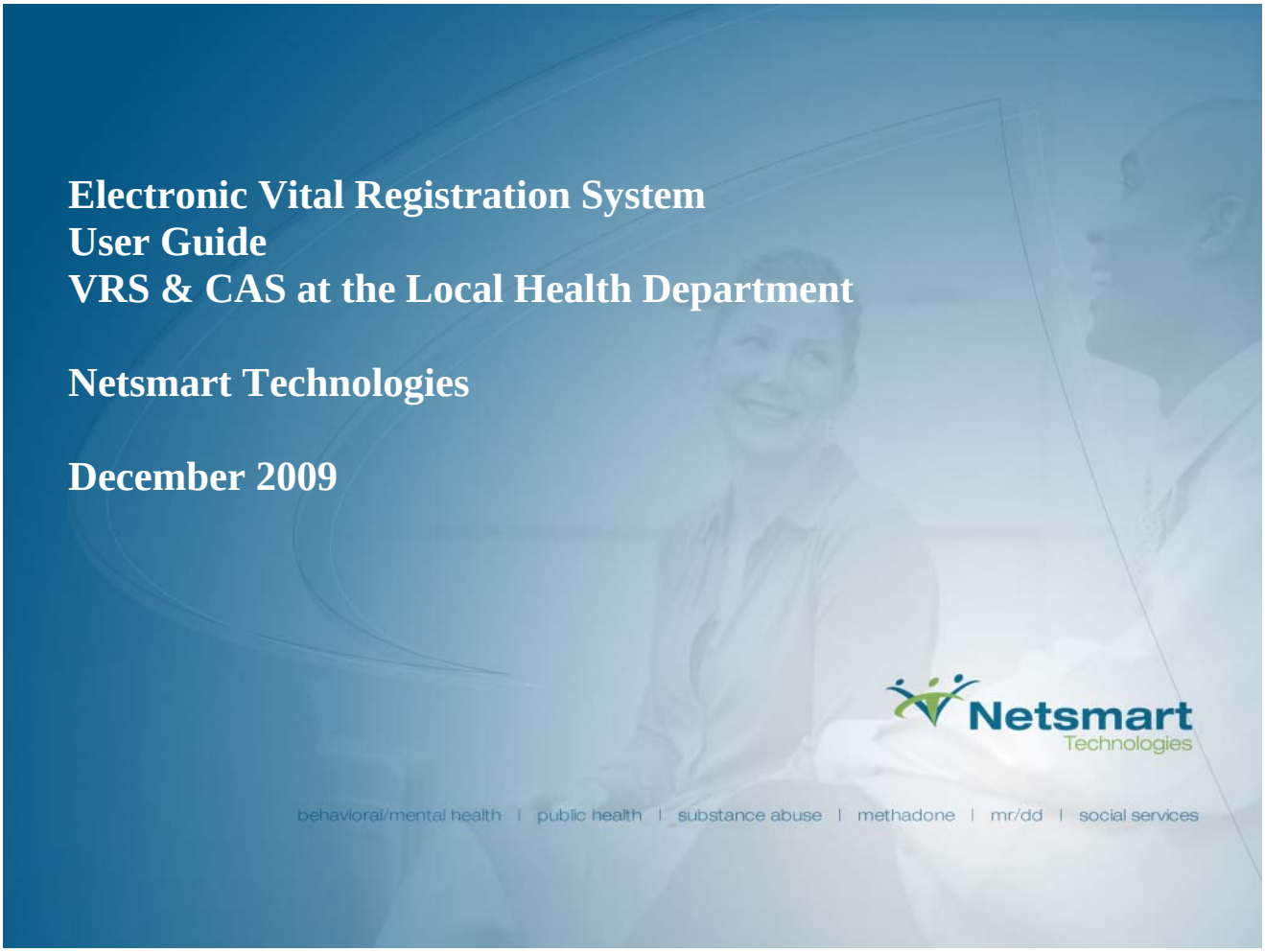
Electronic Vital Registration System
User Guide
VRS & CAS at the Local Health Department

Netsmart Technologies

December 2009



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Connecting Health and Human Services

Revision History

Date	Document Version	Description	Author(s)
08/14/08	1.0	Initial Version	Alesia Preece
10/12/08	2.0	Second Version	Alesia Preece
10/30/08	3.0	Final Version	Alesia Preece
03/11/09	4.0	Updated All Sections	Alesia Preece
04/22/09	5.0	Updated Extract Processing	Alesia Preece
5/19/09	6.0	Updated All Sections	Alesia Preece
8/28/09	7.0	Revised Document	Alesia Preece
11/10/09	8.0	Revised Document	Desiree Kroeger
12/23/09	8.1	Updated Extract Processing	Alesia Preece

The example and screen shot convention in this guide are representative of the commands above the screen, providing a visual as to their location in the application, or specific to the positioning of a field on the screen. The record data visible does not necessarily represent the required entries and processing for that specific event.

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The Correspondence Accounting System (CAS)

Local Health Department Clerk – Overview of Functionality

The clerk will receive a service application from the customer. A record for the request will be entered into CAS by the clerk. The payment will be collected, the record located and printed onto security paper for the customer.

Local Health Departments (LHD) accepts only walk-in applications for certificates.

- All requests for other services are referred to the state DVR.
- Only those records stored electronically are available for producing certified copies at the LHD. Requests for earlier events are forwarded to the state DVR for processing.

Process Flow for: the "Applicants at Local Health Department" Request

- Applicant brings completed form, identification, and supporting documentation to the Clerk.
- Clerk verifies applicant is entitled to a certified copy of the certificate and approves the request.
- Clerk makes photocopy of supporting documentation and attaches to application paperwork.
- Clerk creates a record of the service application in CAS.
- Clerk accepts payment, issues receipt, and records payment in CAS.
- Clerk searches for event record via CAS and VRS.

If event year is 1939 or later it will be found in VRS:

- Clerk prints certified copy of birth and gives it to applicant
- Clerk updates status of services, requests, and application and closes transaction

If event year is earlier than 1939 it will not be found in VRS:

- LHD Clerk faxes application and identification to state DVR for fulfillment
- State clerk fulfills request and mails certificate to applicant

Introduction to CAS (Correspondence Accounting System)

Application for Service Screen

- The information on a person applying for a service is entered on this screen.
- All fees and charges (returns, refunds or waivers) that effect the balance are found on this screen.
- Various status messages, user and date fields allow strict tracking and reporting on transactions.

Summary Windows

- There are 2 summary windows on the bottom portion of the Application for Services screen.
    - Requested Event Record summary
    - Payment for Services summary

Requested Event Record Window

- The information relating to the Event Record requested (Birth, Death, etc.) is captured on this screen.
    - Data on the relationship of the applicant and the purpose for the request
    - All additional services: certified copies, verifications, paternity letters, etc.
    - Multiple services can be made on a request
    - Multiple request can be made on one application
- The fee type entry allows for different pricing to be entered on an “as needed” basis (military waivers, senior discounts, etc)

Payment for Services Window

- Multiple payments types are accepted; even for a single service.
- Payments can be made over time, by credit card, cash, check, etc.
    - Credit Card Payments – 2 types:
        - Enter credit card information and initiate the credit authorization dynamically
        - Import the Vital Chek orders with credit card information on them
- The date/time is of payment is entered and the user cash drawer designated
    - Reports can be ran for specific hours and/or for a department or a specific user

Search for Event

- By clicking this button, the information regarding the event record requested is passed to the Vital Records software search screen.
  - The information on the search screen can be modified by the user and the search executed again.
- This feature allows notification of the record existing in the VR system saving time for the searching staff.

Hotkeys and Shortcuts in CAS

ALT + A signifies pressing the **ALT** key AND the **A** key at the same time.

To choose the menus at the top of each screen, press the **ALT** and the underlined character at the same time. Or you can press the **ALT** key and use the arrow keys to move to the selection you want.

- Create a new Application, use the **ALT + A** key combination.
- Tab through the fields with the **TAB** key.
  - Once in your cursor is in a tabbed section (on either the Application screen or the Request screen), you may tab through the various tabbed sections by using the **CTRL + TAB** key combination. To reverse the direction of navigation, use the **SHIFT + CTRL + TAB** key combination.

The buttons also have underlined characters on them. To execute that button, press the **ALT + CHARACTER** key combination.

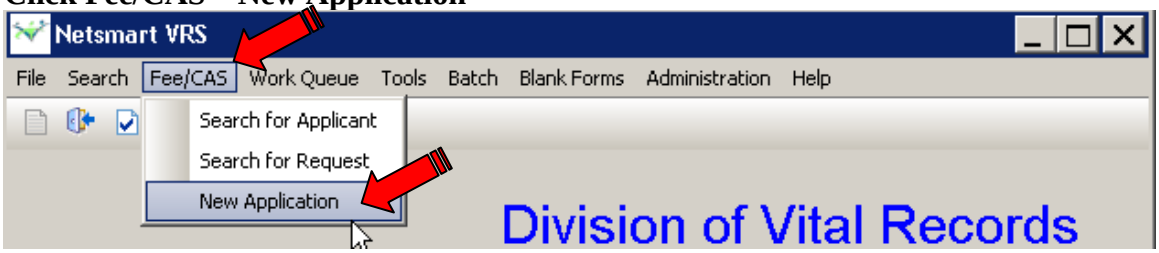
For example:

ALT + P – **P**ayment button
ALT + U – **U**pdate Application button
ALT + R – Create a new **R**equest

The record grid at the bottom of the screen can contain multiple Requests. You can tab into that section and then use the up and down arrow key to select the correct record you wish to modify. Now press the tab key to take you to the **UPDATE SELECTED REQUEST** button and press **ENTER**, or simply press **ALT + Q** once you have the record selected. OR you can double click the record you want with the mouse.

