

Oregon Death Report Instructions

Oregon Vital Events Registration System (OVERS)

Chapter 1: Basic OVERS Navigation

Funeral Director Edition

Created August 2013



Public Health Division
Center for Public Health Practice
Center for Health Statistics

OVERS Death Report Instructions

Funeral Director Edition

Table of Contents

- Chapter 1: Basic OVERS Navigation 1**
- Introduction 1
- Getting Started..... 1
- Logging In..... 1
- Home 2
- Change Office..... 2
- Change Password 3
- Logout..... 3
- Navigation 3
- General Navigation 3
- Menu Bar 4
- Death Registration Menu 4
- Page-to-Page Button Controls 4
- Helpful Tools 5
- Tools for Searching..... 5
- Required Fields Indicator..... 5
- Date Fields 5
- Using Lookup Tools 6
- Keyboard Shortcuts 7
- Understanding the Status Line 7
- Communication 9
- Messages 9
- Queues 11

Introduction

The Oregon Vital Events Registration System (OVERS) is a web-based application for submitting death report information to the state vital records office. All of your work on an *electronic* death report will be done using the Internet Explorer (IE) web browser. When you use the Favorite or Desktop Shortcut to access OVERS, you will be taken to the **Login** page. For instructions about creating a shortcut, see Appendix B. If you have questions about using OVERS, you may contact the OVERS Help Desk during regular business hours at 971-673-0279.

All examples shown in this document contain fictional death report information.

Getting Started

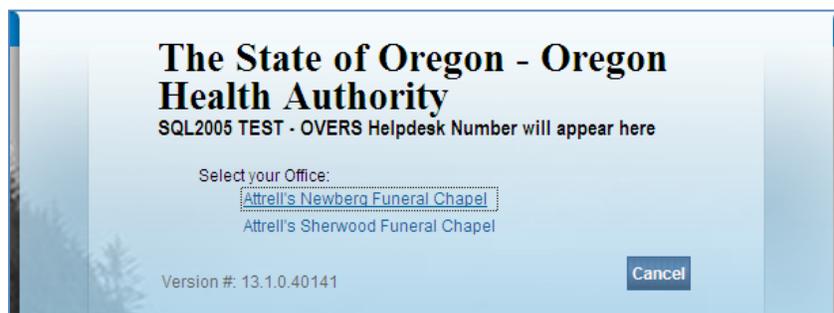
Logging In

On the OVERS **Login** page, enter your assigned username in the **Username** field and your password in the **Password** field and click **Login**. Both your Username and Password are case sensitive.



The screenshot shows the login interface for the Oregon Health Authority. The title is "The State of Oregon - Oregon Health Authority" with a subtitle "SQL2005 TEST - OVERS Helpdesk Number will appear here". Below the title are two input fields: "Username:" with the value "oriadmin" and "Password:" with a masked password of "*****". A "Login" button is positioned to the right of the password field. At the bottom left, the version number "Version #: 13.1.0.40141" is displayed.

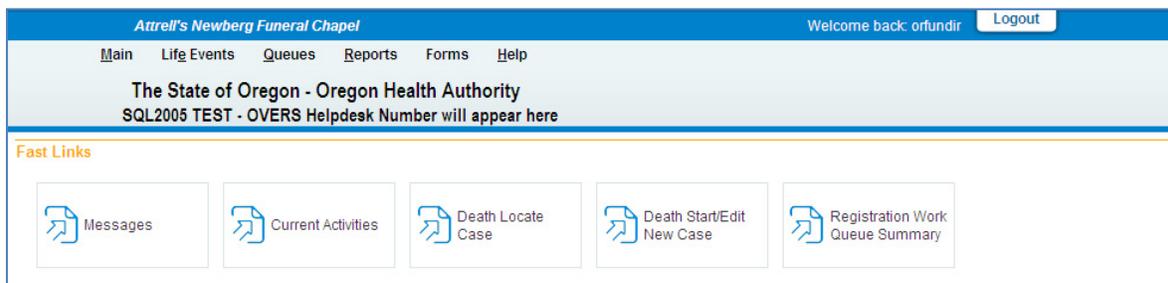
If your username is associated with more than one office location, then you must also make a selection from the office list. Click on the **Office** name to continue. This step is not necessary for all users.



