

1. How can I find a case (death record) started by a medical certifier

An instruction guide titled "Locating an Unowned Record" is available on the DAVE Information Site under the Funeral Home tab that explains the procedures for locating the case started by a medical certifier and how to accept personal ownership of the case.

2. How can I tell if the medical certifier has signed the case?

The status bar provides information regarding the status of the case. You can find the status bar underneath the case number in the DAVE system when viewing the case. If the medical certifier has completed the Medical Certification section of the case and has completed the electronic signature/certification on the case, the status bar will list one of the following: a) medical valid or medical valid with exceptions and b) certified.

3. Who do I contact to abandon a case?

You may contact one of the following to request to abandon a case:

- The County Vital Records Office
- The Arizona Department of Health Services (ADHS), Bureau of Vital Records (BVR) funeral home contact assigned your facility.
- The BVRsupport@azdhs.gov e-mail box.

4. Who can I contact if a medical doctor is not in DAVE?

You may send an e-mail with information about the medical certifier (i.e. name, phone number, e-mail address, office/facility affiliation--if known) to the BVRsupport@azdhs.gov inbox -or you may notify your assigned ADHS/BVR funeral home contact.

5. Based on the method of disposition, where and how do I get my permit?

- Burial – from the DAVE system immediately after the case has been registered.
- Cremation or combination of cremation:
 - The permit is issued through the DAVE system after cremation clearance is approved by the Medical Examiner's Office and immediately after the case has been registered.

6. How do I get a permit for a case that was registered in VSIMS, but the permit was not printed and issued from VSIMS?

The funeral home would request the permit from the County where the death occurred. The County can create and issue a permit from DAVE based on the information on the registered case.

7. How do I transfer a case to another funeral home?

- Go to “Transfer Case” on the left navigation bar
- Select the checkbox to transfer personal ownership
- Select the magnifying glass to search for the funeral home you want to transfer the case to. In the funeral home name field enter the first three letters of the funeral home name and enter the % in the field to narrow the search.
- Select the funeral home you want to transfer the case to and select the Save button.

8. How do I take ownership of a case that has been transferred to our facility from another facility?

The case will appear in your Personal Pending queue. The facility will also receive a message within DAVE.

9. What shall I do if I've requested medical certification and I have changes to the Pronouncement or Place of Death page?

- Contact the medical certifier and request to make the changes.
or
- Contact the Bureau of Vital Records once the case is registered.

10. Who do I contact to add a facility for place of death?

Send an e-mail to BVRSupport@azdhs.gov and provide the name and address of the facility.

11. If a city is not listed in the decedent's residence and/or informant address tables, how can the city be added to the table in DAVE?

Contact the BVR Support line at 602-364-2230 or send an e-mail to BVRSupport@azdhs.gov and identify the city name and zip code that needs to be added.

12. How does the override feature work and why does it stay on the page?

There are two different types of validations. One is a hard edit (red x) which prevents a user from continuing on until the issue is resolved. The second is a soft edit (yellow circle) which allows a user to verify the information and choose to override by selecting the checkbox and clicking the Save Overrides button. Soft edits will remain on the page.

13. What does invalid user mean when I affirm?

- It may mean the funeral director listed on the Disposition page is not the same funeral director attempting to affirm the record.
or
- It may mean the funeral director's information was manually entered on the Disposition page versus selecting the name from the table.

14. How do I send a case to a different medical certifier?

Have the medical certifier relinquish the case that was sent to them and then the funeral home would send the request medical certification again once a new medical certifier is identified.

15. What should I do if the medical certifier refuses to sign a case?

- Document the attempts made to contact a medical certifier.
- Notify and share the attempts made to the local County Vital Records Office for assistance.
- If the County Vital Records Office cannot resolve the issue, the County will contact the BVR for assistance.

