



Ohio Department of Health Bureau of Vital Statistics

Electronic Death Registration System (EDRS) Guide

For

Funeral Directors

May 2016



*Ohio Department of Health
Bureau of Vital Statistics
Electronic Death Record System – Funeral Director*

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Section 1

Introduction

The Ohio Department of Health, Bureau of Vital Statistics is pleased to provide you with this easy step guide for usage of the Electronic Death Registration System (EDRS).

Funeral Directors and Coroner/Physicians/E-Physicians Online with EDRS

When a funeral user creates a death record, said user will assign the record to the coroner/physician/e-physician. Once the funeral user completes the assigned portion of the record for Personal Info Complete, the coroner/physician/e-physician will subsequently complete their assigned portion. If the death record has been assigned to a coroner, the coroner will receive the death record electronically, input the medical information into EDRS, and certify the death record within EDRS at which point the funeral director can then review and then certify the certificate, which will mark it as Registered, and make it available for issuance by the Local Health Department. This process is the same for Coroners who are also E-Physicians. Paper assigned Physicians do not have the capability to receive electronic death records within EDRS and thus the funeral user must either print a paper death certificate and deliver it to the physician for completion by hand or the funeral user can email or fax the physician a PDF created death certificate for signage. Once the physician completes the death record, they can either mail, fax, or email the completed and signed certificate back to the funeral home.

Please note that if the email or fax option is utilized by any of the above named entities, the death record must retain the format correspondent to EDRS printing and must not present differently in size and must not show other markings such as a fax number or an email indicator.



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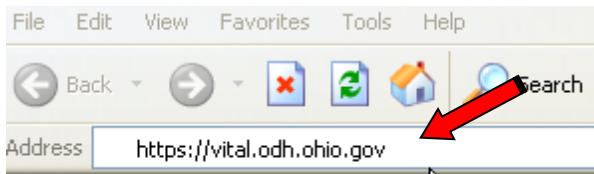
Section 2

Getting Started with EDRS

To get started you will need to open your browser and enter the URL: <https://vital.odh.ohio.gov> in the address box.



Open your Internet Browser
This guide will use Internet Explorer for the browser.



Enter the URL in the Address box



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Enter your user id and password. Click Log In

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Ohio.gov
So much to Discover

Ohio Department of Health
IPHIS
Integrated Perinatal Health Information System
Vital

Welcome
Please log on to continue.

User name:
Password:
Domain: CITRIX
Log On

Forgot Password? [Click Here](#)

HelpDesk staff are available Monday through Friday, 8:00 AM to 5:00 PM at (614) 466-2531, option 3. The HelpDesk will be closed during state holidays.
<http://www.gotoassist.com/ph/odh>

CITRIX

Click the button as prompted to continue

Ohio Department of Health Office of Vital Statistics

Please reference the Support Site for ongoing updates (such as system upgrades, policy changes, and other vital announcements). The home page is continually updated with important announcements. Should you have any questions or concerns about the IPHIS-EDRS application, please contact our HelpDesk at (614) 466-2531, option 3. Staff are available Monday through Friday, 8:00 AM to 5:00 PM. The HelpDesk will be closed during state holidays.

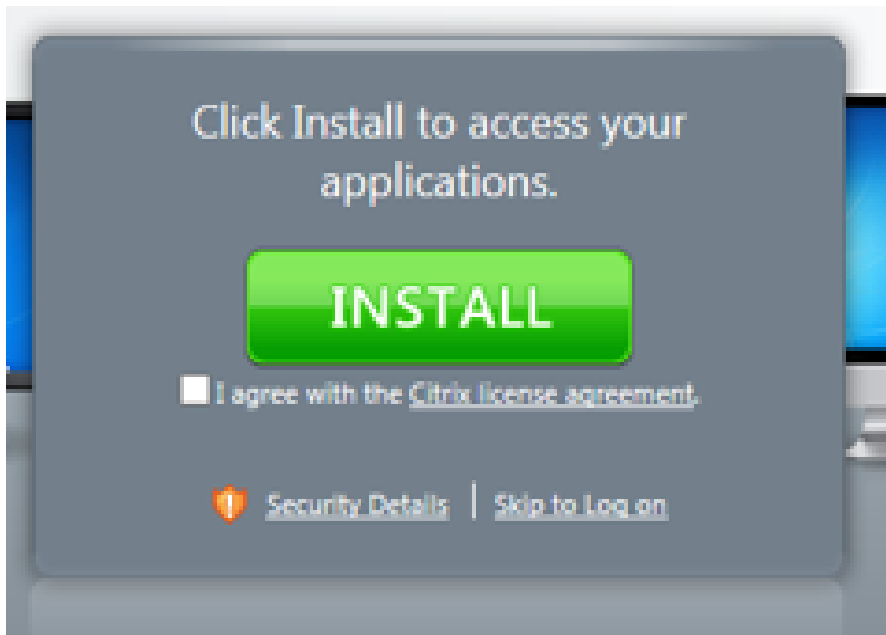
Password changes will occur every 60 days, and require the use of strong password guidelines. These include a password length of no less than 7 characters, one uppercase character, and one special character (i.e. \$ % & or number).

[Click Here To Continue](#)

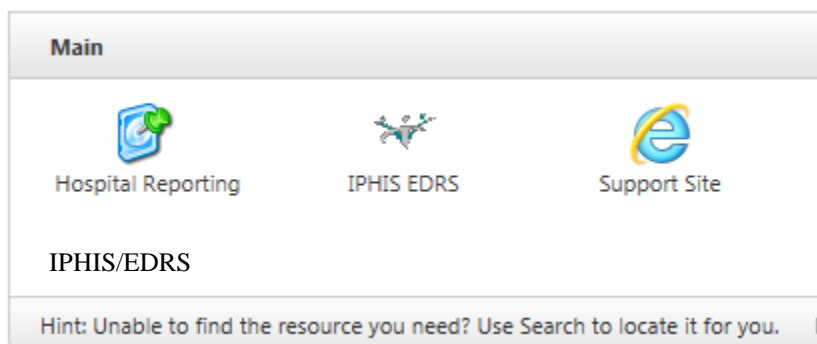


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If prompted to install applications, user can either click the green Install button and follow the prompts or, if Citrix has already been downloaded, the user can hit Skip To Log On.



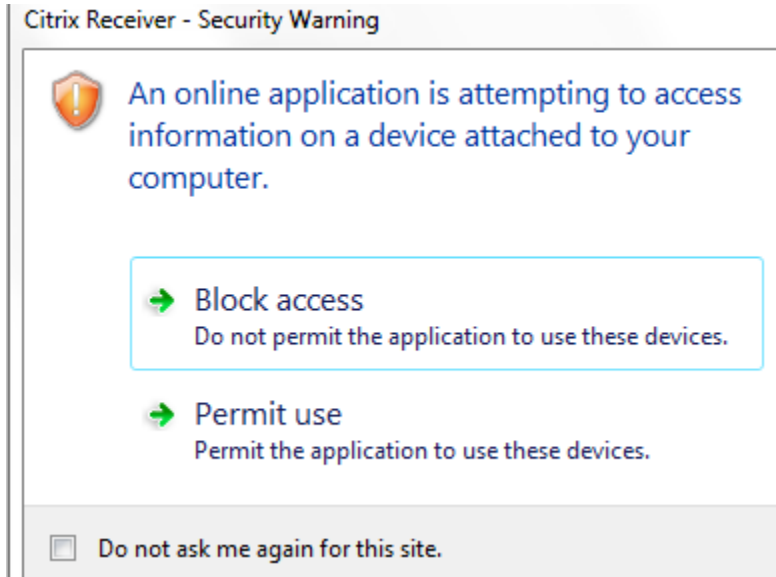
Click on the application icon: IPHIS/EDRS





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Click on the Permit Use option

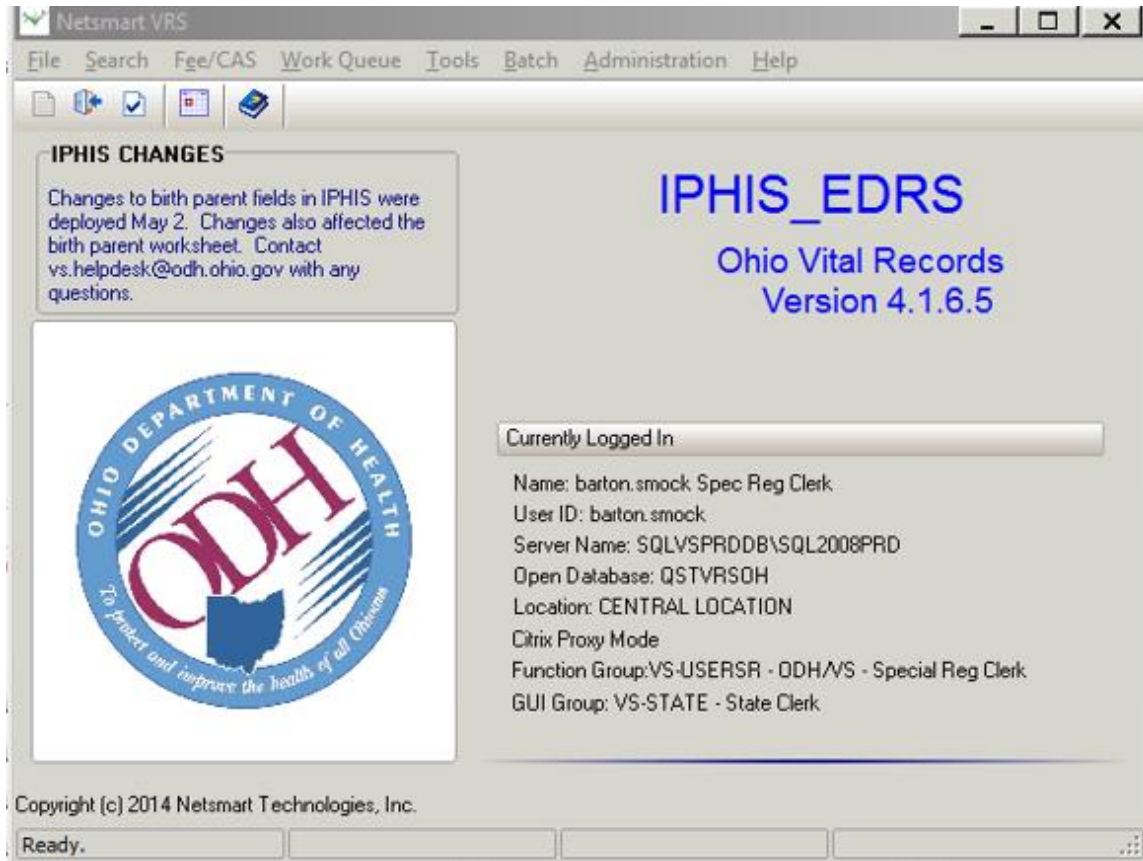


If user has more than one funeral home location, the 'select location' dropdown box will appear for user to choose applicable location role. Once chosen, click OK.



