ERAVE

Electronic Death Registration System

Coroner Office Assistant User Guide

This guide is intended for use by Arkansas County Coroner Office personnel only. User by unauthorized personnel is strictly prohibited.

Created by:
Anthony Enoch
Arkansas Department of Health
4815 W Markham St.
Little Rock, AR 72205

For:
Arkansas County Coroner's Office Staff

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Overview

The Coroner Office Assistant role in ERAVE is designed for a user to assist an Elected or Deputy Coroner create, transfer/update death cases, assign Funeral Homes electronically or drop death case to paper for manual completion by the Funeral Home, view deaths that occurred in their county and enter medical information.

Once all the medical information has been entered electronically and there are no errors, the Coroner Office Assistant can mark the death case as "Ready to be Certified" for the Elected or Deputy Coroner to review, make changes if necessary, then certify the death case.

Coroner Office Assistant Process

Funeral Home refers death case to the County Coroner's Office.

Coroner Office Assistant logs into ERAVE, accesses Office Location and assigns death case to Elected or Deputy coroner's Personal Location.

Coroner Office Assistant switches to Elected or Deputy coroner's Personal Location, enters medical information and marks death case as "Ready to be Certified."

1 Getting Started

How to Gain Access to ERAVE

User Application

All users must complete and sign an ERAVE user application before they receive their username and password. The user application can be emailed or faxed to the ERAVE Project Team at the number listed on the application.

Note: If a Coroner Office Assistant but also perform duties at a Funeral Home Assistant, ERAVE will allow you to access the Coroner and Funeral Home locations.

ERAVE User Confirmation Email

Once you are setup in the system you will receive an email containing your ERAVE User Account Information that includes;

- • Your username
- • A temporary password
- • A link to the ERAVE production site

Simply click on the link and it will take you to the ERAVE Welcome page

ERAVE Welcome Screen

Consist of three Modules
- Death Registration Module
- Infant Hearing Screening Module
- Birth Registration Module

Additional Information
- ERAVE Help Desk Information
- Vital Records Section Information
- Infant Hearing Screening Information

Click the "**LOGIN**" button

Logging in the First Time

Step 1. Enter the username and password you received in your confirmation email and click the "Log In" button.

Username: aenoch
Password: •••••

Log In   Reset

Forgot your password or password expired?
click here

Step 2. Once you click the Log In button you will be prompted to change your password. You will be asked to re-enter the password you received in your email in the "Original Password" field. Next, you must created a new password in the "New Password" field, then re-enter it into the "Confirm New Password" field and click the "Continue" button.

Please reset your password:

Original Password: •••••
New Password: •••••••
Confirm New Password: •••••••

Continue   Clear Screen

Note: Your new password must be at least 8 characters long containing one upper case letter, one lower case letter, one number and one special character.

