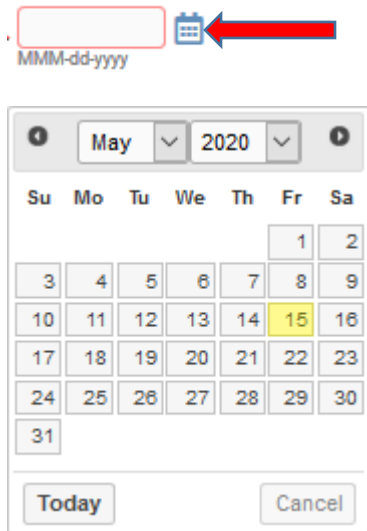
1.   In addition to manual date entry, you can also click on the **Calendar icon** next to a date entry box to bring up a **Calendar control**.

2.   By default, the current Month, Day and Year are pre-selected. The current month is pre-selected in the Month dropdown list, the current year is pre-selected in the Year dropdown list and the current day is highlighted in red. As with other drop-down lists we have seen, clicking on the down-arrow next to the month control (January, in this example) will reveal all the items in the list.

3.   Once we have selected the correct Month and Year, clicking on the Day of the month will auto-populate the Date for us.

In addition to manually dropping down the list, we can just type the first letter of the month we are interested in or use the up and down arrows on the keyboard to scroll through the list until we find the month we want to select.
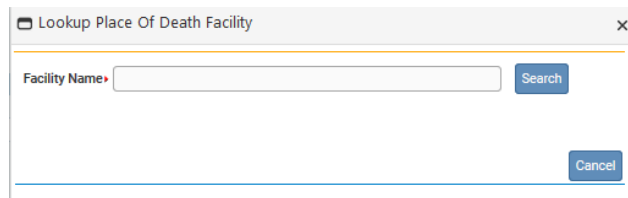
Keyboard Shortcut: Once a date control has been selected or tabbed into, pressing the f12 key will automatically place the current system date into the control.
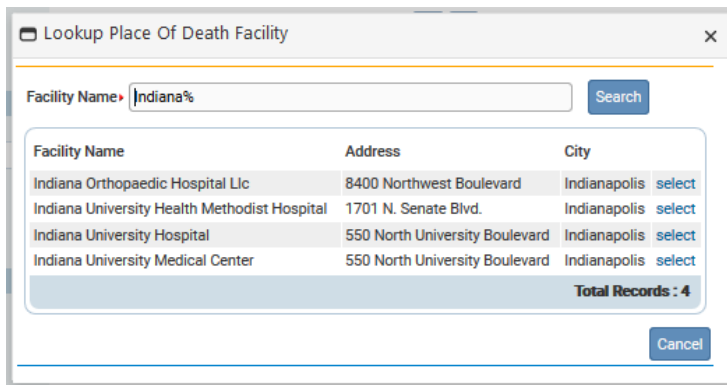
Exercise 4: Lookup Controls

Skills Learned: In this exercise you will learn how to use **Lookup Controls**. **Lookup Controls** are searchable lists that display a grid of selectable data.

1.   🔍 The **Lookup Icon** is a control displayed as a small magnifying glass next to fields in which a lookup can be performed. Wherever a **Lookup Icon** is displayed an 🖊 **Eraser Icon** control is also displayed.

2.   Selecting the 🔍 **Lookup Icon** will display a pop-up control to search for a value that should be entered into the select field. For example, selecting the Place of Death **Lookup Icon**, will display the Lookup Place of Death Facility pop-up.
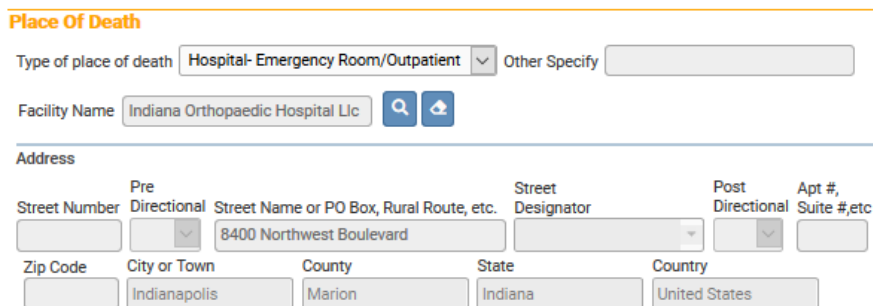

3.   A **Facility Name** is should be entered into the search field. Wildcard searches can be used for Lookups. Simply enter a % at the end of the search criteria to perform a wildcard search. In the below example I entered "indiana%" and selected Search, which returned a data grid of results for facility names which start with "Indiana".

4.   Select a facility. Notice all controls on **Place of Death** are now auto-filled.

Exercise 5: Registration Status Bar

Skills Learned: In this exercise you will learn about the **Registration Status Bar**. The **Registration Status Bar** helps you keep track of missing data that can prevent a death record from being properly registered. It's also a valuable tool for tracking the status of a death case.

1.   The **Registration Header** can be viewed from any of the pages of information in the **Death Registration Menu**. Simply locate the blue bar at the top of the information window that displays the case number, decedent name and date of death.

2.   The **DRIVE** application provides work flow and data quality management through the assignment of statuses. The death registration process involves many steps that are completed by several parties. In order to track these steps the **DRIVE** system assigns one or more statuses to the record when an action is performed (e.g. Select the validate page button) or event occurs (e.g. cremation clearance required).

The initial status assigned to a new electronic case is **New Event/New Event/Not Registered/Unsigned/Uncertified/NA**. (The status shown in the example above.) The goal of all parties in the registration process is to obtain a 'perfect' status. A perfect status would indicate the highest data quality and completion of all steps in the registration process. Sometimes a death record may contain values which are valid however cause soft edit rule failures, therefore it is also possible to have a registered record have a Personal Valid with exceptions or Medical Valid with exceptions status or any combination of valid and valid with exceptions.

Exercise 6: Validate Page and the Validation Frame

Skills Learned: In this exercise you will learn how to validate death records and prepare them for registration.

1. Once you've entered information into the system you can validate that information by clicking on the **Validate Page** button.

When you click on the **Validate Page** button, the **Validation Frame** will list all of the errors associated with that page. The list of Validation Results specific to data entry issues regarding the page will be displayed directly below the *Validate Page, Next, Clear, Save* and *Return* buttons.

The fields on the specific page which contain errors will be highlighted. Those highlighted in red must be corrected before the record can be signed or certified and registered.

2. If you click on the **List All Errors** button the system will display all errors associated with the entire death case, including those errors which exist for the current page.

3. Notice that the **List All Errors** button has now become the **List Page Errors** buttons. Clicking this button will reduce the list to those errors associated only with the currently displayed page.

4. If you want to hide the displayed list of errors then just click on the **Hide** button. Just re-click on the **Validate Page** button to view the errors again.

5. To fix an error, click on the [Fix] button in the **Goto Field** column. This will place the cursor or focus in the field that needs to be corrected. Use this option if you are on a page with many errors to correct.

'Focus' determines which onscreen element is the target of action. If a text box 'has the focus' then anything typed on the keyboard appears in the text box. If a dropdown list 'has the focus' the down-arrow will open the list and the up-arrow will close the list.

6. Another method of correcting mistakes is to click on the [Fix] button in the **Popup** column…

Validation Results	List All Errors	Save Overrides	Hide

Error Message	Override	Goto Field	Popup
DR_6221: Time of death cannot be left blank. Enter the exact time of death (hours and minutes) according to local time. One minute after 12 midnight is entered as "12:01 a.m." of the new day. If the exact time of death is unknown, the time should be approximated by the person who pronounces death.		Fix	Fix

…to launch a popup window containing the error to be corrected:

Validation Popup

DR_6221: Time of death cannot be left blank.
Enter the exact time of death (hours and minutes) according to local time. One minute after 12 midnight is entered as "12:01 a.m." of the new day. If the exact time of death is unknown, the time should be approximated by the person who pronounces death.

Pronouncement

Date and Time of Death or found dead

Date of Death▸ MAY-15-2020 📅   Time of Death [   ] : [   ] [▾]
MMM-dd-yyyy

Save   Cancel

7.   Correct the error and click the **Save** button to submit your changes. The popup will close and your changes to the item will now be displayed on the page. Click the **Close** button if you want to close the popup without making any changes.

8.   Sometimes, a death registration can be processed even with certain errors present in the registration. In those cases, a checkbox will be provided in the **Override** column.

Validation Results	List All Errors	Save Overrides	Hide

Error Message	Override	Goto Field	Popup
DR_3006: When indicating neoplasms as a cause of death indicate the following: 1- primary site or that primary site is unknown, 2- benign or malignant, 3-cell type or that cell type is unknown, 4- grade of neoplasm and 5-part or lobe of an organ affected. Verify you have specified the primary site, cell type or if the cancer has metastasized for the cancer reported in line a.	☐	fix	fix
DR_3010: The condition you reported on the lowest line in Part I usually develops as a complication of another more specific condition. Please verify the condition reported on the lowest line in Part I.	☐	fix	fix
DR_3028: The last cause reported is unacceptable. Please enter the medical conditions that led to this terminal event. Mechanistic terminal events such as the last entry preferably should not be either the only cause or underlying cause in a cause-of-death statement. Please enter the medical conditions that led to this terminal event.	☐	fix	fix

9.   Put a checkmark (☑) in the **Override** box and click the **Save Overrides** button. This allows you to process a death registration even if some errors are present.

Important Note: Not all errors can be overridden!

10.   There are two types of errors in **DRIVE**: Hard and Soft. Hard edits are highlighted onscreen in red. Soft edits are highlighted in yellow. In the example below we have used a lower-case 'n' for middle initial and left out the last name entirely.

You may have noticed that certain pages on the Death Registration Menu are marked with either a red x, yellow🟡 caution sign or green ✅checkmark.

These colored shapes are your indication as to which pages contain errors and which pages are complete.