This screenshot shows the same login interface as the previous one, but with a "Select your Office:" dropdown menu. The dropdown is open, showing two options: "Attrell's Newberg Funeral Chapel" (which is highlighted) and "Attrell's Sherwood Funeral Chapel". A "Cancel" button is located at the bottom right. The version number "Version #: 13.1.0.40141" is visible at the bottom left.

Home

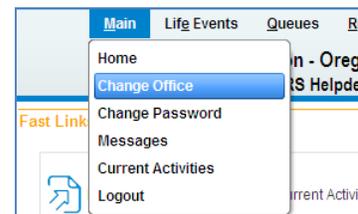
After you successfully log in to OVERS, you will be presented with a user-specific Home page. Your home page shows links to sections of the OVERS application that you access frequently, so your **Fast Links** may change over time. The image below is an example of a **Home** page.



Notice the **Menu Bar** across the top of the page. From the menu bar, you will navigate throughout the OVERS application.

Change Office

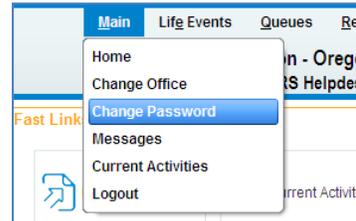
If your username is associated with more than one office location, then you chose which office to access when you logged in. To change offices without logging out, choose **Main** from the **Menu Bar** along the top of the page, then choose **Change Office**. A box will appear stating, "Click OK to change office." Click **OK**.



You will be taken to the Login page shown below. Enter your password in the **Password:** field, then choose the **Office** name.

Change Password

Although OVERS will require you to change your password periodically, you may change your password at any time. To change your password, choose **Main** from the **Menu Bar** along the top of the page, then choose **Change Password**.



You will be taken to the **Change Password** page. Enter your **Old Password**, or the password you used to log in to OVERS. Then enter your new password twice, once in the **New Password** field and again in the **Confirm Password** field. Click **Save**.

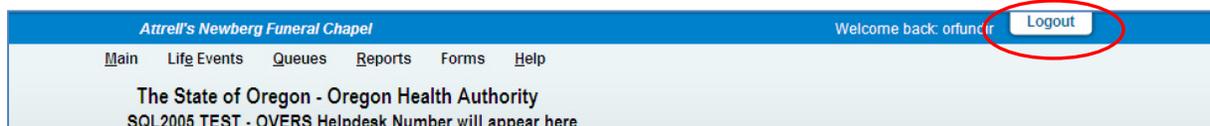
Passwords must be six to ten characters long and should be a combination of numbers, uppercase letters and lowercase letters. Passwords are case sensitive.

 A screenshot of the 'Change Password' form. It contains three input fields: 'Old Password:', 'New Password:', and 'Confirm Password:'. Each field is filled with ten dots. At the bottom right of the form are three buttons: 'Save', 'Clear', and 'Return'.

Logout

Whenever you are going to be away from your desk or workstation, whether you're going home for the day or just going to lunch, you should always log out of OVERS.

To log out of OVERS, click **Logout** in the upper right-hand corner. The **Logout** button is available on every page in OVERS.

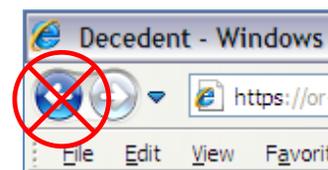


After you click the **Logout** button, you will not have the option to stay in OVERS. You will be taken back to the **Login** page.

Navigation

General Navigation

Avoid using the 'Back' button in Internet Explorer. You may lose the data entered if this button is used. OVERS provides other tools for navigating from one page to another.