16. Can a medical certifier sign the death record with pending cause of death?

No. Arizona Revised Statute (A.R.S.) §36-325(C) and Arizona Administrative Code R9-19-304(B)(2)(h) states a medical examiner may enter the word "pending" for the cause of death when there is a pending investigation regarding the manner and cause of death.

17. How do I get an out-of-state permit (ship-ins to Arizona)?

Contact your local County Vital Records Office to request an out-of-state permit.

18. How do I get a disinterment/reinternment permit?

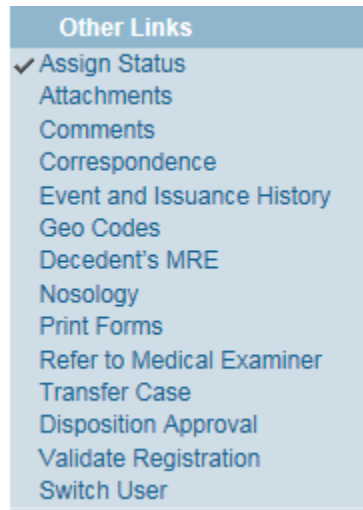
Contact the Bureau of Vital Records (BVR) Registry Team at (602) 364-2429. Permit requests shall be submitted to the BVR at least 24-hours prior to the date of disinterment.

19. How does a funeral home receive a fetal death case created by a hospital?

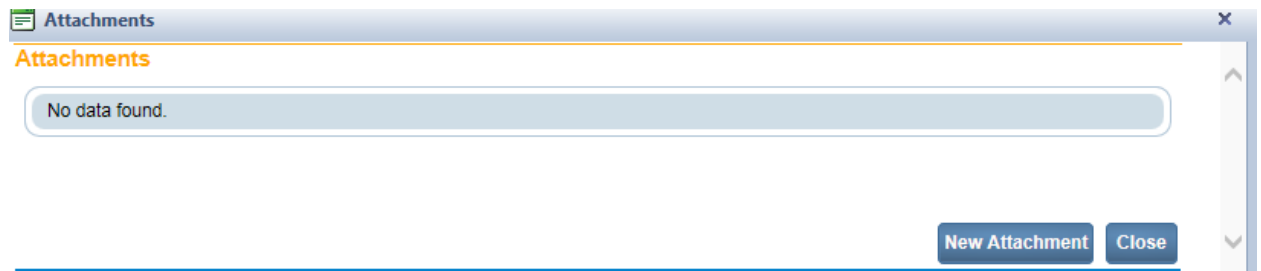
The hospital will complete most of the fetal death case and transfer the case to a funeral home. The funeral home may update fields on the personal sections and complete the disposition page. Fetal death cases will appear in the Personal Pending – Fetal Death queue.