Password example: Online97%

2 Understanding the "Select Your Location" Screen
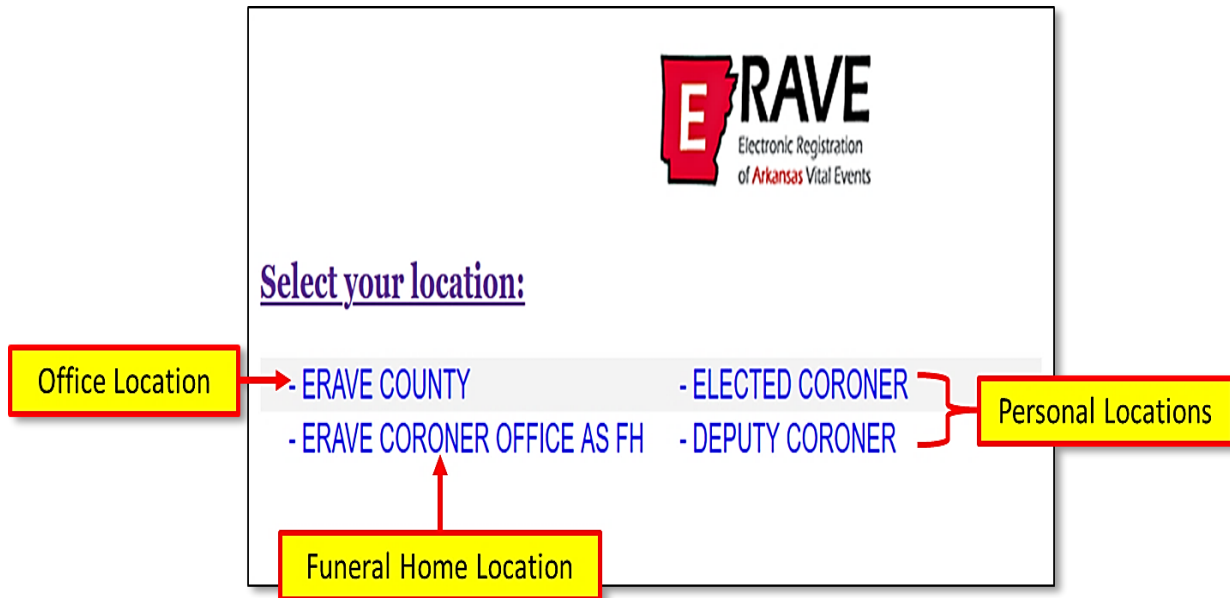
ERAVE COUNTY – This location is also known as the Office Location and will show the name of the County the coroner completes death cases in. *(Examples: Polk County, Baxter County etc.)*

At this location Coroner Office Assistant can view all the death cases that occurred in their county that have been filed electronically by other facilities. The Coroner Office Assistant should move death cases from the office location to the Elected or Deputy Coroner's personal location to enter the medical information and mark death case as "Ready to be Certified."

ELECTED OR DEPUTY CORONER – These 2 locations are also known as the Personal Locations for an Elected or Deputy Coroner and will display the Elected or Deputy Coroner's name. *(Example: john doe – Elected Coroner. Jane Doe – Deputy Coroner.)*

This is the only location that an Elected or Deputy Coroner can certify the medical section of a death case.

A Coroner Office Assistant will have the ability create and complete death cases at the Elected or Deputy Coroner's Personal Location. Cases can also be assigned to a funeral home and/or another medical certifier from the Personal Location.

ERAVE CORONER OFFICE AS FH – This location is used by the Coroner's Office when there is a death case with no funeral home involved. The Elected or Deputy Coroner can; complete the decedent's Personal Information section at this location and submit the record for registration from this location after completing and signing the Medical Information Section at their Personal Location.

3   How to Assign A Death Case to A Personal Location

As the County Coroner's Office Assistant your first objective should be to move a death case from the Office Location to the Elected or Deputy Coroner's Personal Location.

Step 1. Log into ERAVE and select your "County Location."
   a.   This location has the name of the county.

Step 2. From the *Main Menu* select "View Queues."

Step 3. Locate the decedent's name in the *Open Cases* queue and click the word "Process."

Step 4. When there record opens, click "Tab 12 Case Actions."
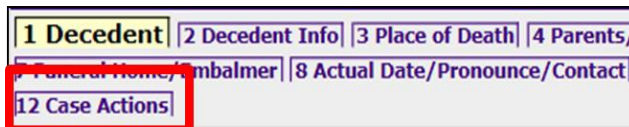
Note: if a popup box appears, click the "OK" button on the popup box ten click Tab 12 Case Actions.

Step 5. Tab 12 Case Actions – Assign/Transfer/Notify Medical Certifier Section.
   a.   From the Actions dropdown menu select "Request Medical Certification."
   b.   From the Select Coroner dropdown menu select the Coroner's name that will be completing the Medical Information Section.

Click the **FINISH** button.

Step 6. On the ERAVE Warning Screen scroll to the bottom and click "Save (as Pending)."