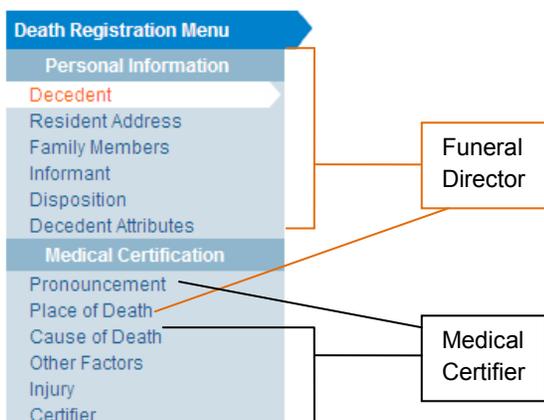


Menu Bar

The **Menu Bar** appears across the top of every page in OVERS and provides easy access to each section of OVERS. Each menu heading on the Menu Bar contains additional options to navigate through OVERS. For example, the **Queues** menu contains different queues that can be viewed find the reports that need to be completed.



Death Registration Menu



After you open a death report, the **Death Registration Menu** will appear along the left-hand side of the screen. Each of these pages must be completed by the funeral director or medical certifier in order for the report to be completed and signed.

The Funeral Director completes the Personal Information section and the Place of Death page.

The Medical Certifier completes the Medical Certification section, except for the Place of Death page. If a Medical Certifier will complete their portion of the death report on paper, the pages in OVERS will be entered by the State office.

Page-to-Page Button Controls

Page-to-page button controls are located at the bottom of every death report page. Each button serves a different purpose when completing a death report.



The **Validate Page** button will initiate an error check on the entire report. It is not necessary to validate every page before advancing to the next page. To save time, we recommend completing the entire death report before clicking the **Validate Page** button.

The **Next** button saves entries on the current page and moves to the next page in the death report. We recommend moving through the pages in a sequential, top-to-bottom manner from one page to another. The **Next** button will best facilitate this.

The **Clear** button removes all entries on the page that have not yet been saved.

The **Save** button saves changes without leaving the current page.

The **Return** button will take you out of the report without saving entries on the current page.

Helpful Tools

Tools for Searching

The OVERS application provides two search tools for accessing death reports. Search tools are available under the **Life Events** menu along the top of the screen.



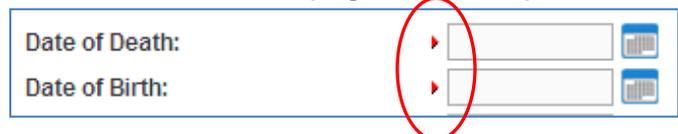
Search – The Search button searches an index and returns *exact* matches to a specified keyword.

Soundex – The Soundex button is a way of searching information based on how the word sounds rather than how it is spelled. It allows for variations in spelling so that a misspelled name entered as the search phrase will retrieve all items that sound like or are close to the spelling of the entered phrase.

Wildcard – Using the wildcard symbol (%) at the end of a partially entered phrase will return all matches to the partial entry. For instance, if the phrase “Sm%” is entered, all items that begin with “Sm” will be returned as results.

Required Fields Indicator

The Required Fields Indicator is a red arrow that appears next to all mandatory fields. They are most commonly found on the **Start/Edit New Case** page. An example is provided to the right.

A screenshot of a form with two rows. The first row is labeled 'Date of Death:' and the second row is labeled 'Date of Birth:'. Each row has a text input field followed by a calendar icon. A red circle highlights the red arrow icons in both rows, indicating that these fields are required.

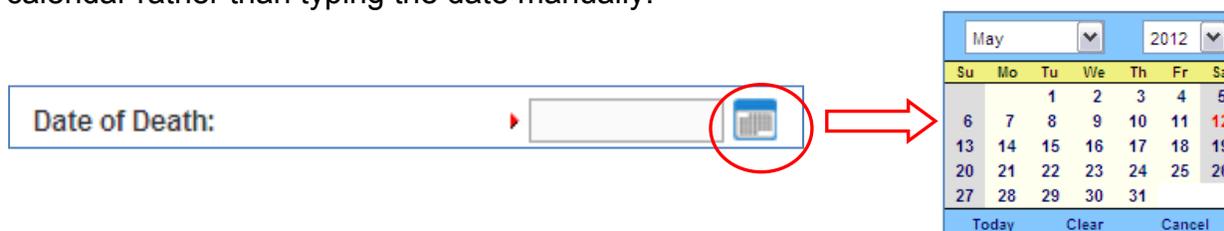
Date Fields

The OVERS application allows you to enter a date using letters and/or numbers in various formats. When using numbers you must enter months as two digits, days as two digits and years as four digits. Here are some examples of entering dates in OVERS.