20. How do I upload the HRRF?

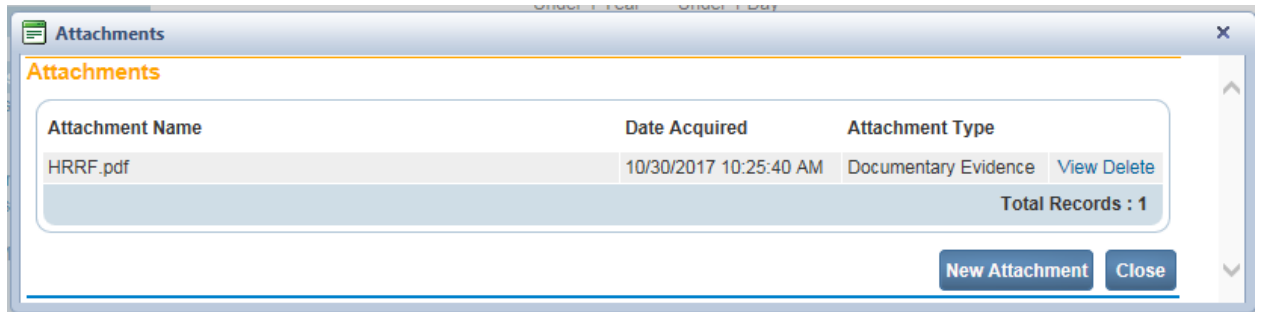
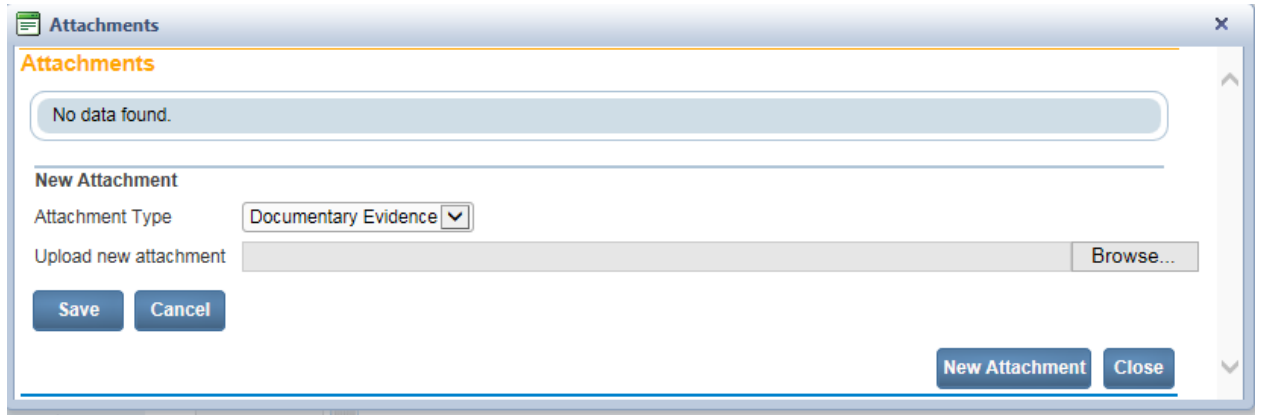
- Scan the document
- Save the HRRF to a folder or desktop
- Open a case in DAVE
- Select the Attachments link on the left navigation bar



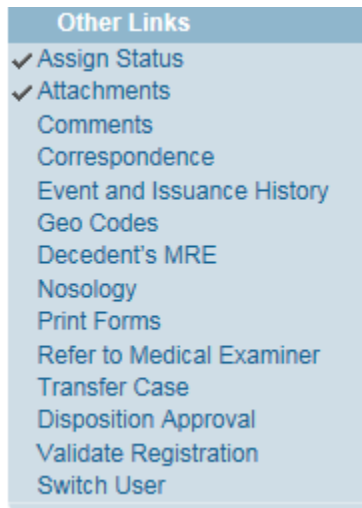
- Click on the New Attachments button.



- Click on Browse to select the HRRF document and select the Save button to attach the document.



- Click on the Close button. A black check mark will display to the left of the Attachment link on the navigation bar to indicate there is an attachment.



21. How I do order death certificates via the funeral home portal?

Once the record is registered you will see the 'Order Certified Copies' link under the other links section. Select this link to begin the ordering process.

22. Do I need a permit for cremated remains going out to another state/country?

No. A permit has been issued once for the cremation.

23. How can I get more training?

Contact the Bureau of Vital Records at BVRsupport@azdhs.gov with your request. Include the individual needing training and contact information and one of our trainers will contact them. You may also find training resources on the DAVE Information Site at <http://azdhs.gov/licensing/vital-records/index.php#dave-training>.

24. How do I request cremation clearance?

The following fields in the case (death record) must be completed before cremation clearance can be requested:

1.14.1.4 **AZ Specific:** The following Death items are complete:

Death Page	Item
Decedent	First Name
Decedent	Last Name
Decedent	Date of Birth
Decedent	Sex
Place of Death	City or Town
Place of Death	County
Place of Death	State
Disposition	Date of Disposition
Disposition	Secondary Date of Dispositon
Disposition	Funeral Director First Name
Disposition	Funeral Director Last Name
Disposition	Funeral Home Business Unit Name
Disposition	Funeral Home Address

1.14.1.5 **AZ Specific:** The Medical Information status equals 'Medical Valid' or 'Medical Valid with exceptions'.