Entering a CAS Record

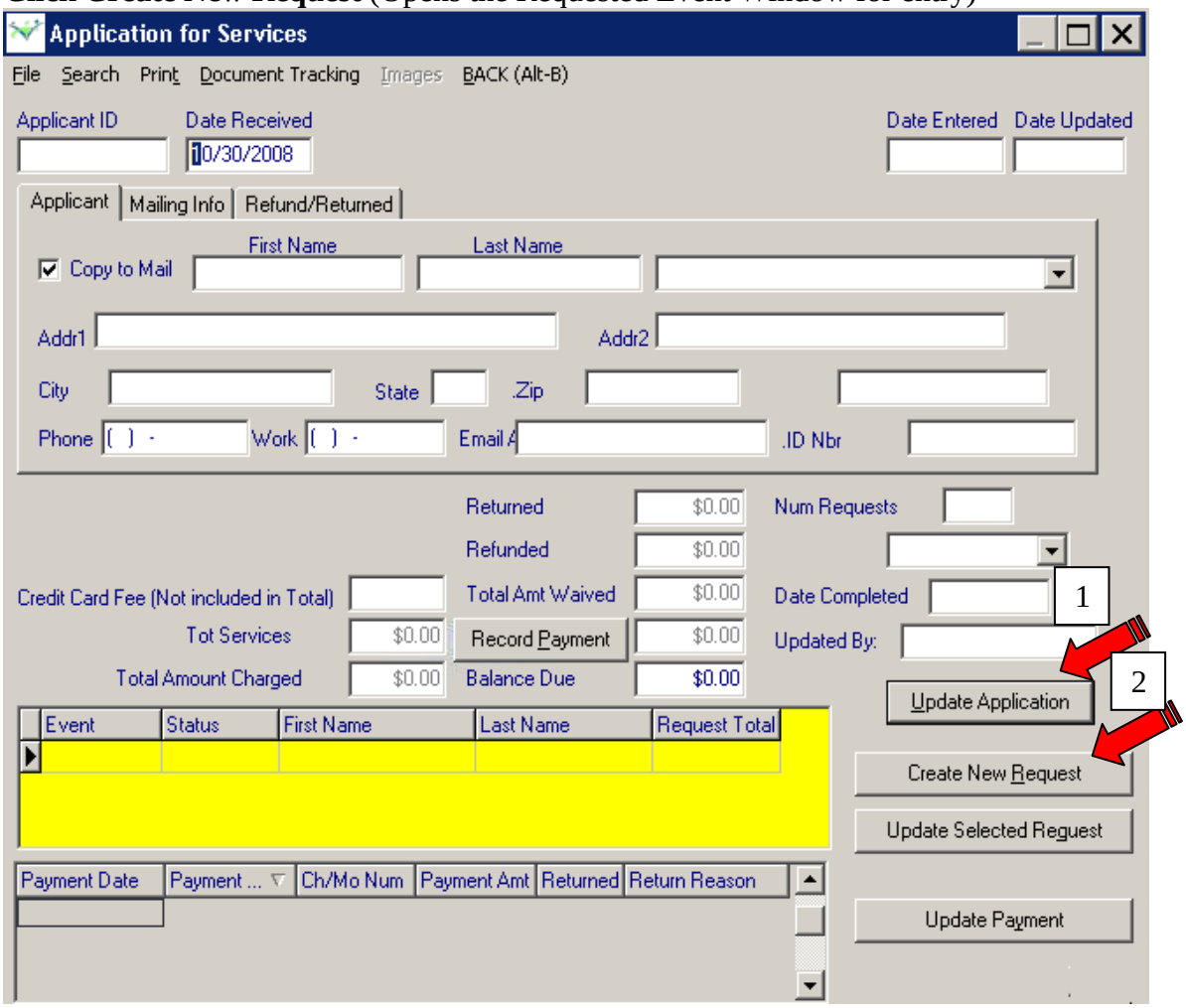
Click Fee/CAS – New Application



Enter the:

- First Name & Last Name
- Address & Contact information
- Num Requests & Appl Status

Click Update Application (Saves the information entered)
Click Create New Request (Opens the Requested Event Window for entry)

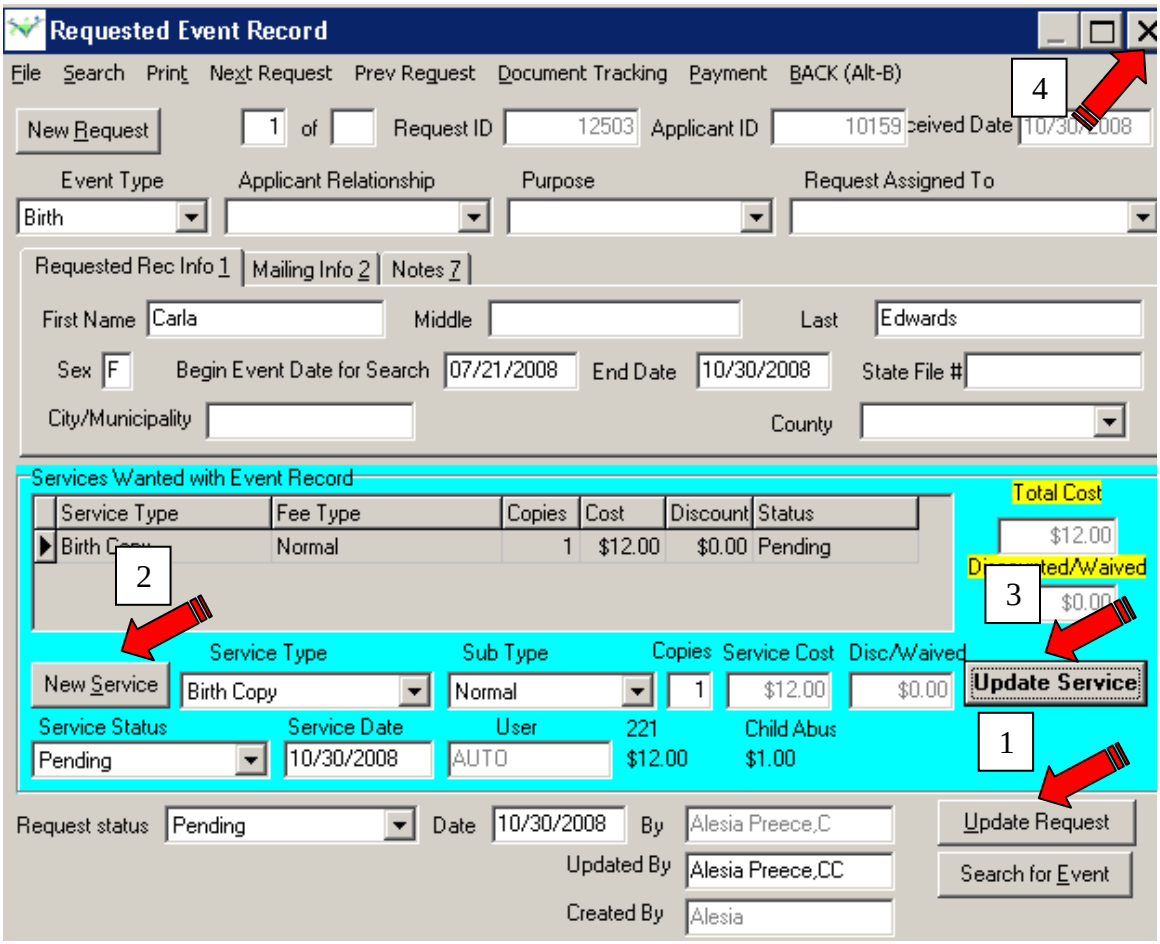


Enter the:

- Event Type
- Applicant Relationship, Purpose, Request Assigned Section
- First Name, Middle Name, and Last Name (for the event requested)
- Begin Event Date for Search and End Date (REQUIRED ENTRIES)

Note: Must have a Service on the application to be able to search the system.

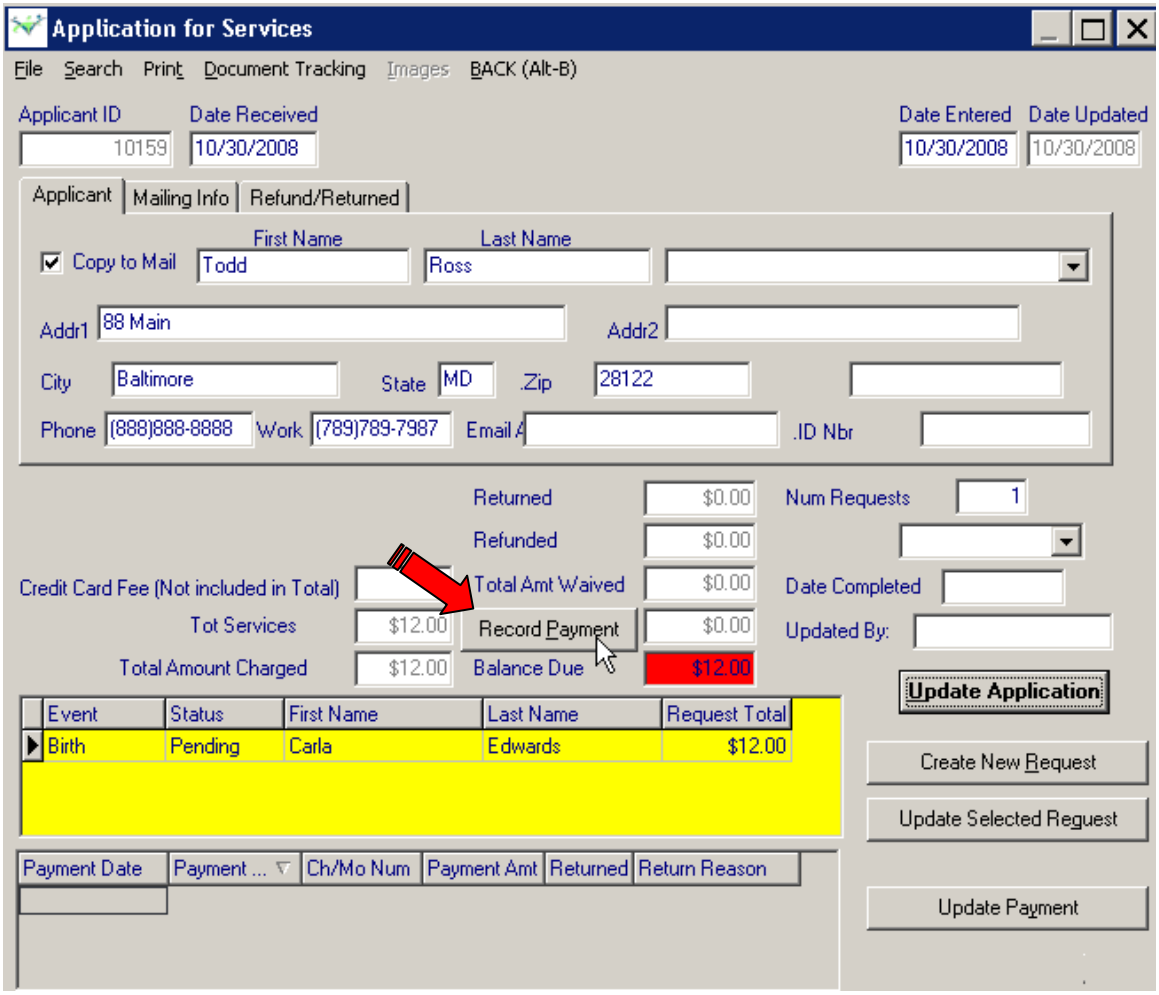
- **Click Update Request**
- **Click New Service**
  - Select a Service Type, Sub Type, Copies (tab off field)
- **Click Update Service**
- **Click** the **X** to close the screen and return to the application screen



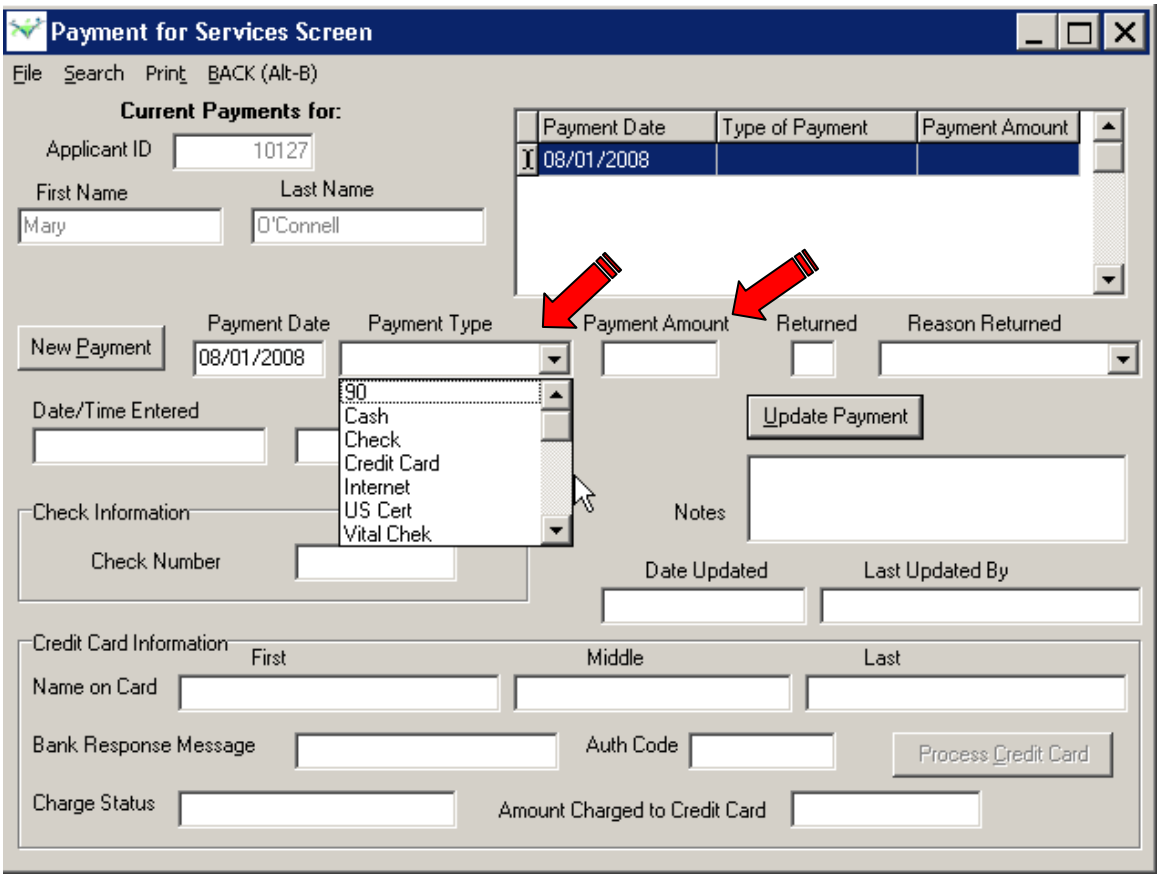
Recording the Payment in CAS

Note: Collect payment for the service before searching and printing the record. The field in RED is the payment amount to be collected from the applicant.