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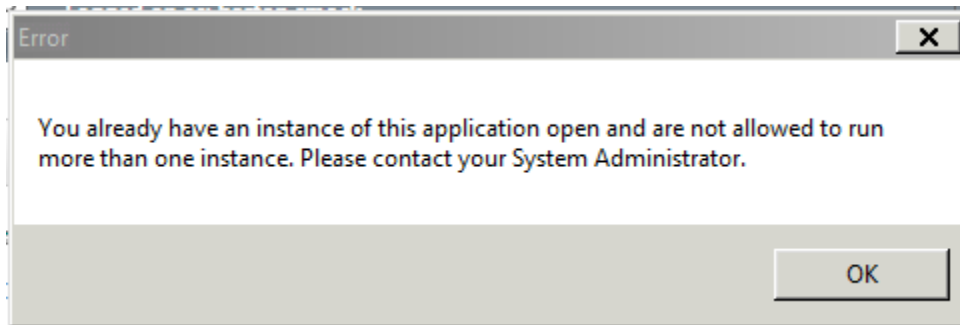
This is the Main Menu action screen for IPHIS/EDRS





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Note: if at any point when logging in, the user receives a message stating:



...the user will need to log-out of EDRS for 15 minutes and then re log-in to clear the error. This message indicates that either a current session is open or that a previous session ended abnormally but is still open. The 15 minute threshold is the parameter set for an automatic session end.



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Navigating the Software

Each screen is composed of tabs, paragraphs, and fields.

- The tabs can be thought of as pages. These pages can be as long as needed but usually just take up one screen for ease of use.
- A tab usually contains information pertaining to one aspect of the Event.
- The user can go quickly from one tab to another by clicking on a tab heading with a mouse click or by pressing Alt-#, where # is the tab number (1, 2, 3, ...) to be accessed.

Each tab is composed of one or more paragraphs.

- These paragraphs have a title and are designed to pertain to some particular aspect of the Event.
- You can skip from paragraph to paragraph by pressing Ctrl-P.

Each paragraph is composed of one or more fields.

- Available field types are
 - drop-down
 - edit
 - check box
 - date edit
 - memo
 - signature
- The user moves from one field to another by
 - pressing the Tab key
 - automatic after entering data into the field with the appropriate type and number of characters



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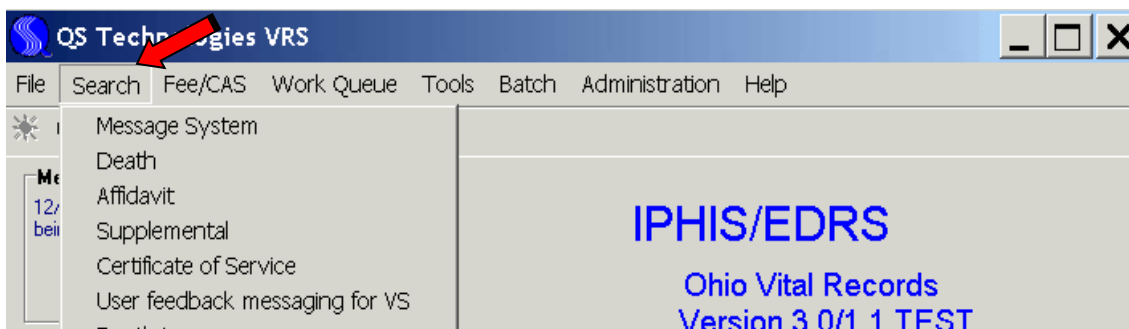
Review the main screen – menu bar & “drop down” options



The FILE menu item “drop down” options



The Search menu item “drop down” options





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HOT KEYS

Presented below is a summary of various “hot key” combinations that can make certain data entry functions more efficient for those operators wanting to avoid use of the mouse and mouse menu navigation techniques. They include use of the Control key (Ctrl), the Alternate key (Alt) and the Shift key (Shift).

CTRL-C	COPY - This key copies the contents of the field containing the text cursor to the Windows clipboard. The field contents are not altered
CTRL-O	OVERRIDE - This key sets the edit override indicator for the field containing the text cursor.
CTRL-P	The data entry form is built from labeled boxes which are called PARAGRAPHS (in Windows terminology, they are called group boxes). Pressing Ctrl-P will move the text cursor from the present field to the first enterable field in the next paragraph.
CTRL-Q	QUERY - This key sets the query indicator for the field containing the text cursor.
CTRL-R	RESET QUERY/OVERRIDE - This key removes the query or override indicator. Note that a field can be either overridden or queried, but not both.
CTRL-S	This key SAVES the current Event. It is equivalent to the File Save menu item.
CTRL-V	PASTE - This key pastes the contents of the Windows clipboard into the field containing the text cursor. The new contents replace whatever was previously in the field.
CTRL-X	CUT - This key clears the present field and copies its contents to the Windows clipboard. From the clipboard it can be pasted into another data entry field, or into another Windows application which supports the clipboard.



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CTRL-Z	This key CLEARS the contents of the field containing the text cursor.
CTRL-DELETE	If the text cursor is in a mask edit field (a field with slash or dash characters), the field will be cleared, or DELETED, when Ctrl-Delete is pressed.
CTRL-TAB	This key combination will select the next notebook page. When the last notebook page is displayed, this key combination will display the first page.
SHIFT-CTRL-TAB	This key combination will select the previous notebook

ALT-A Through ALT-Z	Certain menu items have underscores under a letter in the item name. Pressing Alt plus that letter is equivalent to selecting the menu item.
ALT-1 Through ALT-9	These keys select notebook pages, or tabs, 1-9, respectively.
ALT-F4	This key combination will close the current window. It is equivalent to clicking the close window [X].

T (date field)	Entering the letter “T” in a date field will insert “Today’s” date. The date can then be advanced by entering an “F”, for Forward or brought back in time by entering a “B” for Back.
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Left Mouse Click	The left mouse button can be used to place the text cursor in a particular field by clicking when the mouse cursor is over the desired field. The left mouse can also select notebook pages by clicking on the tab for the desired page.
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Right Mouse Click	A menu of options for a field may be displayed by clicking the right mouse button when the mouse cursor is positioned over the field.
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Record Status & Explanations

Pending Status

A death event record is considered to be **pending** from the time the initial information is saved into the EDRS Database. The record will remain in **pending** status until the personal information is signed and medical information is certified for the death record and the owner changes the status to “Y” for “Complete.”

If the funeral director or coroner/physician assigned to the case reset the flag to “N” on the “Complete” acknowledged field to allow for changes in the personal information portion of the record, the record will be assigned the **pending** status.

Complete Status Defined

A death event record is considered **complete** only in the following scenarios:

1. On the electronic death certificate sent to coroner, the funeral director has completed the personal information and the coroner has completed the medical information and the certification box.
2. On a paper death certificate sent to the physician, the funeral director has selected the “Paper-Phy” type, completed the personal information and printed the death certificate.



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Filed Status Defined.

A death certificate record is considered **filed** when the record has been reviewed and approved by the local registrar with date filed information entered into the EDRS record and a local file number assigned.

Once a record is **filed**, the funeral director/coroner/physician assigned to the death record cannot update the record unless rejected by a state clerk and re-assigned **pending** or **complete** status.

The local registrars assigned to the record and who are responsible for filing the death occurring in their jurisdiction shall **file** the death record.

Registered Status Defined

A death certificate for a Paper-Phy record is considered to be **registered** when the record in **filed** status is verified at Vital Statistics. A death certificate for an Electronic (coroner designated) record is considered to be **registered** when the local health department files the record. Once a record is **registered**, the funeral directors, coroner/physician and local registrar assigned to the death record cannot print or update the record.

Void Status Defined

There may be instances where a death record needs to be **voided**. For example, the information for a death is entered twice. The record cannot be deleted, because Ohio Department of Health/Vital Statistics will need to be able to account for the State File Number. In this instance, the person finding the duplicate entry will be required to report the entry to Vital Statistics. Only Vital Statistics staff with the proper authority will have the ability to change the status of a record to **void**.

Complete to Filed

After receiving the death certificate signed from the funeral director, the local registrar will enter additional information into EDRS. This will include:

- Date the registrar signed the death certificate, which will be applied by the system when the registrar electronically signs the death certificate
- Name of the registrar
- Name, PRDN and date for burial permit issuance if provisional death certificate was not requested.

After this additional information has been saved, the status of the death event record will change from complete to filed for a Paper-Phy record, and from complete to registered for an Electronic (coroner designated) record at which point a local file number is assigned to the record.



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Complete to Pending

If the funeral director changes the personal information completion field from “Y” to “N” or the coroner/physician changes the certifications of medical information from “Y” to “N” the record status will be changed back to **pending**.

Filed to Registered

When a death certificate record has a status of **filed**, the record will be available for the Vital Statistics staff. For the “Paper-Phy” records, the medical information which is not in EDRS will be updated by Vital Statistics.

If the Vital Statistics staff member verifies that all the information is correct and available in the EDRS system, the status of the record will change from **filed** to **registered**.

If the Vital Statistics staff member determines the record is not acceptable, the record status will be maintained as **filed** until the registrar responds with corrected information.

Once the death certificate record is **registered**, an Affidavit for funeral home information can be completed or a Supplement for certifier information can be completed and registered at Vital Statistics.



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Data Entry Tips

- County selection in the Place of Death paragraph will determine the registrar assignment on the record. This automatic assignment cannot be changed for the registrar filing the record, but can be changed for the sub-registrar approving the permit.
- Trade Call – Can be used to input the embalming home service provider on the record.
- A funeral director cannot input “Cause of Death” on a record in EDRS. This will be entered by Vital Statistics after receipt of the paper death certificate.
- The age of a deceased is calculated in the background. The system will notify you of an error via a pop-up error message if it doesn’t match.
- When entering the ‘Time of Death’ you can enter a range if the exact time is not known. For example, 12:23 time of death with a range of 11:32 to 13:09.
- The burial permit can be printed by the registrar or the funeral director, and should be determined on a ‘case by case’ basis.
- If a record is placed in Electronic (coroner designated) filing status, and is then determined to be a Paper-Phy record, the changing of the filing type will not update the record or assign an SFN- the record will need voided via calling the Vital Statistics HelpDesk.
- If a record is placed in Paper-Phy filing status, and is then determined to be an Electronic (coroner designated) record, the changing of the filing type can be updated by calling the Vital Statistics HelpDesk.
- In the case of a social security number being unknown, not obtainable, or not applicable, it must be entered as all 9s.
- In the case of a social security number status being returned as failed, as long as the funeral user has verified the info with the family, documentation, etc...the failed message does not impact the normal processing of the death record up to and including printing, saving and filing.

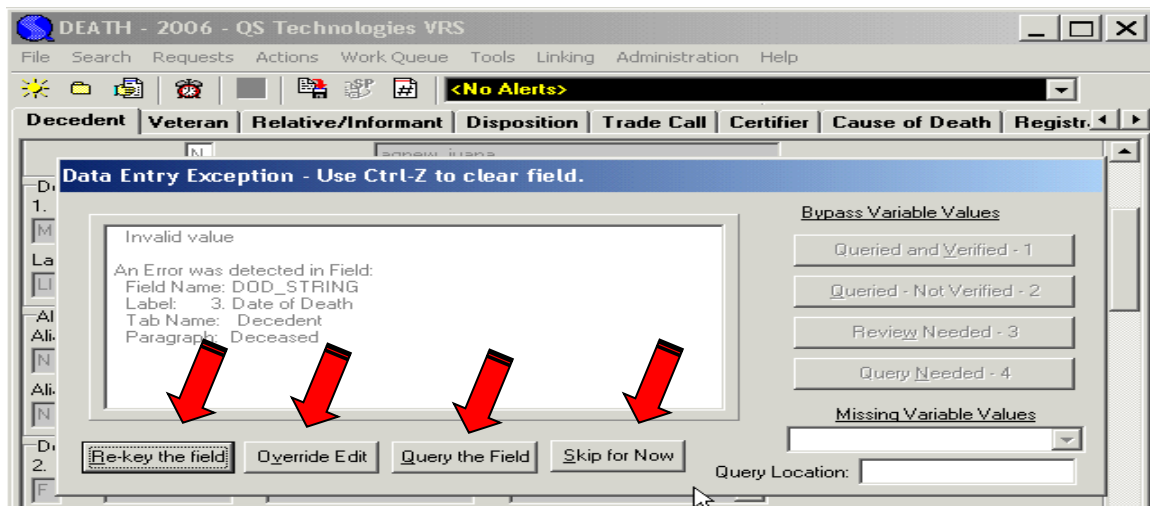


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Error Message Pop-up

The pop-up error message box appears when the system does not accept your data entry. You can choose to “re-key the field”, “skip for now”, “override edit”, or “query field”.