Medical Certification
- ✖ Pronouncement
- ✖ Place of Death
- ● Cause of Death
- ✖ Other Factors
- ✔ Injury
- ✖ Certifier

For example, pages marked with a red arrow ✖ contain hard edits that must be corrected before registration can be completed.

Pages marked with a yellow error ● contain errors that can be overridden or errors that have already been overridden.

Pages marked with a green arrow ✔ contain no errors.

Once you have clicked the *Validate Page* button on any page the system will evaluate all pages and mark them accordingly with the red, yellow or green arrows.

Start/Edit New Case

Skills Learned: In this exercise you will learn how to use the **Personal Information** pages of the **DRIVE™** application to process and sign a death record.

Exercise 1: Decedent Page

1.   From the Main Menu, select **Life Events -> Death -> Start/Edit New Case**.
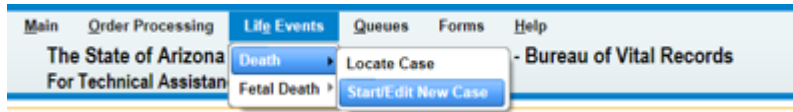
2.   This will bring up the **Start/Edit New Case** page. Notice that First:, Last:, **Date of Death:**, and **Sex** are all marked with red arrows(▶). Fields with a red arrow next to them are required entries and must be completed before you will be allowed to perform a search.

Note: Before you will be allowed to create a new Death Record you must first search for an existing record. This is to prevent the creation of duplicate Death Records.

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3.   Once you have filled in the required items, click the **Search** button to proceed or, if you need to, click on the **Clear** button to clear all entries and start over.

4.   If no matching records are found, you will be allowed to begin creating a new record by clicking the **Start New Case** button. To begin a new search, click the **New Search** button...

> If no matching records were found, click the "Start New Case" button to create a new death record.

> To begin a new search with new criteria click the "New Search" button.

5.   If a matching event was found, as would ~~~~~~~~~~ral home was completing a case started by a medical facility ~~~~~~~~~~ underlined link in the **Decedent's Name** column.

Death Search Results

Case Id	Decedent's Name	Date of Death	Sex	Place of Death	Date of Birth	
6800	test, Sandra n	JUN-09-2017	Female	Maricopa	APR-28-1923	Preview

Total Records : 1

Start New Case   New Search

To initiate a new search using different criteria, click on the **New Search** button.

6.   For the purposes of this exercise, select **Start New Case**.

> **Note: All of the column headers on the Results page are underlined links. Clicking on any of these links will resort the table data accordingly.**

7.   Clicking on the **Start New Case** button will display the **Decedent** page, as shown below. The **Death Registration Menu** expands down the left side of the case.

8.   **Will coroner be responsible for final disposition?** defaults to **No.** This option is greyed out and can only be changed by a coroner who will be fully responsible for completion of the record.

9.   Complete the **Decedent** page. **First**, **Middle**, and **Last** are self-explanatory. **Suffix** is used to capture generational suffixes such as Jr., III, etc.…

10.   If the decedent is a married female, then place her original maiden name before her first marriage in the **Decedent Maiden Name** control.
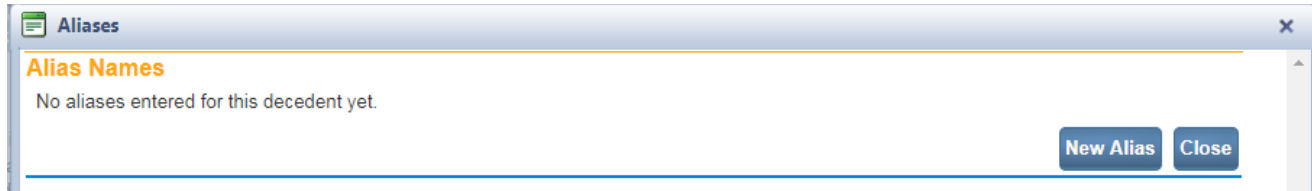
11.   If the decedent was known by more than one name then click the **Add/Edit Alias Names** on the **Aliases** section.

Aliases
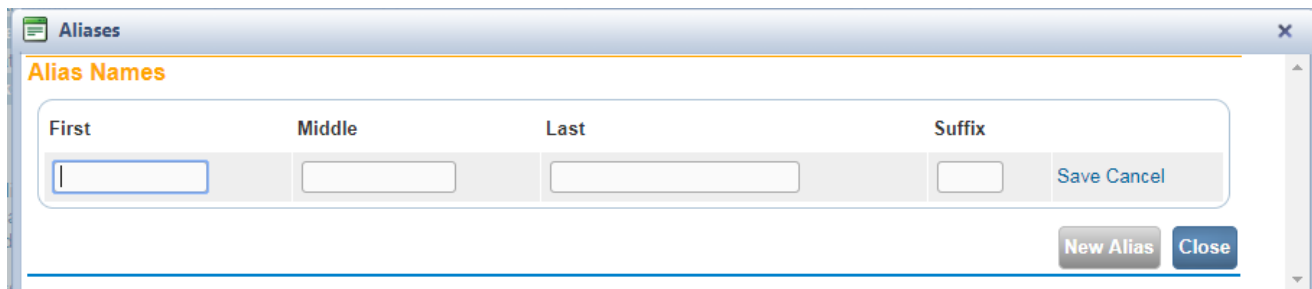
Add/Edit Alias Names

This will launch the **Aliases** pop-up page:
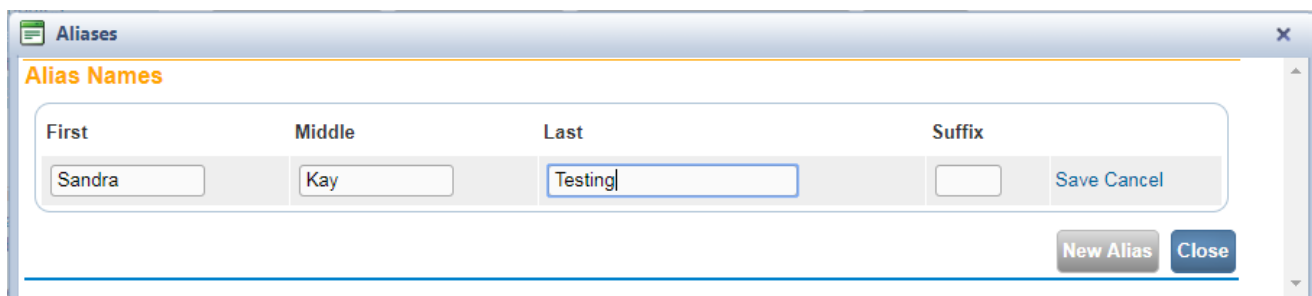
To add a new alias, click the **New Alias** button. Otherwise, click **Close** to return to the **Decedent** page. Clicking the **New Alias** button will open the **Alias Name** page shown below.

Once you have entered the **New Alias** information, click on the **Save** link to save your changes. Click **Cancel** to close the page without saving changes.

Saving the changes above will cause the page to refresh and display the **Alias Name** summary page shown below. Click the close button to return to the **Decedent** page.

Notice that the **Aliases** tab now displays the newly added **Alias**:

12.	The **Sex** dropdown list will be pre-populated based on the selection that was made on the **Search** page. The **Gender** dropdown list should be populated with the gender the decedent identifies as at the time of death.

13.	Enter the decedent's Social Security Number in the **Social Security Number** control. If decedent has no SSN then select the **None** radio button. If the decedent's SSN is not known, select the **Unknown** radio button.

14.	The **Verify SSN** link sits to the right of the **Minutes**. When this link is selected, the **DRIVE** application establishes a connection with the Social Security Administration and verifies the given SSN against information in their database. However, before the SSN can be verified, the decedent's **Name, Social Security Number Date of Birth and Sex** must also be filled in. If None is selected the SSN will auto fill with zeros (000-00-0000) if Unknown is selected the SSN will auto fill with nines (999-99-9999). In both cases the **Verify SSN** will be disabled.

When the **Verify SSN** link is activated, the **Decedent** page will refresh and SSN Verification Status will change from **UNVERIFIED (0)** to **PENDING (0)** message displayed. This indicates that communication has been initiated with SSA. Once the SSN has been verified, or failed verification, the page will refresh once more with an appropriate message.

15.   The **Age** controls must be completed before registration can occur. In the **Age** control, enter the decedent's age at time of death. If the decedent was **Under 1 Year** old at the time of death then leave the **Age** control empty and fill in the **Months** and **Days** controls. If decedent was **Under 1 Month** old at the time of death, then fill in the **Hours** and **Minutes** controls, instead.

16.   The **Decedent's Birth Place** tab is used to capture the decedent's birthplace.

17.   Lastly, select **Yes** or **No** from the **Ever in US Armed Forces?** dropdown list.

18.   Click the **Validate Page** button to check this page for errors, the **Next** button to proceed to the **Resident Address** page, the **Clear** button to clear all entries, the **Save** button to save changes without leaving this page, or the **Return** button to return to the **Main Menu**.

Exercise 2: Residence Address

Skills Learned: In this exercise you will learn how to complete the **Resident Address** page.

1.   Make sure that the **Resident Address** page reflects the decedent's last known address.

Use the directional indicator controls for addresses. Do not type directional indicators in the Street Name text box.

2.   If the street address has a **Pre-Directional** indicator, i.e. *East* 42nd St. then indicate that by selecting **E** from the **Pre-Directional** dropdown list. Do **NOT** type the **Pre-Directional** indicator in the **Street Name** text box.

3.   If the street address has a **Post-Directional** indicator, i.e. East 42nd St. *SW,* then indicate that by selecting **SW** from the **Post-Directional** dropdown list. Do **NOT** type the **Post-Directional** indicator in the **Street Name** text box.