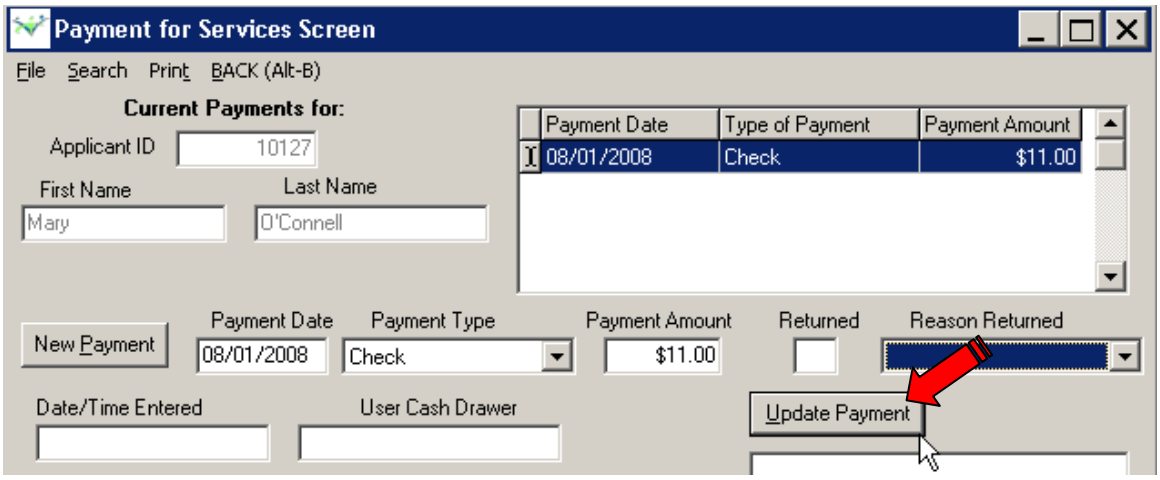
Click - Record Payment



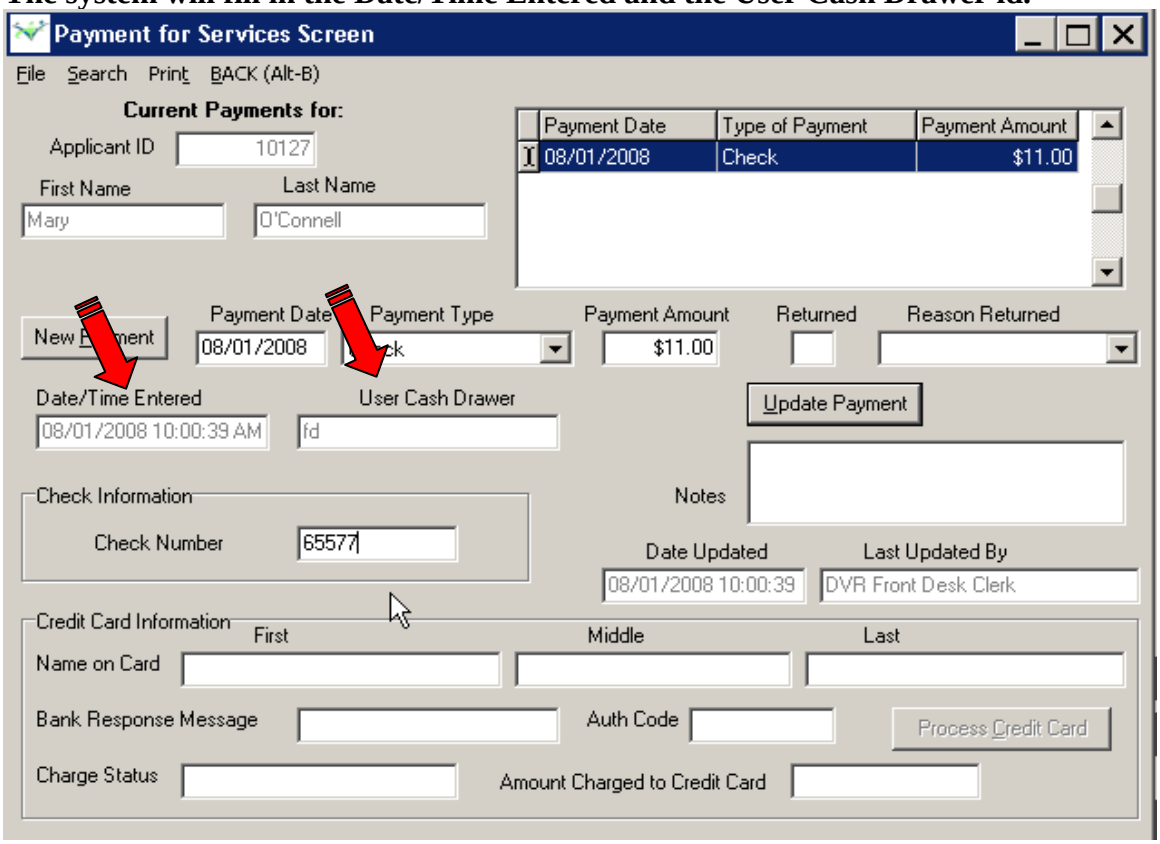
Select - Payment Type; Enter - Payment Amount



Click - Update Payment button



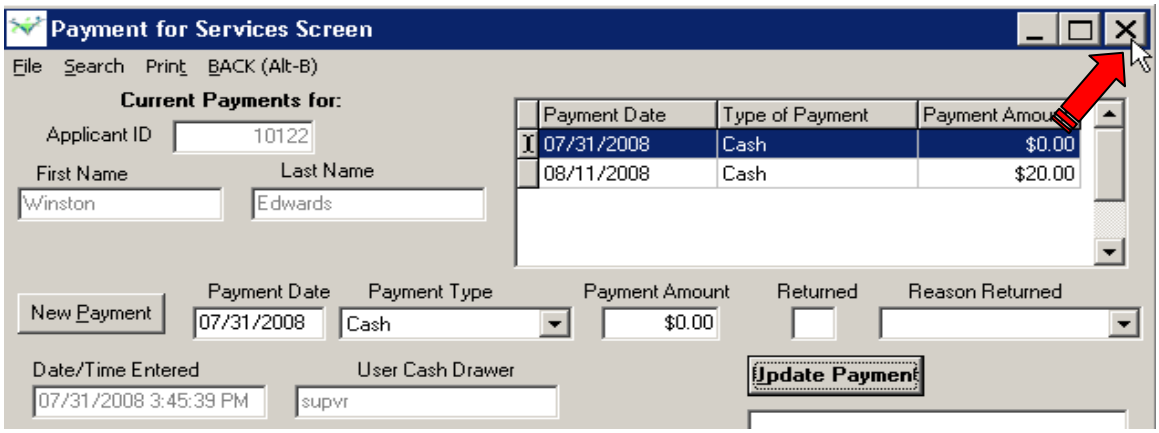
The system will fill in the Date/Time Entered and the User Cash Drawer id.



Data Entry Tips for the Recording of Payments

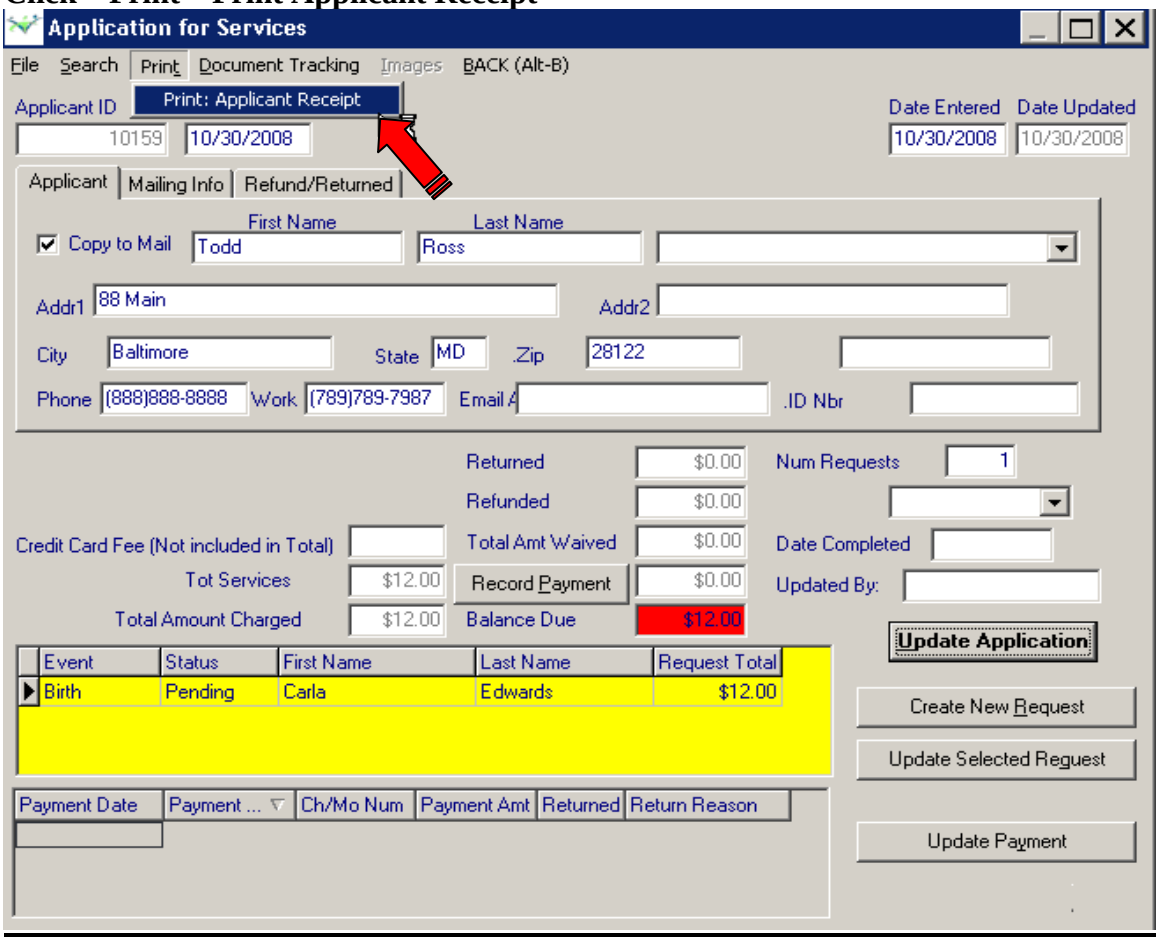
- Payments can be made by: cash and check.
- Multiple payments may be entered.
- The Check Number field is not mandatory but is available for use.
- The Date Updated and the Last Updated By entries are system filled.
- Click the Update Payment button to save the information.