The Medical Certification section must be completed and certified by the medical certifier before you can request cremation clearance. Under the Other Links section on the left navigation bar, you will see a 'Cremation Clearance' link. Click on the link to request cremation clearance then select the Save button to save the request and send it to the Medical Examiner for approval.

Medical Certifiers FAQ's

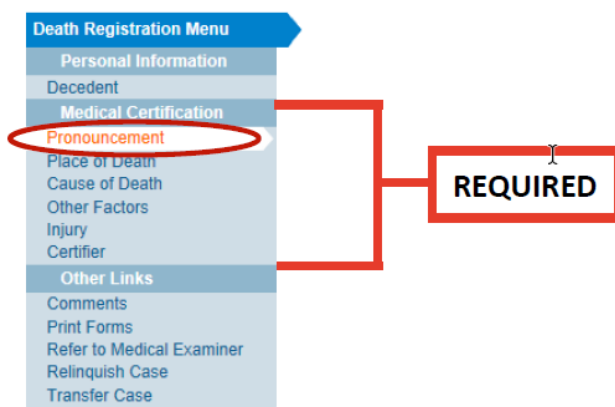
1. Do I have to use DAVE to provide medical certification (sign electronically)?

Yes. Arizona Administrative Code (A.A.C.) R9-19-303(C)(2) states, "...a medical certifier shall complete and submit, in a Department-provided format, to the State Registrar or the local registrar of the county where the death occurred, as soon as possible and no more than 72 hours after the death, a medical certification of the death for the deceased individual..."

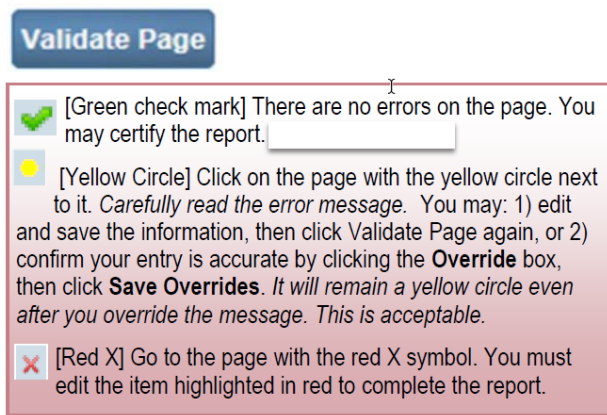
The DAVE system is the Department-provided format for providing medical certification for cause of death in the State of Arizona.

2. How do I certify a case for a decedent in DAVE?

- Locate the record via search or messages
- Complete each page under the Medical Certification Heading – Click on Pronouncement to begin



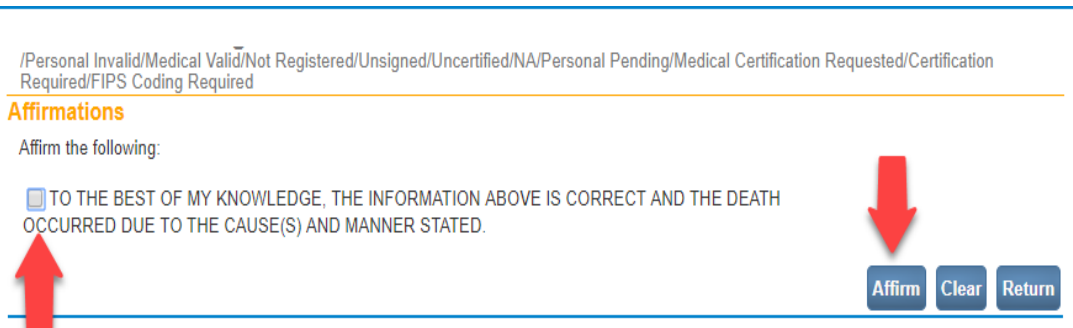
- After you enter the information on the last page, click the Validate Page button. This will check for errors on all medical pages. A symbol will appear to the left of each page, which tells you what to do next. After you make the necessary corrections, click the Validate Page button again.