If you type:		OVERS will display:
MM-DD-YYYY	<input type="text" value="05-12-2012"/>	<input type="text" value="MAY-12-2012"/>
MM/DD/YYYY	<input type="text" value="05/12/2012"/>	
MMDDYYYY	<input type="text" value="05122012"/>	
monDDYYYY	<input type="text" value="may122012"/>	

Note: Placing the cursor in the date field and pressing the F12 key on the keyboard will automatically enter the current system date into the field.

The OVERS application also allows you to enter dates using the calendar control feature. Anywhere you see the calendar icon, you can choose the date from the calendar rather than typing the date manually.



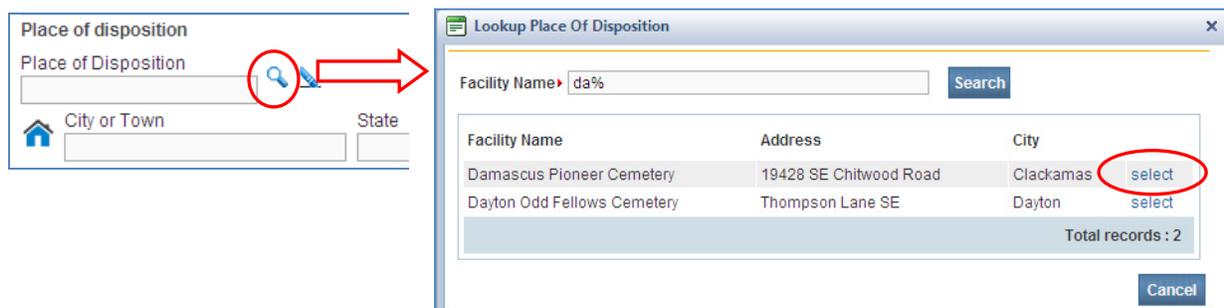
By default, the current month, day and year are displayed. As with other dropdown menus, clicking the down arrow next to the month or year will show you all the available options in the list. Once you select the correct month and year from the dropdown menus, click on the day of the month. This will auto populate the date.

Using Lookup Tools

Lookup Tools are searchable lists displayed in a popup window. To display the **Lookup Tool**, click the magnifying glass button on the right side of the field.



When the Lookup box appears, search for the person or facility you'd like to report. When you find the person or facility name, click the **Select** link to the right. The Lookup box will close and the person's or facility's information will be completed on the report.



Keyboard Shortcuts

A keyboard shortcut is a key or combination of keys that provides an alternative to standard ways of performing an action. The OVERS application includes the keyboard shortcuts shown below.

<i>Shortcut Key(s)</i>	<i>Works in Field</i>	<i>Performs this Function</i>
F12	Date fields	Enters the current date into any date field
Tab	Any field, button or check box	Moves <u>forward</u> from one box, button or check box to another
Shift + Tab	Any field, button or check box	Moves <u>backward</u> from one box, button or check box to another
Enter	Any button control	Activates the next button on the page
1 st letter of word	Dropdown lists	Populates the field with the selection in the list beginning with the letter entered For lists with more than one selection beginning with the letter entered, repeat the first letter until the correct choice appears in the field.
Space bar	Radio button or check box	Selects a radio button or check box
Arrow key	Radio button	Moves from one radio button to the next
Alt + Down arrow	Dropdown list	Opens a dropdown list
Alt + Up arrow	Dropdown list	Closes a dropdown list
%	Any search box	Wildcard symbol that stands for one or more characters in a search string

Understanding the Status Line

The OVERS application manages data quality and work flow of the death registration process through the assignment of statuses. In order to track the steps taken by the various parties involved in completing a vital event report, the OVERS application assigns one or more statuses to a report when an action is performed.

The **Status** line provides a dynamic, real time view of the status of a death report. It can be viewed on any page in the death report. The example below shows a record that has been registered by the State office. The status line appears below the decedent's name.