4.   Select a value for **Inside City Limits** from the dropdown list.

5.   If decedent has lived at the current address for less than 2 years, enter previous address in the textbox provided.

7.   Click the **Validate Page** button to check this page for errors, the **Next** button to proceed to the **Family Members** page, the **Clear** button to clear all entries, the **Save** button to save changes without leaving this page, or the **Return** button to return to the **Main Menu**.

Exercise 3: Family Members

Skills Learned: In this exercise you will learn how to complete the **Family Members** page.

1.   First, make a selection from the **Marital Status** dropdown list.
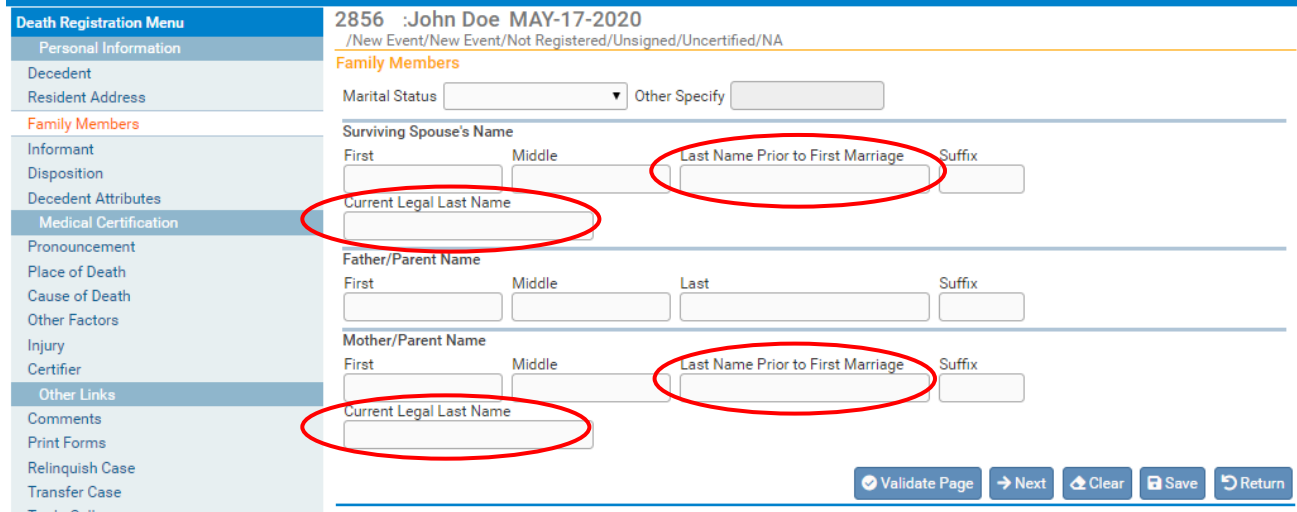
Above the **Surviving Spouse Name** field is a dropdown list entitled **Marital Status**. Decedent's marital status must be entered. If status is not known, select **Unknown**.

2.   Most of the text entry controls on this page are self-explanatory. If the **Surviving Spouse Name** is that of the wife then her maiden name must be used in **Last** name field.

Likewise, decedent's **Mother's Maiden Name Prior to First Marriage** must also be used.

If Surviving Spouse is female, list current legal last name of surviving spouse and Mother.

> **Remember: If surviving spouse is the wife, then her Maiden name must be entered. Likewise, decedent's mother's maiden name must also be used.**

3.   Here are a few of the errors you may run across when working on the **Family Members** page.

6802   :Sandra test JUN-09-2017
/Personal Invalid/Medical Invalid/Not Registered/Unsigned/Uncertified/NA/Personal Pending/Medical Pending/FIPS Coding Required

Family Members

Marital Status [Married but Separated ▾]

Spouse's Name

First	Middle	Last (if wife, name prior to first marriage)	Suffix
John		test	

Father's Name

First	Middle	Last	Suffix
Grandpa			

Mother's Maiden Name Prior to First Marriage

First	Middle	Last	Suffix

Last Name of Surviving Spouse
[   ]

[Validate Page] [Next] [Clear] [Save] [Return]

Validation Results   [List All Errors] [Save Overrides] [Hide]

Error Message	Override	Goto Field	Popup
DR_0849: Surviving spouse's last name is not in proper case. All names should be entered in 'proper' case. Please verify entry of name.	☐	fix 🔍	fix 🔍
DR_0855: Surviving spouse's maiden surname is same as decedent's (husband) last name. Verify if the surviving spouse's maiden last name is truly the same as the decedent's (husband) last name. The maiden surname is not normally the same as the decedent's (husband) last name.	☐	fix 🔍	fix 🔍
DR_0870: Father's last name is invalid. Enter a valid last name for the Father. The Father's last name cannot be blank. If unknown, enter "Unknown".		fix 🔍	fix 🔍
DR_0886: Mother's last name prior to first marriage is invalid. Enter a valid maiden last name for the Mother. The Mother's last name prior to first marriage cannot be blank. If unknown, enter "Unknown".		fix 🔍	fix 🔍
DR_8192: First name of mother cannot be left blank. Enter a first name for the mother. If unknown, enter unknown.	☐	fix 🔍	fix 🔍

DR_0855 was generated because the spouse's maiden name is the same as the decedent's last name. Notice that this is a soft edit failure: this error can be overridden and the record registered as is.

DR_0870 was generated because the decedent's father's last name was left blank. This is a hard edit failure and must be corrected before the record can be registered.

DR_0886 was generated because the decedent's mother's maiden name was left blank. This is a hard edit failure and must be corrected before the record can be registered.

> **All Last Name fields must be completed. If unknown, then type 'Unknown'. The text entry boxes are case-sensitive, so capitalize 'Unknown' to avoid errors.**

4.   Click the **Validate Page** button to check this page for errors, the **Next** button to proceed to the **Informant** page, the **Clear** button to clear all entries, the **Save** button to save changes without leaving this page, or the **Return** button to return to the **Main Menu**.

Exercise 4: Informant

Skills Learned: In this exercise you will complete the **Informant** page. The **Informant** page is used to gather information concerning the person reporting the death.

1.　　Enter the informant's name in the **Informant Name** fields.

2.　　Also on the **Informant Name** tab, make a selection from the **Relationship to Decedent** dropdown list.

3.　　If the appropriate relationship cannot be found in the list then select **Other** and fill in the correct relationship in the **Other Specify** text entry box.

4.　　Complete the **Address** by entering the informant's address information.

5.　　Click the **Validate Page** button to check this page for errors, the **Next** button to proceed to the **Disposition** page, the **Clear** button to clear all entries, the **Save** button to save changes without leaving this page, or the **Return** button to return to the **Main Menu**.

Exercise 5: Disposition

Skills Learned: In this exercise you will learn how to complete the **Disposition** page.

1.   Most of the controls on the **Disposition** page will be system filled and should only be changed if necessary.

2.   Make a selection from the **Method of Disposition** dropdown list. In the example above, we have chosen **Donation/Burial**. If the method used does not appear on the list then select Other and enter the correct method of disposition in the **Other** text entry box.

3.   Next, enter a valid **Date of disposition**, if known, using one of the valid **DRIVE** MM-DD-YYYY formats or the Calendar control by clicking on the Calendar icon   .

4.   The **Place of disposition Lookup** (   ) control will be filtered based on the selection made for Method of Disposition, above. For example, if method selected was burial then the lookup will include a list of cemeteries. If cremation, a list of crematories. If the **Place of Disposition** is not found in the list, you may manually key in the appropriate value.

5.   Enter a Facility Name, if you do not know the spelling on the facility you can use the % sign as a wildcard. Click the **Search** button to return the search results. Since the first place of disposition is a donation facility the search results will bring back the list of valid donation facilities.

6. Click the **Select** link to fill in the **Place of Disposition**:

7.   If the current user is a Funeral Director, then the funeral director control will be system filled with the user's profile information. If it is necessary to change the funeral director information, as would be the case when one funeral director is keying a case on

behalf of another, then click on the **Funeral Director** tab's **Lookup** (🔍) control to bring up a list of directors to choose from.

Funeral Director 🔍 ✒

8.   Click the **Select** link to fill in the Funeral Director:

8.   When logged in as a Funeral Home user, the **Funeral Home** tab is auto-populated with the office selected at login, and disabled.

9.   Enter the **Burial Permit Number**.

10. If known, the **Local Health Department** and **Local Approved By**. Otherwise, leave blank. These fields are auto-populated based on place of death and the individual who approves the record for filing. These fields should only be modified on rare occasions.

11. Click the **Validate Page** button to check this page for errors, the **Next** button to proceed to the **Decedent Attributes** page, the **Clear** button to clear all entries, the **Save** button to save changes without leaving this page, or the **Return** button to return to the **Main Menu**.

Exercise 6: Decedent Attributes

Skills Learned: In this exercise you will learn how to complete the **Decedent Attribute** page. All information entered on this page should be relative to the decedent.

1.   In the two text-entry boxes at the top of the page, enter the **Decedent's Usual Occupation** and **Decedent's Kind of Business/Industry**.   Next, enter the **Decedent's education** level in the number box provided.

2.   Make a selection from the **Hispanic Origin** Check boxes. If you select **Yes, other Spanish/Hispanic/Latino**, then manually enter the appropriate ancestry in the **Other Specify** control. If you select an invalid combination such as No, Not Spanish/Hispanic/Latino and one of the Yes, values an edit will inform you when validating the record.

3.   Make a selection from the **Race** tab. You can select any number of checkboxes.

4.   If you select **Other Asian (specify)**, **Other Pacific Islander (specify)**, or **Other (specify)**, then the **Race** tab will expand and display a text entry control that must be also completed. If you select **American Indian or Alaska Native** a drop down will enable and you must specify the tribe.

5.   Click the **Validate Page** button to check this page for errors, the **Next** button to proceed to the **Affirmation** page, the **Clear** button to clear all entries, the **Save** button to save changes without leaving this page, or the **Return** button to return to the **Main Menu**.

