STATE REGISTRAR NOTICE

Subject: EDRS Tip of the Month Correcting a Duplicate Case Error	**Number**: 2019-03
Date Issued: February 13, 2019	**By Direction of**: *Audrey Marrocco* Audrey Marrocco State Registrar
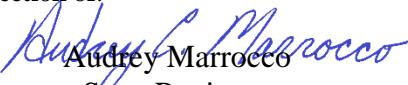
Correcting a duplicate case error requires two steps. The first step is to abandon the incorrect case and the second step is to override the duplicate error(s) in the correct case.

Step 1: Abandon the Incorrect Case

Go into the incorrect case. Next go to "Other Links", then to "Assign Status". Choose "New Special Status", next "Status" (to the right), and then at the pull-down menu choose "Abandon". Next enter in the reason. In most cases "*Duplicate Entry*" is an acceptable reason. Save and then close. You will see ABANDON in red at the top of your case in the status bar.

NOTE: Do not use relinquish to abandon a case. Relinquish is used to give up your access to the case only if you need to transfer it to another Funeral Home. Relinquish does <u>not</u> abandon the case.

Step 2: Override the Duplicate Errors

Go into the correct case and validate page. Then go to the "Decedent page". At the bottom of the page, you will see one or two errors referring to a duplicate case and duplicate social security number (only if a SSN was entered in the incorrect case). Place a check in each box and then choose "Save Overrides". The errors are now overridden but the <u>yellow dot will remain</u>. You may proceed to signing the case if you see "Personal Valid with Exceptions" in the status bar.

Tips:

- The "Validate Page" button will validate the entire case not just the page you are on.
- The yellow dot <u>will not</u> be replaced with a green check when the case is overridden.
- Users that can override and abandon a case are Funeral Directors or Funeral Users; Coroners or Coroner Users and Medical Certifiers or Medical Facility Users.

Additional resources are available via the Help tab within EDRS or by accessing an EDRS User Guide found on the EDRS website: **https://www.health.pa.gov/topics/Reporting-Registries/Pages/EDRS.aspx**

See Quick Reference Sheet: QRS-2017, Abandoning a Death Case, in a User Guide for more information.