4254340 2013000054 : James Ernest Jones JUN-03-2013 Amendment Exists
 /Personal Valid With Exceptions/Medical Valid With Exceptions/Registered/Signed/Certified/NA

Decedent

Will Medical Examiner be completing personal information?

Decedent's Legal Name

Prefix	First	Middle	Other Middle	Last	Suffix
<input type="text"/>	<input type="text" value="James"/>	<input type="text" value="Ernest"/>	<input type="text"/>	<input type="text" value="Jones"/>	<input type="text"/>

Status Line Terms

<i>Term</i>	<i>What it Means</i>
New Event	Appears on a newly created report
Personal Pending	The legal death report data has been started but not completed for validated.
Personal Valid	The legal death report data has been entered, checked for completeness (validated) and found to pass the validation rules.
Personal Valid with Exceptions	The legal death report data had one or more exceptions that were manually overridden by the funeral director. (Soft edits/yellow arrow)
Personal Invalid	The legal death report data has one or more errors or omissions that require a correction. (Hard edits/red arrow)
Medical Certification Requested	The funeral director has sent an electronic request to the medical certifier to complete the death report in OVERS.
Medical Pending	The confidential, medical data has been started but not completed or validated.
Medical Valid	The confidential, medical data has been entered, checked for completeness and found to pass the validation rules.
Medical Valid with Exceptions	The confidential, medical data had one or more exceptions that were manually overridden by the medical certifier. (Soft edits/yellow arrow)
Medical Invalid	The confidential, medical data has one or more errors or omissions that require correction.
Death Certification Required	The medical certifier's signature is required.
Not Registered	The report has not yet been registered at the State.
Registered	The record has been registered at the State and assigned a State File Number (SFN).
Registration Approval Required	The State's registration approval is required.
Not Signed	The report has not yet been signed by the funeral director
Signed	The report has been signed by the funeral director
Dropped to Paper	The report has been converted to a paper copy to be submitted to the medical certifier for completion.
Not Certified	The report has not yet been signed by the medical certifier.
Certified	The report has been signed by the medical certifier.
Amendment Exists	This status appears any time an amendment is requested. The status will not change when the amendment is pending or approved.

Communication**Messages**

Using the messaging capabilities in OVERS, you will be able to send and receive messages about reports to be completed. For example, a funeral director may communicate with a physician about a death report to be completed or a physician may need to ask another physician to complete a report you've started but cannot finish.

To access the messages feature, click on the **Messages** fast link on the **Home** page. Alternatively, you can go to the **Main** menu along the top of the screen, then click **Messages**. You will be taken to the **Messages** page. On this page, you can view the messages you've received or send a new message to another OVERS user. The person must use OVERS in order to send a message through this feature.

Viewing and Deleting Messages

If you received an e-mail to certify a death report, the corresponding message will also appear in the list. To view a message, click on the name in the **From** column. This will open the corresponding message. When you are finished reading the message, click the **Close** button to close the message window and return to the **Messages** page.

Messages			
From	Message Text	Date Sent	<input type="checkbox"/>
Funeral Test Director	Please review Case ID # 12121 for possible clarification. Please notify me when the review is complete. Thank you.	6/3/2013 2:40:08 PM	<input type="checkbox"/>
Funeral Test Director	Please complete the medical certification for: Case Id: 4254332 - William Orville Tell, Date of Death: MAY-16-2013. https://or-vitalevents.hr.state.or.us/OVERS/time of death: 11:10 am Tell, William	5/16/2013 1:23:24 PM	<input checked="" type="checkbox"/>

To delete a message, select the message by clicking on the corresponding check box to the right of the message information. Then click the **Remove from List** button as shown in the second message listed above.

Note: Placing a check box in the box to the right of **Date Sent** in the upper right-hand corner of the page will select all messages in the list.

Sending Messages

In the upper right-hand corner, click on the **Send Message** button. You will be taken to the **Send Message** page.