ERAVE Warning

Save (as Pending)
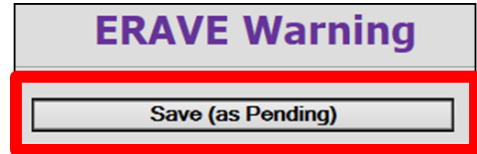
Step 7. On the Successful Transaction screen click the "Main Menu" button.

Successful Transaction
Your transaction has been saved successfully.

Main Menu   Repeat Task

Step 8. From the Main Menu click the word "Change" located in the Upper left-hand corner of the screen.

Logged in as:
ANTHONY ENOCH
at CLEVELAND COUNTY [change]
Unit: CLEVELAND COUNTY

Main
Death | System | View Queues

Step 9. On the *Select your location screen,* click your "Personal Location."

Select your location:

- A. ENOCH - ELECTED CORONER
- CLEVELAND CORONER OFFICE AS FH

Step 10. From the Main Menu click "View Queues."

Main
Death | System | View Queues

Step 11. Locate the decedents' name in the Open Cases queue and click the word "Process" to open the record and complete the Medical Information.

Open Cases (8)							
First	Last Name	Date of Death	PI Status	Med. Status	Case Status	Details	Action
MERYL	STREEP	12/04/2017	Case pending	New	Not submitted	Details	Process
HUGH	JACKMAN	12/03/2017	Case pending	New	Not submitted	Details	Process
TAYLOR	SWIFT	12/02/2017	Case pending	New	Not submitted	Details	Process

4 To-Do Queues

The following queues will be displayed for the Elected or Deputy Coroner's only at their Personal Location.

Once the Personal Location has been selected click "View Queues" to display the To Do Queues.

Main
Death | Requests | System | View Queues
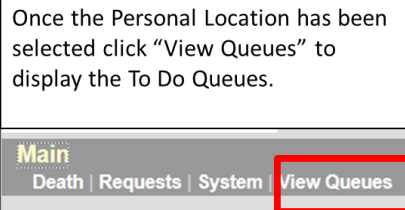
Open Cases Queue

- Holds cases that have been assigned to the Elected or Deputy Coroner for completion and/or certification of the Medical Information Section.
- Death Cases that have been completed by the Elected or Deputy Coroner and are waiting to be submitted for registration by the funeral home.

Open Cases (3)	Pending COD (1)	RFI (1)					
First	Last Name	Date of Death	PI Status	Med. Status	Case Status	Details	Action
TODD	LANDRY	12/01/2017	New	Certified	Not submitted	Details	Process
BRETT	BELEAM	11/24/2017	New	Case pending	Not submitted	Details	Process
COUNTY	CORONER	11/14/2014	Case pending	Case pending	Not submitted	Details	Process

Pending COD Queue

Holds cases with the Cause of Death pending. This type of death case will only appear in this queue when the death case becomes registered at the Vital Records State Office. The Elected Coroner or Deputy Coroner can access the death case from this queue at any time and enter the Cause and Manner of Death. Once that Medical Information has been added, the death case will disappear from the Pending COD queue.

Open Cases (3)	Pending COD (2)	RFI (1)										
First	Last Name	Date of Death	County of Death	Date of Birth	Sex	Funeral Home	PI Status	MI Status	Case Status	Certificate	Rev	Details Action
PERRY	PENDING	11/05/2017	CLEVELAND	01/01/1944	M	ERAVE FUNERAL HOME	Signed	Certified	Registered	2017000010		Details Process

RFI Queue

Holds cases that have a pending Request for Information (RFI) letter from the State Office. An RFI letter is sent to the certifier when there is a need for additional medical information or there are questions about the Cause/Manner of Death.

