# DAVE<sup>TM</sup> One Integrated System for All Your Vital Record Business Needs



LexisNexis VitalChek Network, Inc. 6 Creekside Crossing Six Cadillac Drive Brentwood, TN 37027

# Maine Death Module Medical Examiner User Training Exercises

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# **Introduction:**

This document is targeted for Medical Examiner users of VitalChek's EDRS/DAVE<sup>TM</sup> application, (Database Application for Vital Events), in the State of Maine. The intent is to provide training material to assist Medical Examiners with how to use the DAVE<sup>TM</sup> application in their day-to-day business workflow. It is important to note that while the screen images are representative of the actual system configuration in Maine, the textual descriptions may describe features which are not being used in Maine.

# Section 1: General DAVETM Navigation

# Exercise 1.1 – Logging Into DAVETM

**Skill Learned:** How to log into the **DAVE<sup>TM</sup>** application.

- 1. Double click the **DAVETM** icon on your desktop or select **DAVETM** from the Favorites Bookmark) from within your web-browser.
- 2. Enter your **User Name** and **Password**.
- 3. Click the **Login** button.



4. If your **User Name** is associated with more than one office or location, then you must also select the appropriate office.



5. You should now be logged into the **DAVETM** application **Home** page with the **Current Activities** and **Messages** frames displayed.



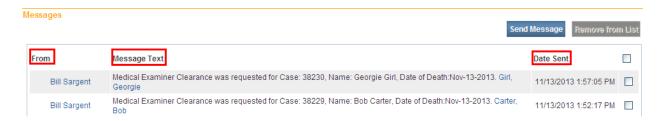
## Exercise 1.2 – Messages

**Skill Learned:** Basic Navigation within the **Messages** window.

The **Messages** window is one of two windows that display upon logging into **DAVE<sup>TM</sup>**. Initially, this window is minimized. Click the **Messages** fast link to open the **Messages** window. Some **Messages** are text messages sent from one system user to another, while others are automatically system generated during the registration process.

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

1. Click any of the blue links in the **From** column of the **Messages** window to read that particular message.



2. The **Messages** window is a popup that appears on top of the **DAVE**<sup>TM</sup> home page. After reading the message, click the **Close** button.



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



4. Notice that the **Remove from List** button is now active. Clicking the **Remove from List** button with the **Date Sent** checkbox selected will delete all selected messages from the list.

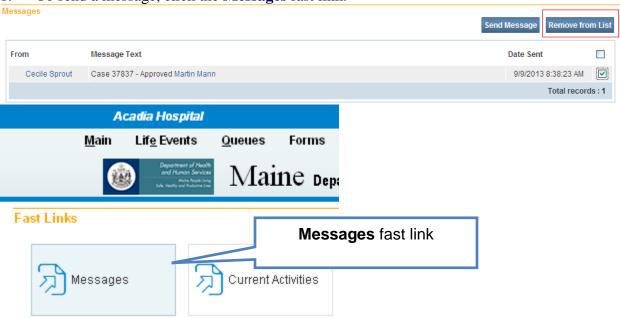
Note: Deleted messages cannot be restored. <u>Do not</u> delete messages unless you are sure that you will not need them.

- 5. 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.
- 6. Click the **Remove from List** button to remove a single message from the list.



# **Send Messages**

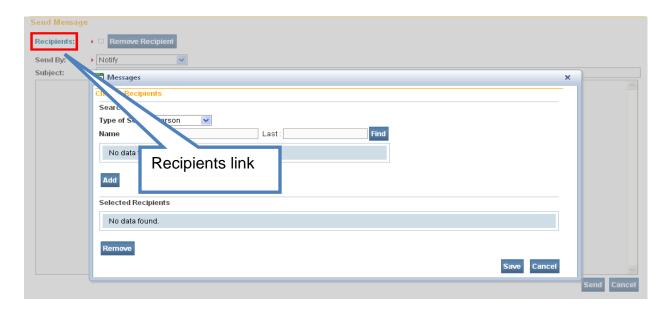
1. To send a message, click the **Messages** fast link.



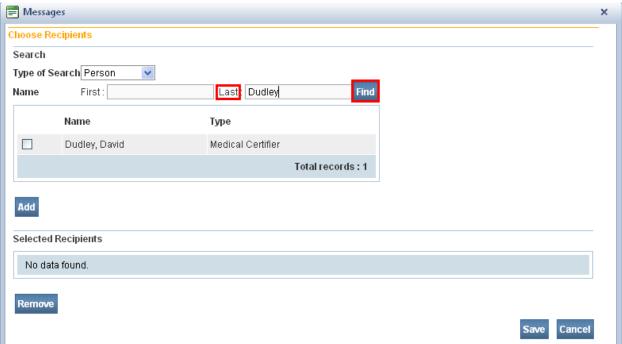
2. The Message box will open. Click the **Send Message** button.



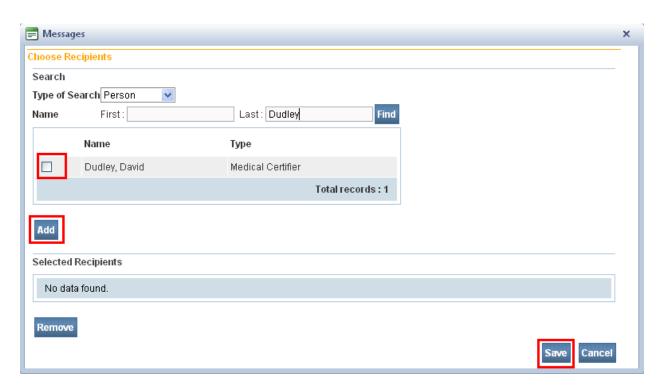
3. The **Send Message** box will open. Click the <u>Recipients</u> link to open the <u>Choose Recipients</u> box.

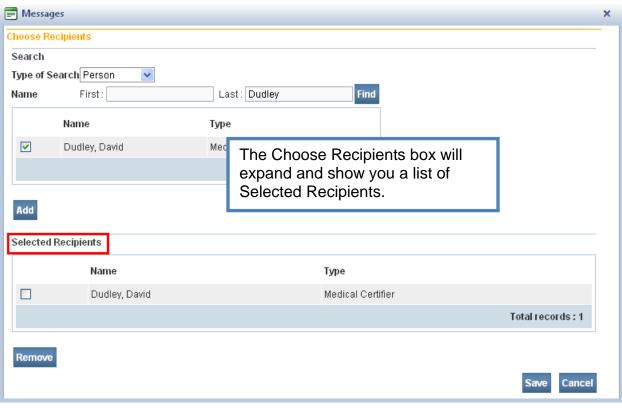


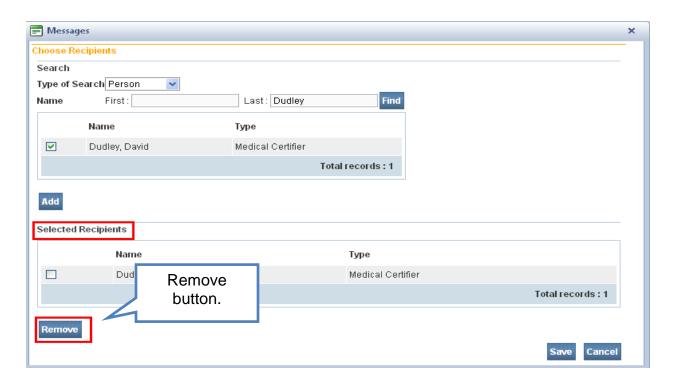
4. In the <u>Choose Recipients</u> box, type in the Last name of the user you wish to send a message to. Select the **Find** button.



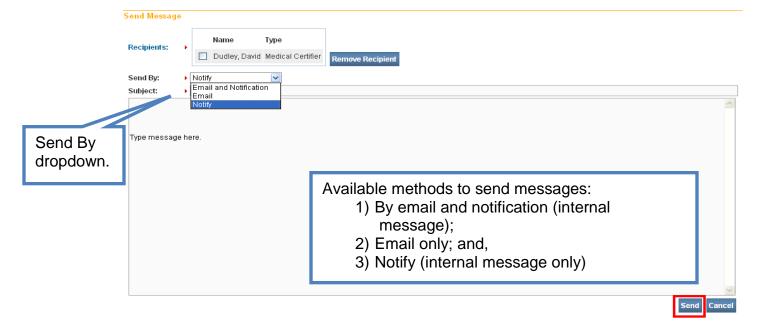
- 5. Place a checkmark in the checkbox next to the name of the person you wish to send a message to.
- 6. Click the **Add** button.
- 7. Click the **Save** button.







- 8. Should you wish to remove any recipients, place a checkmark in the checkbox next to the recipient's name, and click the **Remove** button. Then, click the **Save** button.
- 9. You will be returned to the **Send Message** screen. Select the **Send By** dropdown. Select one of the three available methods you wish this message to be received.



10. Type in a subject. Then, type in your message. Click the **Send** button.

# **Exercise 1.3 – Current Activities**

**Skill Learned:** Basic navigation within the **Current Activities** pane.

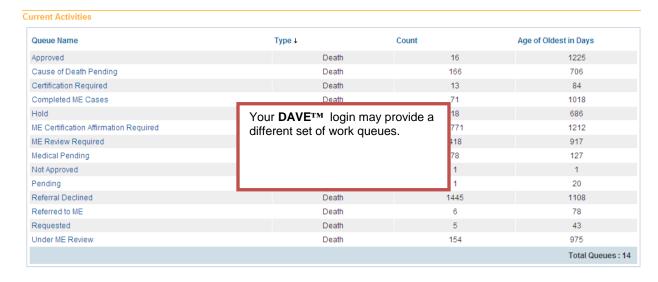
The Current Activities fast link displays upon logging into DAVETM. Initially, this window is minimized.

1. Click the **Current Activities** fast link to open the **Current Activities** window.

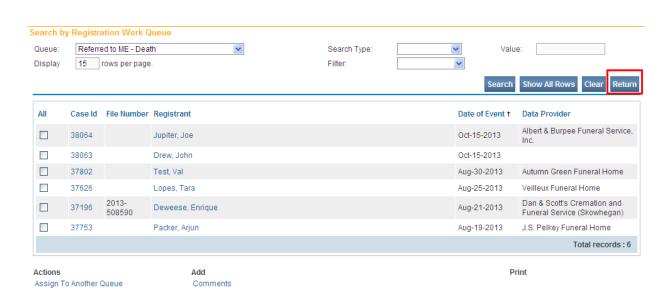


The **Current Activities** window displays a listing of the **Queues** that contain records requiring immediate attention. (See <u>Work Queues</u> for more information). In the example below, there are 6 records in the Referred to ME queue needing attention. The oldest record is 78 days old.

2. Click the <u>Referred to ME</u> link (or other **Queue Name** link) to open the **Search by Registration Work Queue** page allowing access to the records in the queue.



3. Review the various fields on the **Search by Registration Work Queue**. We will look at how to access and edit records in the **DAVE**<sup>TM</sup> application elsewhere in these exercises.



4. Click the **Return** button to close this page and return to the **Home** page.

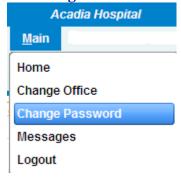
# Exercise 1.4 - Change /ForgotPassword

**Skill Learned:** How to change your **DAVETM** system password.

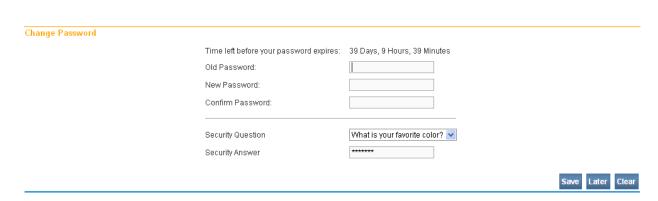
The Application Support Specialist will provide you with a password that will enable you to log into **DAVETM**. This is a <u>temporary</u> password that must be changed when you login for the first time.

#### **Change your password:**

1. From the **Home** page, select **Main -> Change Password**.



- 2. Enter your old or temporary password into the **Old Password** text entry box.
- 3. Enter your new password into the **New Password** text entry box. Passwords must be at least 8 characters in length and should be a combination of letters, numbers, uppercase and lowercase characters.



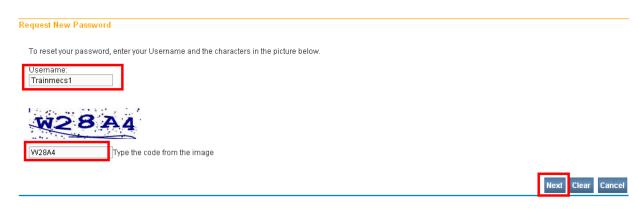
- 4. Re-enter the new password in the **Confirm Password** text entry box. Note: you must enter the exact same password both times.
- 5. Answer the **Security Question** and **Security Answer**.
- 6. Click the **Save** button.

# **Forgot your Password**

- 1. At the Login screen, type in your **Username**.
- 2. Click the Forgot your password? link.



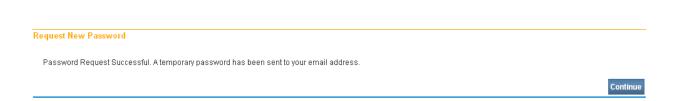
3. Type in your **Username** and code from the image as shown below.



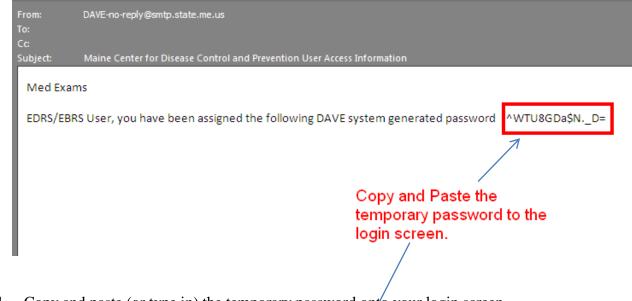
- 4. Select the **Next** button.
- 5. At "Please answer your security question below", type in the answer to the security question you completed earlier in item 5 of the "Change Your Password" section above.



- 6. Select the **Next** button.
- 7. A message will appear stating a temporary password has been sent to your email address.



- 8. Select Continue.
- 9. You will be returned to the Login screen.
- 10. Retrieve the automated email message with the temporary password.



11. Copy and paste (or type in) the temporary password onto your login screen.



# Exercise 1.5 – Logging out of DAVE<sup>TM</sup>

**Skill Learned:** How to Log out of the **DAVE™** application.

1. Locate and select the red **Logout** button in the upper right corner of the home **DAVE**<sup>TM</sup> page.



2. **DAVETM** will return you to the Login screen.

3. Another way to logout from **DAVE**<sup>TM</sup> is to select **Logout** from the **Main Menu**.



4. **DAVETM** will query to make sure you intend to exit the system. Click **OK** to log out.