- ❖ When you select “re-key the field” the system will immediately place the cursor in the field requiring the correction.
- ❖ When you select the “skip for now” the system will allow you to move past the error and correct it later.
 - The section on “Reviewing Errors” later in this document provides instructions on how to view the fields with errors that you have skipped during data entry.
- ❖ When you select the “override edit” option, the system will let you save the record and the registrar will review the override for correctness. Use this option when you are positive the data entry is correct.
- ❖ Selecting “query field” will flag/highlight the entry and keep the data as entered.



Pandemic Feature

The new system features a Pandemic capability. If this feature were to be needed, Vital Statistics will provide you with instructions and support for its use.



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Section 3

As you are entering the personal information for the deceased, you will need to make several selections/decisions regarding the record.

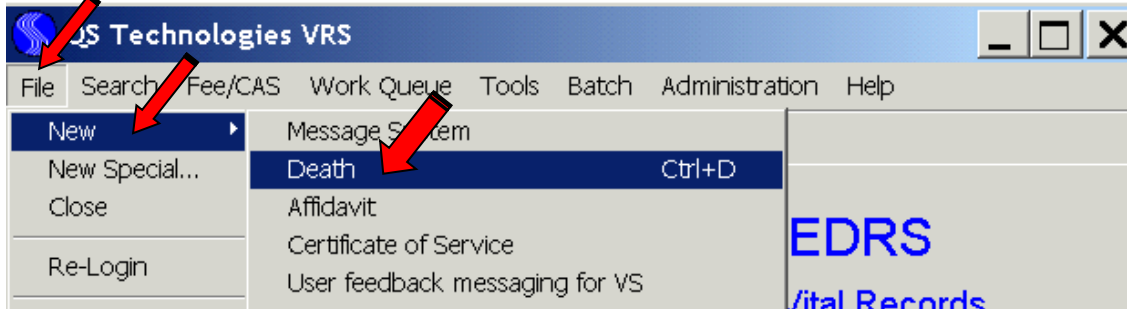
- For Physician records, the Paper-Phys filing type must be selected. For Coroner records, the Electronic filing type must be selected.
- Selection of the certifier –Although all of the physicians are not actively using the system, his or her name must be selected from the drop down list in the certifier field. If a physician is not in the dropdown database, you must choose Other and type the certifier's information in manually. For license info and verification, please referent <https://license.ohio.gov/lookup/default.asp>.
- Determine if the deceased is a Veteran. If they are a Veteran, you must input the information on the death record. The information does NOT print on the certificate.



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Steps for Creating a “PAPER-PHYSICIAN” Death Certificate

Click File - New – Death



Begin entering the decedent information (First Name, Middle Name, Last Name, Date of Death, etc.)



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Enter information for Decedent, Veteran (if necessary), Relative/Informant, Disposition, Trade Call (if necessary), Certifier, Completed tabs

Note: If the deceased is a Veteran you will need to enter a “Y” in the Armed Forces box. This will trigger the Veteran tab to allow data entry. The “N” indicates the tab is not needed on the record, and the fields remain grayed out.

Enter “Y” on “N” in Ever in Armed Forces?

Residence

Country: UNITED STATES
8a. State: OHIO
8b. County: FRANKLIN
8c. City, Town or Location: COLUMBUS
8d. Street Address: 677867 Main
8e. Apt No.:
8f. Zip Code:
8g. In City Limits?:
9. Ever in Armed Forces? ☒ Y

Marital

10. Marital Status:
11. Spouse's First Name: Middle Name: Last Name: Suffix:

If you enter “Y” the Veteran tab opens for data entry. If you enter “N” the Veteran tab will remain grayed out.

Enter the Veteran information for the deceased, if necessary.

DEATH - 2006 - QS Technologies VRS

File Search Requests Actions Work Queue Tools Linking Administration Help

<No Alerts>

Decedent **Veteran** Relative/Informant Disposition Trade Call Certifier Cause of Death Regi

Service

Branch of Service: Air Force, Army, Coast Guard, Department of Defense, Marine Corps, Navy, Other

Date of entry into service: / /

Date of Separation/Discharge: / /

Date of Burial: / /



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Select the Certifier Name from the “drop down” list

DEATH - 2017 - Netsmart VR

File Search Requests Actions Linking Tools Administration Help

Decedent Veteran Relative/Informant Disposition Trade Call **Certifier** Cause of Death Registr...

Assigned To
27. Name
[Dropdown Menu] [Red Arrow Points Here]

26a. Certifier Type Electronic or Paper? Certifier Associated Facility

Certifier
26e. Title Location Code 26f. License Number
Address

Note: On both Physician (paper) and Coroner or E-Physician (electronic) records, the Paper or Electronic designation will automatically update based on the type of Certifier chosen.

If the Physician name is not in the dropdown, funeral user will need to choose Other and type the information as required on the Certifier tab. License info can be searched and verified at <https://license.ohio.gov/lookup/default.asp>

On the Registrar tab, request either a burial or cremation permit. If the Disposition is Removal From State, the transit permit will be requested via the Burial permit checkbox.

Burial Permit or Provisional
Burial Permit Requested? Permit Approved Permit Approved Date
[N] [] [/ /]
Reason for Provisional Permit
Denied Provisional Permit Reason

Cremation Permit
Permit Requested? Approve Permit only with Completed Death Certificate and Manner of Death as Natural
[N] []
Permit Approved Date
[/ /]



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On the Completed tab, enter “Y” Personal Info Complete (all dates will autopopulate with Save action). On the Completed tab, enter another “Y” in the certification statement (only a funeral director can enter this field)

Relative/Informant | Disposition | Trade Call | Certifier | Cause of Death | Registrar | **Completed** | Reas: 1

Funeral Home

Personal Info Complete (Y/N/R)? Complete Date Completed by

By certifying below, I attest that the facts stated herein are true and accurate to the best of my knowledge

Date Signed Funeral Director Name

Click File – Save



SSN Verification

After you save the record, the system will notify you of the SSN checking process. Click “OK” to exit pop up window.



To check the status of the online SSN verification you will need to:

- **close the record (after it has been saved)**
- **reopen the record (using the SEARCH utility or the work queue to locate the record)**
- **on the Decedent tab, check the Return Status field for SSN Verification**



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Deceased
2. Sex 4. Soc Sec Num SSN (Other Countries) SSN Missing Reason Return Status
F 300-69-6509 [] [] WAITING
3. Date of Death Is this an approximate date?
08/26/2006 Actual []

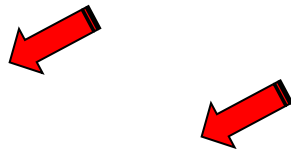
The maximum number of attempts for verification of a SSN is 5. The SSN field will be locked once the verification is sent by SSA.

Note: The combination of completing and saving, and then certifying and saving, will change the status of the record from Pending to Complete. The death certificate can now be printed.

Note: The status of the SSN record (Passed, Failed, etc...) does not impact the normal death record completion process. If an SSN is in a failing status, but has been verified as a match with what the family provided, the death record process should continue up to and including being filed at the local health department.

Note: Once the social security number has passed, it will lock the fields of the decedent's Name, Date of Birth, and Gender.

Select Requests – Print: Death Certificate-Paper

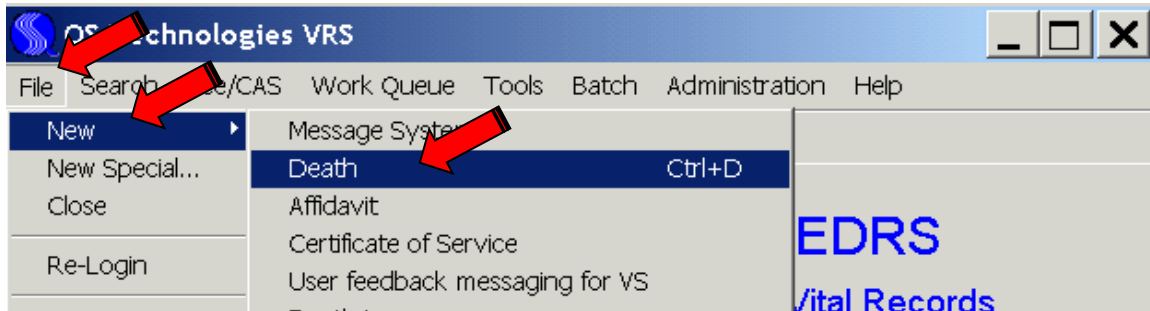




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Steps for Creating an “Coroner-Electronic” or “E-Physician” Death Certificate

Click File - New - Death



Enter Deceased Information (First Name, Middle Name, Last Name, Date of Death, etc.)



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Enter “Y” on “N” in Ever in Armed Forces?

Residence

Country: UNITED STATES
8a. State: OHIO
8b. County: FRANKLIN
8c. City, Town or Village: COLUMBUS
8d. Street Address: 677867 Main
9. Ever in Armed Forces? ☒ Y

Marital

10. Marital Status: [dropdown]
11. Spouse's First Name: [text] Middle Name: [text] Last Name: [text] Suffix: [dropdown]

If you enter “Y” the Veteran tab opens for data entry. If you enter “N” the Veteran tab will remain grayed out.

Enter the Veteran information for the deceased, if necessary.

DEATH - 2006 - QS Technologies VRS

File Search Requests Actions Work Queue Tools Linking Administration Help

<No Alerts>

Decedent **Veteran** Relative/Informant Disposition Trade Call Certifier Cause of Death Register

Service

Branch of Service: [dropdown]
Date of entry into service: [text]
Date of Separation/Discharge: [text]
Date of Burial: [text]

Air Force
Army
Coast Guard
Department of Defense
Marine Corps
Navy
Other



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Select the Certifier Type and Name from the “drop down” list

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File Search Requests Actions Linking Tools Administration Help

Decedent Veteran Relative/Informant Disposition Trade Call **Certifier** Cause of Death Registr...

Assigned To
27. Name
[Dropdown Menu] [Red Arrow Points Here]

26a. Certifier Type Electronic or Paper? Certifier Associated Facility

Certifier
26e. Title Location Code 26f. License Number
Address

Note: On both Physician (paper) and Coroner or E-Physician (electronic) records, the Paper or Electronic designation will automatically update based on the type of Certifier chosen.

On the Registrar tab, request either a burial or cremation permit. If the Disposition is Removal From State, the transit permit will be requested via the Burial permit checkbox.

