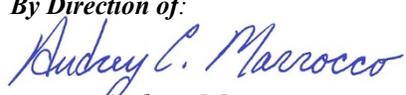


STATE REGISTRAR NOTICE

Subject: Enhanced Workflows in EDRS	Type: <input checked="" type="checkbox"/> Regular <input type="checkbox"/> Transitory	Number: <p style="text-align: center;">2020-16</p>
Date Issued: <p style="text-align: right;">April 24, 2020</p> Date Effective: <p style="text-align: right;">April 25, 2020</p>	Audience: <p style="text-align: center;">Funeral Directors</p>	By Direction of:  <p style="text-align: center;">Audrey Marrocco State Registrar</p>

The notice provides information and tips in using EDRS and on new workflows launched in EDRS to assist with reporting deaths in Pennsylvania.

Optional Workflow for Hybrid Cases

A hybrid case is a death where you are reporting the case in EDRS, but you have received the medical certification on paper.

Legacy Fax Attestation Process

Since the rollout of EDRS, BHSR has supported a hybrid workflow through the fax attestation process. Under the fax attestation process, the funeral home faxes the paper Certificate of Death (H105.143) or the [Medical Certification Worksheet \(HD02036F\)](#) to BHSR, who will then enter the medical information into EDRS. This process has supported hybrid reporting since the onset of EDRS and will remain available to funeral homes that prefer to continue providing the medical information for a hybrid case by fax.

New Medical Certification Upload Process

Under this new process, you can upload the medical certification worksheet directly to the case. After uploading the medical documentation to the case, you add a special “medical certification upload” status which adds your case to a registration work queue. See [QRS 2061-FH](#) for full details on the Medical Certification Upload Process. This new process provides you with online verification that BHSR has access to the medical worksheet for your case.

BHSR is committed to providing you with the data entry of medical certifications for hybrid cases within 2 business days of upload. This process supports that cause by eliminating the handling of duplicate faxes for the same case by enabling you to verify that BHSR has access to the medical worksheet. This workflow also enables BHSR staff to streamline data entry which will improve overall processing times.

Please note that the original medical certification you received must be provided to BHSR unless that same facility has withdrawn the original certification and replaced it with a new medical certification. Any transfer of the case from one medical certifier to another must be done in accordance with the Vital Statistics Law.

Finding the Correct Case in EDRS

When starting a new case, please use the process as outlined in [QRS 2001, Creating a New Death Case: Personal Information](#) to access or create a case in EDRS for the first time. This process will provide you with an awareness if there is more than one medical case started for the decedent.

If you see multiple cases, you should verify which case is most appropriate to match against before you enter the personal information for the case. Refer to [2020-10](#) to determine if a medical professional (also referred to as a certifying physician in EDRS) or a coroner/ME should be reporting the death. Deaths not reported in accordance with the Vital Statistics Law may cause a delay in the registration process. If you are uncertain of which case to match against, you may contact BHSR to request a case review.

Obtaining the Disposition Permit

If you need a disposition permit prior to the registration of the report of death, you may use a pre-signed (paper) disposition permit or you may use one of the following protocols after the funeral director has signed the case.

Hybrid Cases Reported through EDRS

If reporting through EDRS, you have access to the disposition permit once the funeral director has signed the case and dropped the case to paper. See [QRS 2016](#) for details. If your case is a hybrid case, you may leave the case dropped to paper.

Since BHSR staff can enter medical information prior to registration of the case, we encourage you to drop the case to paper and access your permit as soon as you have completed entry of the personal information. If you find an error prior to the case being registered, you may cancel drop to paper and unsign the case. Once the error has been corrected, the funeral director needs to resign the case and have it dropped to paper. More information on cancelling drop to paper is described later in this State Registrar Notice (SRN).

Electronic Cases Reported through EDRS

If the case is an electronic case, the drop to paper process depends upon the status of the medical certification. Please use one of the following protocols:

- If the medical portion of the case has not yet been accessed, you may sign and drop the case to paper. Print your permit and then cancel the drop to paper. The medical certifier cannot access the case if the case is in a drop to paper status.
- The medical certifier has accessed the case and the case is unsigned – Contact BHSR to request that they provide you with the permit. We will temporarily drop to paper the case, upload the permit as an attachment to your case, and then cancel the drop to paper so that medical staff may continue the reporting process.

- The medical certifier has signed the case. Cases signed by both the funeral director and medical certifier have entered the registration workflow. You should not attempt to drop the case to paper. Please contact BHSR for assistance with expediting the local registrar affirmation and registration processes.

Cases Reported on Paper

The Vital Statistics Law authorizes a local registrar or BHSR to issue pre-signed (paper) disposition permits to funeral directors. You may obtain pre-signed disposition permits in quantities of 10 permits for circumstances where you are unable to download the disposition permit from EDRS or obtain a signed permit after filing the report of death with a local registrar.

Cancelling Drop to Paper

BHSR has activated functionality in EDRS to allow a funeral home to cancel drop to paper. See [QRS 2060-FH](#) for details on Cancelling Drop to Paper. Cancelling drop to paper is necessary under the following circumstances:

- You dropped to paper an electronic case so that you could print the disposition permit, but the case is being reported by the medical certifier in EDRS. Please note that the medical certifier is unable to access the case while in a drop to paper status.
- You dropped to paper a hybrid case and realized that an error exists in the personal information on the case (and the case has not yet been registered). To make a change to the personal information on your case, the funeral director will need to unsign the case before the case can be modified. See [QRS 2051](#) for information on unsigning a death case.