- Final Step – Certify the Medical Information. After all validations are complete, the Certify page will appear below the Certifier Page. Click on Certify.



- Read the affirmation statement. Click the check box to affirm the statement. Click the Affirm button.



3. How can I determine if I have certified a case correctly in DAVE?

To determine if the case has been certified, check the following:

- The 'Certify' page will have a checkmark on the left navigational bar
- The status bar will indicate 'Certified'
- The date on the 'Certifier' page will be auto populated with the date you certified the case.

The screenshot shows the 'Certifier' page in the DAVE system. On the left, the 'Death Registration Menu' is visible, with 'Certifier' highlighted and a checkmark next to it. A red box and arrow point to this menu item. The main form area is titled 'Certifier' and contains several sections: 'Certifier Type' (dropdown), 'Certifier Name' (License Number, First, Middle, Last, Suffix, Title, Other Specify), 'Certifier Address' (Street Number, Pre Directional, Street Name, Rural Route, etc., Street Designator, Post Directional, Apt #, Suite #, etc., Zip Code, City or Town, State, Country), and 'Date Signed' (OCT-22-2017). A red callout box with the word 'CERTIFIED' in white text points to the status bar at the top of the form. At the bottom right, there are buttons for 'Validate Page', 'Next', 'Clear', 'Save', and 'Return'.

4. Why can't I enter the date certified on the Certifier's page?

The date on the certifier page will auto-populate once the case is certified.

5. How do I relinquish a record?

Under Other Links on the left navigation bar, select the Relinquish Case link to relinquish the case.

6. Does the medical certifier need to be associated to a facility?

Yes.

7. Medical certification has been requested by the funeral home but I (medical certifier) am not receiving notification?

There are two ways a medical certifier will receive notification of a case they need to certify:

- Notification is received by E-mail. If you are not receiving e-mails, contact technical assistance at 602-364-2230 to verify your email address.

- Notification is received through the DAVE system. To find this notification go to the Main dropdown and select Messages.

8. What are the state laws regarding medical certification?

- A.R.S. 36-301; Definitions
 - (8) – Current Care
 - (19)- Health care provider
 - (20) – Human remains
 - (23) – Medical certification of death
 - (26) – Natural causes
- A.R.S. 36-325; Death certificate registration; moving human remains; immunity
 - (G) – Current care health care provider, medical certification within 72 hours of death.
 - (H) – Death of natural causes in a hospital, nursing care institution or hospice inpatient facility, medical certification.
 - (N) – A health care provider who completes and signs a medical certification of death in good faith pursuant to this section is not subject to civil or professional disciplinary action.
- A.A.C. R9-19-303(C) - medical certifier responsibilities in the death registration process.

9. How do I know if the cause of death I provided is acceptable?

The Department of Health and Human Services (DHHS), Centers for Disease Control (CDC) and Prevention, National Center for Health Statistics' (NCHS) Physicians' Handbook on Medical Certification is available for medical certifiers to reference at http://www.cdc.gov/nchs/data/misc/hb_cod.pdf along with other quick reference guides for completing the cause of death.

The Cause of Death page in the DAVE system also has a link that contains NCHS recommendations for completion of the cause of death.

Cause of Death

NCHS Recommendations for Entry of Cause of Death

Enter the chain of events- diseases, injuries, or complications- that directly caused the death. DO NOT enter terminal events such as cardiac arrest, respiratory arrest or ventricular fibrillation without showing the etiology. DO NOT ABBREVIATE. DO NOT ENTER OLD AGE. Enter only one cause on a line. Add additional lines if necessary.