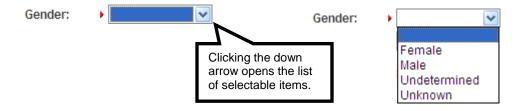
#### **Section 2: Page Controls and Features**

#### Exercise 2.1 – Dropdown Lists

**Skill Learned:** How to navigate through **DAVE**<sup>TM</sup> using the various field and icons.

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

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

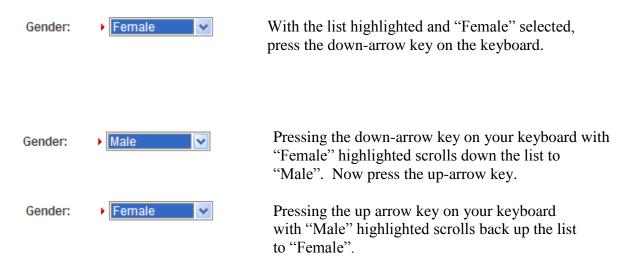


2. Notice that clicking the down arrow will reveal the list of options that can be selected from to populate the field. Some dropdown lists will have more selectable options than can be displayed on one page. In those cases, a scroll bar will appear on the left side of the list.

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

Note: If more than one word in the list starts with the same letter, typing that letter again will scroll through the list for you. For example, typing "U" in this example would display "Undetermined". Typing it again will display "Unknown".

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.



#### **Exercise 2.2 – Standard Date Format**

**Skill Learned:** How to properly enter dates into the **DAVE<sup>TM</sup>** system. While processing death registrations, you will frequently be inputting dates. **DAVE<sup>TM</sup>** allows you much flexibility in using several different date formats.

1. Practice entering dates using the various allowable formats shown below. Note the date format displayed is always the same regardless of the format entered.



Note: In all cases a 2 digit must be entered for the Month and Day, and 4 digits for Year. The only exception is the MonDDYYYY format that allows the entry of a 3-letter abbreviation for the Month. The MonDDYYYY format also supports Mon/DD/YYYY and Mon-DD-YYYY formats.

#### **Exercise 2.3 – Using Calendars**

**Skill Learned:** How to use the **Calendar** control to input dates without entering them in manually.

1. In addition to manual date entry, you can also click the **Calendar icon** next to a date entry box to bring up a **Calendar** control.



2. Once displayed, there are two drop-down lists within the **Calendar** control; one for selecting the month and the other for selecting the year.



3. By default, the current Month, Day, and Year are displayed. Clicking the down arrow next to the month (in this example November) will open the full list. Or, the first letter of a month can be typed for quick select or the up and down arrows on the keyboard can be used to scroll to the desired selection.



4. Selection of any day of any month will populate that date in the corresponding **Date Entry** text box in the MON-DD-YYYY format. For example, using "November" and "2013" in the dropdown lists and clicking on "13" will display the date format:

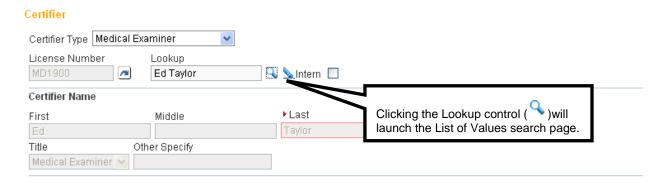


Date Entry Shortcut: Place the cursor inside a date field and press the F12 button on your computer keyboard. Pressing F12 will automatically populate the date field with the current system date.

# **Exercise 2.4 – Lookup Controls**

**Skill Learned:** How to use **Lookup Controls** that launch **Lists of Values** that display a grid of selectable data.

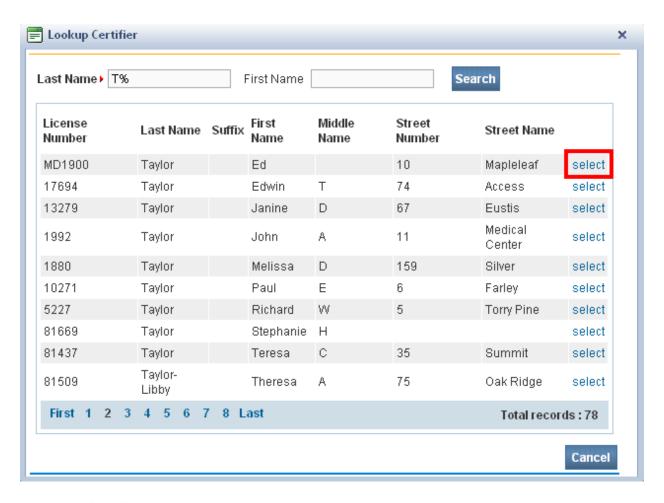
On the Certifier page shown in the example below, locate the Lookup button. The
 Lookup control appears onscreen as a magnifying lens ( ). Click the Lookup control to launch the Name search field.



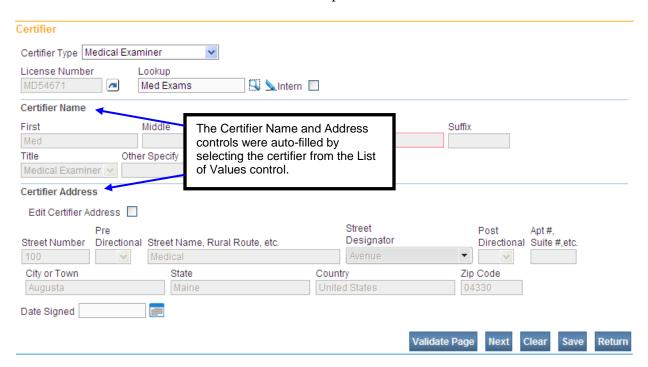
2. If the exact certifier name is known, enter the first and last name and click the **Search** button. The **Last Name** field also supports Wild Card searches. Entering the letter "T" with a trailing percent sign (%) character and clicking **Search** will return a list of all potentially matching certifiers with last names that begin with the letter "T." Note that First Name is not a required field.



3. The **List of Values** (LOV) control below lists all of the certifiers in the system beginning with the letter "T". Click the <u>Select</u> link next to any corresponding names to auto-populate the certifier name and address fields on the **Certifier** page.



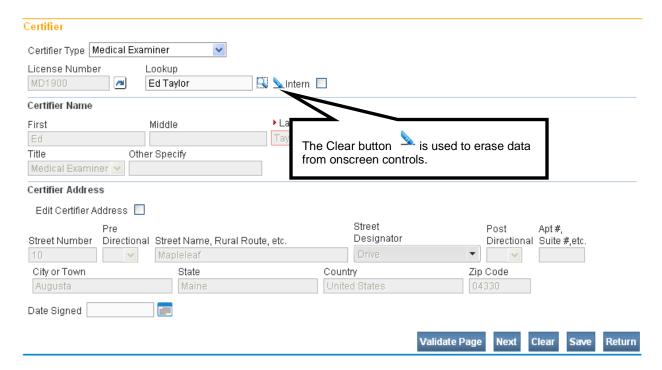
4. The **Certifier** name and address is now complete.



# Exercise 2.5 – Clear Data Controls

**Skill Learned:** In the previous exercise, we saw how to use the **Lookup** control ( ) to quickly locate a facility and enter that facility's data into a record. The **Clear** button ( ), is used to clear data from a page.

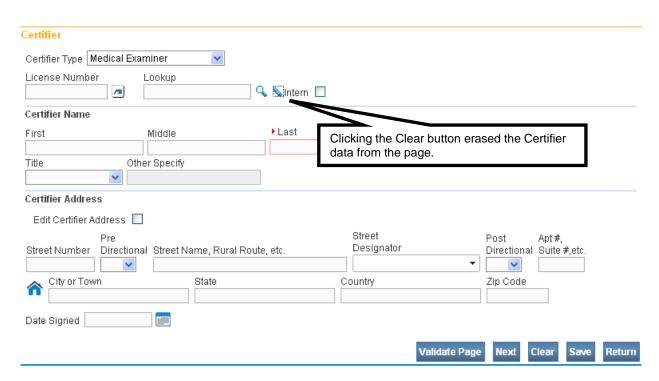
1. Locate and click the **Clear** button.



2. **DAVETM** displays a warning message. Select **OK** to clear the facility data or **Cancel** to keep the data as displayed.



3. Selecting **OK** above will clear the certifier name and address data.



**Section 3: Record Validation** 

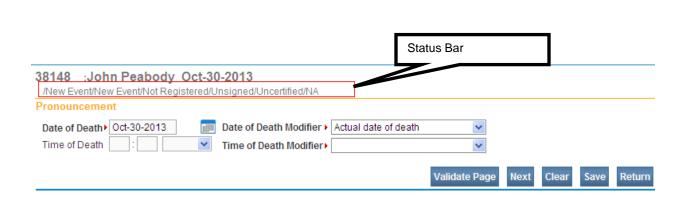
#### Exercise 3.1 – Status Bar

**Skill Learned:** How to use the **Status Bar** to help you track missing data that can prevent a death record from being properly registered. It is also a valuable tool for tracking the status of a death case.

**DAVETM** provides work flow and data quality management through the assignment of statuses. The death registration process consists of several sub-processes that are often completed by different users. In order to track these steps **DAVETM** assigns one or more statuses to the record when an action is performed (e.g., the **Validate Page** button is clicked) or an event occurs (e.g., a validation rule fails).

The initial status assigned to a new electronic death record is /New Event/New Event/Not Registered/NA/NA/NA. The goal of all parties in the registration process is to obtain a 'perfect' status. A perfect status indicates the highest data quality and completion of all steps in the registration process (e.g. Personal Valid/ Medical Valid/Registered). Sometimes a death record may contain values which are valid; however, those values cause soft edit rule failures (see Exercise 3.2 below for more information on edit rule failures). Therefore, it is also possible to have a registered record with a Personal Valid with exceptions / Medical Valid with exceptions / Registered status or any combination of valid and valid with exceptions.

1. The **Status Bar** is viewable from any of the **Death Registration Menu** data entry pages under the case number, registrant name and date of death.

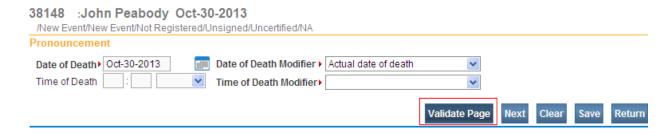


# **Exercise 3.2 – Record Validation and Error Correction**

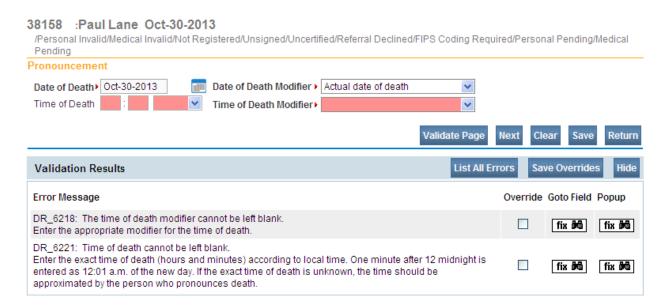
**Skill Learned:** How to validate death records and prepare them for registration.

Note: The rule failures shown in the following examples may or may not appear depending upon the jurisdictions choice to turn certain rules on or off. The intent of the exercise is to illustrate the validation and rule correction process.

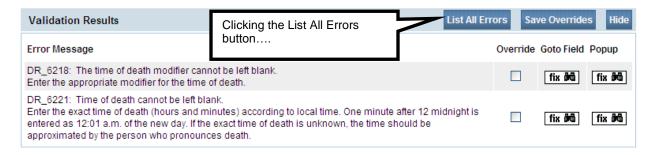
1. Click the **Validate Page** button to validate the registration data entered into the system.



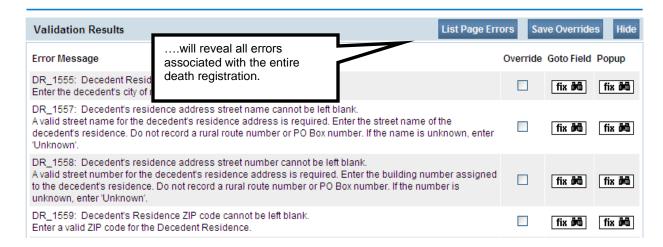
2. When you click the **Validate Page** button, the **Validation Results** frame will list all of the errors associated with that page.



3. Initially, the **Validation Results** frame will only display those errors associated with the current registration page. All of the errors in the example below are related to the **Pronouncement** page. However, if you then click the **List All Errors** button...



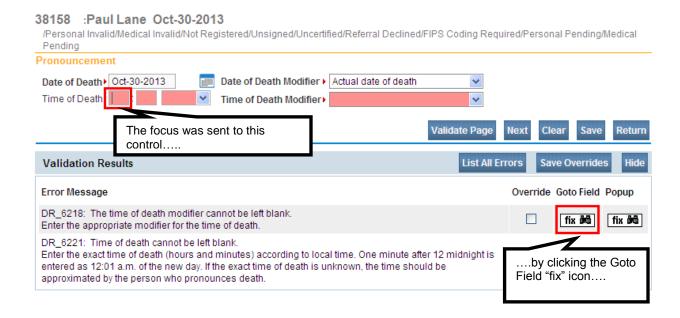
...the **Validation Result** frame will refresh and display all of the errors associated with the current registration.



- 4. Notice also that the **List All Errors** button has now become the **List Page Errors** button. Clicking this button again will remove any errors not associated with the current registration page.
- 5. Click the **Hide** button to close the **Validation Results** frame. Re-validate any registration page to view the **Validation Results** frame again.

## **Error Correction Using the Goto Field Button**

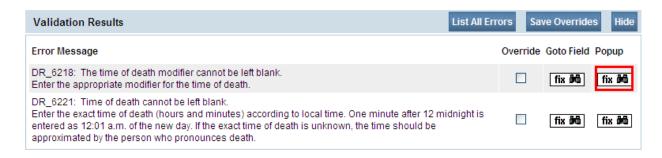
6. To correct an error, click the fix button in the Goto Field column of the Validation Results page. This will place the cursor or "focus" in the field that needs to be corrected. Use this option if you are on a single registration page with many errors to correct.



Note: "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.

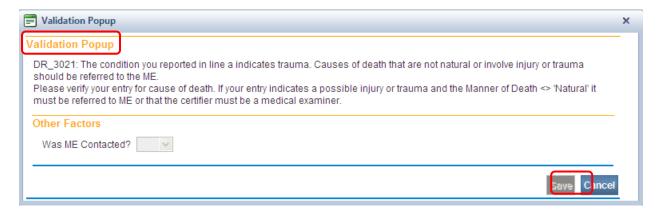
#### **Error Correction Using the Popup Icon**

7. Another method of correcting errors is to click the fix mi icon in the Popup column...



...to launch a popup window containing the error or errors to be corrected. This functionality is useful when an error is caused by conflicting entries across multiple registration pages. Rather than searching across many pages trying to determine which field contains the error, **Popup** presents all of the conflicting fields in one window.

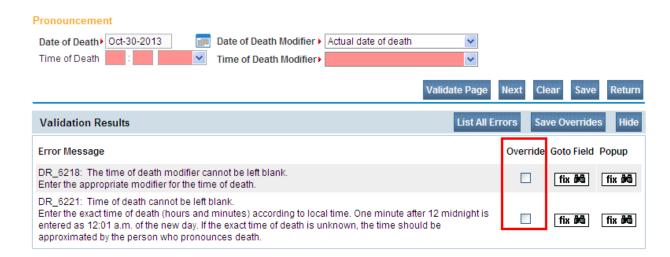
In the example above, a conflict between two separate fields generated error number **DR\_3021**. Correcting either of the entries below may correct the issue; however, more than one correction may be needed in some cases.