Exercise 7: Sign-Affirm

Skills Learned: In this exercise you will learn how to Affirm a Death Record.

An affirmation is used to record the fact that the medical certifier is accepting legal responsibility for the accuracy of the information provided. In many jurisdictions these are legally binding statements made under the penalty of perjury.

1.   Select the **Sign** page in the Personal Information Menu.

2.   Place a checkmark in the **Affirm the following:** checkbox and click the **Affirm** button.

Once the Affirm link is selected the Authentication Successful message will be displayed.

3.   Clicking the **Affirm** button will cause the page to refresh and let you know that the Authentication was successful

4.   Click the **Return** button to return to the **Decedent** page of the **Death Registration Menu**.

Exercise 8: Locate Case

Skills Learned: In this exercise you will learn how to locate cases in the **DRIVE** system. Please note that, when searching for existing cases, only those records "owned" by the user or facility currently using the application will be returned.

The **Locate Case** page is used by data providers such as funeral directors, physicians and medical examiners to locate registered and unregistered cases 'owned' by the office to which the current user is associated. These cases can be opened for review or editing purposes for a jurisdictionally defined period of time even after they have been formally registered.

1.   From the **DRIVE Main Menu**, select **Life Events -> Death -> Locate Case**:

You can also get to it from the Fast Links Page.
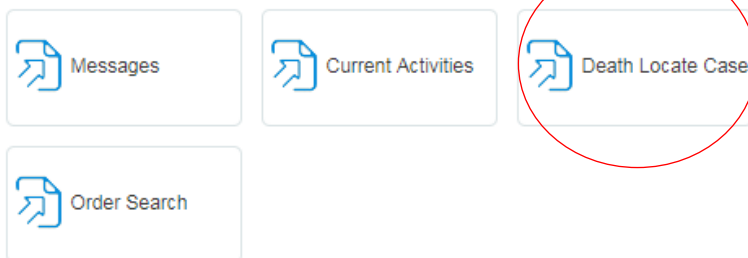
2.   **Locate Case** offers many different identifiers on which to base a search. While there is no minimum requirement on the number of identifiers to use, it is recommended that as much information be included as possible. This will help to narrow your search results.

3.   In the example below, we are searching only on **Last** name. Enter the decedent's last name and click the **Search** button.

4.   Searching on **Last** name only returns the following results:

Death Search Results

Case Id	Decedent's Name	Date of Death	Sex	Place of Death	Date of Birth	
535	Test, April	MAR-13-2017	Female	Maricopa	MAY-15-1945	Preview
297	Test III, Fune T.	JAN-09-2017	Male	Maricopa	APR-02-1937	Preview
537	Test, May	MAR-13-2017	Female	Pima	MAY-15-1945	Preview
376	Test, New	JAN-26-2017	Female	Maricopa	JAN-26-2001	Preview
340	Test, One	JAN-19-2017	Male	Maricopa	APR-04-1930	Preview
296	Test, Owl	JAN-09-2017	Male	Maricopa	MAY-15-1941	Preview
508	Test, Pages	MAR-01-2017	Male	Maricopa	MAY-15-1945	Preview
512	Test, Request	MAR-01-2017	Male	Maricopa	MAY-15-1945	Preview
6802	Test, Sandra	JUN-09-2017	Male	Maricopa	APR-28-1923	Preview
6800	test, Sandra n	JUN-09-2017	Female	Maricopa	APR-28-1923	Preview

First 1 2 Last   Total Records : 19

New Search

5.   Click the **New Search** button in the lower, right-hand corner of the **Results** window.

New Search

.
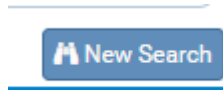
6.   For this search, enter both the decedent's **First** and **Last** name and then click the **Search** button

Death Locate Case

Decedent's Information

First:	Sandra	Last:	Test	Date of Death:	
Sex:		SSN:	___-__-____	Date of Birth:	
Case Id:		ME Case Number:		Medical Record Number:	

Place of Death Location Type: County ▼ Place of Death: [   ] ...

Search Soundex Clear

7.   Notice that this search greatly reduced the number of records returned making it easier to locate the exact record needed.

Death Search Results

Case Id	Decedent's Name	Date of Death	Sex	Place of Death	Date of Birth	
6802	Test, Sandra	JUN-09-2017	Male	Maricopa	APR-28-1923	Preview
6800	test, Sandra n	JUN-09-2017	Female	Maricopa	APR-28-1923	Preview
389	Testing, Sandra	JAN-31-2017	Male	Maricopa	APR-28-1923	Preview

Total Records : 3

New Search

8.   The **Results** page is used to retrieve records that have been started and need to be reviewed/edited. However, in the example above, there were three (3) potential matching records. Locate and click the **Preview** link in the far right column of the **Results** window. The example below shows what happens when you click this link. Clicking on this link will open a preview pane that provides a brief summary of the record.

Death Search Results

Case Id	Decedent's Name ▲	Date of Death	Sex	Place of Death	Date of Birth	Preview
👁 2768	Tester, Franklin Test	MAY-08-2020	Male	Marion	SEP-22-1958	Preview
2810	Tester, Janet	MAY-12-2020	Female	Marion	JUL-12-1940	Select

Total Records : 2

New Search

Preview

File Number:	File Date:	
Case Id: 2810	Medical Record Number:	ME Case Number:
Decedent's Name: Janet Tester		Date of Death: MAY-12-2020
Spouse's Name:	Marital Status: Widowed	
Sex: Female	Date of Birth: JUL-12-1940	SSN: Unknown
City or Town of Death: Indianapolis		County: Marion

Place of Death: Indianapolis City Hospital
Residence: Indianapolis Indiana, United States
Mother's Maiden Name: Mary Ellen Parker
Funeral Director: Funeral Director Indiana
Funeral Home: Chapel Lawn Funeral Home And Memorial Gardens, 8178 S. Cline Ave., Crown Point
Medical Certifier: Medical Certifier
Date Entered: MAY-12-2020   Last Update Made By: Funeral Director Indiana
Status: /Personal Valid/Medical Valid/Not Registered/Signed/Certified/NA/Local Affirmation Required

9.   If, after examining the preview pane, you are confident that you have located the desired record, then click on the decedent name link in the **Decedent's Name** column to open the record for review and/or editing.

Death Search Results

Case Id	Decedent's Name	Date of Death	Sex	Place of Death	Date of Birth	
6802	Test, Sandra	JUN-09-2017	Male	Maricopa	APR-28-1923	Preview
6800	test, Sandra n	JUN-09-2017	Female	Maricopa	APR-28-1923	Preview
389	Testing, Sandra	JAN-31-2017	Male	Maricopa	APR-28-1923	Preview

Total Records : 3

New Search

10.   With the record open, it can now be reviewed and/or edited.

11.   Another feature of the **Locate Case** page is the **Soundex** button. Using **Soundex** you can locate records even when you are unsure of the spelling of the decedent's name.

🔊 Soundex
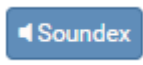
Remember, only those records "owned" by the current user's facility will be returned.

Other Links

Exercise 1: Print Forms

Skills Learned: In this exercise you will learn how to send working copies of a completed death certificate to an installed printer.

Note: The ability to print Work Copies is based on user security privileges. Typically, Physicians, Medical Personnel, Funeral Directors, and Medical Examiners will be printing Work Copies.

1.   Under the **Other Links Menu** select **Print Forms**.

2.   Locate the **Print Form** you want to print.

3.   Clicking on any form link will open the **File Download** dialog box and launch the document for printing.

Select "Open" to display and print the document.

Exercise 2: Request Medical Certification

The **Request Medical Certification** page is used when the Funeral Home director has finished inputting their data and is ready to hand the case off to a physician for certification. A medical facility clerk may also use the **Request Medical Certification** feature to notify a physician that a case is ready for review.

1.   From the Main Menu, select **Death Registration Menu -> Other Links -> Request Medical Certification**.

Other Links
Attachments
Comments
Print Forms
Refer to Medical Examiner
Relinquish Case
Request Medical Certification
Transfer Case
Switch User

2.   This will display the **Request Medical Certification** page as shown below:

Request Medical Certification

Certifier Information

Certifier Name:

Facility/Office Name:

First Name:
Middle
Last
Office:

Message   Please complete the medical certification for: Case Id: 6802 - Sandra Test, Date of Death: JUN-09-2017. Time of Death: https://uat.daveaz.vitalchek.com/Web/Logon.aspx