The screenshot shows a 'Send Message' form. At the top left, the title 'Send Message' is displayed. Below it, there is a 'Recipients:' section with a 'Remove Recipient' button. To the right of this is a 'Send By:' dropdown menu currently set to 'Notify'. Below that is a 'Subject:' field. A large, empty text area occupies the middle of the form. At the bottom right, there are 'Send' and 'Cancel' buttons. Red circles with numbers 1, 2, 3, and 4 are placed around the form, with lines pointing to the 'Recipients' link, the 'Remove Recipient' button, the 'Subject' field, and the 'Send' button, respectively.

1. Select the recipient(s) of the message. Click on the **Recipients** link. You may send a message to a Person or an Organization. Enter the First and/or Last Name of the person to be added to the message as a recipient and click **Find**. Place a check mark in the box to the left of the person to receive the message. Click **Add**. The page will refresh and add the recipient to the **Selected Recipients** list. You can then search for another individual if you choose. Once you have added all intended recipients, click **Save**.

Note: Use caution when sending a message to an Organization, as the message will be sent to every user within that organization.

2. Make a selection from the **Send By** dropdown menu.
 - a. Email and Notification – Sends the message via external e-mail and internal messaging. The message will appear in the OVERS messages list.
 - b. Email – Sends the message via external e-mail only. The message will not appear in the OVERS messages list.
 - c. Notify – Sends the message via internal messaging only. The message will appear in the OVERS messages list. No external email will be sent.
3. Enter a **Subject** and type the message to the recipient in the box below.
4. Click **Send**. A box will appear to notify you that the message has been sent. Click **OK**.

Queues

Queues are a way for you to keep track of the death reports assigned to you that need to be completed. Each user type in OVERS will see different queues to help them do their work. Your queues will display all cases assigned to your office whether or not you are personally responsible for the case.

Funeral Directors may see two registration work queues:

1. Personal Pending
This queue lists reports that are missing information in the Personal Information portion of the death report.
2. Signature Required

This queue lists reports that are missing a signature.

In addition, Funeral Directors may also see three additional queues:

1. Keyed – Requires Affirmation
An amendment request has been entered but requires affirmation using fingerprint verification before it is sent to the State office. For more information about amendment requests, see Chapter 3.
2. Amendment – Keyed
An amendment request has been entered but needs validation and/or affirmation using fingerprint verification before it is sent to the State office. For more information about amendment requests, see Chapter 3.
3. Unverified SSN
A death report has been started but the decedent's Social Security Number (SSN) has not been verified. For more information about SSN verification, see Chapter 2, Decedent page.

Note: Reports appearing in one work queue can also appear in another work queue. For example, if a report is missing information in the personal section of the report and it is missing a signature, it will appear in both the Personal Pending and Signature Required queues.

Access queues by clicking the **Current Activities** fast link on the **Home** page or by choosing **Queues** in the menu bar along the top of the page, then clicking **Registration Work Queue Summary**. Both actions will take you to the same list of queues. If nothing is in a queue, the queue name will not be shown on the screen.

Current Activities			
Queue Name	Type ↓	Count	Age of Oldest in Days
Personal Pending	Death	1	82
Signature Required	Death	2	198
			Total Queues : 2

Select one of the queues by clicking on the corresponding **Queue Name**. The queue will open, showing a list of all reports in the queue. An example is shown below. When you find the report you need to complete, click on either the **Case ID** or the **Registrant (Name)** to open the case.

Search by Registration Work Queue

Queue: Search Type: Value:

Display: rows per page. Filter:

All	Case Id	File Number	Registrant	Date of Event ↑	Data Provider
<input type="checkbox"/>	4253788		Donelson, Dani Anthony	DEC-06-2012	Attrell's Sherwood Funeral Chapel
<input type="checkbox"/>	4253763		System, Testing The	NOV-27-2012	Attrell's Sherwood Funeral Chapel

Total records : 2

If too many reports are shown, you can reduce the number shown by filtering the reports. Make a selection from the **Filter** drop-down menu to begin. A second dropdown menu will appear for you to enter an acceptable **Value** to be shown. In this case, **Age** refers to the length of time between today's date and the date of the death. For example, if you chose **Age**, you may choose only to view reports less than 45 days old.

Filter:

Alternatively, you can sort reports by clicking any of the headers listed such as **Date of Event** or **Data Provider**.

Queues can help you identify reports that need to be completed and are an easy way to find the reports referred to you.