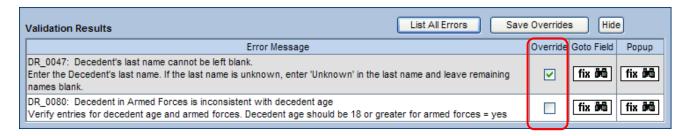
8. Correct the error and click the **Save** button to submit your changes. The popup will close and your changes will appear on the registration page. Click the **Close** button to close the popup without making any changes.

#### **Overridable Errors**

In certain instances, a record may still be registered, even if it contains types of errors. For those errors, a checkbox will be provided in the **Override** column.

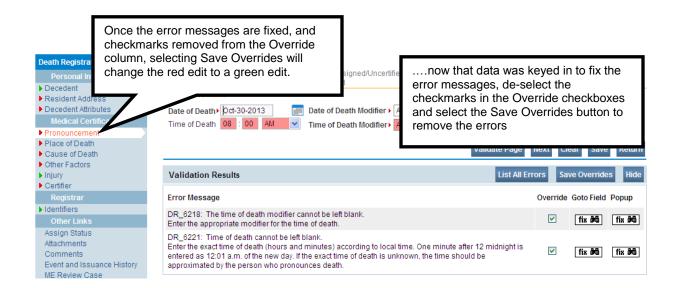


9. Place a checkmark (♥) in the **Override** box next to the error to be overridden and click the **Save Overrides** button. This allows you to process a death record even if some errors are present.



Note: If a checkmark is placed in the Override checkbox, and later the error is fixed, take the checkmark out of the checkbox, and select the Save Override button again. This will remove the error from the Validation Results page, and remove the hard edit (highlighted in red).

In the example below a checkmark was placed in the two Override checkboxes as the missing data was not available. Eventually, the missing data was keyed in (Time of Death and Time of Death Modifier). The checkmarks were then removed from the checkboxes, and the **Save Override** button was selected.



10. There are two types of errors in **DAVETM**: Hard and Soft. Hard edits are highlighted onscreen in red. Soft edits are highlighted in yellow.

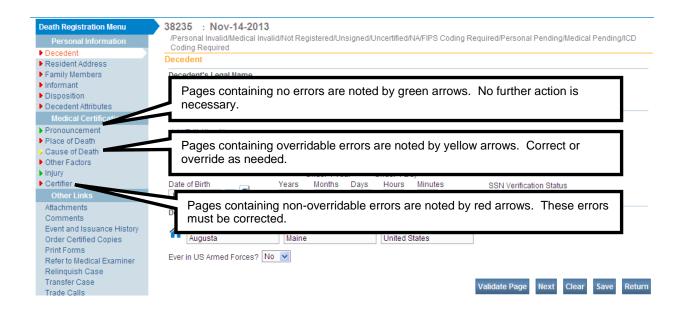


Notice that the **Last** name field is highlighted in red. Registration will not be permitted until this error has been corrected.

**First** name is highlighted in yellow. Using the **Override** feature described above, this entry can be accepted as submitted and registration permitted.

Additionally, notice that certain pages on the various registration menus are marked with red, yellow, or green arrows.

These arrows serve as indicators as to which pages contain errors and which pages pass validation.



For example, pages marked with a green arrow contain no errors.

Pages marked with a red arrow • contain hard edit rule failures that must be corrected before registration can be completed.

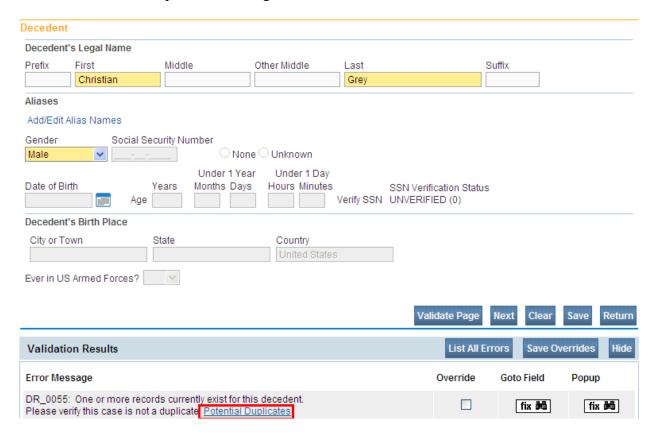
Pages marked with a yellow error contain soft edit rule failures that may be overridden or that have already been overridden.

Note: Anytime the Validate Page button is clicked the system will evaluate all pages and mark them accordingly with red, yellow, or green arrows.

#### **Exercise 3.3 – Duplicate Record Resolution**

**Skill Learned:** How to use the <u>Potential Duplicates</u> link to resolve duplicate records.

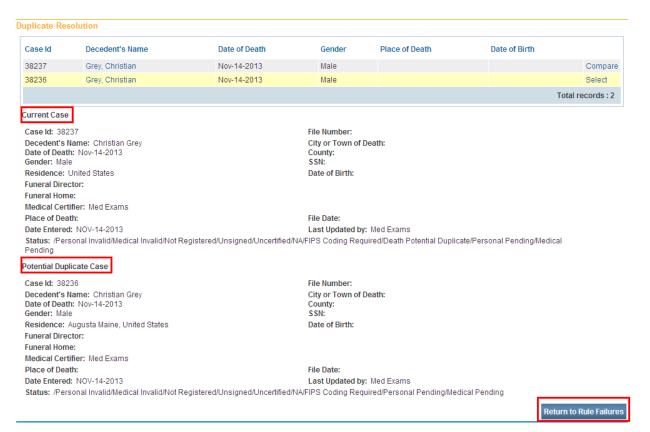
1. When the **Validation** button is activated from any of the **Death Registration Menu** pages, the **DAVE**<sup>TM</sup> system runs a search for potential duplicate records. This is done to prevent the creation of duplicate death registrations.



- 2. If **DAVE**<sup>TM</sup> finds potential duplicates, an error message will appear in the **Validation Frame** containing the following message and link:
  - "DR\_0055: One or more records currently exist for this decedent. Please verify this case is not a duplicate <u>Potential Duplicates</u>"
- 3. Click the <u>Potential Duplicates</u> link to open the **Duplicate Resolution** page. This page lists all of the records in the **DAVE**<sup>TM</sup> database that have been identified as potential duplicates. Please note that all records may not be accessible. Access to the records displayed is based on the user's security profile. If one of the duplicate cases is not owned by the current office, it will be disabled.



4. Click the <u>Compare</u> link to open a **Preview** window. This will display a summary of the record to help you determine whether or not the record you are currently working on is, in fact, a duplicate record. If the **Preview** window does not provide enough information, then click the <u>Decedent's Name</u> link to open the actual record.



5. If you are certain that the record you are working on is not a duplicate, then click the **Return to Rule Failures** button to return to the new record.

If a duplicate record has been created in error, contact the Vital Records' EDRS Help Line to have one of the duplicate cases abandoned.

6. Place a checkmark in the checkbox located in the **Override** column and click the **Save Overrides** button.



#### Section 4: Start/Edit New Case as Medical Examiner User

In the exercises that follow, you will learn how to use the **Medical Certification** pages of the **DAVETM** application to process and certify a death record.

Note: Login to the DAVE<sup>TM</sup> application as a Medical Examiner for the following exercises.

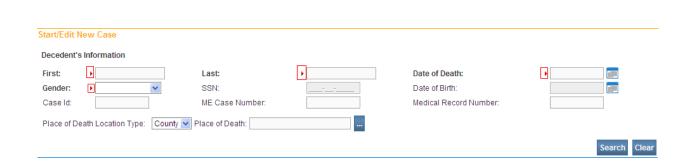
### Exercise 4.1 – Required Fields

**Skill Learned:** How to complete and execute the **Start/Edit New Case** page.

1. From the Home page, select Life Events -> Death -> Start/Edit New Case.

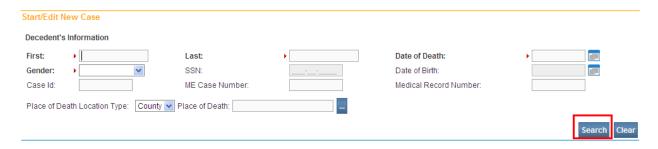


2. This will bring up the **Start/Edit New Case** page shown below. Notice that **First**, **Last**, **Date of Death**, and **Gender** are all marked with red arrows(▶). Fields denoted by red arrows are required entries that must be completed before you will be allowed to proceed.

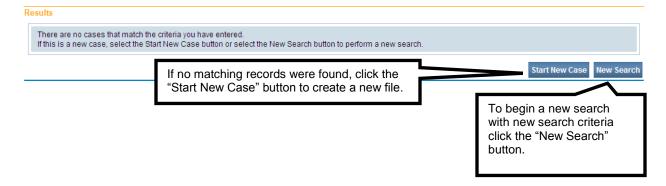


Note: Before you will be allowed to create a new Death Record you must first search for an existing record. This is to prevent the creation of duplicate records.

3. Once you have filled in the required fields, click the **Search** button to proceed or, if you need to, click 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.



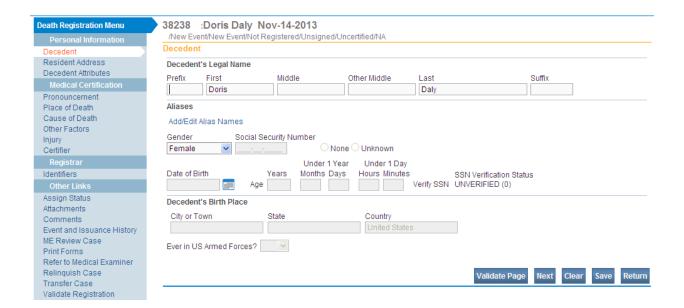
5. If a matching event was found, click the underlined link in the **Decedent's Name** column to open the record.



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

Note: All of the column headers on the search Results page are links. Clicking any of these links will re-sort the table data accordingly.

7. Clicking the **Start New Case** button above will launch the **Decedent** page, as shown below. The **Home** page collapses and the **Death Registration Menu** expands.



#### Exercise 4.2 – Decedent

**Skill Learned:** How to complete the **Decedent** page.

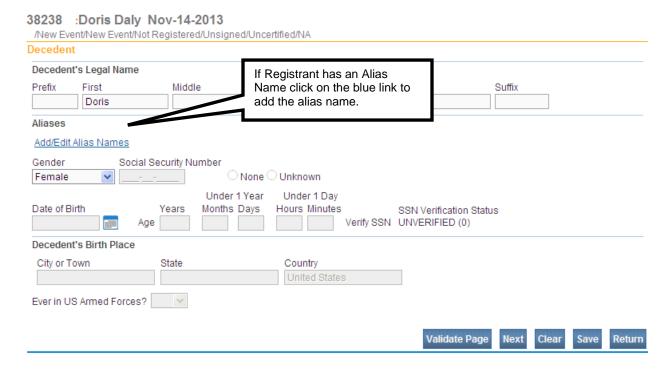
Note: The Decedent page and Resident Address page are normally completed by the funeral practitioner. Both pages have been made available to medical examiner users.

1. **Will medical institution be responsible for final disposition?** Defaults to **No.** Select **Yes** if desired.



Note: "Will medical institution be responsible for final disposition" is intentionally no longer visible on the Decedent's page. Should you require this field please contact the System Administrator.

Complete the Decedent's Legal Name tab. Prefix is used to record titles such as Mr.,
Mrs., Father, Sister, Monsignor (Msgr), etc. Enter the First, Middle, and Last name of the
decedent. If the decedent had more than one middle name, include it in the Other Middle
field. Suffix is used to record generational suffixes such as Jr., III, etc.



3. The **Gender** dropdown list will be pre-populated based on the selection that was made on the **Start Edit New Case** page.

- 4. The remaining fields on this page are disabled and cannot be completed by Medical Examiner users.
- 5. 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 **Home** page.

## Exercise 4.3 – Resident Address

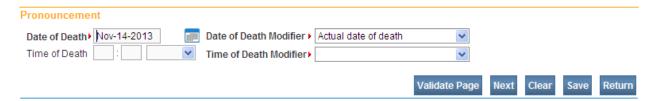
Note: The Decedent page and Resident Address page are normally completed by the funeral practitioner. Both pages have been made available to medical examiner users.

- 1. Complete the Resident Address page.
- 2. Click Save.

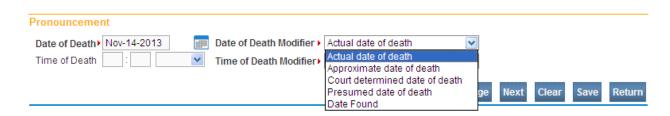


#### **Exercise 4.4 – Pronouncement**

**Skill Learned:** How to complete the **Pronouncement** page.

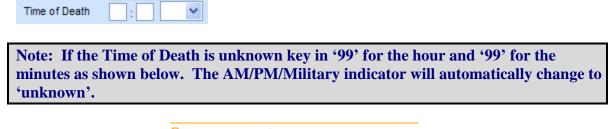


- 1. **Date of Death** will be auto-filled based on the date entered on the **Start Edit New Case** page.
- 2. Make a selection from the **Date of Death Modifier** dropdown list.



3. Enter the **Time of Death**. **Time** consists of 3 fields: 2 number entry boxes and one **AM/PM/Military** dropdown list. In the first number field, enter the 2-digit hour during which death occurred. For example, if death occurred at 5:00 AM, enter "05" in the first field.

In the second number entry box enter the 2 digit minute at which death occurred. If the death occurred at 5:00 am, enter "00" in the 2<sup>nd</sup> number box. Complete the **Time** entry by making a valid selection from the **AM/PM/Military** dropdown list.

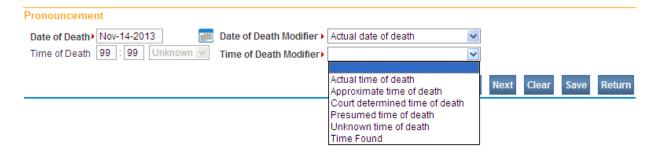


Pronouncement

Date of Death Nov-14-2013

Time of Death 99 : 99 Unknown ✓

4. Make a valid selection from the **Time of Death Modifier** dropdown list.



5. Click the **Validate Page** button to check this page for errors, the **Next** button to proceed to the **Place of Death** 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 **Home** page.

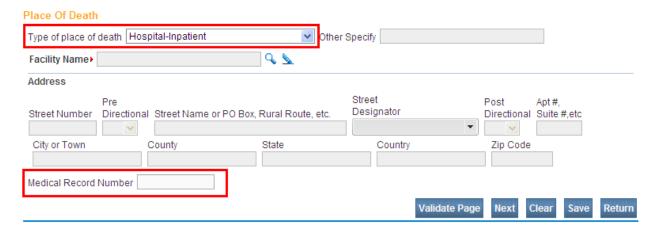
# Exercise 4.5 – Place of Death

**Skill Learned:** How to complete the **Place of Death** page. For medical facility users, the fields on this page will be auto-filled based on the facility with which the user is associated. If the user

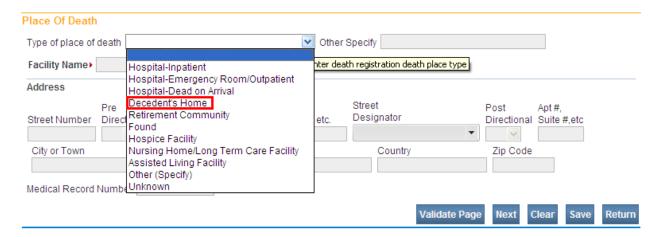
is associated with more than one facility, then the fields on this page will be auto-filled based on the office selected at login.