Clear Save Return
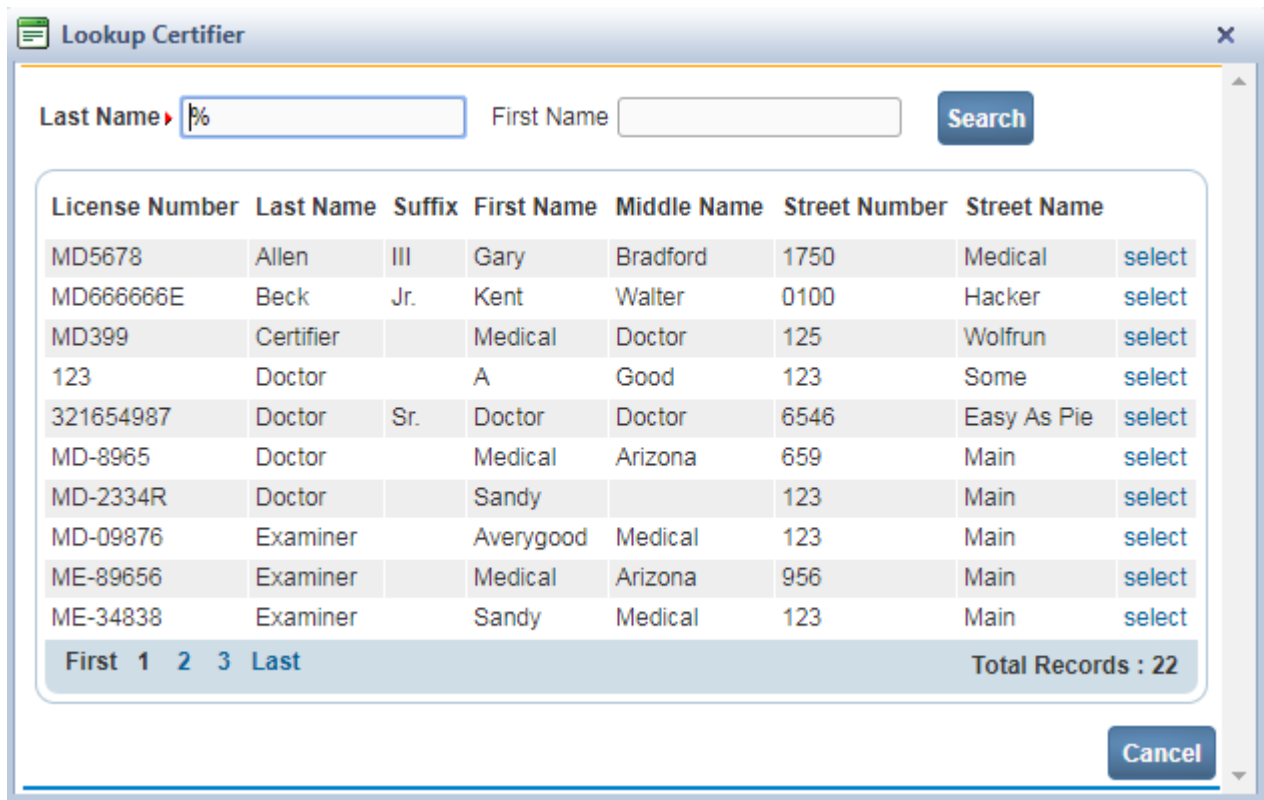
3.   Notice, that the **Message** text entry box shown above is pre-filled with a formatted message requesting medical certification. This message can be left as is, edited or deleted and replaced entirely.

Request Medical Certification

Certifier Information

Certifier Name:

Facility/Office Name:

First Name:
Middle
Last
Office:

Message   Please complete the medical certification for: Case Id: 6802 - Sandra Test, Date of Death: JUN-09-2017. Time of Death: https://uat.daveaz.vitalchek.com/Web/Logon.aspx

Clear Save Return

4.   Next, select a certifier to assign the case to by clicking on the **Certifier Name Selector Button** (🔍).

5.   From the **Search Certifiers** enter the last name of the certifier and click the **search** button. If you don't know the spelling of the Certifier you can put in a % sign as a wildcard. Select a Certifier from the list by clicking on the corresponding **select** link. This will close the **Search Certifiers** dialog and insert the certifier name into the **Name** text entry box.

Lookup Certifier   ✕

Last Name ▸	%		First Name			Search	

License Number	Last Name	Suffix	First Name	Middle Name	Street Number	Street Name	
MD5678	Allen	III	Gary	Bradford	1750	Medical	select
MD666666E	Beck	Jr.	Kent	Walter	0100	Hacker	select
MD399	Certifier		Medical	Doctor	125	Wolfrun	select
123	Doctor		A	Good	123	Some	select
321654987	Doctor	Sr.	Doctor	Doctor	6546	Easy As Pie	select
MD-8965	Doctor		Medical	Arizona	659	Main	select
MD-2334R	Doctor		Sandy		123	Main	select
MD-09876	Examiner		Averygood	Medical	123	Main	select
ME-89656	Examiner		Medical	Arizona	956	Main	select
ME-34838	Examiner		Sandy	Medical	123	Main	select
First 1 2 3 Last						**Total Records : 22**	

Cancel

6. Next, select a Facility to assign the case to by clicking on the **Facility/Office Name Selector Button** (🔍).

7.   From the **Lookup Medical Facilities** enter the name of the facility and click the **search** button. If you don't know which facilities this certifier is associated to you can put in a % sign as a wildcard. Select a Facility from the list by clicking on the corresponding **select** link. This will close the **Lookup Medical Facilities** dialog and insert the Facility name into the **Facility** text entry box.

Request Medical Certification

Certifier Information

Certifier Name:

Facility/Office Name:

First Name: A
Middle Good
Last Doctor

Office: Arizona Heart Hospital

Message | Please complete the medical certification for: Case Id: 6802 - Sandra Test, Date of Death: JUN-09-2017. Time of Death: https://uat.daveaz.vitalchek.com/Web/Logon.aspx

[Clear] [Save] [Return]

8.   Select **Clear** to clear all entries and begin again, **Save** to save your changes and request certification or **Return** to leave this page without saving your changes and return to the previous page.

Exercise 3: Relinquish Case

Skills Learned: Once a Physician, Medical Examiner or Funeral Home Director has taken "ownership" of a record no other similar user will be allowed "write access" to the record. That is, only the medical facility, physician's office, medical examiner office, or funeral home director that "owns" the record can make changes to the record.

The **Relinquish Case** link allows a user to relinquish control of the record so that a different user can login and make changes.

1.	From the **Death Registration** Menu select **Other Links**, **Relinquish Case**.

Personal Information
Decedent
Resident Address
Family Members
Informant
Disposition
Decedent Attributes
Sign
Medical Certification
Place of Death
Other Links
Attachments
Comments
Print Forms
Refer to Medical Examiner
Relinquish Case
Transfer Case
Switch User

2.	From the **Relinquish Case –Web Page Dialog**, select **OK** to relinquish control or **Cancel** to retain ownership of the record.

Relinquish Case

Relinquish Case

Once this case has been relinquished, you will no longer be able to access this case. Press OK to proceed. Cancel to retain ownership.

OK   Cancel
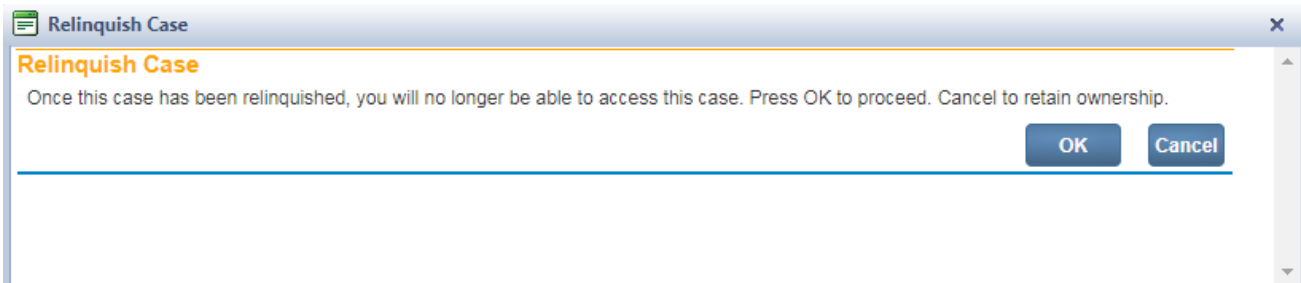
Exercise 4: Transfer Case

Skills Learned: From time to time, it may be necessary for a facility such as a Funeral Home or Hospital to transfer ownership of a case to another, similar facility. For example, if the decedent had multiple survivors and burial arrangements were made at multiple sites, one of those sites might have to transfer ownership of the case to the one, appropriate site.

In this case, the transferring home would use the **Transfer Case** page to relinquish ownership to the firm responsible for interment.

1.   From the **Death Registration Menu**, select **Other Links -> Transfer Case**.

Notice, that on the **Transfer Case** page there are two options: **Transfer Personal Ownership** and **Transfer Medical Ownership**.

The **Transfer Case** page, shown below, can be used by both Funeral Home personnel and Medical Facility personnel.

In either case, only one option will be available. In the example below, **Transfer Personal Ownership** is available because the user was signed in as a Funeral Director.

Medical Facility staff would not be able to transfer **Personal Ownership**, but would be able to transfer **Medical Ownership**.

Death Registration Menu

Personal Information
Decedent
Resident Address
Family Members
Informant
Disposition
Decedent Attributes
Sign

Medical Certification
Place of Death

Other Links
Attachments
Comments
Print Forms
Refer to Medical Examiner
Relinquish Case
Transfer Case
Switch User

Transfer Case

☑ Transfer Personal Ownership To:

Abel Funeral Services

☐ Transfer Medical Ownership To:

Arizona Heart Hospital

Message

The following case has been transferred to your facility: Case Id: 6802 - Sandra Test, Date of Death: JUN-09-2017 transferred by Abel Funeral Services.

Clear Save Return

There are two types of ownership: Personal, which is controlled at the Funeral Home, and Medical, which is controlled by the governing medical facility. Each option's availability is dynamically controlled based on user security profile.

2.   To **Transfer Personal Ownership**, place a checkmark in the **Transfer Personal Ownership To:** check box.

Place a checkmark here to transfer personal ownership of this case.

3.   From the **Lookup Office to transfer personal ownership to** enter the name of the office and click the **search** button. If you don't know how to spell the office you can put in a % sign as a wildcard. Select an office from the list by clicking on the corresponding **select** link. This will close the **Lookup Office to transfer personal ownership to** dialog and insert the Office name into the **Office** text entry box

4.   Finally, select **Clear** to clear all entries and begin again, **Save** to save your changes and transfer ownership of the record, or **Return** to leave this page without saving your changes and return to the previous page.

Transfer Case

☑ Transfer Personal Ownership To:

Abel Funeral Services   🔍 ✎

☐ Transfer Medical Ownership To:

Arizona Heart Hospital   🔍 ✎

Message

The following case has been transferred to your facility: Case Id: 6802 - Sandra Test, Date of Death: JUN-09-2017 transferred by Abel Funeral Services.

[Clear] [Save] [Return]

Note: the Message box is pre-filled and can be left as is, edited, or deleted and replaced entirely.

Exercise 5: Amendments

Skills Learned: In this exercise you will learn how to submit an amendment request.