Sequentially list conditions, if any, leading to the cause listed on line a. Enter the UNDERLYING CAUSE (disease or injury that initiated the events resulting in death) LAST.

10. How much time do I have to enter medical certification?

A medical certifier has 72 hours after the decedent's death to provide medical certification (A.R.S. 36-325(G)).

11. When can I change the cause of death?

Prior to the record being registered, you are allowed to change it at any time, the record must be uncertified to make changes.

If the record has been registered the amendment process will need to be followed. Instructions for requesting an amendment to a death record will be added to the DAVE Information Site soon.

12. Are there circumstances when I am not permitted to change the cause of death?

Yes. When another medical certifier has certified the cause of death or when a medical examiner has certified the case (A.A.C. R9-19-310(A)).

13. How do I get more training?

Contact the Bureau of Vital Records at BVRsupport@azdhs.gov with your request. Include the individual needing training and contact information and one of our trainers will contact them. Please visit the DAVE Information Site for available training and resources. <http://azdhs.gov/licensing/vital-records/index.php#dave-training>

14. Can another certifier change the cause of death for me?

No.

15. If it was sent to one medical certifier in my facility can any other medical certifier pick up the record and sign?

Yes. The medical certifier will locate the case using the following steps:

- Select the Life Events drop down
- Death, locate case
- Enter the identifying information to find the case/decedent
- Select the decedent's name to open the death record
- Select the Certifier page from the left navigation bar
- Click on the magnifying glass next to the Certifier Name to search for the medical certifier's name
- Select the medical certifier's name and click on the Save button at the bottom of the page, continue completing the pages under the Medical Certification Section.

16. Can I certify the cause of death from my phone?

Currently there isn't an application that allows medical certifiers to sign from their cell phones.

However, a medical certifier can sign a case anywhere they can use a desktop supported web browser or they may use a tablet or laptop to access the DAVE website and login. Some of the web browsers on cell phones will work in this manner and allow signing, some will not. The medical certifier would have to attempt to login from their phone through a web browser to determine if they can certify the cause of death.

17. When do I send the case to the medical examiner?

Please reference A.R.S. §11-593 for the circumstances in which you are required to send cases to the medical examiner. The DAVE system also provides validations that may prompt the medical certifier to refer cases to the medical examiner for review. Some validations may be overridden if determined review by the medical examiner is not required.

The link to A.R.S. 11-593 is:

<https://www.azleg.gov/viewdocument/?docName=https://www.azleg.gov/ars/11/00593.htm>

18. Who is eligible to certify a case in DAVE?

A medical certifier, medical examiner and a tribal law enforcement authority may certify the cause of death.

Medical Examiner FAQ's

1. How do I make an amendment on a VSIMS case?

Requests to amend VSIMS records shall be submitted to the County Vital Records office along with the documentation required in A.A.C. R9-19-310(A).

2. How do I make an amendment on a DAVE case?

There is a video available in the Learning Management System that provides instructions on how to make an amendment in DAVE. Please contact BVRsupport@azdhs.gov to request access to the training video. An instruction guide for requesting an amendment to a death record in DAVE is forthcoming.

A.A.C. R9-19-310(A) provides instructions for requesting amendments to death records and the required documentation that must be submitted.

3. How do I transfer a case to a funeral home?

Please reference the instruction guide on how to “Transfer to Funeral Home Workflow” found on the following site <http://azdhs.gov/licensing/vital-records/index.php#dave-examiner>.

4. Who can send cases to the Medical Examiner’s Office for review?

Funeral homes and medical certifiers can send cases to the Medical Examiner’s Office for review.

5. How can I receive additional training?

Contact the Bureau of Vital Records at BVRsupport@azdhs.gov with your request. Include the individual needing training and contact information and a member from our training team will contact you. Also you may visit the DAVE Information Site for available training and resources at <http://azdhs.gov/licensing/vital-records/index.php#dave-training>.