Recent Changes to Case Registration

If you are submitting a hybrid case and you have dropped the case to paper, your case will be immediately registered after medical data entry if the case is dropped to paper. If your case is not dropped to paper when BHSR has completed entering the medical information, the case will remain accessible to other medical certifiers until you drop the case to paper. Once the case is dropped to paper, it will be referred to staff for manual registration.

If you are submitting an electronic case, the case will continue to be referred to a local registrar for affirmation. Upon affirmation, the case will be referred to BHSR for manual registration. When manually registering the case, BHSR is verifying that the death was registered in accordance with the Vital Statistics Law. They will also verify and investigate the registration of any case where a fax attestation has been uploaded, but another medical certifier may have accessed and certified the death. This possibility occurs if the paper medical certification is entered prior to the drop to paper being activated by the funeral home.

Please note that registration of a death records should not impede your ability to obtain a permit in EDRS. See the prior section in this SRN on Obtaining a Disposition Permit.

While manual registration may slow down the process to obtain death certificates, manual registration typically processes within one day after the case is signed, certified and affirmed unless there are reporting issues with the case.

Amending a Death Record

If you realize that an error exists on your case after it is registered, please do the following:

1. If the error is on the personal information, you may submit an amendment to the personal information. Please see [QRS 2022-FH](#) for more information.
2. If the error is on the medical information and the case is electronic, you may contact the medical certifier to discuss your concerns or you may refer the case to BHSR for further investigation.
3. If the error is on the medical information due to a data entry error on a hybrid case, reach out directly to BHSR. We will research the issue and do an administrative correction to the record if necessary.

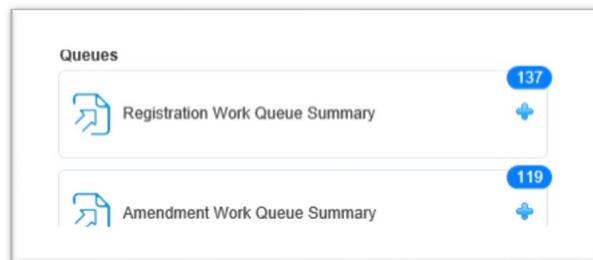
We recommend that you amend the record if you are aware of an error prior to requesting death certificates from your local registrar or BHSR. BHSR will replace free of charge any death certificates returned to us where an error as outlined in #3 above is verified. Please contact BHSR through the Vital Stakeholders Hotline to request replacement certificates.

Modifying Facility or User Account Information

If your facility relocates or a staff member's name changes, please contact us through the Vital Stakeholders Hotline. We will work directly with you to update your facility information and user account information.

Work Queues in EDRS

A more advanced feature of EDRS is functionality that enables users to keep track of cases that may be in various stages of completion. This specific functionality is referred to as queues. These queues function like a digital inbox and are helpful in keeping track of cases that are not yet registered. From the homepage, you should see a dashboard like the one below. The numbers in blue represent the number of total cases in each of the queue types.



Once you pick either the Registration or Amendment queue type, you'll see a listing of queues that currently contain cases. Queues only appear in the list if a case is currently assigned to that queue. A queue with no cases assigned will not show up on the page.

Queue Name	Type ↓	Count
Cause of Death Pending	Death	52
Medical Certification Upload - Cremation	Death	1
Personal Pending	Death	74
Signature Required	Death	0

Upon opening the queue, you will receive a listing of the cases in each queue (like the image shown below). You can open a case by clicking on the case ID or the Registrant's (decedent's) name instead of searching for the case.



Below is a list of the most common queues that are currently available to funeral homes and a description of the cases that the queue contains:

Registration Work Queues

QUEUE NAME	DESCRIPTION
Cause of Death Pending	Registered and unregistered cases where a coroner/ME has indicated that the manner of death is pending investigation or the cause of death only includes the term “pending”.
Medical Certification Upload – Cremation	Cases where you have changed the case status to inform BHSR that you have uploaded a scanned copy of a medical certification worksheet for entry against a hybrid case and where the method of disposition is cremation.
Medical Certification Upload – Donation	Cases where you have changed the case status to inform BHSR that you have uploaded a scanned copy of a medical certification worksheet for entry against a hybrid case and where the method of disposition is donation.

Medical Certification Upload – Other	Cases where you have changed the case status to inform BHSR that you have uploaded a scanned copy of a medical certification worksheet for entry against a hybrid case and where the method of disposition is all other methods (other than cremation or donation).
Medical Certification Issue – Document Missing	BHSR will assign this case status if your case is missing the medical certification and you’ve assigned one of the medical certification upload statuses (shown above). Please upload your document. We will remove this status once we process the order.
Medical Certification – Information Queried	BHSR will assign this status if there is an issue with the medical certification information that you have uploaded. Please review the case for comments that BHSR has added to the case on the issues identified.
Medical Certification – Query Response	Cases where you have uploaded revised medical certification information in response to BHSR query.
Medical Valid – Awaiting Drop to Paper	Cases where BHSR has entered the medical certification information but the funeral home has not dropped the case to paper.
Personal Pending	Cases started but are personally invalid and cannot yet be presented to the funeral director for signing.
Signature Required	Cases that are personally valid which the funeral director may sign.

Amendment Work Queues

QUEUE NAME	DESCRIPTION
Amendment Pending Approval	Amendment requests that the funeral director submitted to BHSR which BHSR has not yet approved. Once the case has been approved, the case is automatically removed from this queue.
Keyed	Amendments started by your facility but not yet submitted to BHSR.

We are evaluating other work queues that may become available to funeral homes in the near future to assist in managing death cases you are reporting.

Contact Information for EDRS User Support and the Death Registry Unit:

By Phone: Vital Events Stakeholder Hotline at 800-323-9613

By Email: EDRS User Account Creation: RA-DHEDRSUSERACCT@pa.gov

EDRS Support: RA-DHEDRS@pa.gov