Burial Permit or Provisional
Burial Permit Requested? Permit Approved Permit Approved Date
[N] [] [/ /]
Reason for Provisional Permit
[Dropdown]
Denied Provisional Permit Reason
[Text Field]

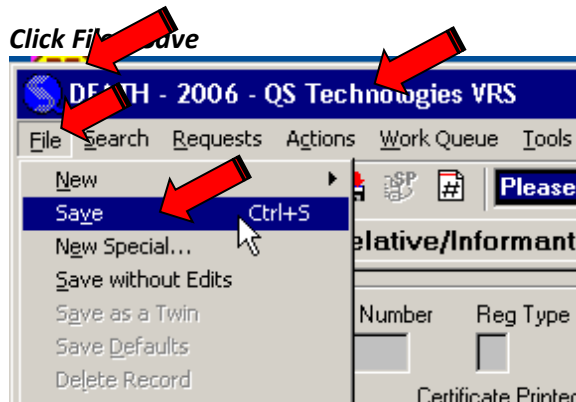
Cremation Permit
Permit Requested? Approve Permit only with Completed Death Certificate and Manner of Death as Natural
[N] [] [Red Arrow Points Here]
Permit Approved Date
[/ /]



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Enter “Y” for Personal Info Complete.

Note: it is a good practice for the funeral user to avoid entering the second “Y” for certification until the coroner or e-physician has certified the record, as once both the funeral director and coroner/e-physician certify the record, it is placed in the final **Registered** status and cannot be amended without an affidavit or supplement.



At this point, the assigned coroner will be able to view and edit the record on the cause of death tab. Once the coroner completes and certifies the record, the funeral home will be able to review it and then certify it, which will put the record in Registered status, and will then be available for issuance at the Local Health Department.

SSN Verification

After you save the record, the system will notify you of the SSN checking process.

Click “OK” to exit pop up window.



To check the status of the online SSN verification you will need to:

- **close the record (after it has been saved)**
- **reopen the record (using the SEARCH utility or the work queue to locate the record)**
- **on the Decedent tab, check the Return Status field for SSN Verification**



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Deceased
2. Sex 4. Soc Sec Num SSN (Other Countries) SSN Missing Reason Return Status
F 288- SSN Record Status Values
WAITING, PASSED, FAILED
WAITING

The maximum number of attempts for verification of a SSN is 5. The SSN field will be locked once the verification is sent by SSA.

Section 4

Reading Notes on a Record

Click Actions – Show Notes



**Ohio Department of Health
Bureau of Vital Statistics
Electronic Death Record System – Funeral Director**

DEATH - 2006 - QS Technologies VRS

File Search Requests Actions Work Queue Tools Linking Administration Help

Number Record (SFN)
Document Tracking
Activate/De-Activate
Review Errors/Queries
Show Notes...
Scan Image
Load Image From File
Load PDF/Word Document
Display Image/Document
Create CAS Records From Event

Info on this Record is in Rejected status

Position Trade Call Certifier Cause of Death Re

System
State File Number
Paper or Electronic Filing
Paper-Phys/Cor
Overall Record Status
Pending Rejected Paper
Case Started by
alli, rebeka L

Deceased
1. First Name Middle Name Last Name
MARY MARIE MARCEY
Suffix
Alias
Alias 1 Present
N
Third Alias Name

NOTE PRESENT Alert Messages Present!

Tip: The record must be OPEN to read the attached

The Note Present indicator is displayed on the bottom of the screen when a note is attached to the record



**Ohio Department of Health
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Electronic Death Record System – Funeral Director**

Field/Record Notes

☒ Show Record Note ☒ Show All Field Notes

VRS Event	Field Name	Field Label	Note	VRS Event
DEATH	D3_REJECT_YN	Rejected?	(BLOB)	3

Field Name: **D3_REJECT_YN** Is note for a record?: **F** Is Active?: **T**
Field Label: **Rejected?**
Last Modified Date: **08/23/2006** Last Modified User ID: **SteveL**

This is the area where you can add more information to the record to further explain why a record has been rejected or to provide an explanation on a given topic. This information stays with the record.

Click "New" button to create a new note or edit the message below and save

Field Name: **D3_REJECT_YN** ☐ Is note for record? ☒ Is active?

Field Label: **Rejected?**

This is the area where you can add more information to the record to further explain why a record has been rejected or to provide an explanation on a given topic. This information stays with the record.
Please put your name and date at the end of the message. Alesia Preece 8-22-2006

Highlight the note you want to read. It will appear in this window.

New Save Cancel Edit Delete Close

When multiple notes are on a record, you need to highlight the note you want to read and it will display in the box on the bottom half of the screen. As the number of notes on a record grows, you may need to use the scroll bar on the side of the window to get to the note you need to read.



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Electronic Death Record System – Funeral Director**

Adding Notes to a Record

Click Actions – Show Notes

DEATH - 2006 - QS Technical VRS

File Search Requests **Actions** Work Queue Tools Linking Administration Help

Number Record (SFN)
Document Tracking
Activate/De-Activate
Review Errors/Queries
Show Notes...
Scan Image
Load Image From File
Load PDF/Word Document
Display Image/Document
Create CAS Records From Event

Info on this Record is in Rejected status

Position Trade Call Certifier Cause of Death Re

Decedent **Veteran**

System
State File Number
Paper or Electronic Filing
Paper-Phys/Cor
Overall Record Status
Pending Rejected Paper
Case Started by
alli, rebeka L

Deceased
1. First Name Middle Name Last Name
MARY MARIE MARCEY
Suffix

Alias
Alias 1 Present? First Alias Name Alias 2 Present? Second Alias Name Alias 3 Present?
N Third Alias Name

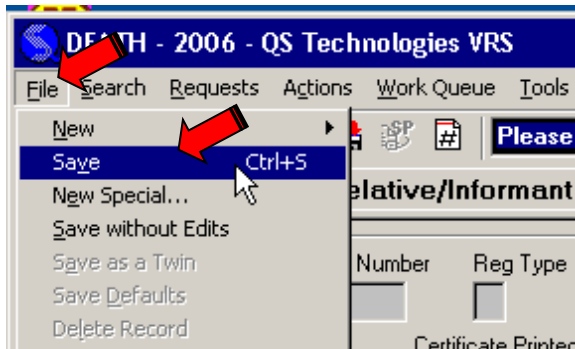
NOTE PRESENT Alert Messages Present!



**Ohio Department of Health
Bureau of Vital Statistics
Electronic Death Record System – Funeral Director**

IMPORTANT!! YOU MUST SAVE THE RECORD TO SAVE THE NOTE AND COMPLETE THE PROCESS!

Click File – Save



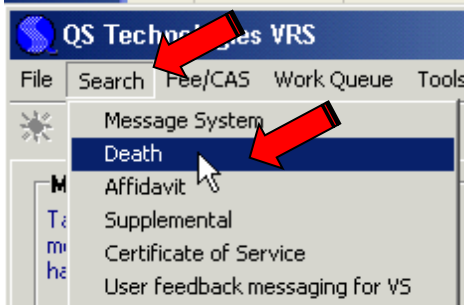
*After adding your note, saving it and closing the screen, you must **SAVE YOUR RECORD** too!*



**Ohio Department of Health
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Electronic Death Record System – Funeral Director**

Locating an Existing Record Using the Search Option

Click Search – Death



Enter First Name, Middle Name, Last Name and click Search

QS Technologies VRS - Search - DEATH

File Search Requests Work Queue Tools Batch Administration Help

SEARCH CRITERIA RESULTS (click column title to sort)

State File Number

Search Options: USE ? for Help. Wildcards are % and _
Use ,D for descending. Also <, >, >=, <=, <>, NULL
Example: <>NULL - Not Null. Between function: (ABC+XYZ)
List functions: IN(a+b+NULL), NOTIN(q+r+s+t)

Case File Number Year of Death Date of Death

First Name Middle Name Last Name

BUD RUSSELL KERK

Social Security Number Date of Birth Place of Death County

Overall Record Status Record Status for Personal Info Record Status for Medical Info

Last Name for Soundx Search D3_BURIAL_PERMIT_PROV_STAT

Facility Name

Search Display Reset/Clear



**Ohio Department of Health
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Electronic Death Record System – Funeral Director**

Highlight the record – click Display.

SEARCH CRITERIA				RESULTS (click column title to sort)			
State File Num	Case File Number	Event Year	Date of Death	First Name	Middle Name	Last Name	Social Security Num
	254	2006	08/15/2006	BUD	RUSSELL	KERK	234232123

Buttons: Search, Display, Reset/Clear

System will display the record.

DEATH - 2006 - QS Technologies VRS

File Search Requests Actions Work Queue Tools Linking Administration Help

<No Alerts>

Decedent | **Veteran** | **Relative/Informant** | **Disposition** | **Trade Call** | **Certifier** | **Cause of Death** | **Re**

System

State File Number: [] Case File Number: 254 Reg Type: []

Paper or Electronic Filing? [Paper/Phy/Cor] Certificate Printed: [] Date Certificate Last Printed: []

Overall Record Status: Complete Record Status for Personal Info: Complete Record Status for Medical Info: Paper Provisional Status: [] Record Amended: N

Case Started by: [alli, rebeka L]

Deceased

1. First Name: BUD Middle Name: RUSSELL Last Name: KERK Suffix: JR

Alias

Alias 1 Present? N First Alias Name: []

Alias 2 Present? [] Second Alias Name: []

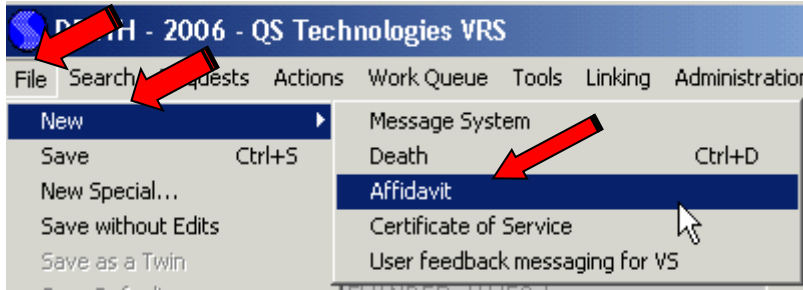


**Ohio Department of Health
Bureau of Vital Statistics
Electronic Death Record System – Funeral Director**

Creating an Affidavit

Note: The record must be open prior to starting this process. To find a record, go to Locating an Existing Record Using the Search Option earlier in this section.

From the **DISPLAYED** death record, click **File – New – Affidavit**



With the **FILED** or **REGISTERED** record **OPEN** in the background, create the Affidavit.

Enter the general information on **Applicant** tab

(this information is usually the funeral director's name and location)

Deceased Record			
Death State File Number	Death Record Status	Death Local File Number	Death Case Number
	Filed	2006000152	156
Date Filed	Affidavit Local File Number		
//	2006000033		
Date of Affidavit	Local Registrar Number		
08/19/2006			
Applicant			
Name		Middle	
Last Name		Suffix	
Applicant		Daytime Phone Number	
		() -	



**Ohio Department of Health
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Electronic Death Record System – Funeral Director**

Note: if the decedent's information is not showing at the bottom of the applicant tab, the affidavit has not been correctly accessed and will not link to the death record. User must access File>New>Affidavit from the **displayed** death record.

Enter information "to be corrected" on Corrections tab

AFFIDAVIT - 2006 - QS Technologies VRS

File Search Requests Actions Work Queue Tools Linking Administration Help

<No Alerts>

Applicant Corrections Central Office

Corrections

Item to be Corrected	Original Entry	Correct Entry

Affidavit of Personal Knowledge

State of OHIO County of

Name of Executor Middle

Note: if the item the funeral user is correcting is either not in the dropdown OR displays correctly in EDRS but incorrectly on the manual death certificate, the Item to be Corrected can be left blank, which will leave the Original Entry blank, and both entries can be manually written on the affidavit once it is printed.