6. When a tribal law enforcement authority starts a record, does the county need to be involved?

Yes. The county will complete the Personal Section of the case and the tribal law enforcement authority completes and certifies the Medical Certification Section of the case.

7. Can a medical examiner start a fetal death record?

Yes.

8. Why are records in the Medical Examiner (ME) Review Required Queue?

Records are listed in the ME Review Required Queue when referred by a funeral home or a medical certifier.

9. How does the ME reject a case?

The ME can reject a case in the ME Review Required Queue by clicking on the case and selecting ME Review Case from the left navigation bar, then on the Referral Action drop down selecting 'Decline Referral', and clicking Save.

County FAQ's

1. Who do I contact regarding provisioning of certified paper?

Contact Robin Rodriguez or Meghan Handy at the Bureau of Vital Records.

2. Why can't I see changes for the amendments submitted for approval that are on my pending queue?

This means the person submitting the amendment did not 'Save' their changes. The amendment will have to be rejected and resubmitted.

3. The medical certifier's facility is not in the DAVE system, who do I contact to add the facility?

Send an email to BVRsupport@azdhs.gov to request the facility to be added. Please provide the name of the medical certifier, name of the facility, address of the facility, and phone number.

4. When I search a Legacy record there is no image to issue and the electronic record is incomplete. Who do I contact?

Contact Robin Rodriguez regarding the record missing the image. Please provide the state file number, name of the registrant and the date of birth or death.

5. How do I void certified paper before I complete and order?

After you have entered the security paper number on the field and saved it, check the box of the line you will like to void. At the bottom of the pop up select 'void.'

6. Can the 'Hold' selection under the Assign Status link on the left navigation bar in DAVE be used to flag a record?

Yes, by selecting 'Hold' this will prevent the record from being issued.

- In what scenario am I supposed to change the **record source** on the Identifiers page in DAVE from electronic to paper?

The record source should only be changed from electronic to paper when:

- The County creates a fetal death case in DAVE to register a fetal death that occurred in an abortion clinic.
- No funeral home is involved and the County is responsible for completing the registration in DAVE (once the medical certifier or fetal death recorder has completed their portion of the case).

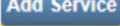
- Why do I receive an error message when trying to print the amendment/correction fee?

- Please follow the steps below to avoid receiving an error message:

On the Services page you will need to add two services for the event requested:

- First add 'Birth Amendment Correction Fee'

A screenshot of a web form for adding a service. It includes dropdown menus for 'Service' (Birth Amendment Correction Fee), 'Quantity' (1), 'Priority' (REGULAR), and 'Delivery' (COUNTER). There are also fields for 'Request Reason' and 'Other Specify', and 'Save' and 'Cancel' buttons.

- Click on the 'Add Service' button 
- Second add 'Birth Certified no fee' (Enter the quantity requested on this service)

A screenshot of a web form for adding a service. It includes dropdown menus for 'Service' (Birth Certified no fee), 'Quantity' (1), 'Priority' (REGULAR), and 'Delivery' (COUNTER). There are also fields for 'Request Reason' and 'Other Specify', and 'Save' and 'Cancel' buttons.

Your Services should look like this:

3	Birth Amendment Correction Fee	1	REGULAR	COUNTER		\$30.00	Edit Reverse
4	Birth Certified no fee	1	REGULAR	COUNTER		\$0.00	Edit Reverse

- On the Summary page you will complete the Fee Service (Note: This is not a print product and only a fee)

A screenshot of a software window titled 'Issuance'. It contains a table with columns: All, Applicant Name, Service, Date Received, Priority, Delivery, Registrant SFN, Security Paper Number, and Date Printed. The table has one row with a checked checkbox, 'Test Test', 'County Birth Amendment Correction Fee Noncertified;', '10/04/2017 12:00:00 AM', 'REGULAR', 'COUNTER', and empty fields. Below the table are 'Actions' (Print Issuance, Edit Image, Delete), 'Numbering' (AutoNumber Ascending, AutoNumber Descending, Beginning Number), and 'Save' and 'Close' buttons. A red arrow points to the 'Complete' button.