Click X to close screen

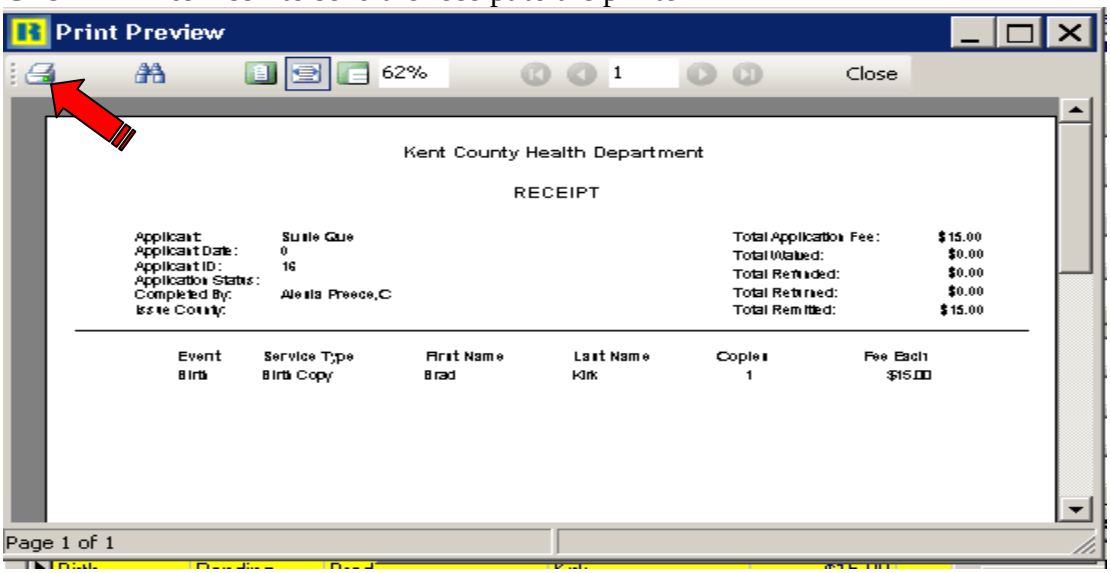


Printing the Receipt

Click – Print – Print Applicant Receipt

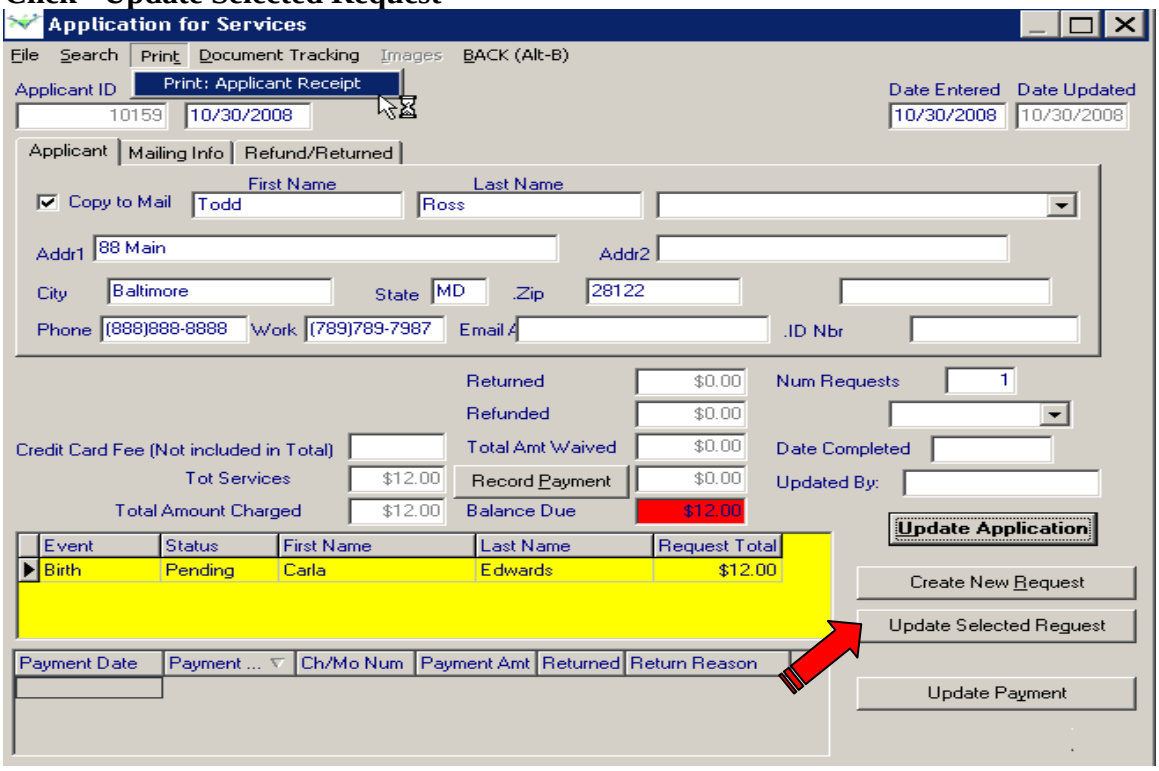


Click – Printer icon to send the receipt to the printer

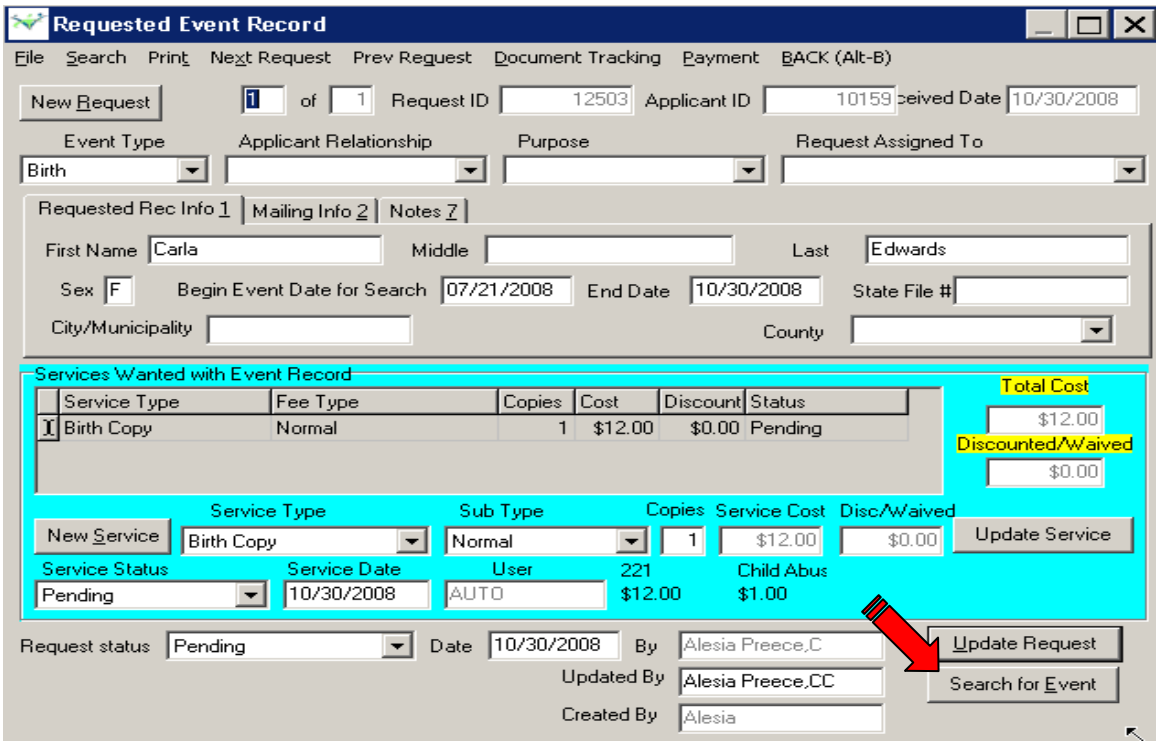


Searching for the Event Record

Click - Update Selected Request

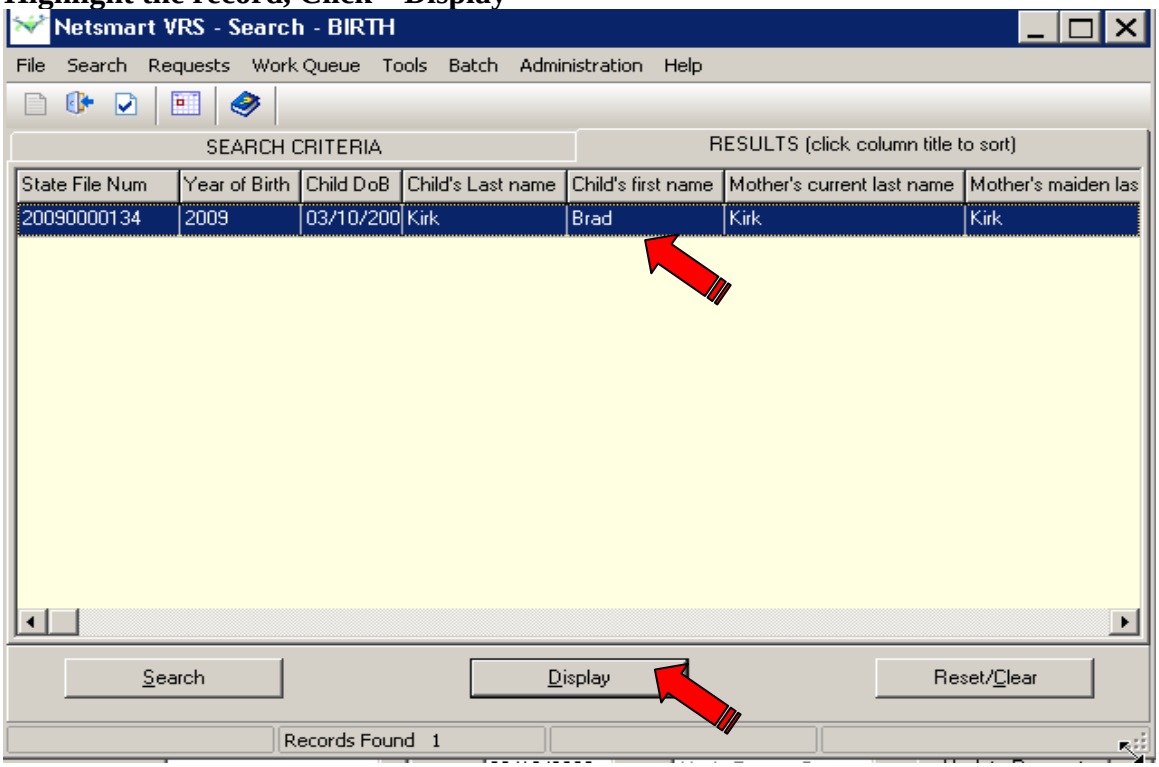


Click - Search for Event

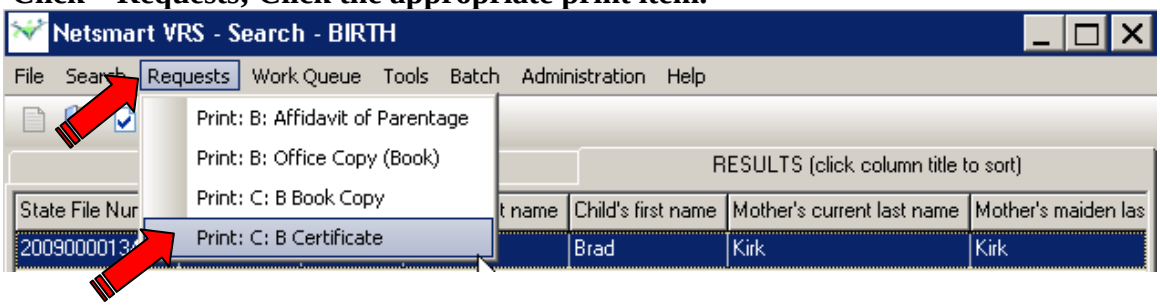


Printing the Certified Document from CAS

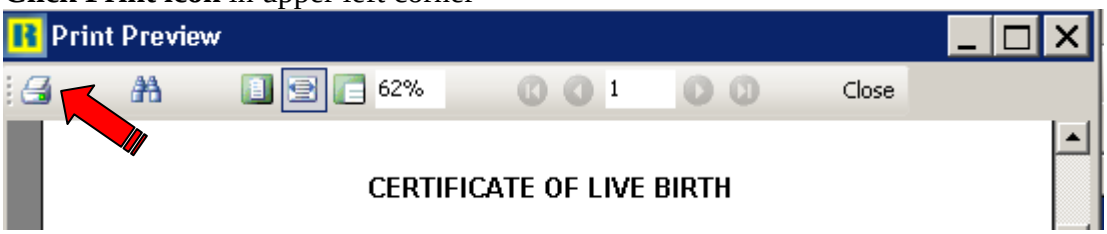
Highlight the record, Click – Display



Click – Requests; Click the appropriate print item.