*The Affidavit of Personal Knowledge section should auto-fill from the Applicant tab. The only field to be filled out here would be the **County of** field.*



**Ohio Department of Health
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Electronic Death Record System – Funeral Director**

Enter the Central Office information for the Affidavit

Enter “Y” into Affidavit Info Completed and Signed

This is the only field to be entered here. If the Record Status is changed manually in any way, it will impact the printing of the affidavit and may lead to it needing deactivated.

AFFIDAVIT - 2006 - QS Technologies VRS

File Search Requests Actions Work Queue Tools Linking Administration Help

<No Alerts>

Applicant Corrections **Central Office**

Signed

Record Status: Pending Affidavit Info Completed and Signed: N Signed date: // //

Registrar Signed: [] Date Affirmed/Subscribed: // // Registrar Date Signed: // //

Registrar Name Signed: BENNINGTON, JUDY Registrar Num: []

Information

Date Death record updated: // // Person: []

General Notes

System Info

Event Year: []

Date Affirmed/Subscribed
Leave this date field blank for the registrar to input after receipt of the notarized Affidavit.



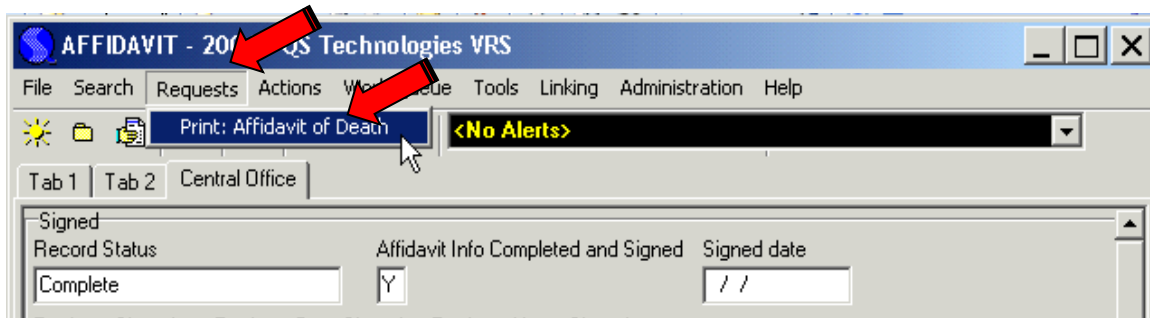
**Ohio Department of Health
Bureau of Vital Statistics
Electronic Death Record System – Funeral Director**

Click File – Save

The signed date and the Record Status will automatically update.



Click Requests – Print: Affidavit of Death





**Ohio Department of Health
Bureau of Vital Statistics
Electronic Death Record System – Funeral Director**

Note: if user receives the below message, the affidavit was not accessed correctly or was changed manually in the Central Office/Record Status field and will need restarted.

Data Entry Exception - Use Ctrl-Z to clear field.

Signed Date can not be before date of death

An Error was detected in Field:
Field Name: SIGNED_DATE
Label: Signed date
Tab Name: Central Office
Paragraph: Signed
Query location:

Bypass Variable Values

Queried and Verified - 1

Queried - Not Verified - 2

Review Needed - 3

Query Needed - 4

Missing Variable Values

Re-key the field

Override Edit

Query the Field

Skip for Now

Query Location:



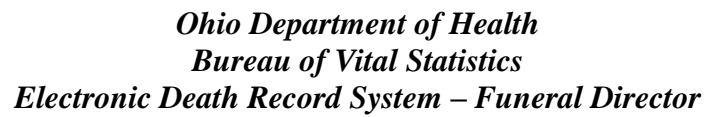
**Ohio Department of Health
Bureau of Vital Statistics
Electronic Death Record System – Funeral Director**

Printing a Blank Supplemental

The physicians not online with EDRS will be required to submit medical supplements related to the death record. In order to track the medical supplemental form, it must have the case file number, also referred to as the ODH number, on it. To accommodate this requirement, the funeral directors and clerks, registrars and clerks and sub-registrars can print a blank medical supplement with the key demographic information. The original record will need to be opened and have the filed or registered status in order to print this blank supplemental form.

The record must be in an overall filed or registered status, personal information in complete status and the medical information in paper status.

Display the death record and access Requests-Print:Supplemental Blank

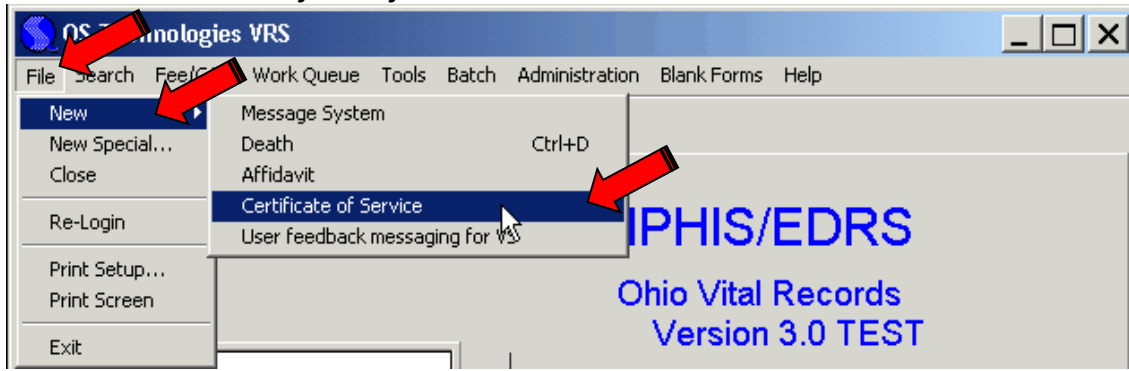
[illegible]



*Ohio Department of Health
Bureau of Vital Statistics
Electronic Death Record System – Funeral Director*

Creating a Certificate of Service

Click – File – New – Certificate of Service



Enter information for the deceased.

System

State File Number: Reg File No:

Modified by: Date Modified:

OK to Print? ☐ Print Number:

Record Status:

Deceased

First Name: Middle Name: Last Name: Suffix:

Date of Death: State or Country of Death:

Date of Birth: Birth State:



**Ohio Department of Health
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Electronic Death Record System – Funeral Director**

Enter “Y” for Complete and Date Completed

DEATHSERVICE - 2006 - QS Technologies VRS

File Search Requests Actions Work Queue Tools Linking Administration Help

<No Alerts>

Decedent Veteran Disposition **Completed**

Funeral

Complete Date Completed Completed By

Registrar

Burial Place Umbrella PRDN Burial Reg PRDN Registrar name Registrar District No

Registrar sign? Date Filed by Registrar Completed By

Click File - Save

DEATHSERVICE - 2006 - QS Technologies VRS

File Search Requests Actions Work Queue Tools Linking Administration Help

New Save (Ctrl+S) New Special... Save without Edits Save as a Twin Save Defaults Delete Record Close Print Setup... Print Screen Exit

Pending

Deceased

Click Requests – Print: Death Certificate of Service

DEATHSERVICE - 2006 - QS Technologies VRS

File Search Requests Actions Work Queue Tools Linking Administration Help

Print: Death Certificate of Service <No Alerts>

Decedent Veteran Disposition Completed

System

State File Number Reg File No

Modified by Date Modified

OK to Print? Print Number

Record Status



*Ohio Department of Health
Bureau of Vital Statistics
Electronic Death Record System – Funeral Director*

Handling a Trade Call

- The funeral home information to be printed on the certificate will be entered on the **DISPOSITION** tab. (If the funeral home is not in the drop down list, select the OTHER option and use the text box to enter the information.)
- The information for the funeral home working on the record, but not printed on the certificate, will be entered on the **TRADE CALL** tab.

DEATH - 2007 - Netsmart VRS

File Search Requests Actions Work Queue Tools Linking Administration Help

The SOCIAL SECURITY NUMBER did not pass, please ve

Disposition | Trade Call | Certifier | Cause of Death | Registrar | Completed | Reject | Flags

Funeral Home

21. Funeral Home Name
OTHER Jays Heavenly Home of Rest

Funeral Home Code State
WV

City
KERMIT

Address
Route 52

Funeral Director Name
HARTLEY, BRENT MICHAEL

20. License Number Phone Number
007677

NOTE: To remove the funeral director license number and allow the funeral director to sign and write their license number on the death certificate, select a funeral director from the drop down, delete it from the field (Ctrl-Z) and click Override Edit from the pop-up box.

Data Entry Exception - Use Ctrl-Z to clear field.

Funeral Director Name can not be left blank. Please select from the list.

An Error was detected in Field:
Field Name: D3_FUN_CONTACT_NAME
Label: Funeral Director Name
Tab Name: Disposition
Paragraph: Funeral Home
Query location: FUNERAL

Override Edit | Query the Field | Skip for Now

Query Location: FUNERAL



**Ohio Department of Health
Bureau of Vital Statistics
Electronic Death Record System – Funeral Director**

Section 5

Viewing Errors on a Record

The system allows you to address errors individually during the data entry process or through the Field Edit Results Display Screen.

With the record OPEN, Click Actions – Review Errors/Queries

The screenshot shows the 'DEATH - 2006 - QS Technical Services VRS' application window. The 'Actions' menu is open, and 'Review Errors/Queries' is highlighted. Below this, the 'Field Edit Results Display Screen' is shown. It contains instructions: 'INSTRUCTIONS: Tab from box to box. Use the arrow keys to select a field. Press the ENTER key to return to that field.' There are two tables: 'Fields in QUERY status' and 'Fields in OVER-RIDE status'. A large oval callout contains the following tips:

- **Double click on the field name listed as having an error to return to make correction.**
- **To exit the screen: click the X in upper right corner**

Note: Soft Edits: is information entered into a field outside normal acceptable range, but have been verified to be correct and have been overridden in the system to complete the record.
Hard Edits: is information entered into a field that is not acceptable and must be corrected or the system will not allow completion.