From time to time, it may be necessary to make changes to a registered death record. These changes are called amendments.

1.   To access the **Amendments** link, select **Other Links -> Amendments**.

Note: Access to the Amendments link is restricted based on user security privileges. You may not be able to access this page.

2.   Notice, when the **Amendments** link is selected, the **Amendments Menu** is added above the **Death Registration Menu.**
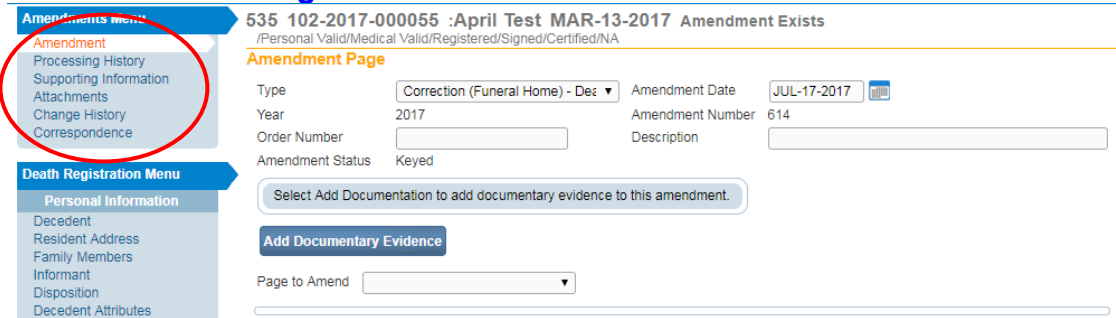
3.   The first step in processing an amendment is to make a selection from the amendment **Type** dropdown list on the **Amendment Page**:

An Amendment Type must be selected.
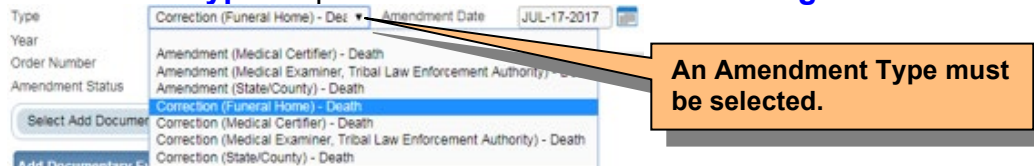
4.   Add a description of the amendment in the **Description** text entry control and click **Save**.

5. The page will refresh and display the new **Page to Amend** control.

Amendment Page

Type	Correction (Funeral Home) - Dea ▼	Amendment Date	JUL-18-2017
Year	2017	Amendment Number	618
Order Number		Description	funeral home correction
Amendment Status	Keyed (Requires Affirmation)		

Page to Amend ▼

Cancel Amendment   Save   Clear   Return

6. Make a selection from the **Page to Amend** dropdown list.

Amendment Page

Type	Correction (Funeral Home) - Dea ▼	Amendment Date	JUL-18-2017
Year	2017	Amendment Number	618
Order Number		Description	funeral home correction
Amendment Status	Keyed (Requires Affirmation)		

Page to Amend

Death - Decedent
Death - Family Members
Death - Informant
Death - Other Factors
Death - Place of Disposition
Death - Resident Address
Death - Decedent Attributes
Death - Medical Info Identifiers

Cancel Amendment   Save   Clear   Return

7. The application will refresh and display the selected page

Amendment Page

Type	Correction (Funeral Home) - Dea ▼	Amendment Date	JUL-18-2017
Year	2017	Amendment Number	618
Order Number		Description	funeral home correction
Amendment Status	Keyed (Requires Affirmation)		

Page to Amend   Death - Decedent ▼

Decedent

Decedent's Legal Name

First	Middle	Last	Suffix
John		Smith	

Aliases

Add/Edit Alias Names

Sex	Social Security Number	
Male ▼	459-84-6465	○ None ○ Unknown

		Under 1 Year		Under 1 Day			
Date of Birth	Years	Months	Days	Hours	Minutes	SSN Verification Status
JAN-21-1940	Age 77					UNVERIFIED (0)

Decedent's Birth Place

City or Town	County	State	Country
Scottsdale	Maricopa	Arizona	United States

Ever in US Armed Forces?   No ▼

Decedent Maiden Name

Cancel Amendment   Validate Page   Validate Amendment   Save   Clear   Return

DAVE™
Database Application for Vital Events

8.   Make any necessary changes and select the Save button. The **Item In Error / Item As It Should Appear** grid control will be displayed showing both the original value and the new value of the field(s) being amended. Note that if there was no original value then the "Item In Error" column will be blank.

Amendment Page

The Amendment has not been affirmed. Please select Amendment Affirmation to Affirm the amendment.

Type	Correction (Funeral Home) - Dea [v]
Year	2017
Order Number	
Amendment Status	Keyed (Requires Affirmation)

Amendment Date	JUL-18-2017
Amendment Number	618
Description	funeral home correction

Page to Amend [v]

Item In Error	Item as it Appears	Item as it Should be	Edit	Delete
Decedent-First Name	John	James	Edit	Delete
Decedent-Middle Name		John	Edit	Delete
Decedent-Name Suffix		Sr.	Edit	Delete
Decedent-Date of Birth	JAN-21-1940	JAN-21-1950	Edit	Delete
Decedent-Age Years	77	67	Edit	Delete

Cancel Amendment | Save | Clear | Return

9.   From the Amendments Menu, select **Amendment Affirmation**.

Amendments Menu
Amendment
Attachments
Change History
Amendment Affirmation

Death Registration Menu
Personal Information
Decedent
Resident Address
Family Members
Informant
Disposition
Decedent Attributes
Medical Certification
Place of Death
Registrar
Amendment List
Other Links
Amendments
Attachments
Comments
Order Certified Copies
Print Forms
Switch User

4217 102-2017-000271 :John Smith JUN-12-2017
/Personal Valid/Medical Valid/Registered/Signed/Certified/NA
Amendment Page

The Amendment has not been affirmed. Please select Amendment Affirmation to Affirm the amendment.

Type	Correction (Funeral Home) - Dea [v]
Year	2017
Order Number	
Amendment Status	Keyed (Requires Affirmation)

Amendment Date	JUL-18-2017
Amendment Number	618
Description	funeral home correction

Page to Amend [v]

Item In Error	Item as it Appears	Item as it Should be	Edit	Delete
Decedent-First Name	John	James	Edit	Delete
Decedent-Middle Name		John	Edit	Delete
Decedent-Name Suffix		Sr.	Edit	Delete
Decedent-Date of Birth	JAN-21-1940	JAN-21-1950	Edit	Delete
Decedent-Age Years	77	67	Edit	Delete

Cancel Amendment | Save | Clear | Return

10.   Place a checkmark next to the Affirmation statement and select the **Affirm** button.

Amendments Menu
Amendment
Attachments
Change History
Amendment Affirmation

4217 102-2017-000271 :John Smith JUN-12-2017
/Personal Valid/Medical Valid/Registered/Signed/Certified/NA
Affirmations

Affirm the following:

[✓] I certify that this change truthfully reports personal information to the best of my knowledge and is submitted for inclusion on the vital record.

Affirm | Clear | Return

11.   The page will refresh and display an **Authentication successful** message.

Amendments Menu
Amendment
Attachments
Change History
Amendment Affirmation

4217 102-2017-000271 :John Smith JUN-12-2017
/Personal Valid/Medical Valid/Registered/Signed/Certified/NA
Affirmations

Authentication successful.

Clear Return

12.   From the Amendments Menu, select the Amendment link. Note that the Amendment Status is now set to "Pending."

Amendments Menu
Amendment
Attachments
Change History
✓ Amendment Affirmation

Death Registration Menu
Personal Information
Decedent
Resident Address
Family Members
Informant
Disposition
Decedent Attributes
Medical Certification
Place of Death
Registrar
Amendment List
Other Links
Amendments
Attachments
Comments
Order Certified Copies
Print Forms
Switch User

4217 102-2017-000271 :John Smith JUN-12-2017
/Personal Valid/Medical Valid/Registered/Signed/Certified/NA
Amendment Page

Type	Correction (Funeral Home) - De: ▾	Amendment Date	JUL-18-2017
Year	2017	Amendment Number	618
Order Number		Description	funeral home correction
Amendment Status	Pending		

Item In Error	Item as it Appears	Item as it Should be
Decedent-First Name	John	James
Decedent-Middle Name		John
Decedent-Name Suffix		Sr.
Decedent-Date of Birth	JAN-21-1940	JAN-21-1950
Decedent-Age Years	77	67

Save Clear Return

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Exercise 6: Refer To Coroner

> **Access to the Refer to Coroner page is dependent upon user's security privileges. Typically, funeral directors and coroners have access to this page. You may not have access to this page.**

The **Refer to Coroner** page is to notify a coroner of a death that was due or may have been due to unnatural causes.

1. From the **Death Registration Menu**, select **Other Links**, **Refer to Coroner**.

2. County should autofill based on place of death. If not, select "County" lookup control.

3. A list of all counties will display. Select county of jurisdiction relative to current case.

4.   The page will refresh and display the county selected. Select the Office lookup (magnifying lens) control

5.   Enter the facility of jurisdiction in the **Facility Name** control and select the **Search** button. Note that this field is compatible with Wild Card searches.

6.   Select the office of jurisdiction from the search results list. The page will refresh and display the office selected.

7.   If Coroner is known, select the Coroner name using the lookup icon.

8.   Enter the Coroner's Last Name and select the **Search** button. Note that this field is compatible with Wild Card searches.

Note that the Message field is pre-filled as shown below. This message can be used as presented, edited as needed, or deleted and replaced in its entirety. Select the **Save** button to complete the referral process. The next time the Medical Examiner logs in, this case will appear in their work queue.

Exercise 7: Request Non Affiliated Medical Certification

For a medical facility, a patient may pass in the facility but the attending physician, will not be certifying the death. In those cases, the facility will start the case but the Local Health Officer will complete the medical certification portion of the death record. The **Request Non Affiliated Certification** link allows a user to request the Local Health Officer certify a record.