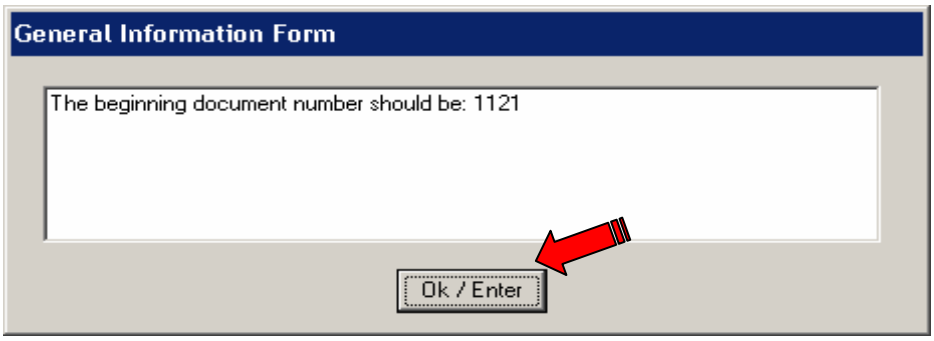


Click Print icon in upper left corner



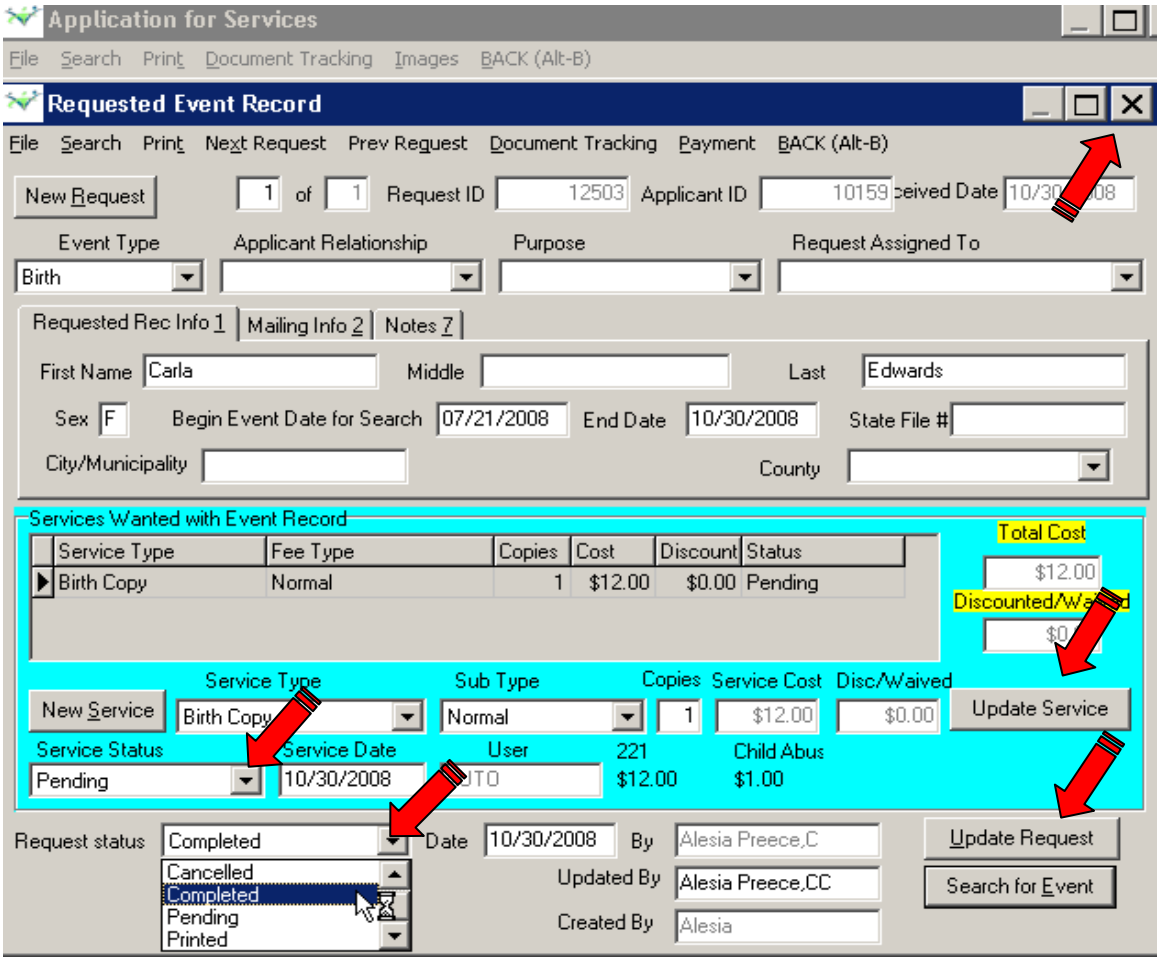
The system will confirm the number of the security paper for the certificate.

Click Ok/Enter



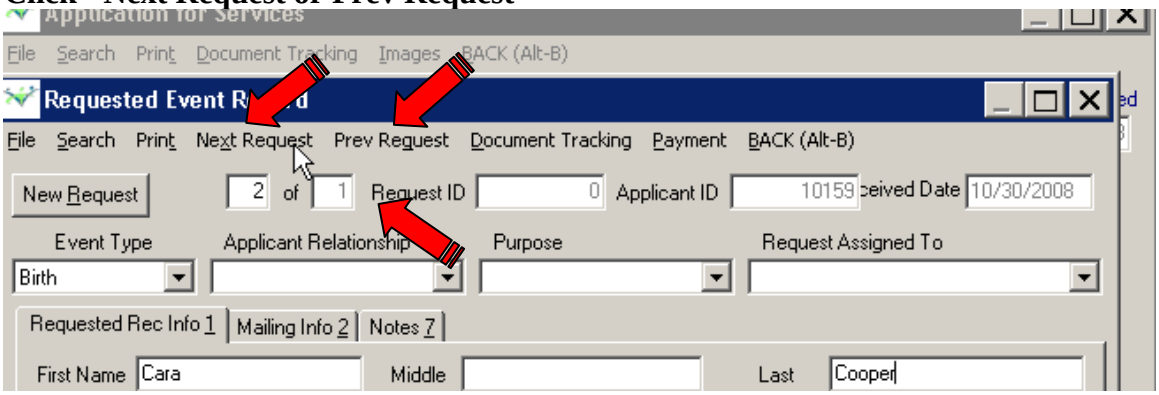
Setting the Status of a Service & Request

Click the **Service Status** drop down arrow; **Click – Complete; Click – Update Service**
Click the **Request Status** drop down arrow; **Click – Complete; Click - Update Request**
X out of screen



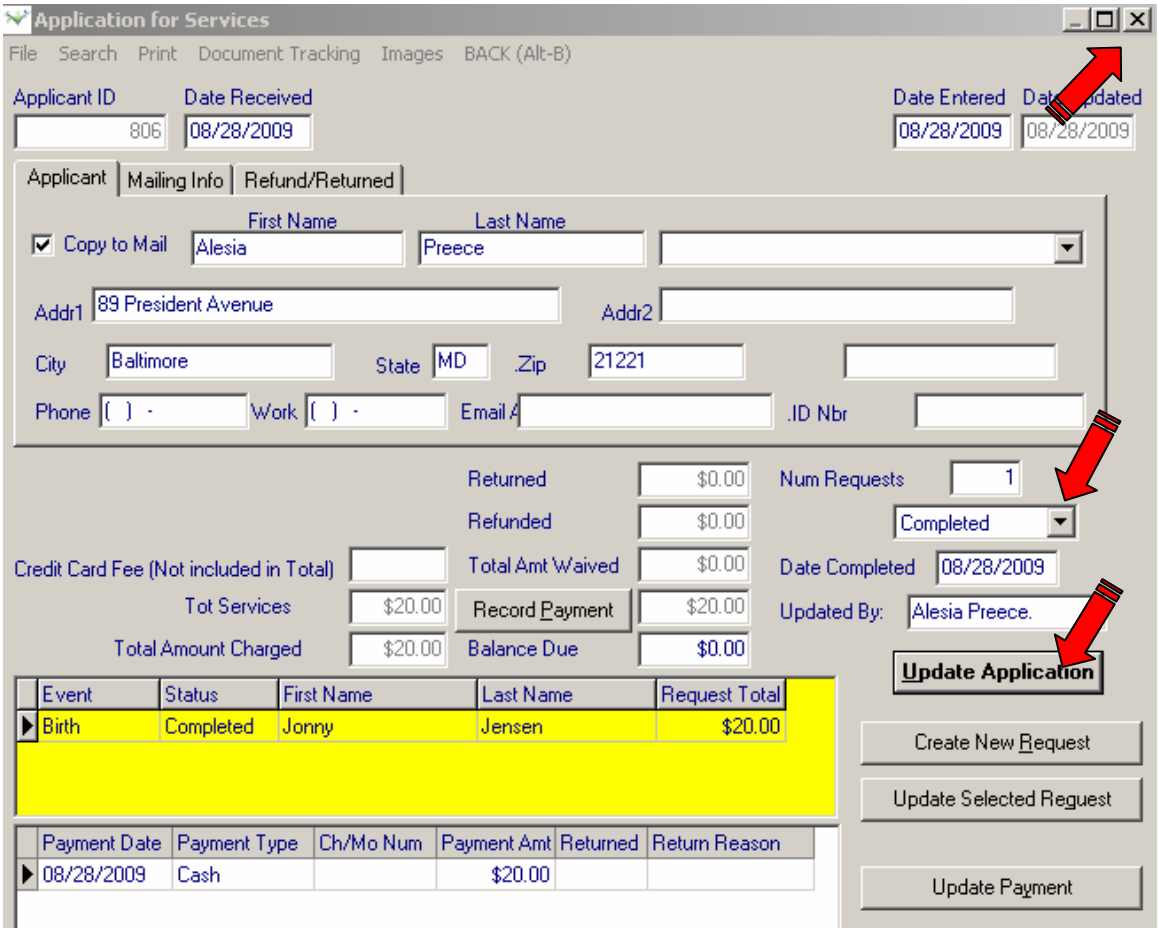
Handling Multiple Requests on a Service Application Record