Note: The Place of Death page will be blank if the user is a medical examiner with the Office of Chief Medical Examiner.

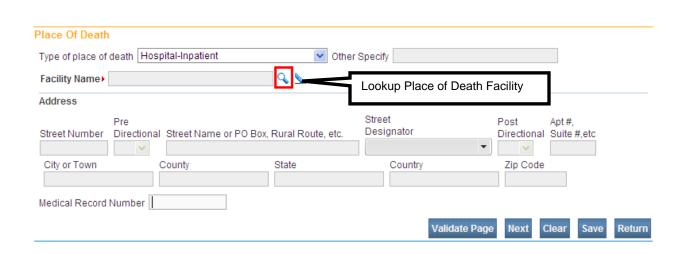
- 1. First, make a selection from the **Type of place of death** dropdown list. If the type of place of death is the same as the medical facility associated with the current user, no further entry is required.
- The Facility Name and Address tabs and fields will be auto-filled and disabled for medical facility users.



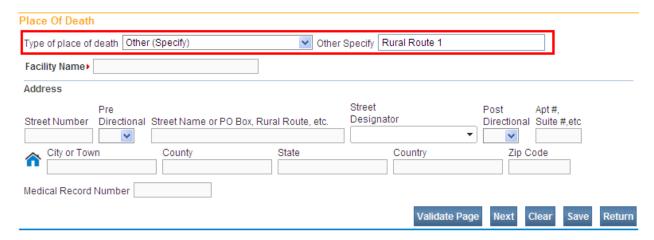
3. If the **Type of place of death** is a facility other than the facility type associated with the current user, select that type from the dropdown list.



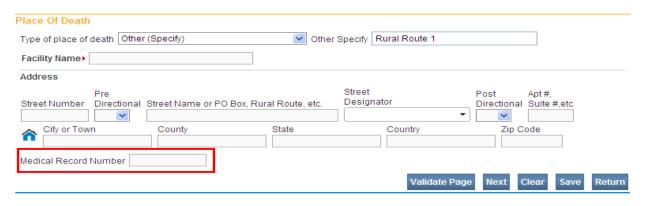
4. The page will refresh, clearing the fields. Use the **Lookup Place of Death Facility** control to locate and assign the correct facility to the death record (see <u>Using Lookup Controls</u>).



5. If the place of death was not a facility, as would be the case in the event of a home death, then select the place of death type from the dropdown list. If **Other (specify)** is selected as the **Type of place of death**, complete the **Other Specify** field as well.



- 6. Complete the remaining place of death **Address** fields.
- 7. Enter the decedent's **Medical Record Number** in the space provided.

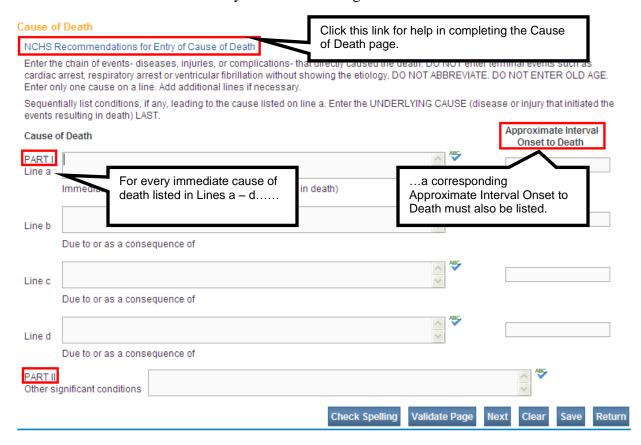


8. Click the **Validate Page** button to check this page for errors, the **Next** button to proceed to the **Cause of Death** page, the **Clear** button to clear all entries, the **Save** button to save changes without leaving this page, or the **Return** button to return to the **Home** page.

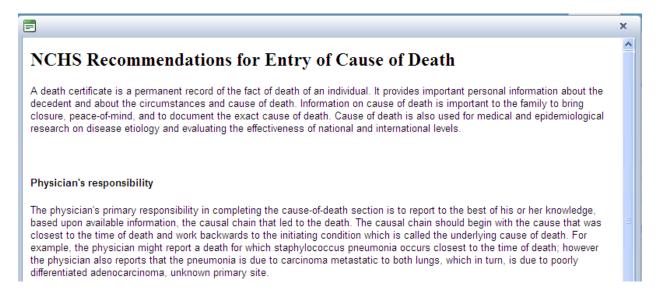
## Exercise 4.6 – Cause of Death

**Skill Learned:** How to complete the **Cause of Death** page.

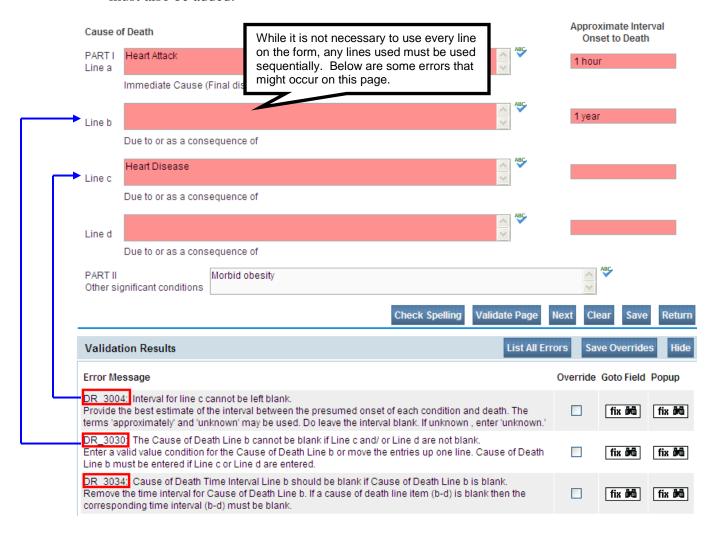
1. The **Cause of Death** page is composed of text boxes used to enter the cause(s) of death, the interval onset to death and any other contributing factors.



For help in completing Lines a-d (Causes of Death), click the <u>NCHS Recommendations for Entry of Cause of Death</u> link. A window will open (shown below) containing instructions for completing the **Cause of Death** page.



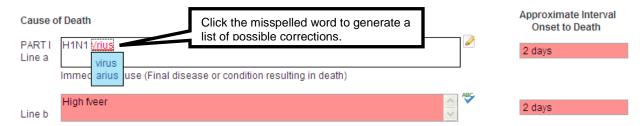
3. For each Cause of Death listed in Lines a-d, an Approximate Interval Onset to Death must also be added.



4. The Cause of Death page also includes special check functionality for the causes of death listed on lines a-d and the Other significant conditions field. (Please note: the spelling dictionary is not a medical dictionary.) After making any entry in lines a-d, click the Spell Check icon ( ).



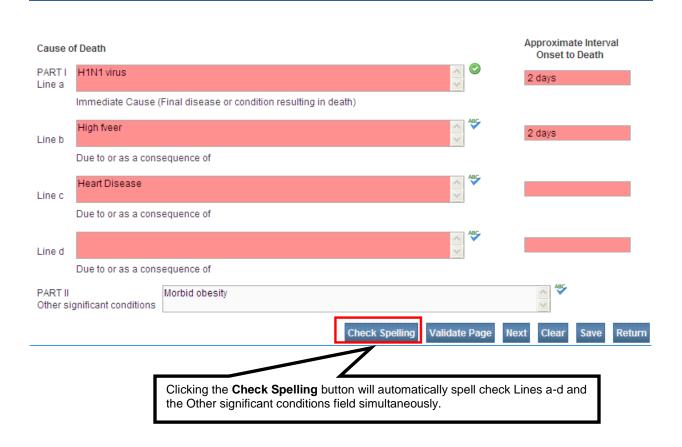
5. **DAVETM** will check the spelling of all phrases entered and underline any misspelled entries.



- 6. Clicking any misspelled word will generate a list of possible corrections. Click any option in the list to replace the misspelled word.
- 7. Upon correction of all misspelled entries in a line, the **Spell Check** icon will be replaced with a **Corrected** icon:



8. Alternatively, all lines can be spell checked simultaneously by clicking the **Check Spelling** button located at the bottom of the Cause of Death page.

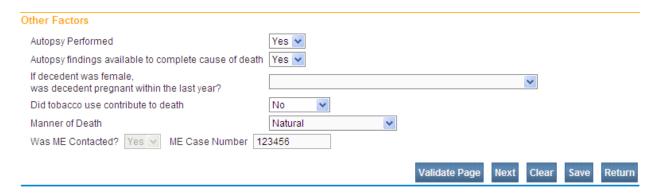


9. Click the **Validate Page** button to check this page for errors, the **Next** button to proceed to the **Other Factors** page, the **Clear** button to clear all entries, the **Save** button to save changes without leaving this page, or the **Return** button to return to the **Home** page.

#### **Exercise 4.7 – Other Factors**

**Skill Learned:** How to complete the **Other Factors** page.

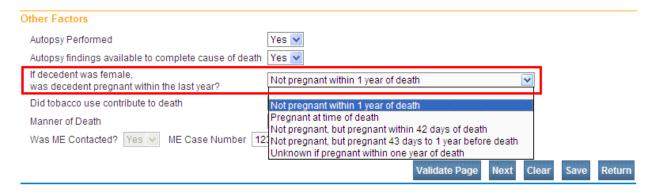
1. The **Other Factors** page is used to record other data relevant to the death: **Autopsy Performed**, **Tobacco Use**, etc.



2. From the **Autopsy Performed** dropdown list select either **Yes** or **No**, accordingly. If **Yes** is selected from **Autopsy Performed**, then make a selection from the **Autopsy findings** available to complete cause of death dropdown list.



3. If decedent is female, make a selection from the **If decedent was female, was decedent pregnant within the last year** dropdown list.



4. If the decedent's gender was designated as **Male** on the **Start Edit New Case** page, then this field will be system field with "Not Applicable" and will be disabled. If the decedent is female and over 65 years of age, this field will show "Not Applicable" and will be disabled.



- 5. Make a selection from the **Did tobacco use contribute to death** dropdown list.
- 6. Select from the **Manner of Death** dropdown the manner of death.
- 7. Finish the page by making a selection from the **Was ME Contacted?** dropdown list. Selecting **Yes** will activate the **ME Case Number** field requiring case number entry.
- 8. Click the **Validate Page** button to check this page for errors, the **Next** button to proceed to the **Injury** 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 **Home** page.

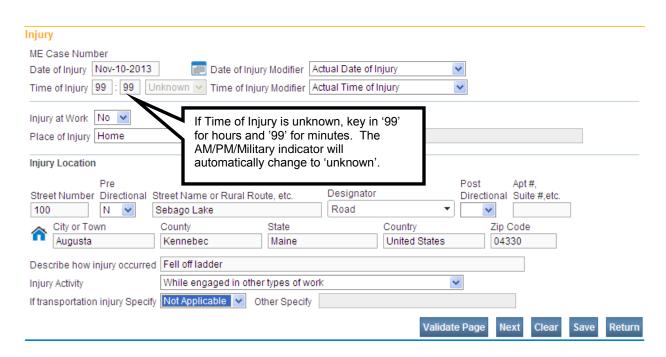
# Exercise 4.8 – Injury

**Skill Learned:** How to complete the **Injury** page (for Medical Examiners **ONLY**).

1. Enter the **Date of Injury** manually or use the **Calendar** icon (i) to launch the **Calendar** control (see Using Calendars).

Note: The Injury page will only be enabled if the manner of death (shown on the Other Factors page) was accident, homicide, suicide, pending investigation, could not be determined, or withheld per AG. If the manner of death is "natural" the Injury page will be disabled.

Also, the Injury page will be completed by Medical Examiners ONLY.



## Note: Date of Injury is not necessarily the same as Date of Death.

- 2. Make a selection from the **Date of Injury Modifier** dropdown list.
- 3. Enter the **Time of Injury**. **Time** consists of 3 fields: 2 number entry fields and one **AM/PM** dropdown list. In the first number entry field enter the 2-digit hour of death. For example, if death occurred at 5:00 am, enter "05" in the first number box.



4. In the second number entry box enter the 2 digit minute of death. If the death occurred at 5:00 am, enter "00" in the 2<sup>nd</sup> number box. Complete the **Time** entry by making a valid selection from the **AM/PM** dropdown list.

Note: If the Time of Injury is unknown key in '99' for the hour and '99' for the minutes as shown above. The AM/PM/Military indicator will automatically change to 'unknown'.

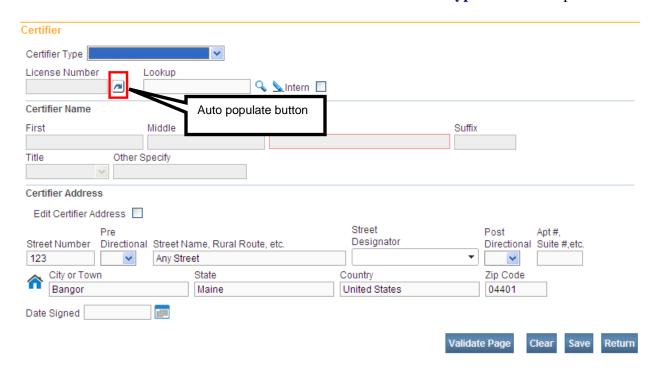
- 5. Make a selection from the **Time of Injury Modifier** dropdown list.
- 6. Select **No** from the **Injury at Work** dropdown list.
- 7. Select **Home** from the **Place of Injury** dropdown list.
- 8. Complete the **Injury Location** tab by providing the address at which fatal injury occurred. Enter the decedent's home address.

- Provide the circumstances surrounding the injury by manually entering the **Describe how** injury occurred field.
- 10. Make a valid selection from the **Injury Activity** dropdown list by selecting the option that best describes the injury incurred.
- 11. If fatal injury was the result of a transportation mishap, then make a selection from the **If transportation injury Specify** dropdown list. If **Other** is selected from the list, then complete the **Other Specify** field. If injury is not transportation related select "Not Applicable".
- 12. Click the **Validate Page** button to check this page for errors, the **Next** button to proceed to the **Certifier** 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 **Home** page.

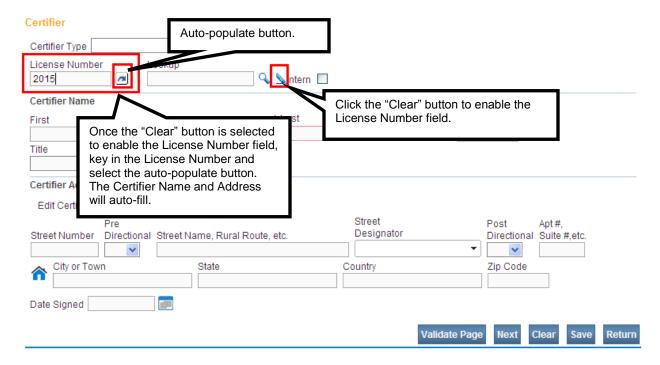
#### Exercise 4.9 – Certifier

**Skill Learned:** How to complete the **Certifier** page. The **Certifier** page is used to record the name and other data related to the person legally responsible for certifying the decedent's cause of death.