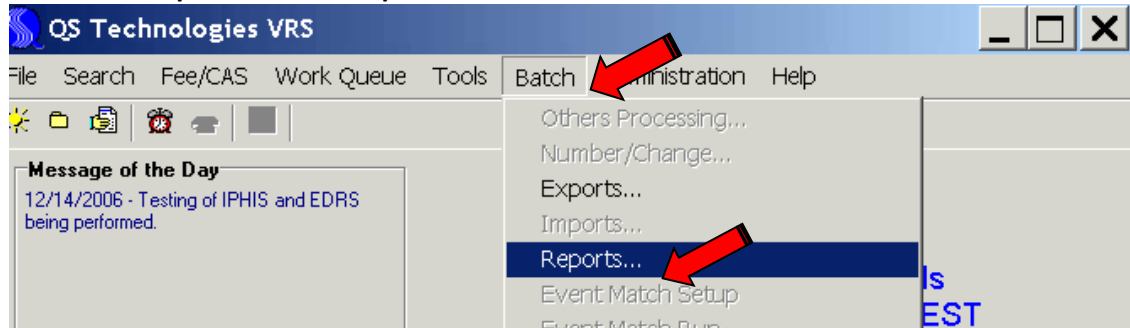


**Ohio Department of Health
Bureau of Vital Statistics
Electronic Death Record System – Funeral Director**

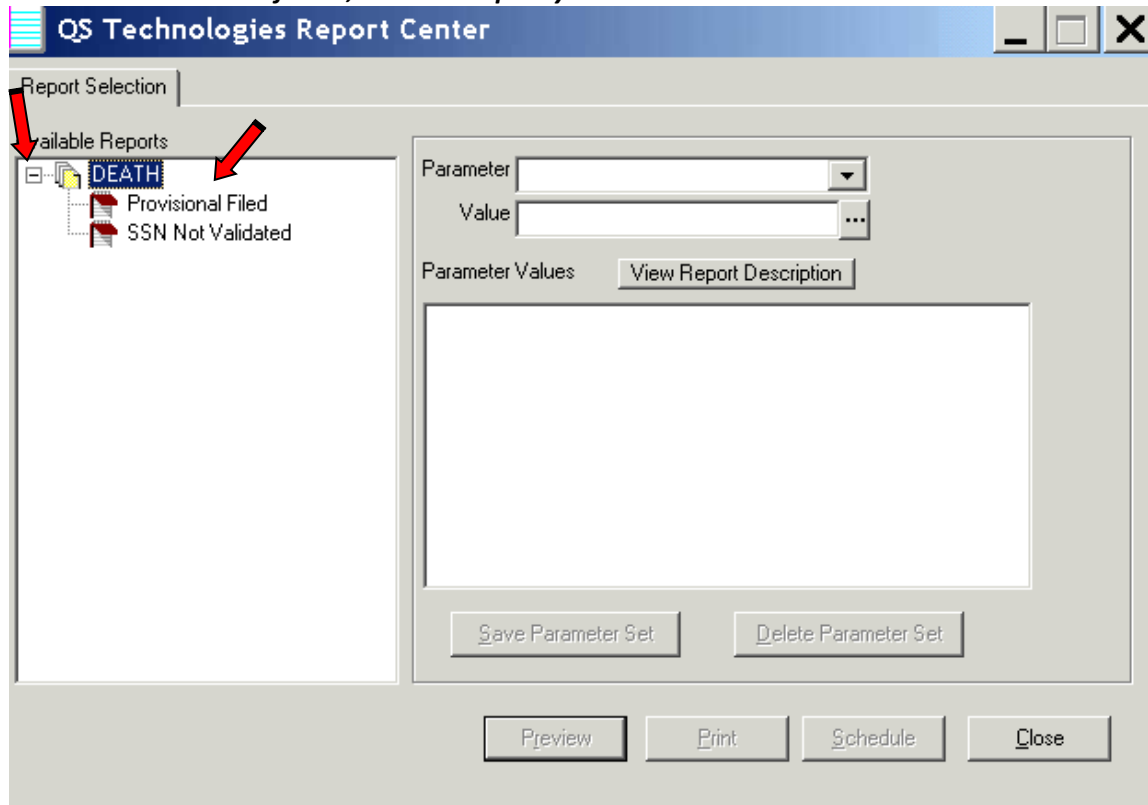
EDRS Reports

The system has a Provisional Filed and SSN Not Validated report for you to view or print. To access these reports you will use the Batch menu option.

Select menu options Batch - Reports



Click + next to DEATH folder; Click the report you want to view





**Ohio Department of Health
Bureau of Vital Statistics
Electronic Death Record System – Funeral Director**

After clicking the report you want to view, click the Preview button

QS Technologies Report Center

Report Selection

Available Reports

- DEATH
 - Provisional Filed
 - SSN Not Validated

Report: Provisional Filed

Parameter

Value

Parameter Values

DATE_OF_DEATH:
USERLOCATION:

The system will display the report on screen in a 'print preview' window.

Print Preview

72%

Close

**Ohio Department of Health
Provisional Filed**

date_of_death between
userlocation like FH-000567

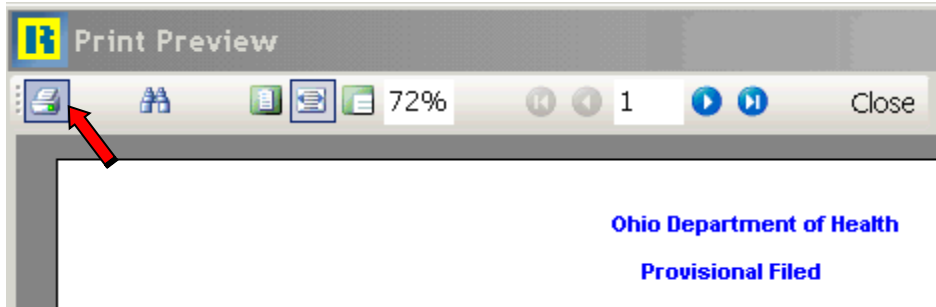
Name of Decedent	Mother's Maiden Name	Sex	Date of Death	Date of Burial	Place of Death/ Date Provisional Certificate approved	Name of Physician/ Cause of Filing Provisional Certificate	Registrar Issuing Burial permit/ Registration District Number
TAMMI	ARMENI	BOWEN	F	05/25/2005	05/30/2005	Emergency Room Patient	05/25/2005
BARBARA	HAMMER	HARMON	F	05/25/2005	05/30/2005	Emergency Room Patient	05/25/2005
MERRILO	LINTON	DELLIE	F	05/25/2005	05/30/2005	Emergency Room Patient	05/25/2005
TAMMI	ARMENI	BOWEN	F	05/25/2005	05/30/2005	Emergency Room Patient	05/25/2005
TINY	TRULY	CALM	M	05/19/2005	05/22/2005	Emergency Room Patient	10/15/2005
RACHEL	SMITH	POTTER	F	05/19/2005	05/22/2005	Emergency Room Patient	10/15/2005
ILIA	ROTTIN	GIRL	F	05/19/2005	05/22/2005	Emergency Room Patient	10/15/2005
SALINA	MALONE	HARGENBARGER	F	05/19/2005	05/22/2005	Emergency Room Patient	11/23/2005
MARK	LAUSON	SMITH	M	05/19/2005	05/22/2005	Emergency Room Patient	10/15/2005
BILL	REILLY	COULTER	M	05/19/2005	05/22/2005	Emergency Room Patient	10/15/2005
IM	HERE	MIRACLE	M	05/19/2005	05/22/2005	Emergency Room Patient	10/15/2005
HAPPY	DONE	GOOD	M	05/19/2005	05/22/2005	Emergency Room Patient	10/15/2005
DAVID	LEE	CARR	M	05/19/2005	05/22/2005	Emergency Room Patient	10/15/2005
SHE	GONE	SAD	F	05/16/2005	05/30/2005	Hospice Facility	11/16/2005
DAVID	DAVIS	DAVISON	M	05/19/2005	05/22/2005	Emergency Room Patient	10/15/2005
SAMUEL	GIBBS	WILSON	M	05/19/2005	05/22/2005	Emergency Room Patient	10/15/2005

Death certificate provided to physician
GAY, ALBERT G
Coroner's office
WIRE, LINDA
SAD



*Ohio Department of Health
Bureau of Vital Statistics
Electronic Death Record System – Funeral Director*

To print the report, click the printer icon in the left upper corner.





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Bureau of Vital Statistics
Electronic Death Record System – Funeral Director*

Section 6

Funeral Home Extract

Extract Administrator – Generating the Extract File

*****Please read this section entirely before proceeding with an Extract.*****

As a funeral director extract administrator, you can now extract data from EDRS system to import to other systems you may be supporting. This process allows you to extract a file of death certificate information and then import the file into your application of choice.

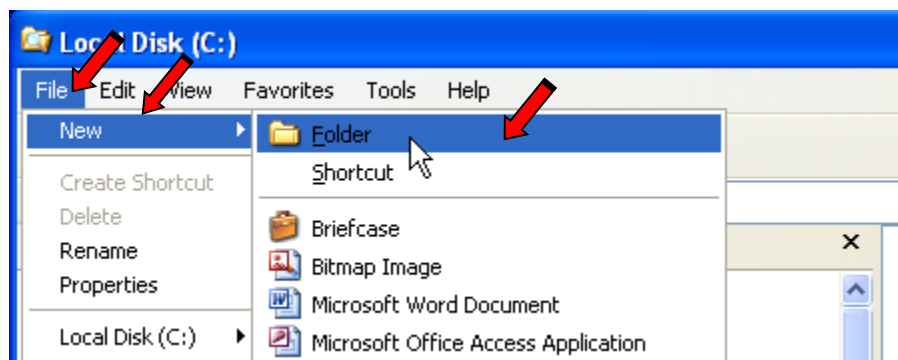
*****WARNING! Follow these steps exactly and you will not have to modify the extract settings.*****

Follow these guidelines to extract death record information from EDRS.

- 1) Create a folder on your workstation hard drive.

Note: This spelling must be an exact match or the EDRS extract function will error when you try to run it.

- Open up Windows Explorer. ***Note: You can also double click on “My Computer” and then double click on the (C:) drive to create the new folder.***
- Highlight the Local Disk (C:).
- Then select “New” and then “Folder” from the explorer menu.



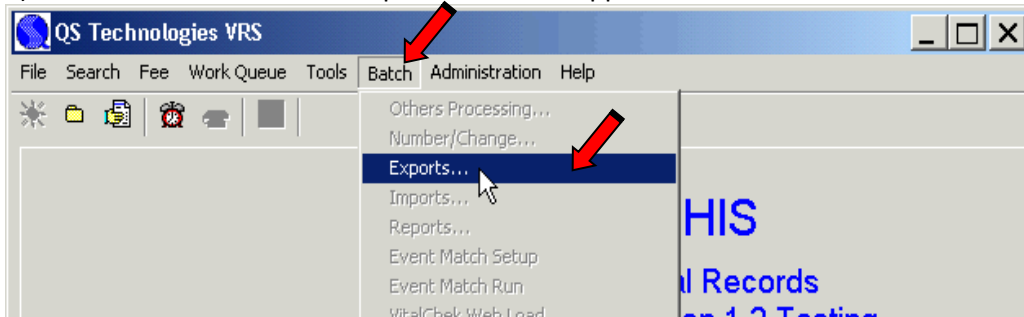
- Name the folder
- **Important:** You must remember this name EXACTLY.



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- 2) Then login into the EDRS system as a funeral home extract administrator.
➤ No one else can run this process.

- 3) Select “Batch” and then “Exports” from the application menu bar.



Note: The system will prompt you to select the location (profile) again for the extract administrator.



**Ohio Department of Health
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Electronic Death Record System – Funeral Director**

- 4) Once you select the appropriate profile, click “OK”

QS Technologies VRS

File Search Fee/CAS Work Queue Tools Batch Administration Help

Message of the Day
Table called MESSAGEDAY contains this message. Delete entries in this table to not have the message box show.

Ohio Vital Records
QS Technologies TEST

Select Location

Select the Location that you will be working from

User Num: 10106 Use Downarrow key to select correct entry. Press Enter Key.