Open Cases (3)	Pending COD (2)	RFI (1)					
Decedent First	Last Name	Date of Death	Certifier First	Last Name	Status	Query Date	Details	Action
DAVE	TEST	05/27/2009	A	ENOCH	QUERY	12/06/2017	Details	Process

4.1   Accessing a Death Case from the Open Cases Queue

Step 1. From the ERAVE Main Menu click "View Queues" to display the Open Cases Queue

Step 2. Locate the decedent's name in the Open Cases queue and click the word "Process."

Step 3. Records opens at Tab 1 Decedent. Click "Tab 8 Actual Date/Pronounce/Contact." When Tab 8 appears, then proceed to complete the Medical Information Section.

Note: *ONLY Completing Tabs 8-11*

Note: *when you click Tab 8, you may see these two pop-ups. Click "OK" on one or both of these messages, then click Tab 8 again.*
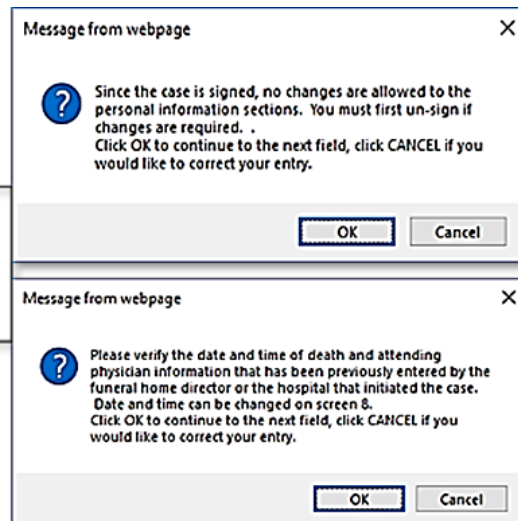
5   Creating & Completing a Death Case

Once the Coroner's Office Assistant has assigned the death case to the Elected or Deputy Coroner's Personal Location, the Office Assistant will switch from the Office Location to the Elected or Deputy Coroner's Personal Location to enter the medical information on their behalf.

Step 1. From the Main Menu click "Death."
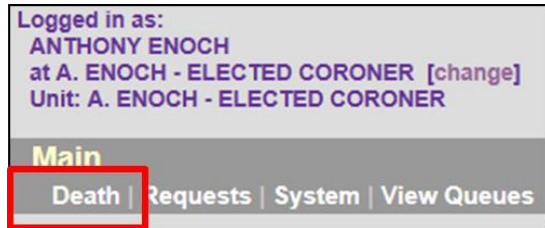
Step 2. Click the words "Create Case."
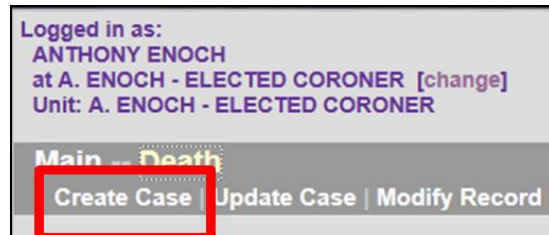
Step 3. On the **Start Case Information Screen** enter:

    a. Decedent's First and Last names.

    b. Decedent's Gender.

    c. Decedent's Date of Death.

    d. Decedent's Date of Birth.

    e. Place of Death defaults to Coroner's County
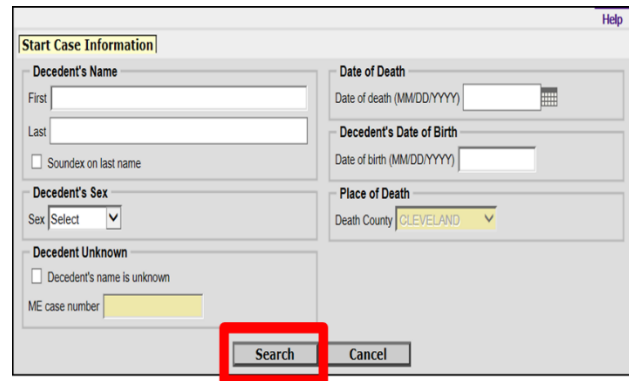
Then click the **SEARCH** button

Step 4. Record List Screen displays and should show "0 Records found." Click the "Create New Case" button.