1. If the current user is not a medical certifier, then the **Certifier** page will be blank upon initial display. If the current user is a medical certifier, then the **Certifier** page will be auto filled with the user's name and address. Select the **Certifier Type** from the dropdown list.



- 2. There are two ways to complete the **Certifier Name** and **Address** information. One way is to use the standard **LookUp** controls as described in <u>Using Lookup Controls</u>. Alternatively, you can enter the Certifier **License Number** and use the auto-populate button ( ) to complete the onscreen elements.
- 3. In the example below, we have entered a known license number: 2015. Click the autocomplete button ( ) to automatically locate the certifier corresponding to that license number and insert that medical provider's data into field. Notice that both the Certifier Name and the Certifier Address data are auto-populated.



Note: Auto-population of the certifier data will only occur if the certifier selected is only associated with a single facility. If the certifier is associated with multiple facilities, this information must be entered manually.

- 4. **Date Signed** will be auto-filled upon certification/affirmation by the certifier.
- 5. Click the **Validate Page** button to check this page for errors, 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 **Home** page.

Note: If the case does not have a status of Medical Valid or Medical Valid with Exceptions (all page indicators are green or yellow), you will not be able to advance to the Certify page.

## Exercise 4.10 – Certify

**Skill Learned:** How to complete the **Affirmations** page. An affirmation is used to record the fact that the medical certifier is accepting legal responsibility for the accuracy of the information provided.

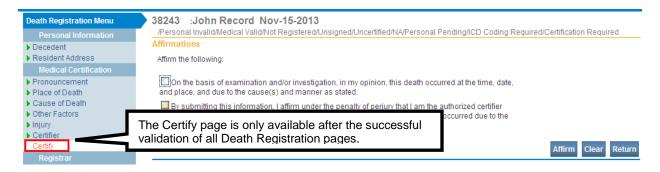
### **Pronounce/Certify**

**Pronounce**: affirming that the decedent died at the date, time, and place stated on the registration.

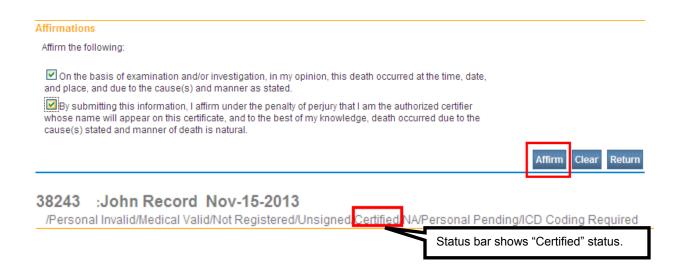
**Certify**: affirming that the decedent died of the causes specified in the registration.

**Pronounce/Certify**: affirms both the date, time, and place of death and the cause of death in one step.

1. Upon completion and successful validation of all Death Registration pages, a new page will be made available to medical certifiers; **Certify**.



2. To Certify the record and achieve a status of "Certified", place a checkmark in the **Affirm** the following checkboxes. And click the **Affirm** button.



- 3. Click the **Return** button to return to the **Certify** page.
- 4. Should the case need to be un-certified, click the <u>Certify</u> link, and click the <u>Uncertify</u> button shown below.

Note: Once the case is either Drop-To-Paper-Medical or Registered, the medical certifier will not be able to uncertify the case.



# Exercise 4.11 - Locate Case

**Skill Learned:** In this exercise, you will learn how to complete the **Locate Case** page which is used by data providers such as funeral practitioners, physicians and medical examiners to locate pre-existing cases "owned" by the office to which the current user is associated.

1. From the Home page, select Life Events -> Death -> Locate Case.



2. The **Locate Case** page offers many different identifiers on which to base a record search. While there are no required fields, as when using the **Start/Edit New Case** feature, it is

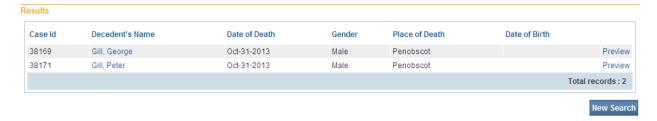
recommended that as much information as possible be included in each search. This will help to minimize the number of records returned.



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



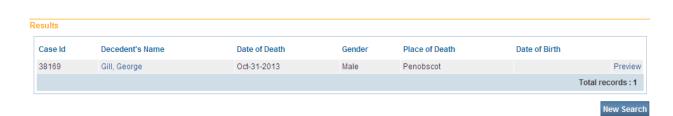
4. Searching on **Last** name only returns the following results:



- 5. Click the **New Search** button in the lower, right-hand corner of the **Results** window.
- 6. For this search, enter both the decedent's **First** and **Last** name and then click the **Search** button.



7. Notice that this search returned only the specific record desired.



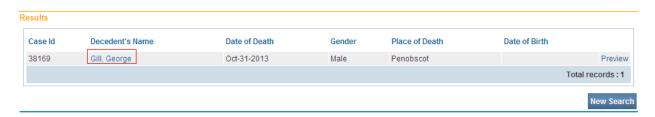
8. Locate and click the <u>Preview</u> link in the far right column of the **Results** window.



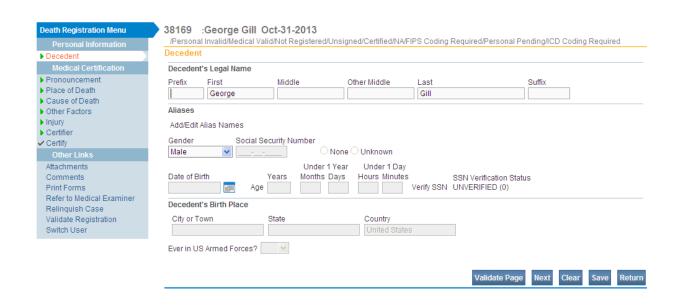
9. Clicking the <u>Preview</u> link will open a preview window offering a brief summary of the selected record.



 If, after examining the preview pane, you are confident that you have located the desired record, then click the Decedent's Name link to open the actual record.



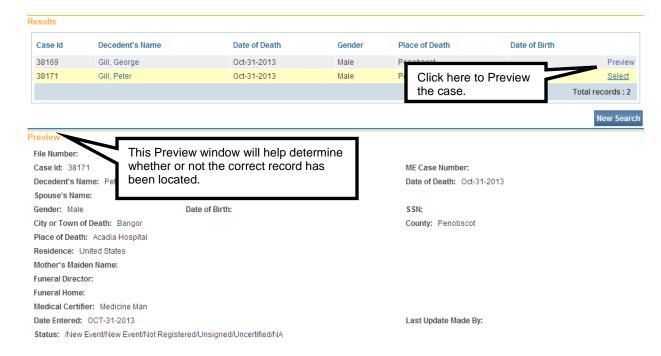
11. With the record open, it can now be reviewed and/or edited.



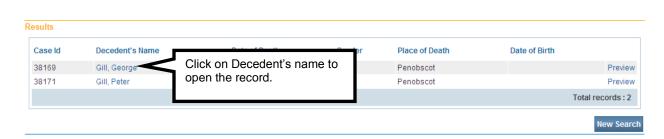
## Exercise 4.12 – Preview Case

**Skill Learned:** How to preview a record prior to opening it.

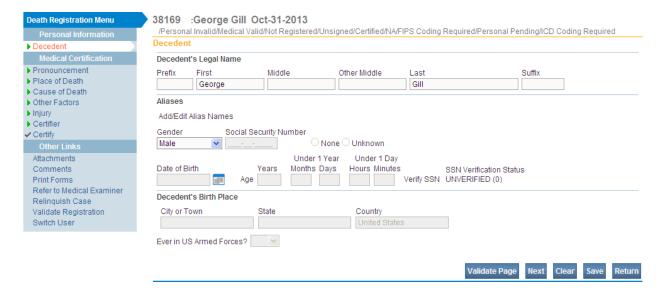
1. Still not sure if you have located the desired record? Simply locate and click the <u>Preview</u> link in any of the search result entries. This will generate a **Preview** page of that particular registration.



2. Once you have previewed the registration and are sure that you have located the correct record, click the decedent's name to open the actual record.



3. You should now see the **Decedent Personal Information** page.



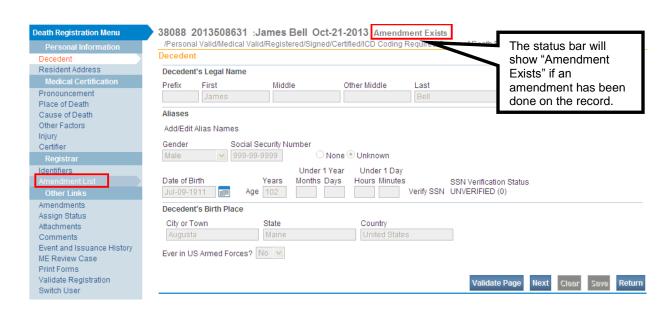
Section 5: Other Links/Registrar

#### **Exercise 5.1 – Amendment Lists**

Skill Learned: How to use the Amendment List to retrieve existing Amendments.

Note: Access to the Amendment List link is based on user security privileges and is typically restricted to State office users.

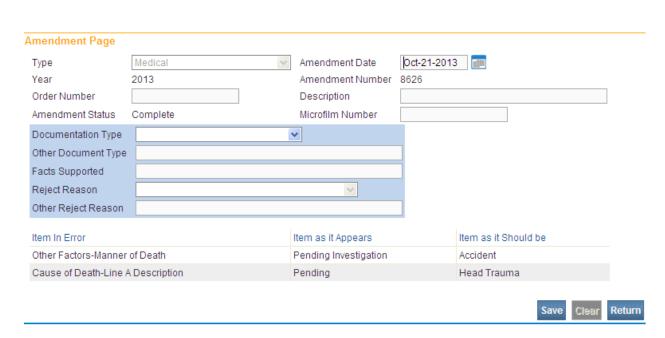
1. From within an amended record, under the **Registrar** sub-menu select the <u>Amendment List</u> link.



2. The **Amendment List** page will display a listing of all amendments associated with the current record. Notice that the **Amendment Id** column contains links to specific amendments. Click on an **Amendment Id** link to view the amendment.



3. The **Amendment Page** will display with the details of the amendment including the **Amendment Status**.

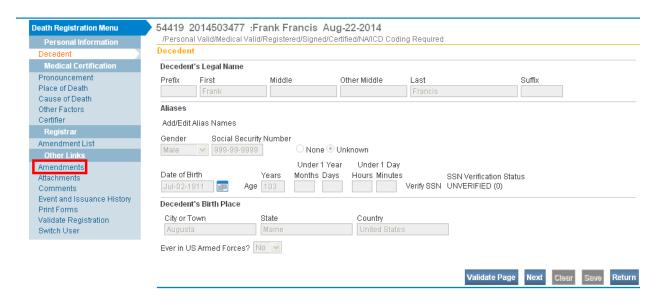


4. Click the **Return** button to return to the **Amendment List** page.

## Exercise 5.2 – Amendments

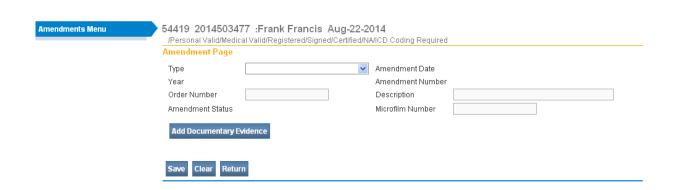
**Skill Learned:** How to request amendments to certified death records.

1. From within a **registered** record, select **Other Links -> Amendments**.



Note: Access to the Amendments link is restricted based on user security privileges.

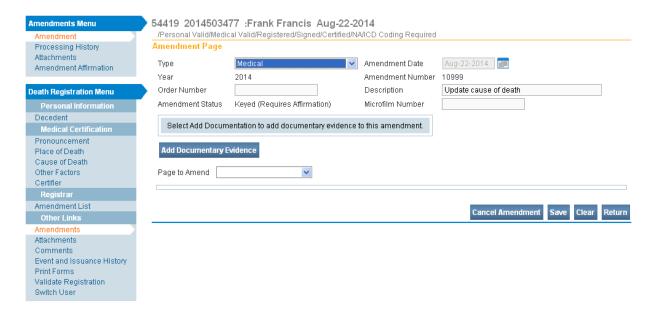
2. Notice, when the <u>Amendments</u> link is selected, the **Death Registration Menu** is removed from the page, and the **Amendment Page** is displayed.



3. The first step in processing an amendment is to make a selection from the amendment **Type** dropdown list on the **Amendment Page**.

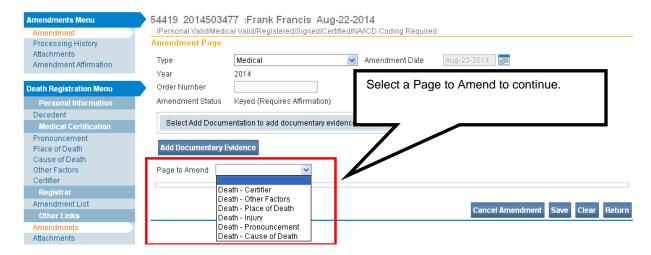


4. Next, add a description of the amendment in the **Description** field and click **Save**.

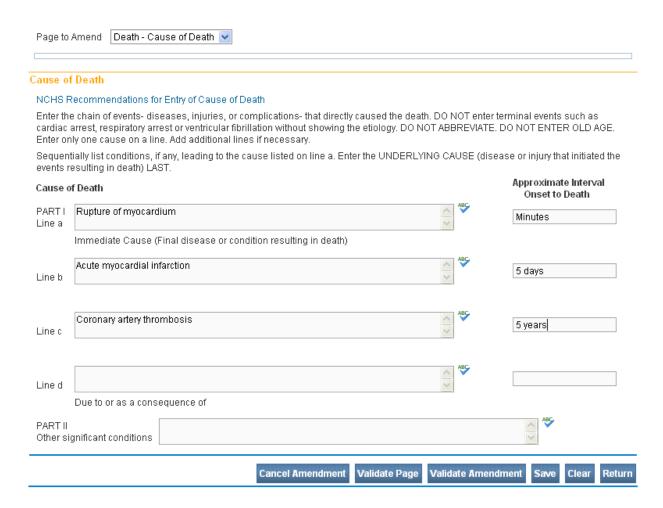


5. The page will refresh and the **Amendment Date** calendar control will automatically autofill with the current system date.

6. Next, make a selection from the **Page to Amend** dropdown list.



7. Selecting a page to amend will refresh the page and display the selected page beneath the amendments window. In the example below we have elected to change data found on the **Cause of Death** page.