Click - Next Request or Prev Request



Completing the Application for Service

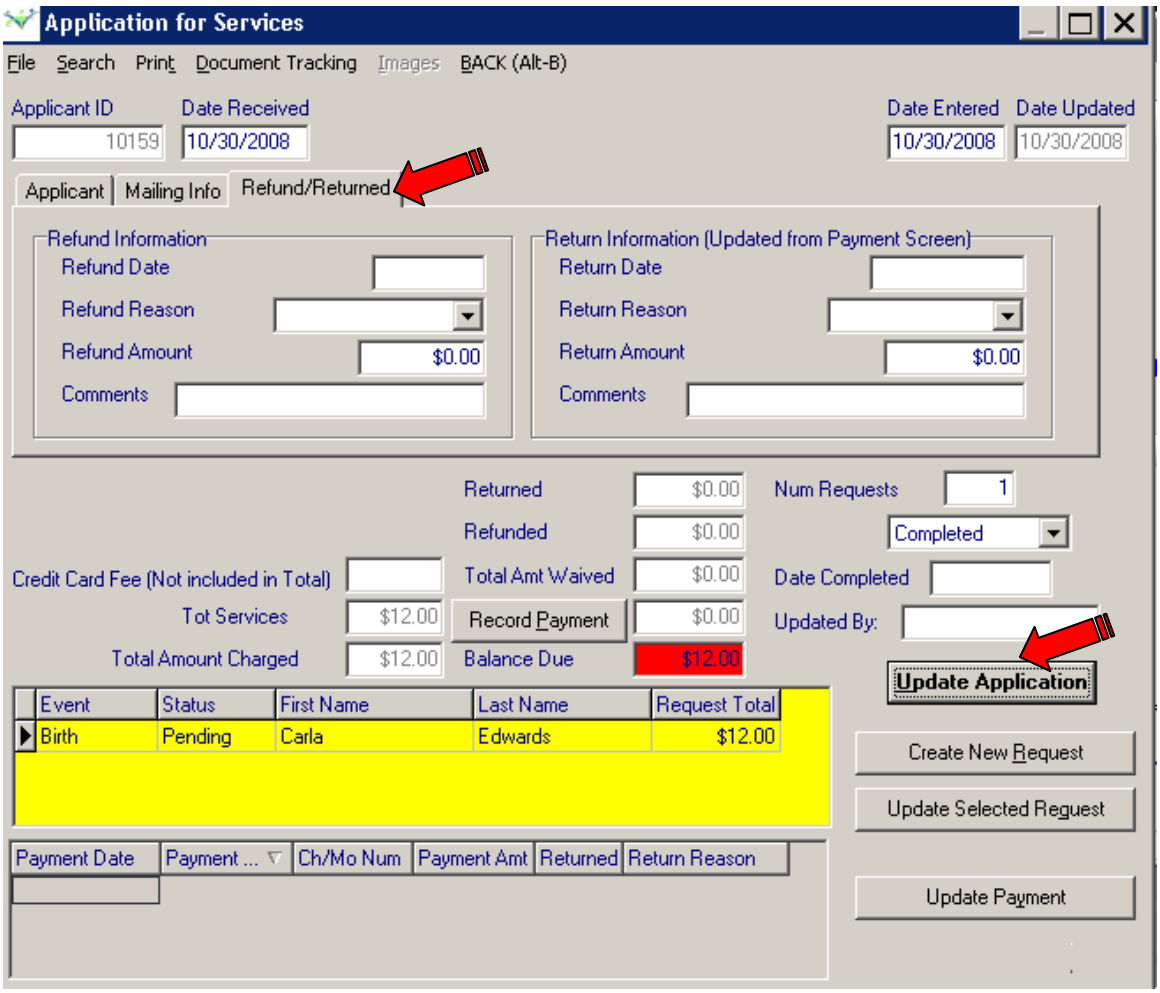
When ALL requests on the application are COMPLETED the system will set the Application Status to COMPLETE; Click - Update Application; Click – X



Processing a Refund in CAS

When a refund of a payment is required use the steps below to make the update in the CAS record. The CAS record is located and open for processing.

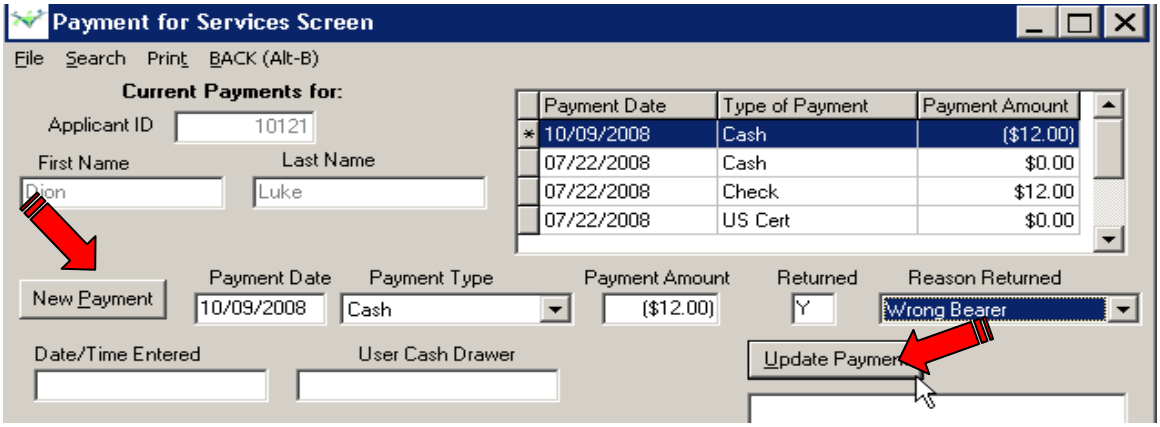
Click – Refund/Returned; Enter the Refund Information Fields: Refund Date, Refund Reason, Refund Amount (negative entry) and Comments; Click - Update Application



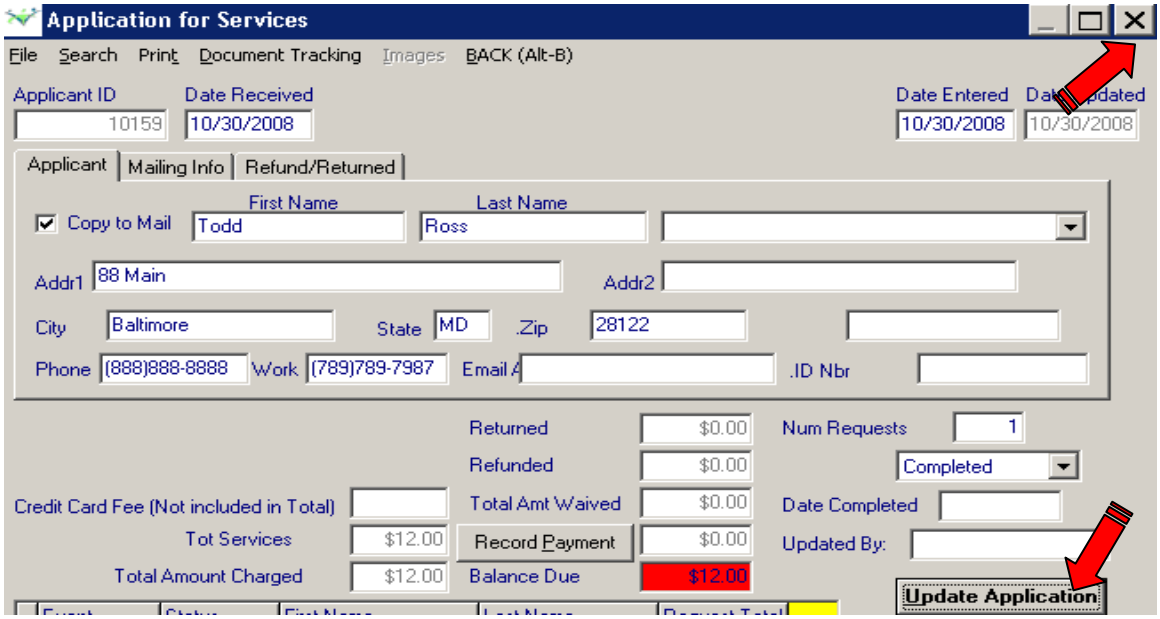
Click - Record Payment

Enter a 'negative' New Payment to post the refund.

Click – New Payment; Select Payment Type; Key the negative Payment Amount; Enter a Y in the Returned box; Select a Reason Returned; Click – Update Payment; Click X to close out of screen



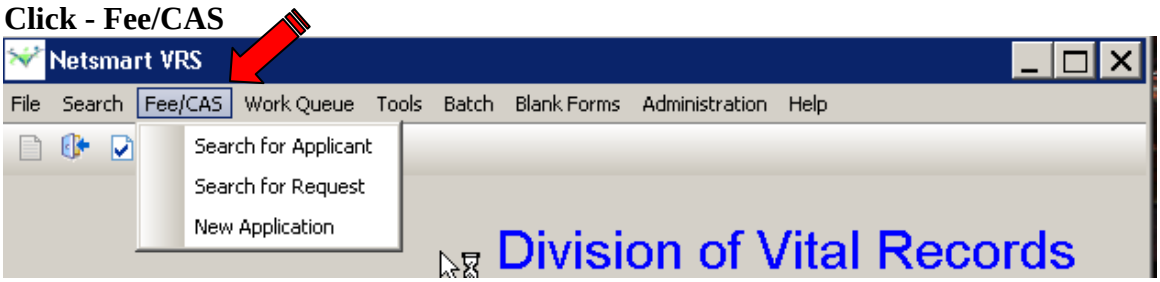
Click – Update Application; Click X to close the record



Searching for a CAS Record

There are two choices for locating existing CAS records: Search for Applicant or Search for Request.