1.   From the **Death Registration** Menu select **Other Links**, **Request Non Affiliated Certification**. The **Request Non Affiliated Certification –Web Page Dialog** will be displayed.

2.   This will display the **Request Non Affiliated Certification** page as shown below:

3.   Assign the case to a Facility by clicking **Office Name Selector Button** (   ).
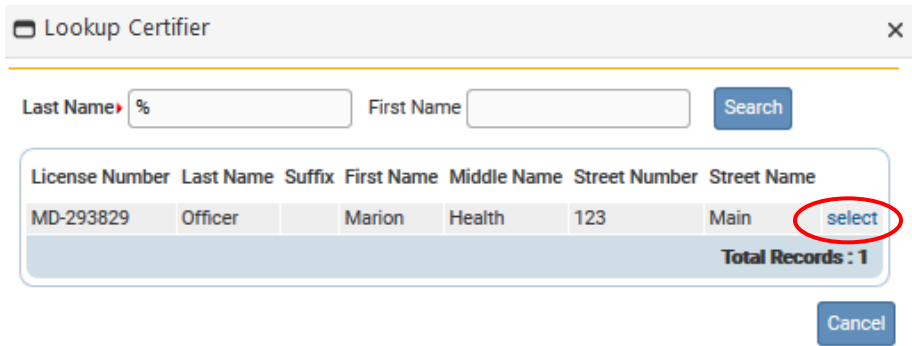
4.   From **Lookup Facilities** enter the facility name and click **search**. If you don't know which facilities the certifier is associated to you can put in a % sign. Select from the list by clicking **select**. **Lookup Facilities** will close and insert the name into the **Facility** text box.

5.   Next, assign a certifier by clicking on the **Certifier Name Selector Button** (🔍).

6.   From the **Search Certifiers** enter the last name of the certifier and click the **search** button. If you don't know the spelling of the Certifier you can put in a % sign as a wildcard. Select a Certifier from the list by clicking on the corresponding **select** link. This will close the **Search Certifiers** dialog and insert the certifier name into the **Name** text entry box.

License Number	Last Name	Suffix	First Name	Middle Name	Street Number	Street Name	
MD-293829	Officer		Marion	Health	123	Main	select

Lookup Certifier ✕

Last Name ▸ %   First Name [   ]   Search

Total Records : 1

Cancel

7.   The selected office and certifier are selected. Edit the prefilled message text box to include any information needed by the certifier.

Request Non Affiliated Medical Certification

Certifier Information

Facility/Office Name: ▸ 🔍 ⬆

Certifier Name: ▸ 🔍 ⬆

First Name: Marion
Middle Health
Last Officer
Office: Marion County Health Department

Message [   ]

⬆ Clear   💾 Save   ↩ Return

8.   Select **Clear** to clear all entries and begin again, **Save** to save your changes and request certification or **Return** to leave this page without saving your changes and return to the previous page.

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Work Queues

Skills Learned: In this exercise you will learn how to navigate through the various work queues in the system. For this exercise we will be working from the **Main Menu**, not the **Death Registration Menu**. From the **Main Menu**, select **Queues**. **Queues** contain registrations, orders, or amendments having a work queue status. Queues are used to group death cases together based on the amount of work that has been done with them and the amount of work that still needs to be done. This is done primarily through the assignment of a work queue status when a validation rule fails.

Exercise 1: Work Queues - Summary

1.   From the **Main Menu**, select **Queues**, **Work Queue Summary**. This will bring up a listing of all the available work queues containing cases. If a queue does not contain any cases it will not be displayed in the list. Additionally, if a user does not have security access to a specific queue it will not appear in the list.

The default sort order is by **Queue Name**. However, the column headers summary tables are all underlined links. Clicking on any of these links will re-order the table based on that columns content.

> **Click any of the column headers to re-sort the Work Queue Summary.**

Registration Work Queue Summary

Queue Name	Type ↓	Count	Age of Oldest in Days
Cremation Clearance Rejected	Death	3	47
Death Potential Duplicate	Death	1	75
Hold	Death	4	88
Personal Pending	Death	34	193
Signature Required	Death	3	77
Affirmation Required	Fetal Death	8	67
Personal Pending	Fetal Death	55	88
			Total Queues : 7

2.   **Count** indicates how many cases are in the queue. **Age of Oldest in Days** indicates the age of the oldest case in the queue.

3.   Click on any **Queue Name** to view a list of the death cases currently in that queue. In the example shown here there are thirty-four (34) cases in the **Personal Pending – Death** queue.

Registration Work Queue Summary

Queue Name	Type ↓	Count	Age of Oldest in Days
Cremation Clearance Rejected	Death	3	47
Death Potential Duplicate	Death	1	75
Hold	Death	4	88
Personal Pending	Death	34	193
Signature Required	Death	3	77
Affirmation Required	Fetal Death	8	67
Personal Pending	Fetal Death	55	88
			Total Queues : 7

4.   Click on any **Registrant** name link to access that case for review or editing.

Search by Registration Work Queue

Queue: Personal Pending - Death   Search Type: [▼]   Value: [   ]

Display: 10 rows per page.   Filter: [▼]

[Search] [Show All Rows] [Clear] [Return]

All	Case Id	File Number	Registrant	Date of Event ↑	Data Provider
☐	6805		Testcase, Another	JUL-18-2017	A Legacy Funeral Home
☐	6804		Taylor, Suanne	JUL-18-2017	A Legacy Funeral Home
☐	4581		Unknown, Unknown	JUN-21-2017	A Legacy Funeral Home
☐	4439		Cremationreject, Death	JUN-15-2017	A Legacy Funeral Home
☐	4354		Grows, Elise	JUN-14-2017	A Legacy Funeral Home
☐ 👁	3951		Case, Two	JUN-02-2017	A Legacy Funeral Home
☐ 👁	3937		Case, Harry	JUN-02-2017	A Legacy Funeral Home
☐	3925		Jumper, Julie	JUN-01-2017	A Legacy Funeral Home
☐	3910		Mack, Mary Joan	JUN-01-2017	A Legacy Funeral Home
☐	3934		Testb, Test	JUN-01-2017	A Legacy Funeral Home
First 1 2 3 4 Last					**Total Records : 34**

Actions

Register Event
Abandon Case
Request Medical Certification
Certify Registration

Add

Comments

Print

Queue List

Exercise 2: Work Queues - Search

Skills Learned: Learn how to search for cases based on their queue status.

1.   From the **Main Menu** select **Queues -> Registration Work Queues**. This will open the **Search by Work Queue** window.

NOTE: The work queues presented will vary based on user type and user security setup. Also, a work queue will not be displayed if there are no cases in the queue.

Search by Registration Work Queue

| Queue: | [ ] [v] | Search Type: | [ ] [v] | Value: | [ ] |
| Display | 200 rows per page. | Filter: | [ ] [v] | | |

[Search] [Show All Rows] [Clear] [Return]

2.   Select one of the available options from the **Queue**, or **Search Type** dropdown list or enter a value to search for in the **Value** text-entry box.

Search by Registration Work Queue

Queue:
| Affirmation Required - Fetal Death |
| Cremation Clearance Rejected - Death |
| Death Potential Duplicate - Death |
| Hold - Registration |
| Personal Pending - Death |
| Personal Pending - Fetal Death |
| Signature Required - Death |

Search Type: [ ] [v]   Value: [ ]
Filter: [ ] [v]

[Search] [Show All Rows] [Clear] [Return]

3.   To narrow your search you may use a combination of search parameters. However, you must always make a selection from the **Queue** dropdown list. In the example below, we searched using **Queue**, **Search Type** = Case Number and **Value** (Case ID) = 4439

Search by Registration Work Queue

| Queue: | Cremation Clearance Rejected - Death [v] | Search Type: | Case Number [v] | Value: | 4439 |
| Display | 200 rows per page. | Filter: | [ ] [v] | | |

[Search] [Show All Rows] [Clear] [Return]

All	Case Id	File Number	Registrant	Date of Event ↑	Data Provider
☐	4439		Cremationreject, Death	JUN-15-2017	A Legacy Funeral Home
					Total Records : 1

You must enter at least one of the above search parameters, but can also use any combination of the three.

4.   Click the **Search** button to execute the search or the **Clear** button to clear your search parameters and start over.

Search by Registration Work Queue

| Queue: | [ ] [v] | Search Type: | [ ] [v] | Value: | [ ] |
| Display | 200 rows per page. | Filter: | [ ] [v] | | |

[Search] [Show All Rows] [Clear] [Return]

Appendices

Appendix 1 - Glossary of Icons and Controls

There are several different types of **icons** and **controls** used in **DRIVE**. Many are industry-standard or universal controls you may already be familiar with from using other programs and/or websites. Others, are **DRIVE** specific controls that you will not find anywhere else.

- **Auto-populate Button**: Automatically populates information in one field based on data entered in another. For example, based on data entered in the *Date of Birth* field, selecting the *Auto-populate* button calculates the age and populates the *Age* field.

Date of Birth	Age
Nov-11-1975	38

Mother's Birthplace

Calendar Icon: Launches the interactive Calendar and is placed next to date entry fields. The Interactive Calendar is an alternative to manually entering the date.

1. Launch the calendar by selecting the Calendar Icon next to the date entry field:

2. Select a *Month* and *Year* from the dropdown menus.

◀	May	2020	▶
Su	Mo	Tu	We	Th	Fr	Sa

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Today	Cancel

3. Select the specific day. Once the day is chosen, the calendar will close and enter the date into the date field.

Jan-29-2014	

Note: Selecting the calendar's *Today* link enters the current date in the date field. Pressing the F12 button on your keyboard does this as well.

Checkboxes: Checkboxes allow users to make one or more selections from a variety available options. To select or de-select a checkbox, simply click inside the box .