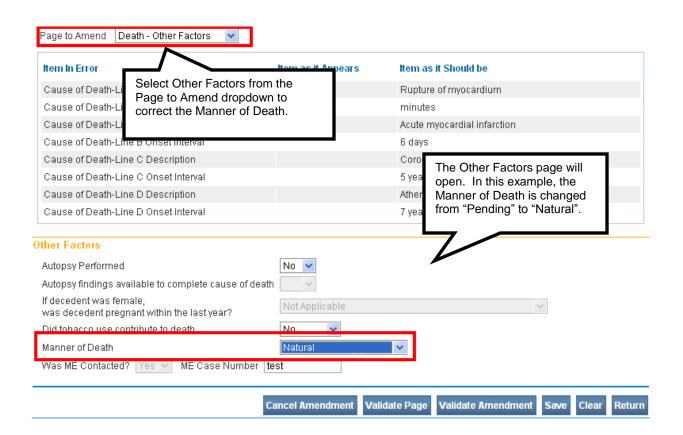


- 8. Make the necessary changes to the Cause of Death page.
- 9. Click the **Validate Page** button to validate the Cause of Death changes made. This will bring up any error messages, if any. In the example above there are no errors.

Using another case, below is an example of an error message. See items 10 through 16 on how to correct errors.



- 10. The Error Message indicates the current Cause of Death cannot be coded until Manner of Death is completed.
- 11. To correct the Manner of Death scroll back up to the **Page to Amend** dropdown list and select the Other Factors page to amend.
- 12. In the Manner of Death dropdown, change the original manner of death "Pending Investigation" to "Natural".



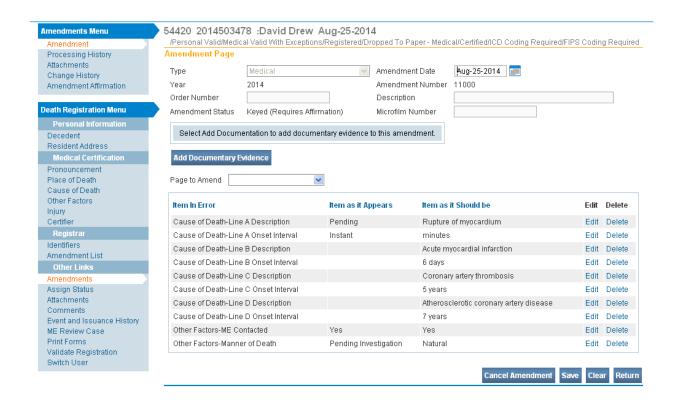
13. After errors are fixed, select the **Validate Amendment button** to validate the amendment and to insure there are no more errors.



- 14. The Amendment page shows the Item in Error grid with all the changes made as shown above.
- 15. Click the **Save** button at the bottom of the Amendment page as shown below.



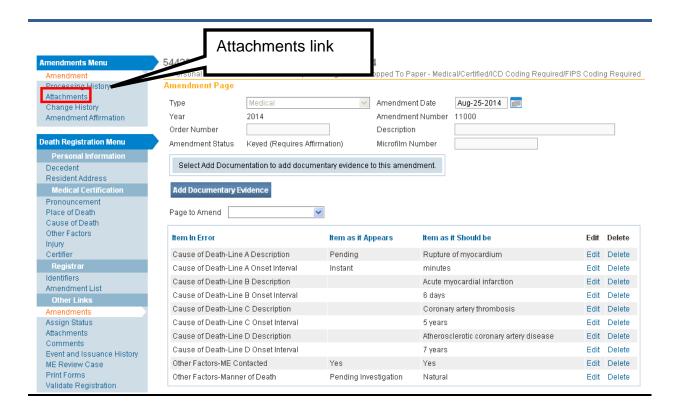
16. The Validation Results (Error Messages) have been fixed and are no longer displayed.



Once errors are corrected, proceed with the next steps.

Note: Add attachments, if any, to the amendment <u>prior to affirming the amendment</u> as once an amendment is affirmed a message is sent to Vital Records indicating the amendment is ready for approval. This will insure the necessary documentation is attached when Vital Records views the amendment for approval.

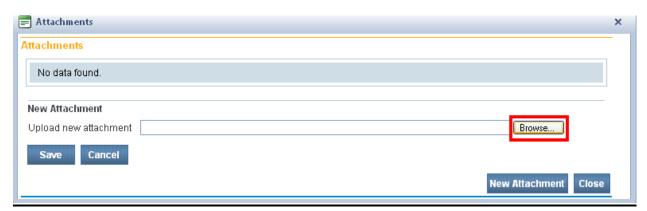
17. To attach documentation to an amendment currently being working on, select the <a href="Attachments">Attachments</a> link in the **Amendments Menu**.



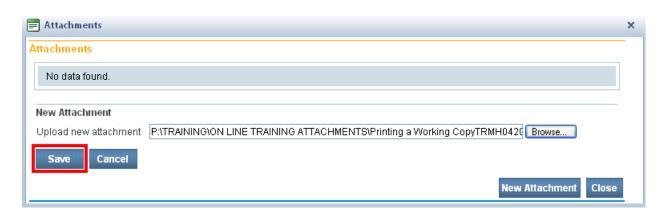
18. The attachment dialog box will open. Select the New Attachment button.



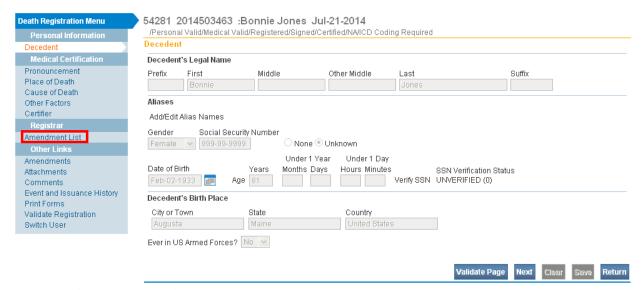
19. The Attachments window will open. Click on the Browse button to go search for the attachment in your hard drive.



20. When the attachment has been uploaded, click the **Save** button.



21. To attach a document to an already <u>existing amendment</u>, open the case you wish to add an attachment. Click on the <u>Amendment List link</u> in the <u>Death Registration Menu</u>.



- 22. The **Amendment List** page will open.
- 23. Click on the **Amendment ID** number to open the **Amendment Menu.**
- 24. Select the Attachment link. The attachment dialog box will open.
- 25. Select the **New Attachment** button. The Attachments window will open.
- 26. Click on the **Browse** button to go search for the attachment in your hard drive. When the attachment has been uploaded, click the **Save** button.

Once the attachments have been downloaded and attached to the amendment:

- 27. Select the Amendment Affirmation link to affirm the amendment.
- 28. Place a checkmark in the affirmations checkbox and click the **Affirm** button.

#### Affirmations

Affirm the following:

I certify that this change is being requested due to a data entry error. (Note: all other types of errors require original documentation and cannot be submitted electronically.)



29. The page will refresh and display an **Authentication Successful** message. The amendment request will now appear in an **Amendment Registration** queue for processing by authorized personnel.

#### Affirmations

Authentication successful.



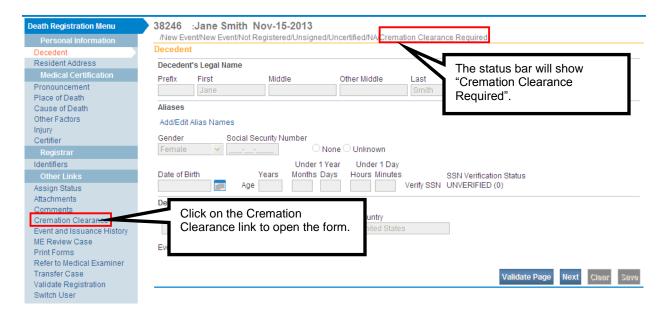


## **Exercise 5.3 – Cremation Clearance - Medical Examiner**

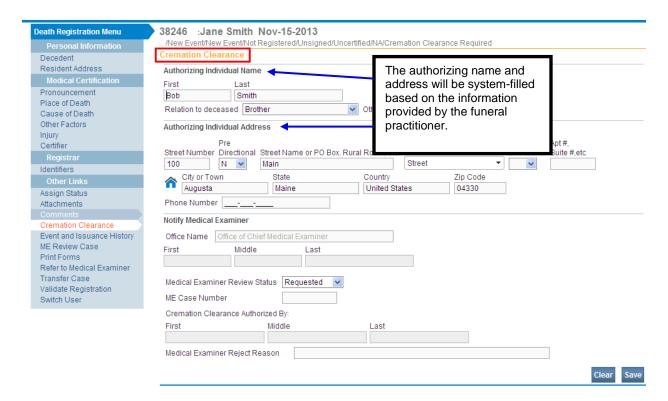
**Skill Learned:** How to complete the **Cremation Clearance** page from the perspective of a Medical Examiner.

- 1. From the **Home** page select **Messages**.
- 2. To open the record, click on the decedent's name link in the message requesting medical examiner clearance.

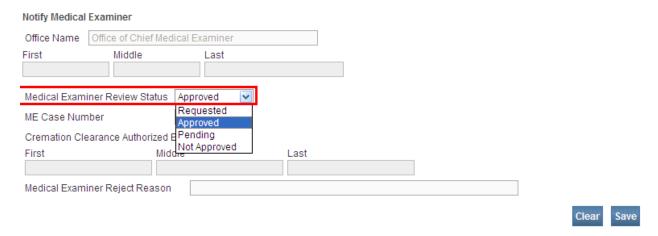




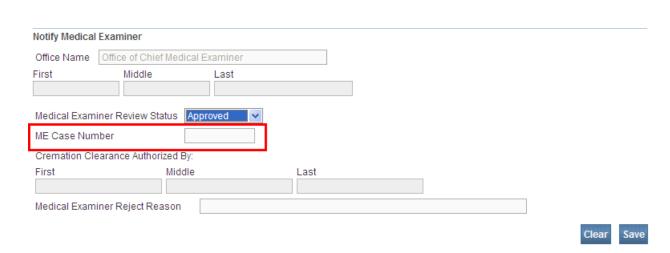
3. From the **Other Links** sub-menu, select **Cremation Clearance**. This page must be completed before final disposition will be authorized.



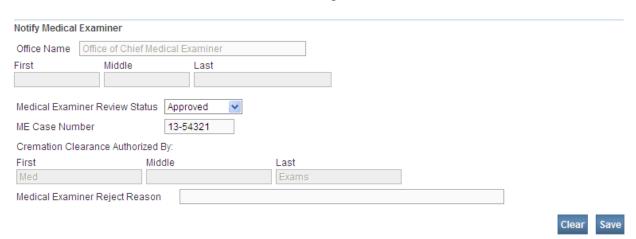
- 4. The **Authorizing Individual Name** and **Authorizing Individual Address** tabs will be system filled based on the information entered by the funeral home user.
- Make a selection from the Medical Examiner Review Status dropdown list. If Not Approved is selected, a Cremation Reject Reason must be provided in the space provided. Select Approved from the dropdown list

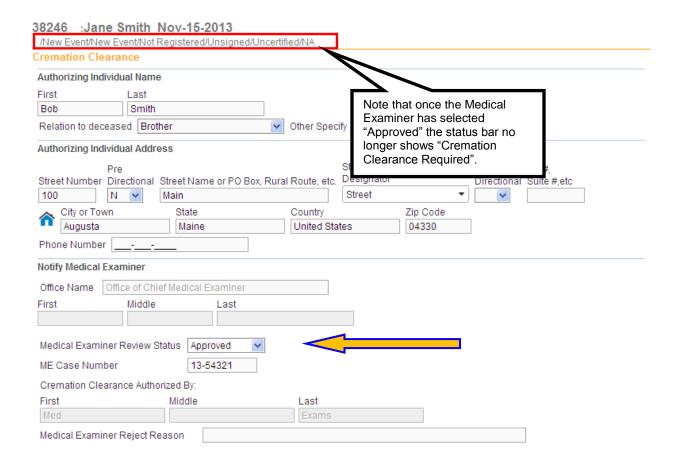


6. If one has been assigned, enter the ME Case Number and click Save.



7. The page will refresh and the **Cremation Clearance Authorized By** fields will be system filled with the name of the official authorizing the cremation.

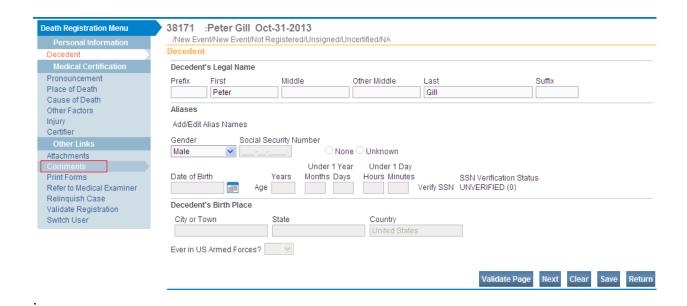




## **Exercise 5.4 – Comments**

**Skill Learned**: How to read and enter comments. During the process of entering and registering death records, it is sometimes necessary to store comments or remarks about a case. These comments can serve as reminders or as instructions to others who will work on the case.

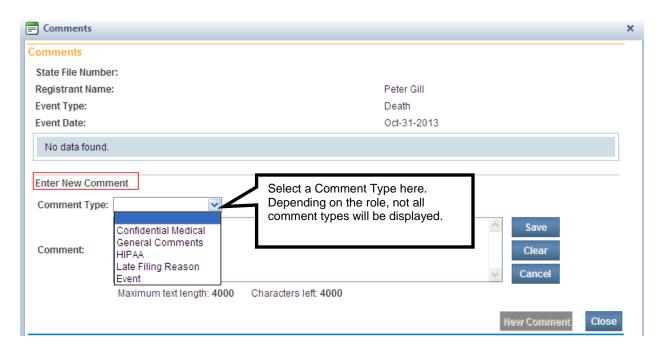
The case must be opened to add comments.



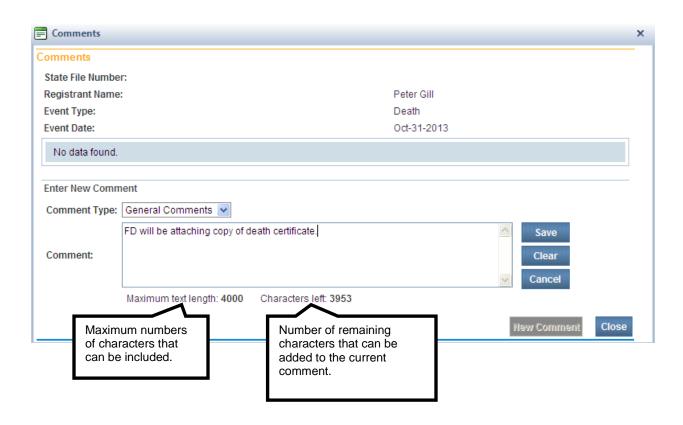
- 1. From the **Death Registration Menu** select **Other Links -> Comments**.
- 2. The **Comments** dialog will appear onscreen as a pop-up window. To add a new comment, click the **New Comment** button located at the bottom of the **Comments** window



3. The **Enter New Comment** tab will open allowing you to enter new comments.



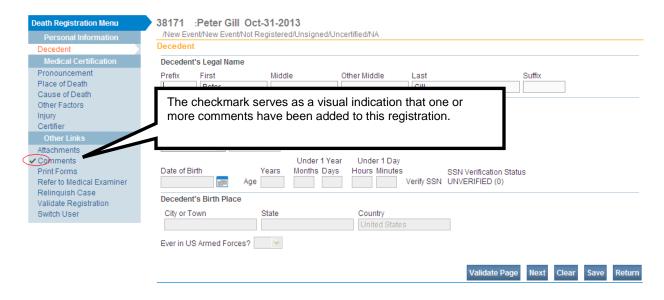
- 4. The first step in adding a new comment is to select a **Comment Type**. Every comment must have a type assigned to it.
- 5. Comments are limited to 4000 characters. Fortunately, **DAVE<sup>TM</sup>** keeps track of the number of characters used and displays that information onscreen.