Step 5. Record opens at Tab 1 Decedent. Click "Tab 8 Actual/Pronounce/Contact" and start entering the Medical Information. Do not enter information on Tab 1 Decedent.

Step 6. Tab 8 Actual Date/Pronounce/Contact – Sections 3 & 18a-b.

    a. Section 3. Actual or Presumed Date/Time of Death
        i. Enter the Date of Death. If unknown enter all 9's (example 99/99/9999)
        ii. Enter Time of Death and select either AM, PM or Military time indicator.

    b. Section 18a-b. Date/Time Pronounced Dead.
        i. Enter Date Pronounced.
        ii. Enter Time Pronounced and select either AM, PM or Military time indicator.

Step 7. Tab 8 Actual Date/Pronounce/Contact – Sections 18c. & 19.

    a. Section 18c. Person Pronouncing Death.
        i. Select Pronouncer Type by choosing one of the following:
          – Select "Pronouncer same as Certifier" if you are Pronouncing and Certifying.
          – Select the appropriate Pronouncer type from the dropdown menu then select their name from the appropriate list.

    b. Section 19. ME or Coroner Contacted Select "Yes"

Note: if pronouncers name doesn't appear in the list, enter their name into the name field and select their title from the Title List.

Click the **NEXT** button

Step 8. Tab 9 Cause of Death

    a. Enter the "Immediate Cause "on line "a" then the "Approximate Interval" for Line "a"

    b. List any "Underlying Causes" on lines b, c, & d along with their approximate intervals.

Part II

Enter any Significant Conditions that contributed to death

Click the **NEXT** button

Step 9. Tab 10 Manner/Details/Injury – Sections 21-24, & 25a-d. *(if necessary)*

    a. Section 21. Autopsy – Select "Yes" or "No."

    b. Section 22. Manner of Death – select the appropriate Manner of Death.

    c. Sections 23-24. Death Details

       i. Select "Yes" or "No" for "Did Tobacco use contribute to Death?"

       ii. If female, answer pregnancy question

    d. Sections 25a-d. When and Where Injury Occurred.

       i. Enter Date, Time and Place injury occurred.

Step 10. Tab 10 Manner/Details/Injury – Sections 25e-g. *(if necessary)*

a. Section 25e. Location of Injury Address – Enter full address including city and zip code, then click the Validate button.

    i. If injury or accident occurred on a highway or street list the name.

    ii. If injury or accident occurred at a residence, list the residence address.

b. Section 25f. Describe How Injury Occurred – Enter a detailed description of how the injury occurred.

c. Section 25g. If Transportation Injury (if necessary) – select either; driver/operator, passenger, pedestrian or other

Click the **NEXT** button

25e. Location of Injury Address

Location unknown	☐
Number and street	4525 S HAVEN ST
Apartment number	
Country	UNITED STATES
State/province	ARKANSAS
City list	Select
City or town	LITTLE ROCK
Zip code	72206
Validate address	**VALIDATE**
Validation result	Building number is invalid.
☑ Accept address	

25f. Describe How Injury Occurred

Description: SUBJECT ABUSED ALCOHOL, METHAMPHETAMINE, AND CITALOPRAM

25g. If Transportation Injury

Specify: Select
Other - specify:

[Previous] [Next] [Finish] [Cancel]

Step 11. Tab 11 Certifier – Select Coroner/Deputy Coroner from the dropdown menu, then click the "NEXT" Button.