> **Note: If a *Checkbox* or *Radio Button* has focus:**
> **- Use the Spacebar to "press" and select the button, or**
> **- Use the Enter key to "press" and select the button.**

Buttons initiate various functions within the application. They are used to navigate the application, accept data input, write information to the database, and trigger the processing of underlying system code.

Fix Icon: Appears in the **DRIVE** Validation frame only. Selecting this icon will place the focus or cursor in the item containing invalid information.

Label Control: Identifies a nearby text box or other control. Indicates what type of information is expected in that control.

More Icon: A DRIVE™ specific element that returns more information than what is currently displayed.

LOV Icon: A search tool used in the **DRIVE** application.

LOV Eraser Icon: Removes values selected using the LOV search tool.

Place Search Icon: Launches a popup that facilitates the entry of city, state, county and/or country.

Radio Buttons: Allows the user to choose only one of a predefined set of options

Required Controls: All controls accompanied by small red arrows are mandatory and must be completed or attempts to save the page will cause a pop up error message to appear. The data must be completed before the user can continue.

Show Tooltips Checkbox: The Show Tooltips checkbox under the Help menu controls whether 'hint' text is displayed when hovering over an icon or control.

Text Box Control: Allows user to enter information that will be used by the program. Can be formatted to accept only text, a combination of text and numbers, numbers only, or dates.

Table Paging: When a table of data contains more rows than can be displayed on a single page, **DRIVE** provides a set of controls located at the bottom of the search results page that displays the page currently selected, the total number of pages of search results, and links to the other search result pages.

Death Search Results

Case Id	SFN	Decedent's Name ↓	Date of Death	Sex	Place of Death	Date of Birth	
194		Alley, J	OCT-11-2016	Male	Burnside	DEC-01-1990	Preview
514	2016000021	Andy, Pete	OCT-28-2016	Female		APR-04-1987	Preview
176	2016000009	Anthony 33rd, Susan B.	OCT-09-2016	Female	Burnside	APR-17-1956	Preview
480		arerules, Joey	OCT-27-2016	Male		APR-14-1990	Preview
526	2016000022	Attacque, Blaccque Jacque	OCT-31-2016	Male	Burnside	JAN-21-1940	Preview
227		Bake, Clam	OCT-12-2016	Male	Burnside	JAN-21-1940	Preview
332		Beaches, Sandy	OCT-18-2016	Female	Burnside	JAN-01-2000	Preview
155		Ben, Benjamin Isa	OCT-07-2016	Male	Burnside	JAN-21-1940	
151		Binka, Inka metadeug	OCT-07-2016	Male		JAN-21-1940	Preview
427		Black, Franklin	OCT-25-2016	Female		SEP-25-1950	Preview

First 1 2 3 4 5 6 7 8 9 10 ... Last   Total Records : 212

New Search

The number of the selected page appears as bold text. The **First** and **Last** links allow users to easily jump to the beginning or ending of the search results.

In addition to providing links to quickly access the **First** page, pages **1 – 10**, and the **Last** page of the search results, the total amount of pages available for selection can be easily revealed by selecting the ellipsis link (**…**).

First **1** 2 3 4 5 6 7 8 9 10 ... Last   First ... 11 12 13 14 15 16 17 18 19 **20** Last

If the number of records returned is greater than the system preference for the maximum records allowed, **DRIVE** will display a warning message encouraging the user to refine search criteria. The message below was displayed on the search results page when a user attempted to search for all death records within a 2 year time span.

The number of records found matching the criteria entered is greater than the value specified for "Maximum records to display:". Please refine your search criteria or increase the system preference value for "Max Rows to Return".

Please note: Increasing this number will negatively impact system performance. Therefore, it is recommended that the user key additional search criteria in order to limit the number of matching events instead of viewing all matching events.   Total Records : 10,677

Not all pages will require table paging. In some cases it will be more useful to show a very large result set and use scroll bars to see the records that extend below the browser window.

✔ - **Validation Checkmark-Green**: this is a display only icon. Clicking on it has no effect. This icon is used in the **Death Registration Menu** and indicates that a **DRIVE** information page contains valid information.

✖ - **Validation X Symbol-Red**: this is a display only icon. Clicking on it has no effect. This icon is used in the **Death Registration Menu** and indicates that a **DRIVE** information page contains invalid information that must be corrected before certification will be allowed.

◩ - **Validation Caution Symbol-Yellow**: this is a display only icon. Clicking on it has no effect. This icon is used in the **Death Registration Menu** and indicates that a **DRIVE** information page contains information that may be invalid and must be corrected or overridden before certification will be allowed.

Appendix 2 - Usage and Common Conventions

This appendix consists of useful tips and tricks to help you become a more efficient user of the **DRIVE** application. These hints will actually help you with almost any Windows based application.

1. **Focus** – **Focus** determines which control on the page will receive the action. For example, if an empty text box has the focus then a flashing cursor will appear in the far left hand side of the box. Anything you type will appear in the text box.
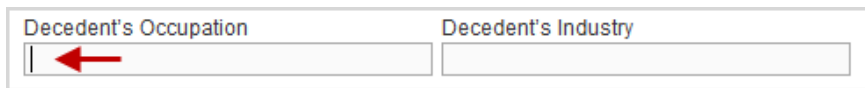
If a Dropdown menu has focus it will be highlighted in blue. Once the dropdown is opened, a user can choose from a list of values.
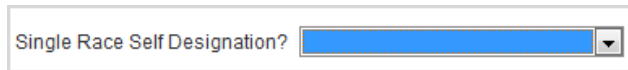
A Checkbox or Radio Button will be surrounded by a dotted line when it receives focus. The box can then be selected by the user by pressing the keyboard space bar.
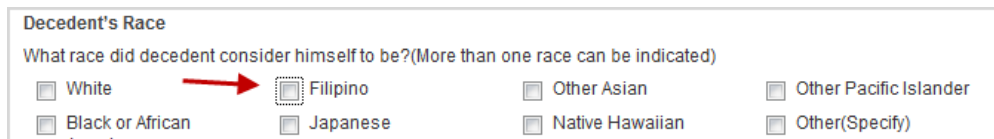
Passing the Focus: Moving between these controls is a matter of passing the focus. This is accomplished by using the following keyboard shortcuts:

- The *Tab* key advances the focus forward
- *Alt+Tab* (holding down the *Alt* key while pressing *Tab*) passes the focus back to the previous control.

Every page is structured a little differently. Exactly where *Tab* and *Alt+Tab* send the focus will vary, but it should always advance logically from one control to the next.

2. **Keyboard Shortcuts** – Now that you understand what **Focus** is and how to pass it from one control to the next, let's see how you can use it to become a more efficient **DRIVE** user.

If a **Text Entry Box** has the **Focus**, then just start typing to fill in the box. **Note**: If the text entry box already contains text, then when it receives the focus that text will be highlighted. Anything typed while the text is highlighted will replace the old text.

If a **Checkbox** or **Radio Button** has the **Focus**, then pressing the spacebar will check or uncheck the control.

If a **Dropdown List** receives the **Focus** then you have several options:

      - Use the mouse to click on the down-arrow to reveal the list of selectable options. However, try to avoid using the mouse.

      - If you know the first letter of the option you want to select then just type that letter. The focus will then shift down to the first option in the list beginning with that letter. If there are multiple selections beginning with that letter then keep typing it until your desired option shows up. Then, **Tab** off of the list to save that selection.

      - Use the **Up** and **Down Arrows** on your keyboard to scroll through the list of options. When the correct option is highlighted, use the **Tab** key to save that selection and move to the next control.

      - Hold down the **Alt** key and press the **Down-Arrow** button on your keyboard to reveal the list. Then, using either your mouse or the **Up** and **Down Arrows**, make your selection and **Tab** off to the next control or hit the **Enter** button.

If a Click Button receives the focus you have two options:

      - Use the **Spacebar** to "press" the button, or
      - Use the **Enter** key to "press" the button

> **Did You Know?**
> **Using Alt-Left Arrow is the same as using your web browser's 'Back' button.**
> **Using Alt Right Arrow will trigger your browser's 'Forward' button.**

3.   Standard Date Formats:

DRIVE™ uses a standard date format but is flexible enough to recognize and convert other formats users may enter. Formats accepted for conversion are illustrated below:

Input Formats	Typed As:	System Converts to:
MM-DD-YYYY	02-05-2014	Feb-05-2014
MM/DD/YYYY	02/05/2014	Feb-05-2014
MMDDYYYY	02052014	Feb-05-2014
MonDDYYYY	Feb052014	Feb-05-2014

Mon/DD/YYYY	Feb/05/2014	Feb-05-2014
Mon-DD-YYYY	Feb-05-2014	Feb-05-2014

Did You Know?
1. Selecting F12 will automatically key today's date into the selected date field.
2. Entry of dates in any other date format will result in an error.

---

4. Zip Code Auto-Populate Address - Zip code based auto-population controls are built into the **DRIVE** application to assist users in entering address data accurately and efficiently.

Address

Street Number	Pre Directional	Street Name, Rural Route, etc.	Street Designator	Post Directional	Apt #, Suite #,etc.
	▼			▼	▼	

Zip Code	City or Town	County	State	Country
				United States

The **Zip Code** field appears as the first entry amongst the address location fields of: *City or Town, County, State* and *Country*.

Upon entry of the *Zip Code*, the *City or Town, County, State* and *Country* fields will auto-populate.

Zip Code	City or Town	County	State	Country
85019	Phoenix	Maricopa	Arizona	United States

If the *Zip Code* entered has multiple *City or Town* or *County* associated options, the system will display a list of valid values to choose from.

Zip Code	City or Town	County	State	Country
85321	▼	▼	Arizona	United States
	Ajo	Maricopa		
	Charco	Pima		
	Childs			
	Kaka			
	Why			

Did You Know?
The *Zip Code* auto complete feature is optional and can be turned off in DRIVE through System Preferences.