Name: FH extract admin

Funct Grp: D-FHOME-EX - Death Funeral Home Extract Admin

Gui Grp: D-FH-DIR - Death - Funeral Home (GUIgrp)

Location: ABELE FUNERAL HOMES INC

Loc Code: FH-000693

County Code:

Address:

City:

OK

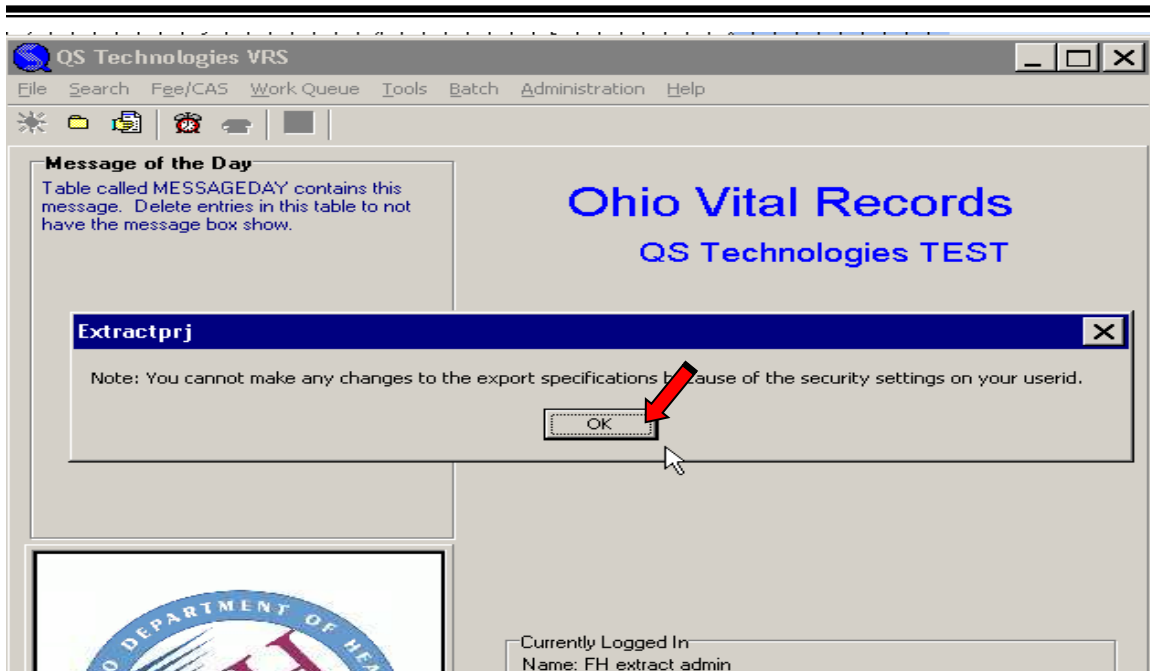
Function Group: D-FHOME-EX - Death Funeral Home Extract Admin
Gui Group: D-FH-DIR - Death - Funeral Home (GUIgrp)

QSTVRS Copyright 1998-2006, QS Technologies, Inc www.qsinc.com

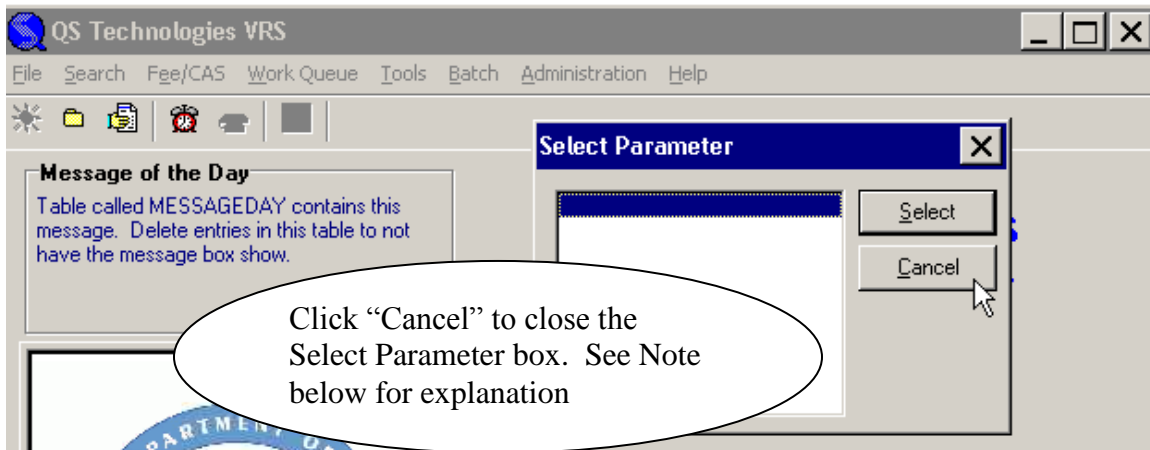
Ready



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Bureau of Vital Statistics
Electronic Death Record System – Funeral Director*



Note: All users will receive this pop-up message, simply click “OK” to close.



Note: If you have saved previous extracts which display in this listing, you may highlight and select them. However, if a record has been extracted previously and the “perform updates” box was checked, it cannot be extracted again. The “perform updates” box is on the next screen.



**Ohio Department of Health
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This screen has 4 areas of input to be performed in the following order:

#1 Input the folder names you created on your hard drive. The names **MUST MATCH** exactly. V: = C: for users in EDRS, so you **MUST** use the V: to represent C: in the field.

Note: If you do not rename your files, the system will **AUTOMATICALLY** overwrite your files.

#2 For ease of use, leave the Date of Death BEG,END field the **ENTIRE YEAR**. For example: 01/01/2007,12/31/2007.

Note: Once the records have been extracted, they cannot be pulled again, therefore the dates you have in this field do not make a difference with records getting pulled a second time.

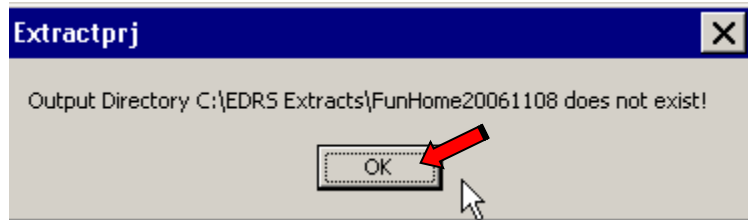
#3 Perform Updates – sets a flag in the system, stating the records have been pulled.

#4 Start Extract - will initiate the pulling of records, which have **NOT** been previously pulled.

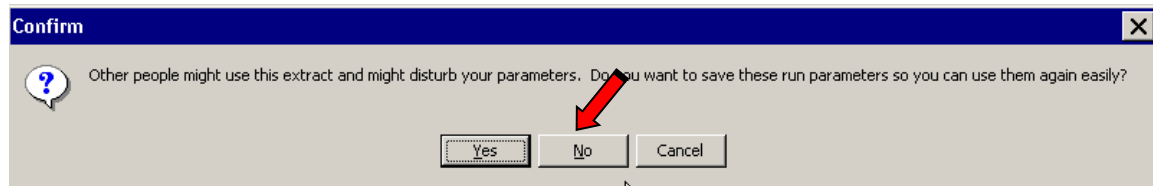


**Ohio Department of Health
Bureau of Vital Statistics
Electronic Death Record System – Funeral Director**

If you receive the following message after starting the extract, it is because your names do not match for the folders. Click OK and re-key the folder names on the extract screen under step #1.



Click No in the following window to not save the parameter. Even though it allows you to save the parameters, you cannot extract records more than once.



Note: The way the extracts are pre-configured, it will automatically select records that have not been previously exported.

Tip: You can run this extract without checking the “Perform Updates” box for a test run of the extract, but it must be checked to mark the records as extracted so the next time you run the extract it will ignore previously downloaded data.

- When this is “Not” checked, the extract will pull data without updating which records were extracted.
- When this is checked, the extract will pull data and update the record so that data is not pulled in subsequent extracts.
 - i. This flagging is to PROTECT you from pulling the same record more than once.

You will ALWAYS get the NEW and OLD records which have not been FLAGGED as extracted.

A progress bar will appear stating “Counting records.”

- You will see a progress bar that will show you;
 - i. Records Processed.
 - ii. Records Written.
 - iii. Total Number of records.
 - iv. Any Errors.



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Electronic Death Record System – Funeral Director*

Counting records...

Records processed: 1145 Records written: 1145 Total records: 1145 Errors: 0

Pause Completed

Once extract has completed progress bar will state “Processing Completed”.

Processing Completed

Records processed: 1145 Records written: 1145 Total records: 1145 Errors: 0

Pause Completed

Your extract is now completed. Click on the “Completed” button on the extract status bar to close this dialog.

Reviewing Your Extract File

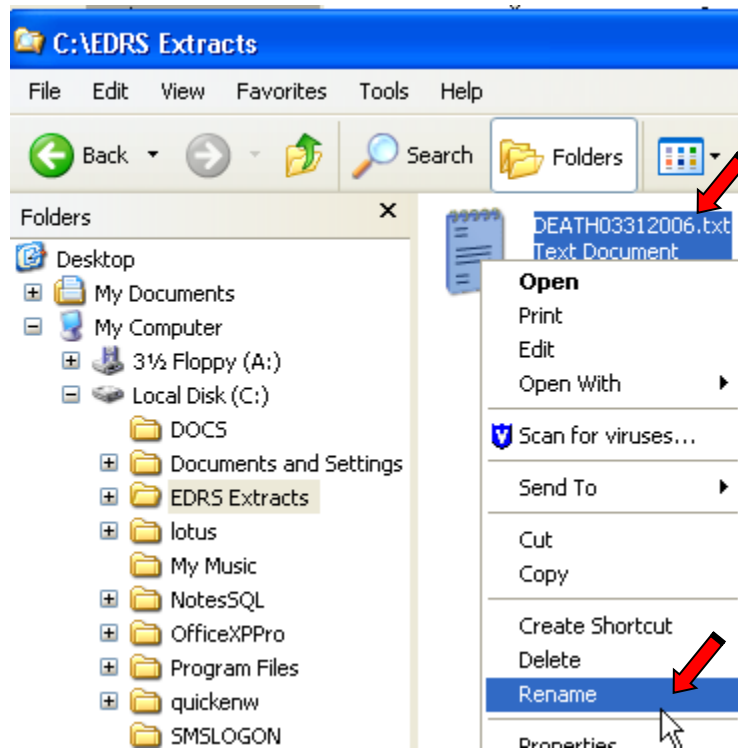
This is a good time to review the output files and determine if there are any issues. Go to the folder on your hard drive and locate the extract file names you created. Double click on the file and review the information. The Error Log file should be blank. The main extract file should contain your data.

Note: The Ohio Department of Health, Office of Vital Statistics HIGHLY RECOMMENDS that you rename this file, so that the next time you extract information the file isn’t overwritten with new data.

- a. To rename the file, open the folder where the extract is located.
- b. Right click on the file and select rename from the menu.



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- c. The recommended name for the file is “DEATH” followed by the date the extract was run and the file extension of “txt”.
 - v. Example: DEATH03172006.txt”, indicates that this file was created on March 17, 2006. Because this was the date used to extract the information, it will match the data that the EDRS system updated the records that were pulled from the system.

*****At this time the EDRS application does not support the use of the “Schedule Extract” feature.*****

For the funeral homes requiring extraction of death records filed by their institution, the following file layout has been created.

- Records extracted are assigned to the funeral home of the current user logged into EDRS.
- The user has the option to select non extracted or all records based on range of dates i.e. begin date and end date.



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- The funeral home extract administrator and the ODH/VS System/Extract Administrator can extract this information.