26a. Certifier's Name and Designation

Certifier designation	CORONER/DEPUTY CORONER
Physicians	Select
Medical examiners	Select
Coroners	Select
Hospice RN's	Select
First name	A
Middle name	
Last name	ENOCH
Suffix	Select
Title list	Select
Title	CORONER
Preferred method of contact	EMAIL
Contact information	ANTHONY.ENOCH@ARKANSAS.GOV
Case access	ELECTRONIC
Phone number	
Date signed by certifier (MM/DD/YYYY)	

26b. Certifier's Address

Number and street	4815 W MARKHAM ST
Apartment number	
Country	UNITED STATES
State/province	ARKANSAS
City list	Select
City or town	RISON
Zip code	72205

26c. Certifier's License Number

Medical license number:

Case Information

Decedent's first name	BRETT
Decedent's last name	BELEAM
Decedent's date of birth	10/10/1945
Sex	MALE

[Previous] [Next] [Finish] [Cancel]

5.1   Assigning a Funeral Home to a Death Case *(If Necessary)*

Step 12.   Tab 12 Case Actions – Assign/Transfer/Notify Funeral Home Section.

     a.   From the "Action" dropdown menu select "Assign Funeral Home To Case

     b.   From the Responsible Funeral Home dropdown menu select the funeral home that will handle the final disposition of the deceased.

Click the **FINISH** button.

6   Understanding the ERAVE Warning Screen

The ERAVE Warning screen is a list of exceptions within the death record that need to be either reviewed and possibly corrected by the funeral home or certifier, completed by the funeral home or certifier, or reviewed by the Vital Records State Office.

Note: A Death Case cannot be certified if any medical fields are left blank.

1st Section. Demographic Exceptions – Refers to information completed by the funeral home. Coroners will not need to review these items.

All Demographic Exceptions should be reviewed Fix all the following:

Residence address validation not successful
Field Group Description: Residence address validation not successful.

Informant's city is blank
Field Group Description: Informant's city is blank.

2nd Section. Required to Submit to State. Fix all the following:

Medical Information Section.
Field Group Description: Must be certified or dropped to paper – This is a reminder to the certifier that the case has not been certified. This message will disappear once the death case has been certified.

Required to Submit to State. Fix all the following:

Personal Information Section
Field Group Description: Must be signed or dropped to paper.

Medical Information Section
Field Group Description: Must be certified or dropped to paper.

3rd Section. Personal Information that must be completed – This section is to be completed by the Funeral Home.

The following information must be entered to complete the personal information section. Fix all the following:

Informant's last name
Field Description: *Required to print certificate. Enter the name of the informant - last name.

4th Section. Medical Information that must be completed – Here are items the coroner must complete. Click on the blue description of the item and the system will take the user back to the area of the record where the exception exists. Complete the field and click the finish button.

The following information must be entered to complete the medical information section. Fix following:

Autopsy must be answered or select Unknown
**Field Group Description:** Autopsy must be answered or select Unknown.

When all exceptions have been completed, return to the warning screen and click "Save as Pending." This will take you to   the Successful Transaction Screen.

Save (as Pending)

7 How to Mark a Death as "Ready to be Certified."

Once the medical information has been entered and there are no exceptions remaining on the ERAVE Warning Screen, the Coroner's Office Assistant will have the ability to mark the death case as "Ready to be Certified" by either the Elected or Deputy coroner.

Step 1. On the Successful Transaction Screen, click the "Case Ready to Certify" button.

Other Options

Following options are available:

Case ready to certify

Return to Record
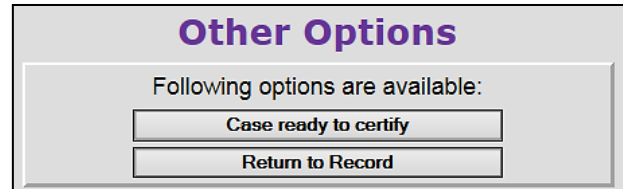
Step 2. Click the "Main Menu" button
Step 3. Click "View Queues."
Step 4. Locate the decedent's name in the Open Cases queue and confirm the Med Status reads "Ready to be Certified."