5. Once the Fee is 'Complete' follow the steps to issue the Certified Copy of the Birth record

9. Am I able to 'Abandon' a case?

If the Funeral Home has requested a duplicate be abandoned, the County is able to select the Assign Status link on the left navigation bar in DAVE and select **abandon** on an unregistered record. This will remove the case from the funeral homes queues.

10. Are we able to correct misspellings by the medical certifier on the COD page?

Yes. You will only be able to correct misspelling, not change the information provided. Use the following process:

- Print the Working Copy of the record prior to making the correction.
- Initiate a Correction – do not add, amend or delete any terms or interval.
- Enter a comment: Corrected field(s) and terms from [Enter incorrect term] to [Enter corrected term] due to medical certifier keying error.
- Approve the correction.
- Print and upload the corrected Working Copy of the record as an attachment.

11. Once an order is completed is it still able to be located in DAVE for review?

Yes, by utilizing the Search function under the Order Processing Tab a completed order can be located for review.

12. How can I view all Corrections made for a record?

On the Amendment List page within the record you are able to view all keyed, pending, completed, and cancelled corrections.

13. Can County staff transfer a record from one medical facility to another medical facility in a for the Funeral Homes?

Yes. The County can transfer the record from one medical certifier to another facility. Please follow the steps below after searching for the case:

- Click “Transfer Case” link on the left side navigational panel
- Click the “Checkbox” for Transfer Medical Ownership To:
- Click the magnify glass – select the desired facility. Note: personal message can be added in the Message box.
- Click the Save button. Record is transferred.

The screenshot displays the 'Death Registration Menu' interface. On the left is a vertical navigation menu with categories: Personal Information, Medical Certification, Registrar, Identifiers, and Other Links. The 'Transfer Case' link is highlighted in orange under the 'Other Links' section, with a red arrow and a box labeled '1.' pointing to it. The main content area is titled 'Transfer Case' and contains two checkboxes: 'Transfer Personal Ownership To:' and 'Transfer Medical Ownership To:'. The second checkbox is selected, with a red arrow and a box labeled '2.' pointing to it. Below the checkboxes are two search input fields with magnifying glass icons; the second field has a red arrow and a box labeled '3.' pointing to it. A 'Message' box contains a pre-filled text: 'The following case has been transferred to your facility: Case Id: - Date of Death: transferred by'. At the bottom right are three buttons: 'Clear', 'Save', and 'Return'. A red arrow and a box labeled '4.' point to the 'Save' button.

14. Does a medical certifier need to electronically sign a Fetal Death Record?

No. The birth staff at each facility is responsible for completing and certifying the fetal death records.

15. If a City, State, Country, or Zip Code is not in the DAVE system, who do I contact to add the location?

Send an email to BVRSupport@azdhs.gov and include the city, state, country and zip code to request to have the location added.

16. The Death Certificate is printing 'Unknown' as the city for Decedent's with Foreign Birth, who do I contact to have this resolved?

Please contact the local County Vital Records office. The local County Vital Records office will make a correction to the record at no charge to the family using the steps below.

- Search for the case
- Initiate a correction
- Correct the appropriate field
- Enter comment: Corrected field name (insert field name) from (insert previous data) to (insert corrected data) per administrative error.
- Approve the correction

17. Once an Out of State Permit is completed can I locate the record at a later time?

Yes. Utilize the Death Search function and the record will show.

18. When adding a doctor to the DAVE system do I need to have their phone number?

No, it is not part of the required fields when adding a medical certifier to DAVE, however, if a phone number is provided please include it when creating a user profile. The following fields are required:

- Facility Name(s)
- Facility Address
- User Name (First, Last)
- Title
- User Email Address
- Role Designation (Medical Certifier or Medical Staff/Admin)
- License Number and/or NPI Number