Serial Number	Field Name	Field length	Field Type
1	Decedent First Name	50	Varchar
2	Decedent middle name	80	Varchar
3	Decedent Last name	50	Varchar
4	Decedent name suffix	10	Varchar
5	Alias indicator 1	1	Varchar
6	Alias Name 1	250	Varchar
7	Alias indicator 2	1	Varchar
8	Alias Name 2	250	Varchar
9	Alias indicator 3	1	Varchar
10	Alias Name 3	250	Varchar
11	Sex	1	Varchar
12	SSN	9	Varchar
13	Date of Death	10	Date
14	Date of Death Text	15	Varchar
15	Date of birth	10	Date
16	Age	3	Varchar
17	Age indicator	28	Varchar
18	Place of death	40	Varchar
19	Facility name	50	Varchar
20	Facility City	40	Varchar
21	Facility county	40	Varchar
22	Facility state	25	Varchar
23	Facility zip code	15	Varchar
24	Armed service	1	Varchar
25	Disposition name	40	Varchar
26	Cemetery name	60	Varchar
27	Cemetery city	45	Varchar
28	Cemetery state	45	Varchar
29	Decedent resident address	60	Varchar
30	Decedent residence number	10	Varchar
31	In city limits	1	Varchar



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32	Residence zip code	15	Varchar
33	Residence city	40	Varchar
34	Residence county	40	Varchar
35	Residence state	25	Varchar
31	Dec resident country	40	Varchar
32	Birth state	25	Varchar
33	Birth country	40	Varchar
34	Marital status	50	Varchar
35	Spouse first Name	45	Varchar
36	Spouse middle Name	80	Varchar
37	Spouse last Name	45	Varchar
38	Spouse suffix	10	Varchar
39	Father first Name	45	Varchar
40	Father middle Name	80	Varchar
41	Father last Name	45	Varchar
42	Father suffix	10	Varchar
43	Mother first Name	45	Varchar
44	Mother middle Name	80	Varchar
45	Mother last Name	45	Varchar
46	Mother suffix	10	Varchar
47	Informant first Name	45	Varchar
48	Informant middle Name	80	Varchar
49	Informant last Name	45	Varchar
50	Informant Suffix	10	Varchar
51	Informant related to decedent	40	Varchar
52	Informant mailing address	60	Varchar
53	Informant city	40	Varchar
54	Informant state	40	Varchar
55	Informant zip code	15	Varchar
56	Decedent education	50	Varchar
57	Hispanic origin	1	Varchar
58	Mexican	1	Varchar
59	Puerto Rican	1	Varchar
60	Cuban	1	Varchar
61	Other	1	Varchar



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62	Other description	20	Varchar
63	Race - White	1	Varchar
64	Race - Black	1	Varchar
65	Race - American Indian or Alaskan Native	1	Varchar
66	Race - Native Description 1	30	Varchar
67	Race - Native Description 2	30	Varchar
68	Race - Asian Indian	1	Varchar
69	Race - Chinese	1	Varchar
70	Race - Filipino	1	Varchar
71	Race - Japanese	1	Varchar
72	Race - Korean	1	Varchar
73	Race - Vietnamese	1	Varchar
74	Race - Other Asian	1	Varchar
75	Race - Other Asian Description 1	30	Varchar
76	Race - Other Asian Description 2	30	Varchar
77	Race - Native Hawaiian	1	Varchar
78	Race - Guamanian or Chamorro	1	Varchar
79	Race -Samoaan	1	Varchar
80	Race - Other Pacific Islander	1	Varchar
81	Race - Other Pacific Islander Description 1	30	Varchar
82	Race - Other Pacific Islander Description 2	30	Varchar
83	Race- Other	1	Varchar
84	Race - Other Description 1	30	Varchar
85	Race - Other Description 2	30	Varchar
86	Race - Unknown	1	Varchar
87	Race - Not Obtainable	1	Varchar
88	Race - Refused	1	Varchar
89	Occupation	60	Varchar
90	Industry	60	Varchar
91	Physician assigned	1	Varchar
92	Physician Name	75	Varchar
93	Coroner assigned	1	Varchar
94	Coroner Name	75	Varchar
95	Funeral Home Identifier	10	Varchar
96	Funeral director name	75	Varchar



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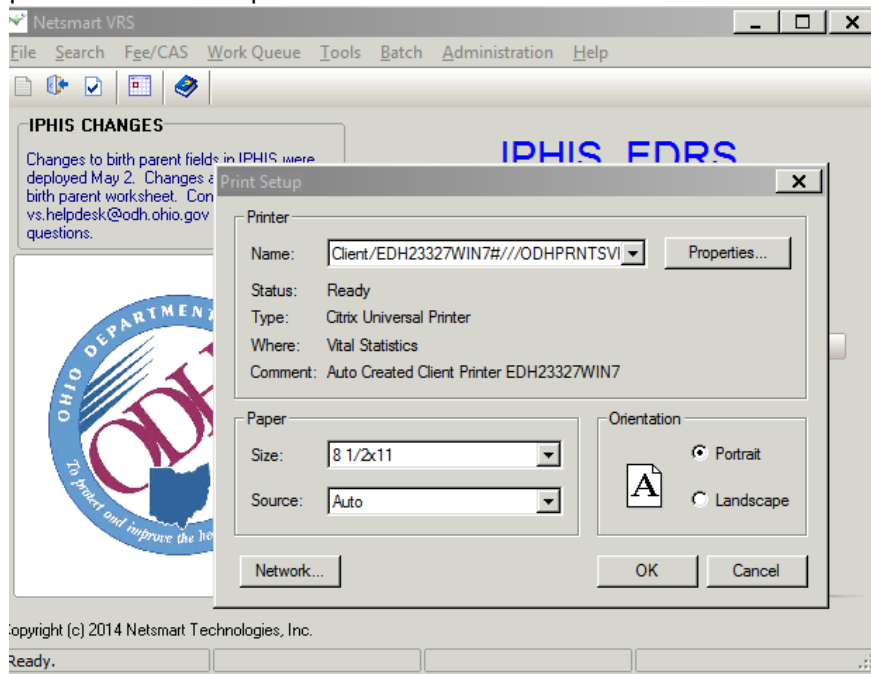
Section 7

Tips for Printing from EDRS

If, when trying to print from EDRS, the document sent to the printer does not print, it's possible the user's EDRS settings are not selected for the printer in question. To choose the correct printer, go first to File>Print Setup:



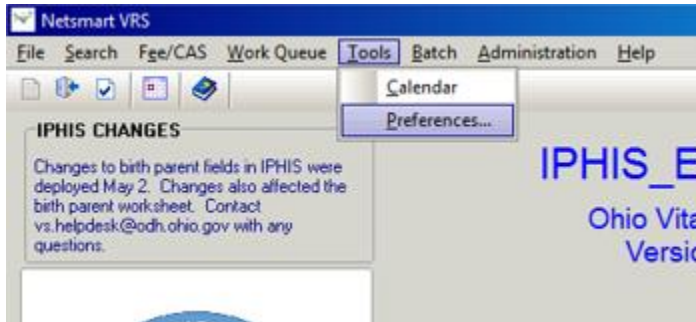
Make sure the correct printer is showing in the printer name field. If not, select the correct printer from the dropdown box and close.



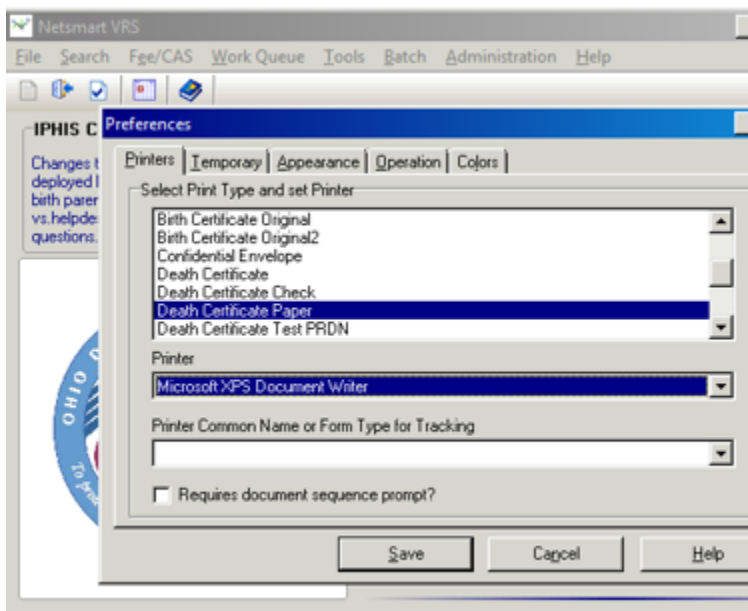


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After verifying the File>Print Setup is correct, go to Tools and then Preferences:



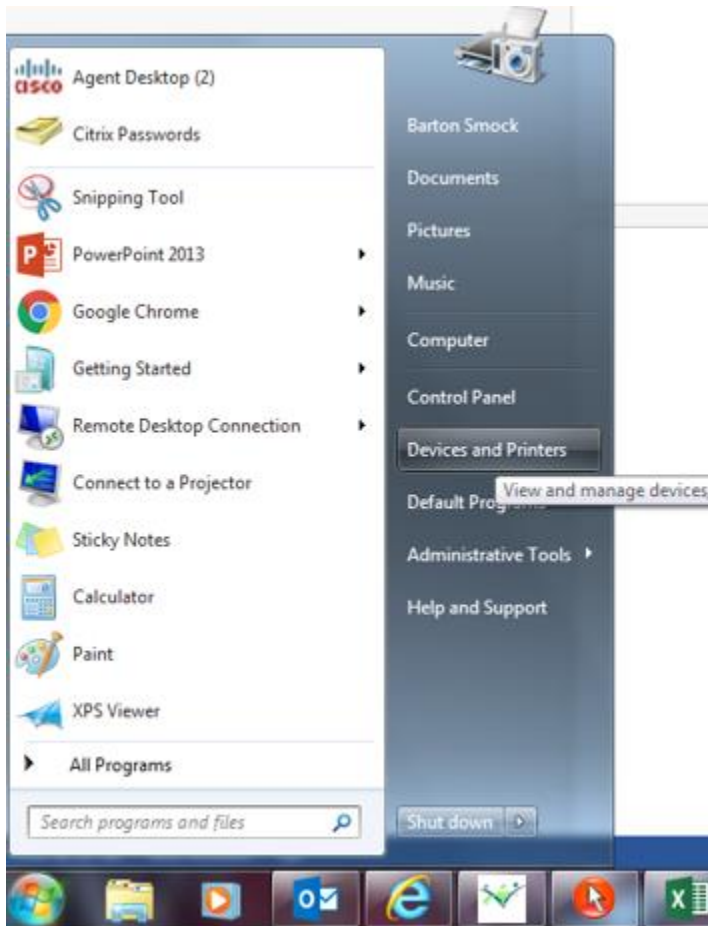
Under Tools>Preferences, make sure that, for each document listed, the correct printer name is showing in the Printer field. If not, utilize the dropdown to choose the correct printer. Once finished, hit Save.





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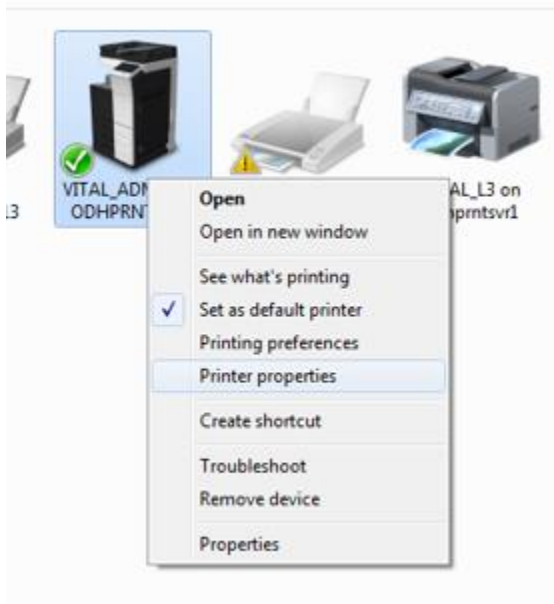
In the event the above options do not solve the printing issue, it's possible the funeral user may need to change the Printer Property settings from the Start Menu of their terminal. To do this, access the Control Panel>Devices and Printers:





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Right click on the default printer and select Printer Properties.



Access the advanced tab on the Printer Properties, and make sure the checkbox for Enable Advanced Printing Features *is not* checked. If it is, clear the checkbox and hit OK.