> *Note:* If you folllow these steps and the death case Med Status does not read ready to be certified, please contact the ERAVE Project Team at (501) 661-2785.

8   How to Print a Draft Death Certificate Copy.

A Coroner's Office Assistant will have the ability to print a non-legal copy of a death certificate from ERAVE.

Drafts should be printed from the Elected or Deputy Coroner's personal location.

There are two ways to print a draft.
- After the death has been marked "Ready to be Certified."
- After the death case has been certified by the Elected or Deputy Coroner.
- From the Open Cases queue.

Note: All printing is initiated on the Successful Transaction Screen. Once the Elected or Deputy Coroner has successfully completed the certifying process and is now on the "Successful Transaction" screen they will see an option to print a draft.

Printing a Draft Death Certificate Copy After Certifying

Step 1. On the Successful Transaction Screen click the "Print" button.

    a. If necessary, select "Skip this print option" for all other printing options. By doing this you will only print a draft copy of the death record.

Successful Transaction
Your transaction has been saved successfully.

Print Confirmation
Your actions have triggered the following documents to be printed. Please select all documents you wish to print.

Print Draft: ⊙

Print

Step 2. Next, click the "Generate Document" button andwait for the Death Certificate image to appear.

Report - Confirm

Print Death Certificate

Generate Document

Step 3. Print the image, then close the image window. You should be back in ERAVE.

After Succefully printing the draft copy, click the "Continue" button, then click the "Main Menu" button to return to the ERAVE Main Screen.

## Printing a Draft Death Certificate from a Death Case in the Open Cases Queue

Step 1. From the ERAVE Main Screen click "View Queues."
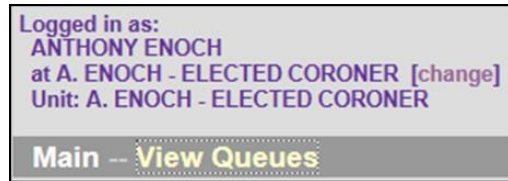
Step 2. Locate the Decedent's name in the Open Cases Queue and click "Process."

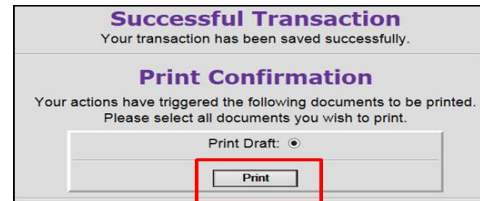| Open Cases (3)	Pending COD (2)	RFI (1)					
First	Last Name	Date of Death	PI Status	Med. Status	Case Status	Details	Action
TODD	LANDRY	12/01/2017	New	Certified	Not submitted	Details	Process
BRETT	BELEAM	11/24/2017	New	Certified	Not submitted	Details	Process
COUNTY	CORONER	11/14/2014	Case pending	Case pending	Not submitted	Details	Process

Step 3. Record opens at Tab 1 Decedent. Click the **FINISH** button.
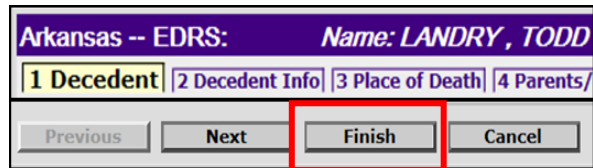
Step 4. On the ERAVE Warning screen scroll to the bottom and click "Save (as Pending.)
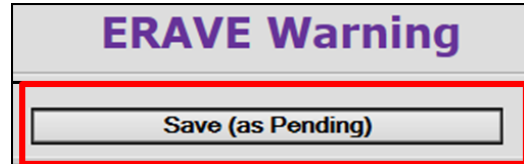
Step 5. On the Successful Transaction screen click the "Print" button

Step 6. Click the Generate Document button.

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Step 7. Print the image, then closeout the image window. You should be back in ERAVE.

After Succefully printing the draft copy, click the "Continue" button, then click the "Main Menu" button to return to the ERAVE Main Screen.