- 6. When you have finished entering the comment, select the **Save** button to save the comment, **Clear** to clear the entry, or **Cancel** to close the comment window without saving changes.
- 7. Selecting **Save** above will write the comment to the **DAVETM** database and return you to the main **Comments** window, shown below. Notice that a portion of the comment can be read in the **Comment** window. Lengthy comments will have to be opened in order to be read in their entirety. Clicking the **Edit** link will open the **Update Existing Comment** tab for you to view and, if necessary, edit the comment.



8. Once a comment has been added to a record, a checkmark will appear next to the **Comments** link in the **Other Links** sub-menu. This serves as a visual cue to all users that outstanding comments exist on a record



Note: The ability to Edit or Delete comments is determined by the individual user's security configuration.

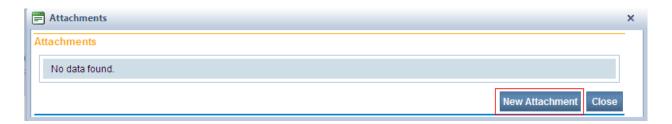
## **Exercise 5.5 – Attachments (Registration)**

**Skill Learned**: How to add attachments. It is sometimes necessary to add attachments to a case. (Note: There is a 4M size limitation on attachments. If the attachment is too large, scan and reduce the attachment prior to attaching the document to the case.)

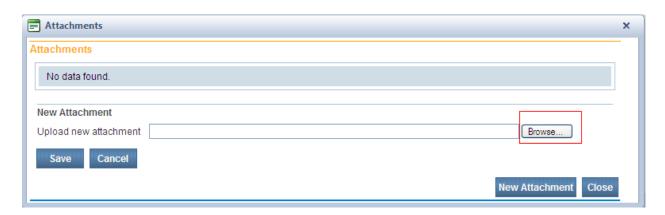
- 1. Open the case applicable to the attachment.
- 2. From the Death Registration Menu under Other Links select Attachments



- 3. The **Attachments** dialog box will open.
- 4. Select the **New Attachment** button.

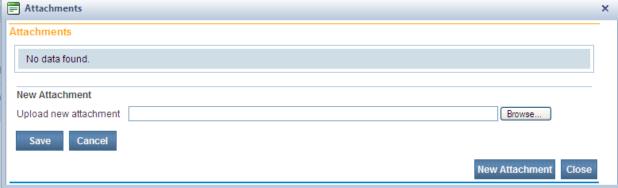


- 5. The **Attachments** tab will open allowing you to add an attachment.
- 6. Click on the **Browse** button.

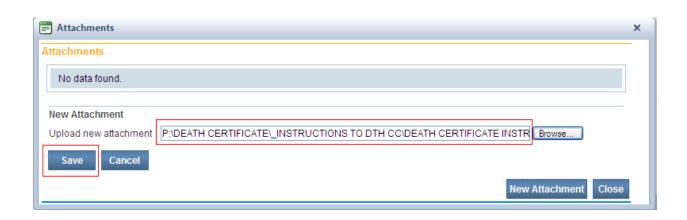


- 7. Clicking on the **Browse** button will open the Choose File to Upload directory.
- 8. Click on the file to attach to the record.

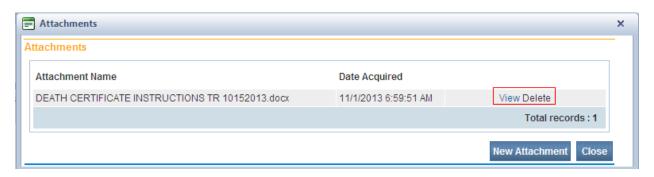




- 9. The file name will show in the **Upload New Attachment** box.
- 10. Select Save.



11. Once the file is saved, the attachment can be viewed or deleted. (This is based on user security privileges.)



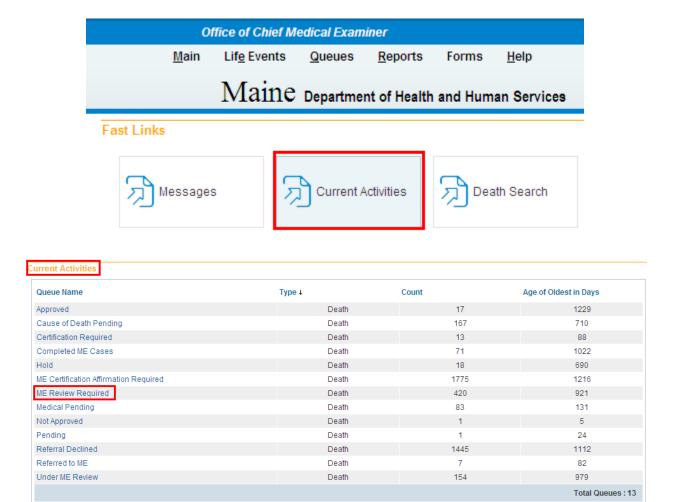
12. A checkmark indicator will be shown in front of the <u>Attachments</u> link when there is an attachment included with the case.



#### Exercise 5.6 – ME Review Case

**Skill Learned:** How to use the **ME Review Case** page to perform referral action: accept referral, decline referral, pending, or take control of record that has been referred to the Medical Examiner.

1. Login to **DAVE™** as a medical examiner. From the **Current Activities** window, locate and click the <u>ME Review Required</u> link to view the cases that require medical examiner review.

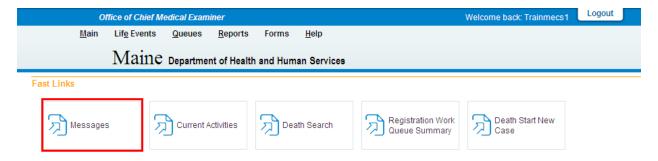


2. Click on the Registrant's name to open the case that needs Medical Examiner review.



3. Or, another way to retrieve cases that have been referred to the Medical Examiner is through **Messages**.

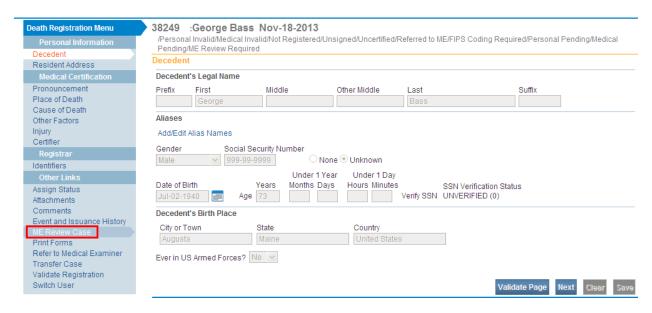
From the **Home** page, select the **Messages** fast link.



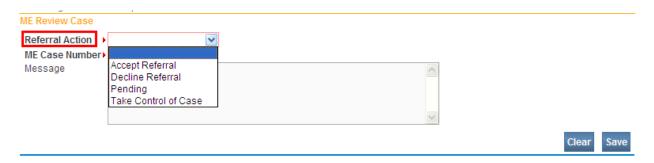
4. Click on the Registrant's name within the message to open the case.



5. Once the case is open, from the **Death Registration Menu**, under **Other Links** select **ME Review Case**.

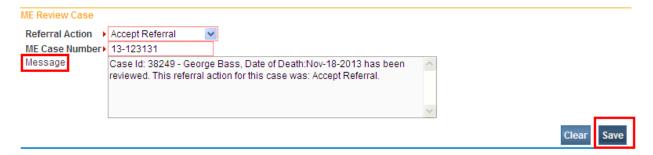


6. Notice that both **Referral Action** and **ME Case Number** are marked with red arrows () indicating that these are mandatory fields. Select **Accept Referral** from the **Referral Action** dropdown list and enter a **ME Case Number**.



#### **About Referral Actions**

- Accept Referral is used for cases referred to ME that can occur at any point in the registration process including after filing.
- **Decline Referral** is used to deny taking ownership or control of a record.
- **Pending** is used to handle those cases where the ME determines that additional discussion is needed with the physician before making a determination on the case or when the cause of death is inadequate or incomplete.
- Take Control of Case is used when the ME is not the medical owner of the case; however, he/she determines that the case falls under ME jurisdiction. Once the ME user accepts or takes control of a case then he/she is responsible for completing and certifying the medical information.
- 7. Once a selection has been made from the **Referral Action** dropdown list, a system message is automatically entered into the **Message** box. This message can be used as is, edited, or deleted entirely.



8. Click the **Save** button to save changes and accept the referral request.

Note: The person referring the case to the Medical Examiner's office will receive an automated message indicating the referral action taken by the Medical Examiner.

#### Messages Send Message Remove from List From Message Text Date Sent Case Id: 38254 - Paul Brooms, Date of Death: Nov-18-2013 has been reviewed. This referral action for this case was: 11/18/2013 11:15:12 Med Exams Take Control of Case Brooms, Paul 11/18/2013 11:13:17 Case Id: 38253 - Bob Beetles, Date of Death: Nov-18-2013 has been reviewed. This referral action for this case was: Med Exams Case Id: 38252 - Bill Tires, Date of Death:Nov-18-2013 has been reviewed. This referral action for this case was: 11/18/2013 11:10:51 Med Exams Decline Referral Tires, Bill 11/18/2013 11:07:28 Case Id: 38251 - John Blue, Date of Death:Nov-18-2013 has been reviewed. This referral action for this case was: Med Exams Accept Referral Blue, John

# **Status Bar**:

If the Medical Examiner performs a Referral Action of: Accept Referral, Pending, or Take Control of Case, the status bar will show "Under ME Review".



If the Medical Examiner selects to <u>Decline Referral</u> the status bar will show Referral Declined.

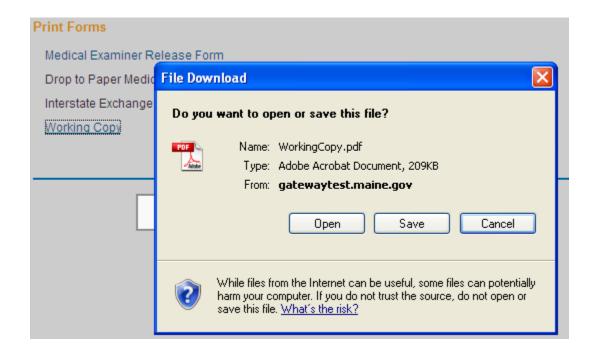


#### **Exercise 5.7 – Print Forms - Working Copy**

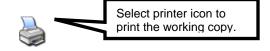
**Skill Learned:** How to send working copies of death certificates to an installed printer.

Note: The ability to print a Working Copy of a registration is based on user security privileges. Typically, only Physicians, Medical Certifiers, Funeral Practitioners, and Medical Examiners print Work Copies.

- 1. Select Death Registration Menu -> Other Links -> Print Forms.
- 2. Locate the underlined Working Copy link.



- 3. Clicking any form link will open the **File Download** dialog box and launch the document for printing.
- 4. Click Open to print the Working Copy.
- 5. Select the Printer icon to print the Working Copy.





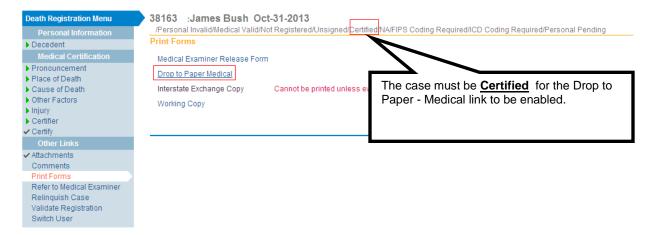
#### Exercise 5.8 – Print Forms - Drop to Paper

**Skill Learned:** How to use the <u>Drop to Paper-Medical</u> link in order to print a death certificate when the <u>personal information</u> will not be entered <u>electronically</u>.

Once a certificate is "dropped to paper – medical", previously authenticated signatures are printed along with all filled-in data keyed in. The paper document is then considered the official

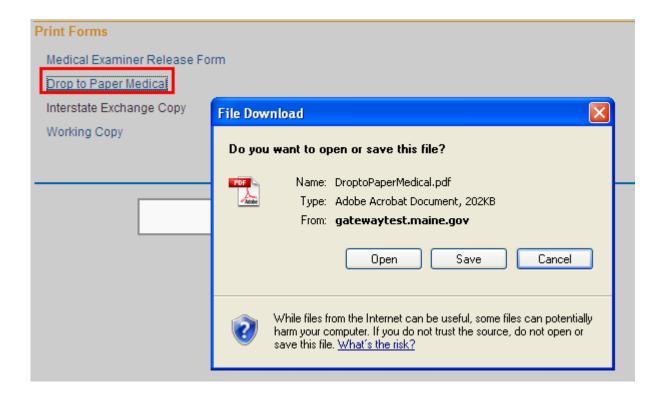
source of the death certificate information. <u>At this point, DAVETM locks all "authenticated" information from further update</u> in order to ensure the paper document matches the electronic record. Authorized users, such as state users still have the ability to update "locked" fields once the paper document is filed.

1. From the **Death Registration Menu**, select **Other Links -> Print Forms -> Drop to Paper - Medical**.

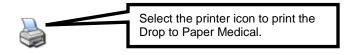


Note: Access to the Drop To Paper – Medical link is limited by both user security configuration AND the status of the record in question. Even with the proper security profile, you may or may not have access to the Drop to Paper – Medical link.

2. The File Download box will open. Select **Open**.



3. The form will launch in PDF format for printing.



NAME KNOWN TO PHYSICIAN			DEPARTMENT OF HEALTH AND HUMAN SERVICES  CERTIFICATE OF DEATH					State File Number		
1a. FIRST NAME			1b. MIDDLE NAME				1c. LAST NAME			1d. JR., etc.
James						Busl	Bush			
DATE OF DEATH     Actual date of death	3. SEX	4. <b>S</b> O	CIAL SECURITY NUMBER	5a. AGE (Yrs)	5b. UNDE	R 1 YEAR	5c. UND DAY	UNDER 1 Y		ATE OF BIRTH
October 31, 2013	Male	Unkn	own	Last Birthday	Months	Days	Hours	Minutes	Unk	nown

#### Exercise 5.9 – Relinquish Case

**Skill Learned:** How to surrender ownership of an <u>unregistered</u>, <u>certified</u> record. The <u>Relinquish Case</u> link allows a user to relinquish control of their portion of the record so that a different user can login and take ownership.

For example, if the case is "Certified" it will become "un-Certified" once the owner relinquishes the case giving another user access to the case.

Note: The Relinquish Case link will be disabled if the record is registered.

1. From the Death Registration Menu select Other Links -> Relinquish Case.



2. The **Relinquish Case** window will pop onscreen. Select **OK** to relinquish control of the record or **Cancel** to retain ownership of the record.



NOTE: The Medical Examiner does not lose access to <u>viewing</u> the case even after the record has been relinquished by the medical examiner and certified by another user.