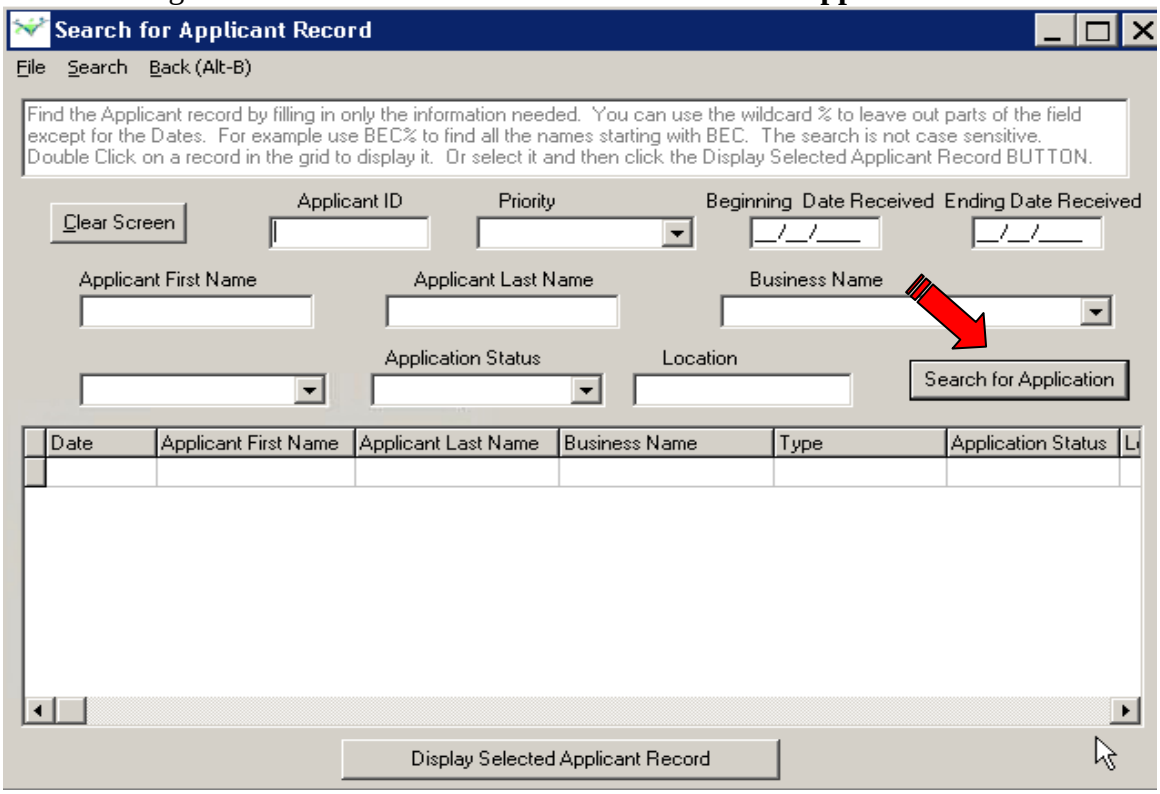
Click - Fee/CAS



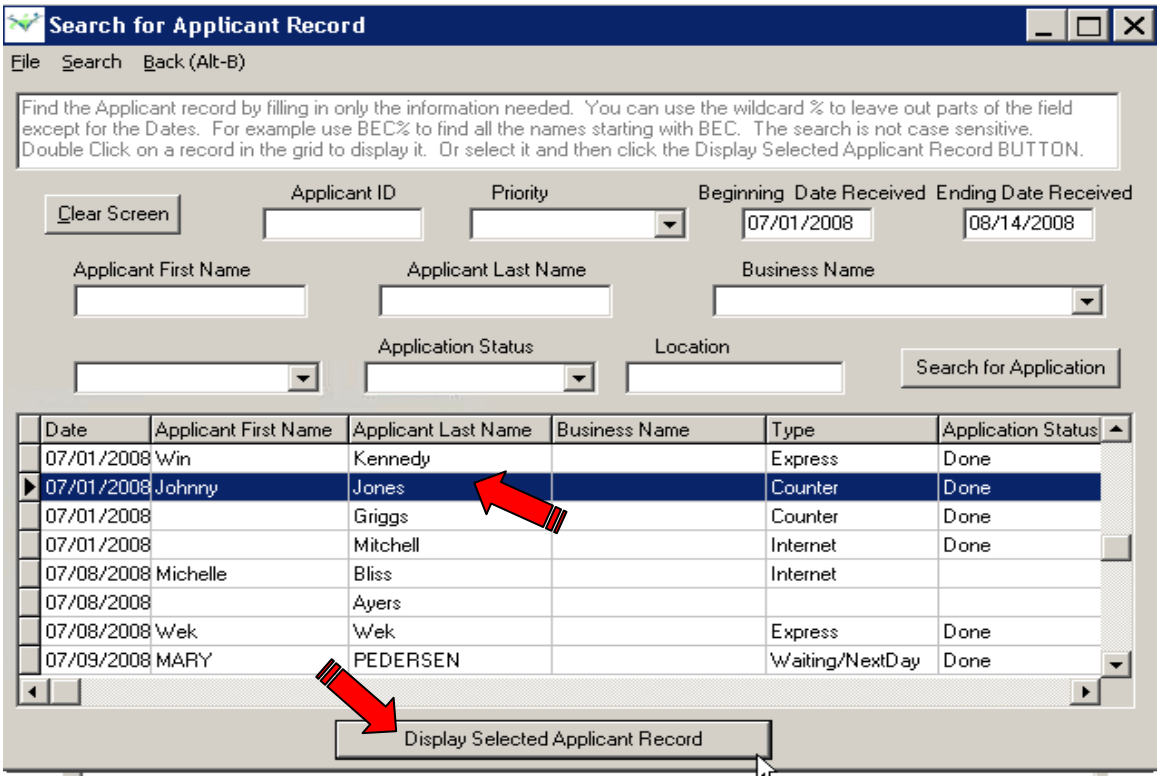
Search for CAS Record with Applicant Information

The record can be located by using any of the fields known for the applicant by entering the information. If the specific field entries are not known, the record can be searched for by the Date Received search fields.

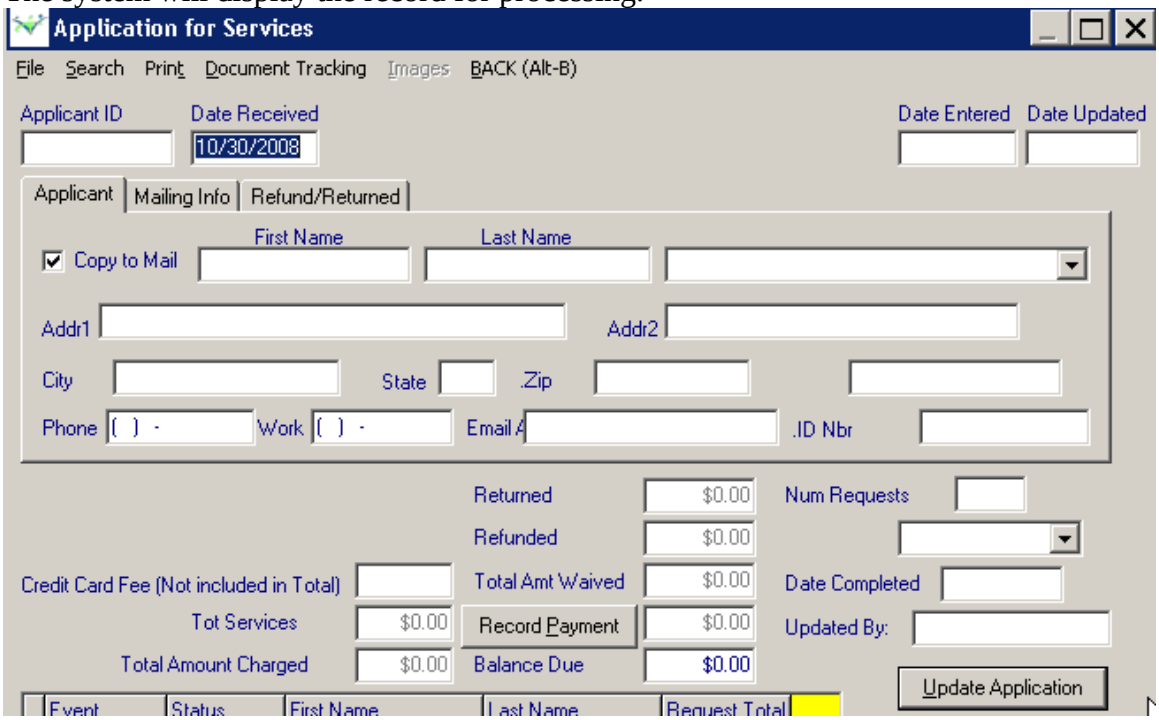
After entering the search criteria known – **Click - Search for Application**



The system will display a search results screen.
Click on the record to select it; **Click Display Selected Applicant Record**



The system will display the record for processing.

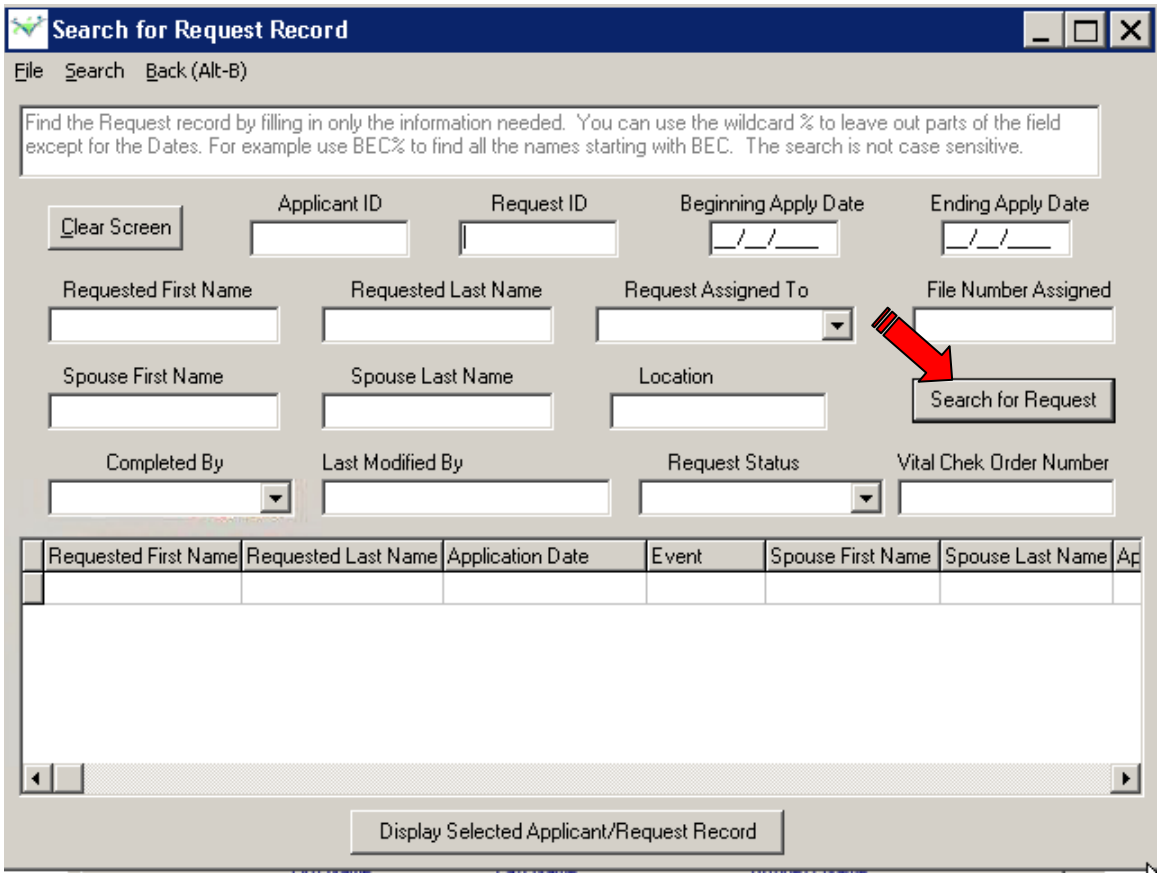


Search for CAS Record with Request Information

The CAS record can be located by entering known information on the requested event.