NOTE: If the case has an "Under ME Review" status, the status shall be removed when a record is relinquished by the Medical Examiner.

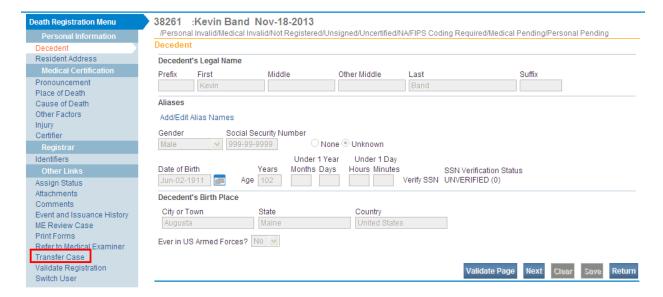
## Exercise 5.10 - Transfer Case

**Skill Learned:** How to transfer ownership of a <u>non-registered</u> record to a specific facility. 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.

Note: The Transfer Case link will be disabled if the record is registered.

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**.



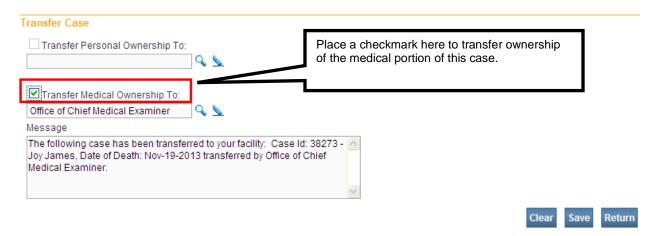
2. Notice that there are two transfer options available on the **Transfer Case** page: **Transfer Personal Ownership** and **Transfer Medical Ownership**. These two options exist because the **Transfer Case** page is used by both Funeral Home personnel and Medical Facility personnel.



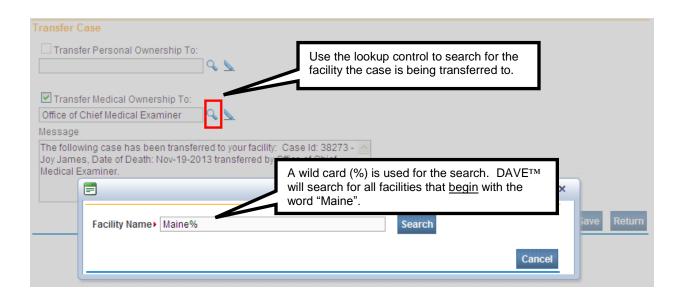
3. Whether signed in as a funeral home user or a medical facility user, only one transfer option will be available. In the example above, the **Transfer Medical Ownership To:** option is available because the current user is a physician. Medical Facility users can transfer **Medical Ownership** of a record, but not **Personal Ownership**.

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

4. To **Transfer Medical Ownership**, place a checkmark in the **Transfer Medical Ownership To:** checkbox.

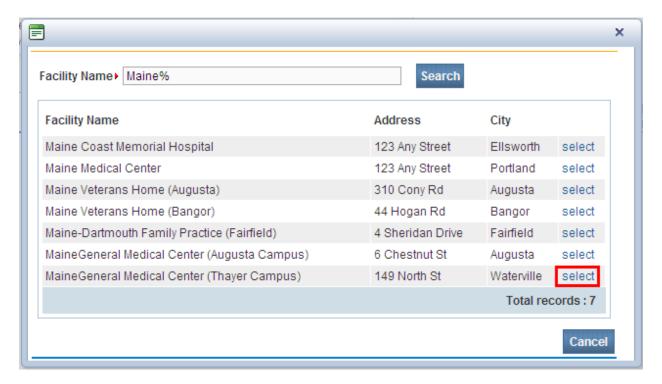


5. Next, use the **Lookup** control to select the receiving facility (see <u>Using Lookup Controls</u> for details).



Note: A wild card (%) can also be used before and after a letter(s) such as (%And%). DAVE<sup>TM</sup> will search all facilities that contain those letter(s) anywhere within the facilities' name. This is helpful if the user is unaware that a facility name may begin with "The", etc.

6. Click on the Select button near the desired facility name.



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



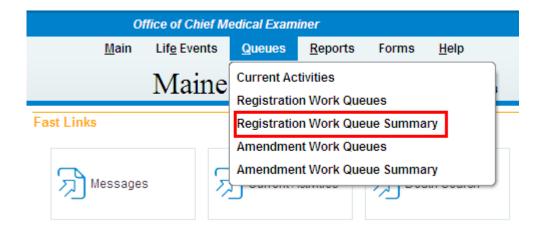
### **Section 6: Work Queues**

In this section, you will learn how to navigate through the various **DAVETM** work queues. From the **Home** page, select **Queues**. 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 grouping is accomplished through the assignment of work queue statuses based on validation rule failures.

## **Exercise 6.1 – Work Queue Summary**

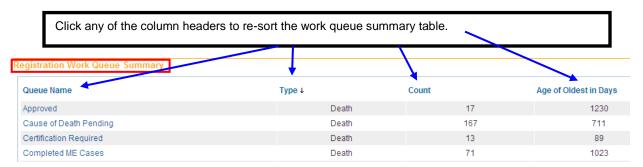
**Skill Learned:** How to access records via work queues. As registrations work their way through  $DAVE^{TM}$ , they will pass from one work queue to another. Queues represent the statuses assigned to records in  $DAVE^{TM}$ .

1. From the **Home** page, select **Queues**. This will bring up a listing of all the available work queues containing cases. **Queues** contain registrations, orders, or amendments having a work queue status. If a queue does not contain any cases it will not be displayed in the list.

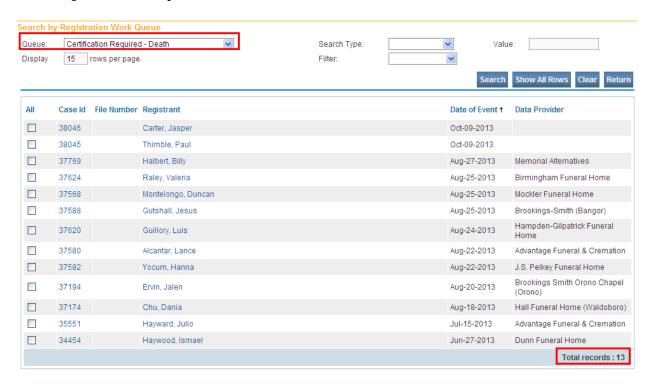


2. Select the Registration Work Queue Summary link.

3. The default sort order is by **Queue Name**. Notice however, that the column headers in the summary table are all links. Clicking any of these links will change the sort order of the table based on that column's content.



- 4. **Type** indicates the kind of record being presented.
- 5. **Count** indicates how many cases are in the queue. **Age of Oldest in Days** indicates the age of the oldest record in the queue.
- 6. Click any link in the **Queue Name** to view a list of the items currently found in that particular queue. In the example shown here there are 13 cases in the **Certification Required-Death** queue.



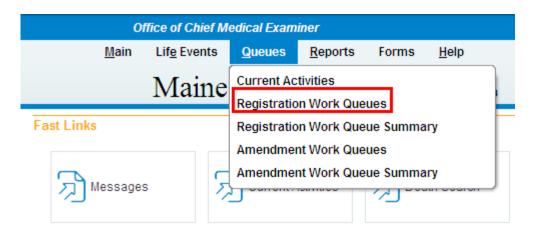
7. Click any Registrant name or Case Id link to open that record for review or editing.

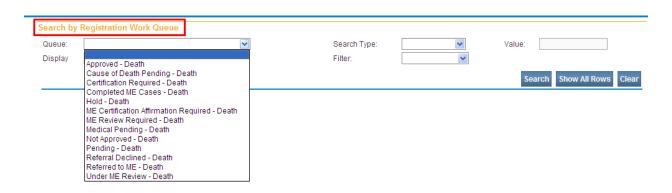


# Exercise 6.2 – Work Queues - Search

Skill Learned: How to search for cases based on their queue status.

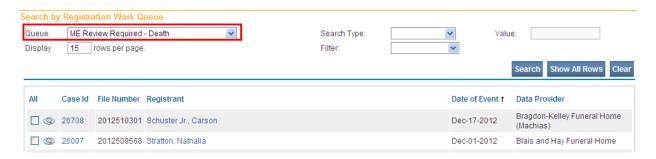
1. From the **Home** page select **Queues -> Registration Work Queues**. This will open the **Search by Registration Work Queue** window.



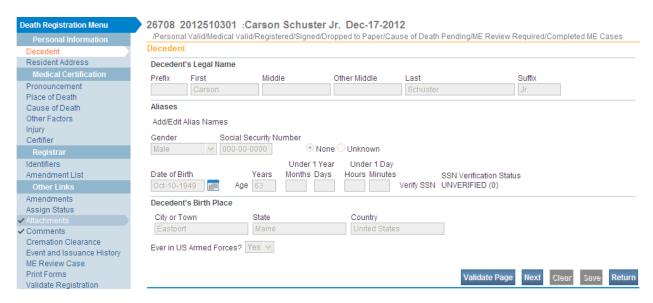


Note: The actual work queues available will vary based on user type and user security setup.

2. Select one of the available queues from the **Queue** dropdown and click the **Search** button. This will return a list of all cases in the selected queue.



3. Notice that this search returned two records. Click the <u>Registrant</u> name or <u>Case Id</u> link to open the record for review or editing.



# **Appendices**

## Appendix 1 – Glossary of Icons and Controls

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

- **Auto-populate Button** – this control can be clicked on using your mouse's left click button. This control is used in conjunction with a dropdown list to auto-fill information relevant to the entity selected within the dropdown list.

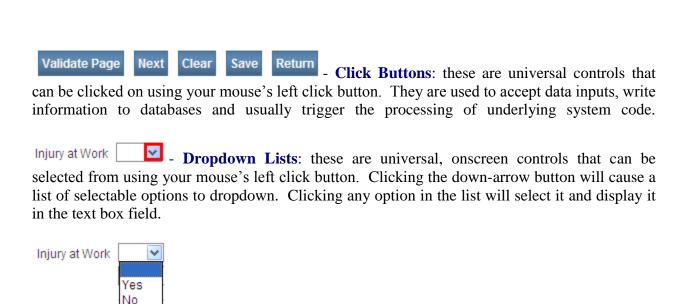
Auto-populate Tool Tip: this is an onscreen tool-tip that appears whenever the cursor is allowed to 'hover' over an Auto-populate button. This is simply a visual indicator that the auto-populate feature can be used.



**Calendar**: this is an onscreen control containing several other controls. There are two dropdown lists, one for selecting the month and the other for selecting the year. The default calendar displayed will be for the current month and year with the current day displayed in red. Clicking any day of any date will cause that date to be displayed in the corresponding **Date Entry** text box using a MMDDYYYY format.

- Calendar Icon: this is an onscreen control that can be clicked on using your mouse's left click button. This icon is used in conjunction with Date Entry text boxes. Clicking this icon will bring up the Calendar control that can be used to select a specific date.

□ - Checkboxes: these are universal, onscreen controls that can be clicked on using your mouse's left click button. Checkboxes are used for making selections among various onscreen options. More than one checkbox can be selected at a time (compared to **Radio Buttons** that can only be selected one at a time.) Checkboxes exist in two states: Checked and Unchecked. To check a checkbox just click in the box with your mouse. Clicking unchecked checkboxes will place a checkmark (♥) in the checkbox. Clicking a checked checkbox will remove the checkmark.



- Fix Icons: this is an onscreen icon that appears only in the DAVETM Validation Frame. Clicking this icon will send the cursor to the field containing invalid information so that it can be corrected.

Labels –are universal controls or fields. Actually, most fields have labels. A Label tells you what type of information is displayed in a field or what type of information to place in a field. In our example here, the field has a label containing the word **First.** That tells you to place the Decedent's first name in this text box field.

First

□ - Radio Buttons: these are universal controls that can be selected using your mouse's left click button. Clicking a radio button will fill in (•) the circle. Unlike Checkboxes, which allow for multiple selections, only one Radio Button per group of buttons may be selected at one time. For example, you might use a radio button to select a brand of car to purchase, but use checkboxes to add all the features you want.

- Text Entry Boxes: these are universal controls used to record information.

Text Entry Boxes can be formatted to accept only text, a combination of text and numbers, numbers only or dates. In this example, the Text Box is being used to record someone's First name. In this case, the text entry box is formatted to prevent the entry of any numbers or special characters. Some Text-Entry Boxes are display only.

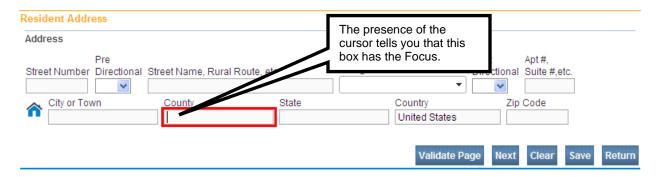
▶ - Validation Arrow-Green: this is a display only icon. Clicking it has no effect. This icon is used in the **Death Registration Menu** and indicates that a **DAVE**<sup>TM</sup> information page contains valid information.

- ▶ Validation Arrow-Red: this is a display only icon. Clicking it has no effect. This icon is used in the **Death Registration Menu** and indicates that a **DAVE**<sup>TM</sup> information page contains invalid information that must be corrected before certification will be allowed.
- ► Validation Arrow-Yellow: this is a display only icon. Clicking it has no effect. This icon is used in the **Death Registration Menu** and indicates that a **DAVE**<sup>TM</sup> information page contains information that may be invalid and must be corrected or overridden before certification will be allowed.

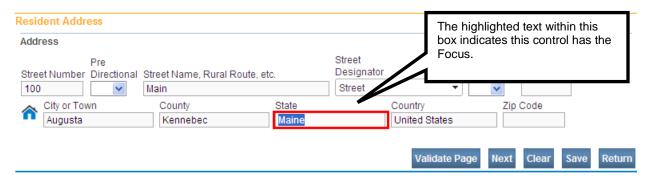
## **Appendix 2 – Usage and Common Conventions**

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

1. **Focus** – **Focus** determines which field 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 pre-filled textbox has the focus then the text in that box will be highlighted. If you type here with the text highlighted, the current text will be deleted.



If a **Checkbox** or **Radio Button** receives the focus then a dotted line will surround the checkbox or radio button.



2. **Passing the Focus** There are two ways to pass the focus to a field: clicking the field with your mouse or pressing the **Tab** key until the desired field is highlighted.

The most common way of placing the focus on a field is by clicking the field with your mouse. This is also the slowest and least efficient way of passing the focus from one field to the next.

Instead, learn to use **Tab** and **Shift-Tab** to pass the focus back and forth among the fields. Using **Tab** will advance the focus forwards. **Shift-Tab**, which is triggered by holding down the **Shift** key while pressing the **Tab** key, will pass the focus back to the previous field.

Every page is structured a little differently. Exactly where **Tab** and **Shift-Tab** sends the Focus will vary, but it should always advance you logically from one field to the next.

3. **Keyboard Shortcuts** – Now that you understand what **Focus** is and how to pass it from one field to the next, let's see how you can use it to become a more efficient **DAVE**<sup>TM</sup> 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 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 field.
- 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 field 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