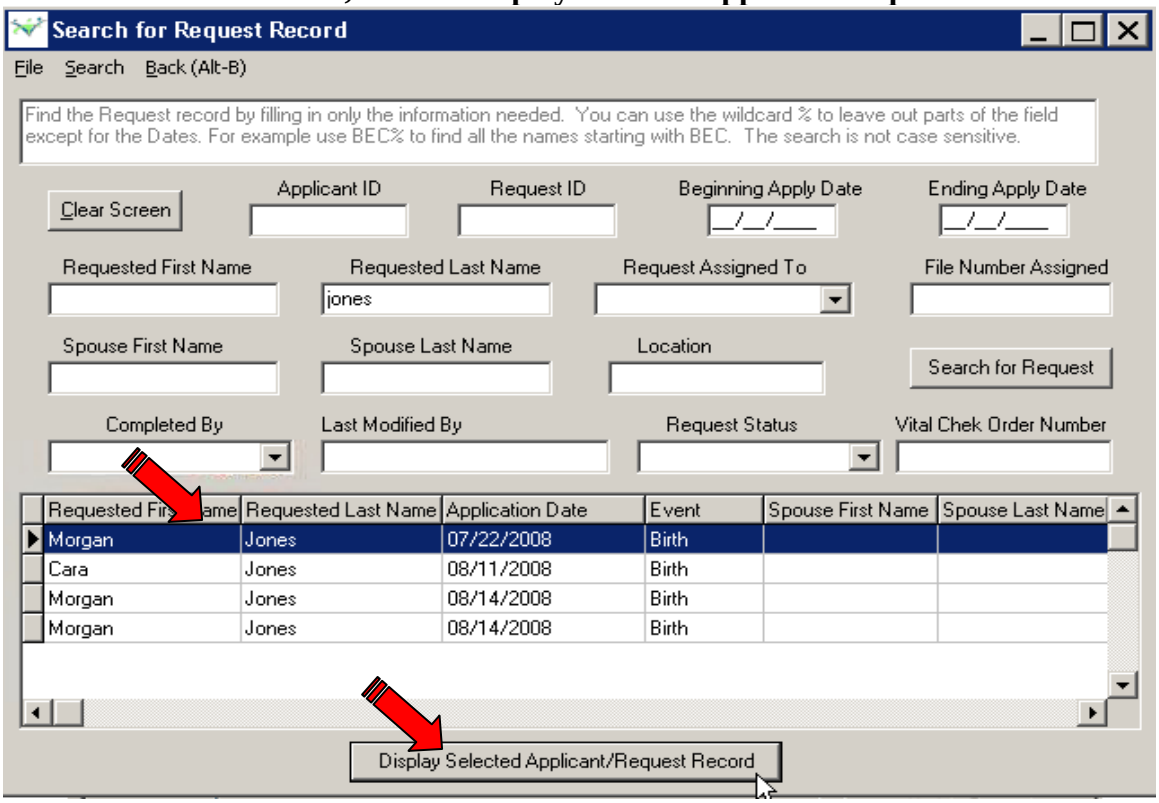
Click – Fee/CAS – Search for Request

Enter the search criteria; Click – Search for Request

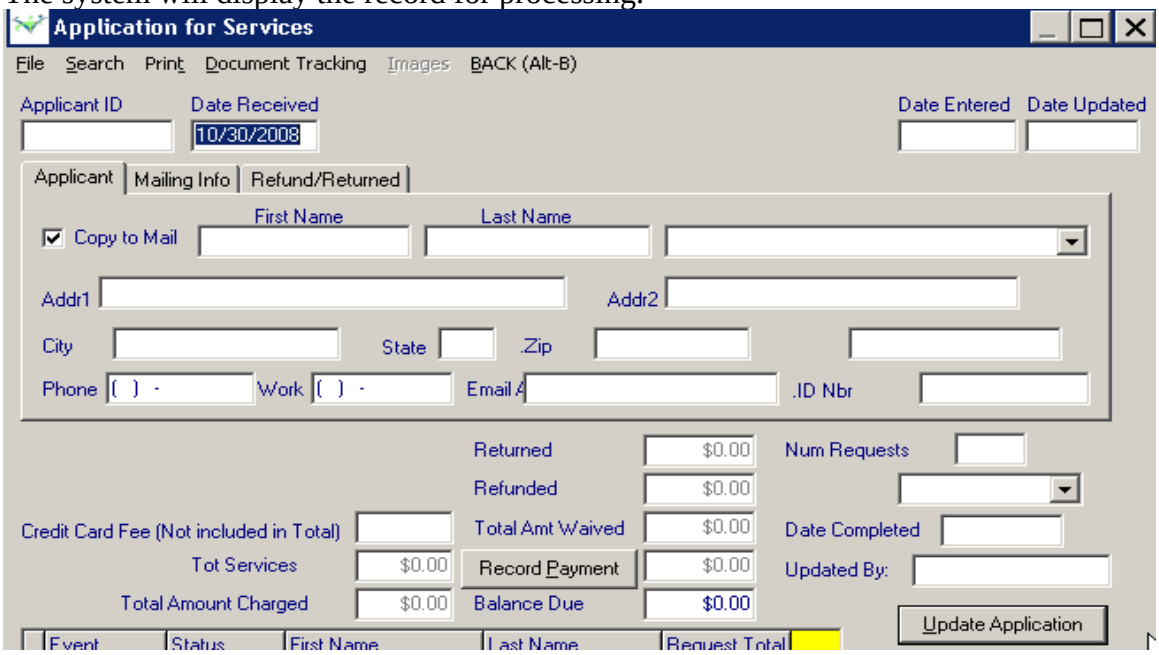


The system will display a search results screen.

Click the record to select; Click – Display Selected Applicant/Request Record



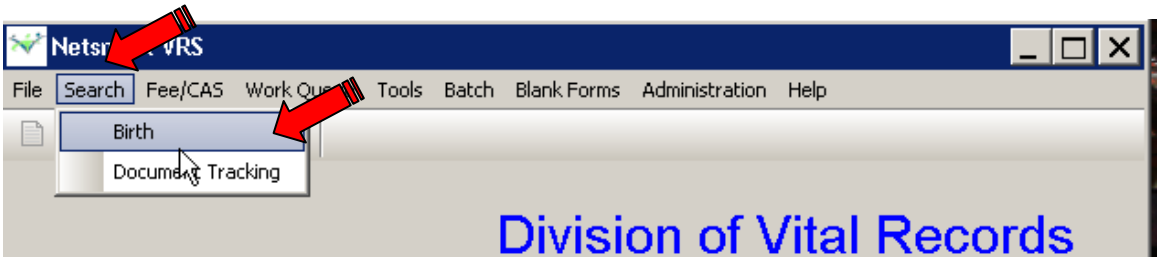
The system will display the record for processing.



Search for a Birth

To search for an existing or already started birth record:

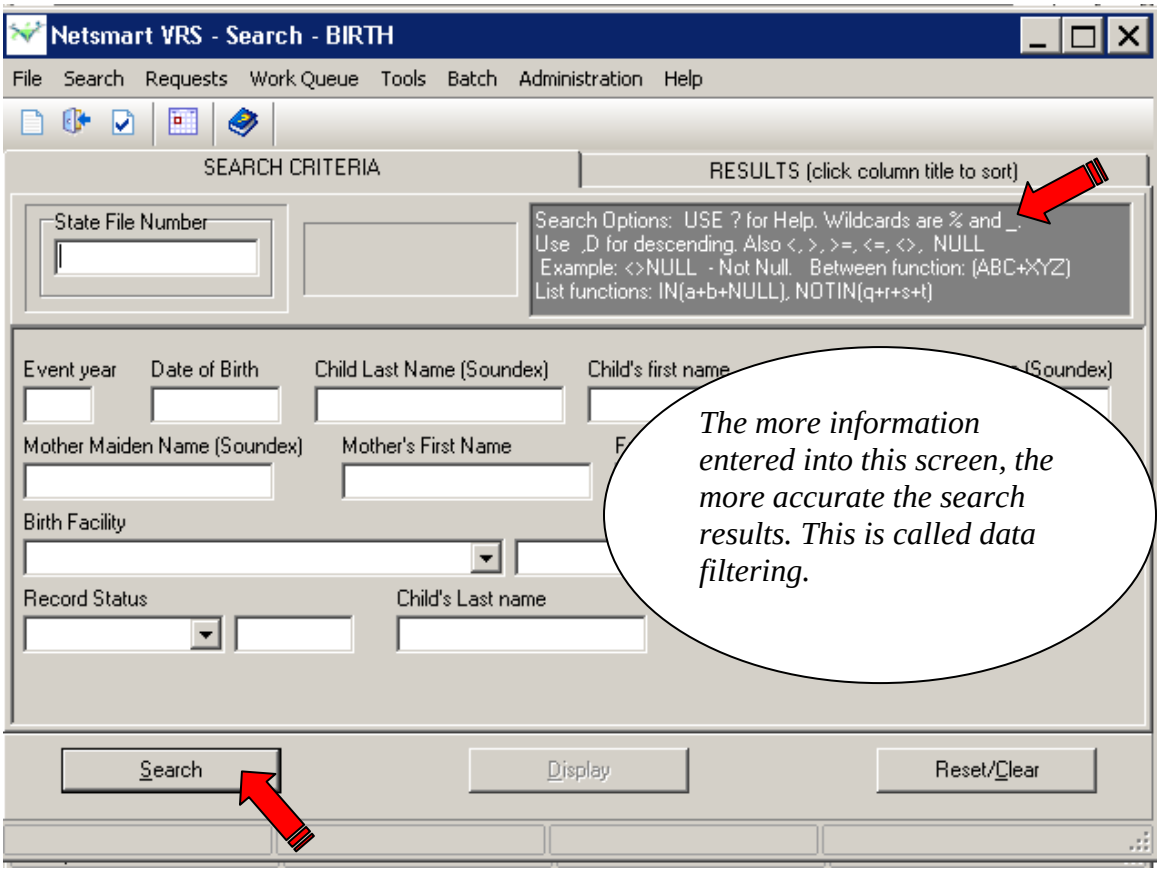
Click - Search – Birth



Note: A new search screen will appear.

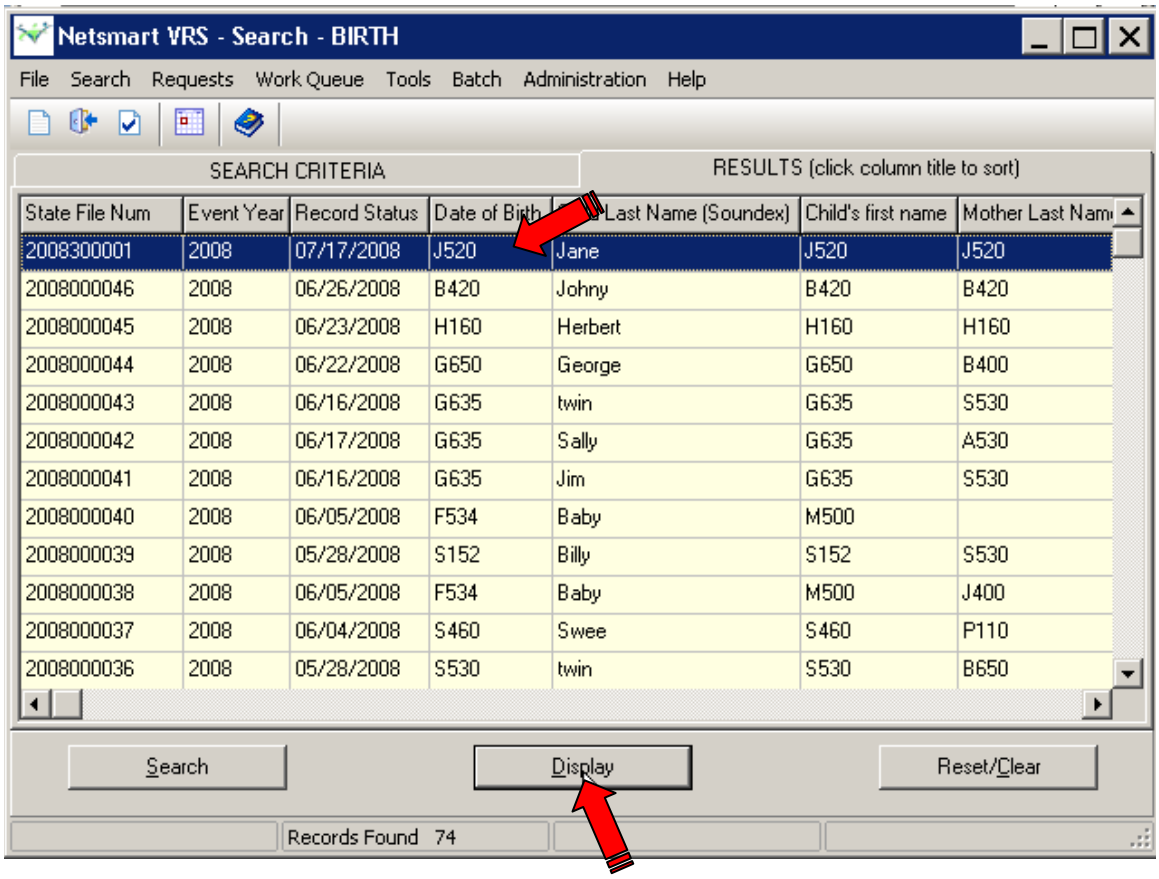
Enter known information to search for a record.

Click: Search button to execute.



Note: A search results screen will appear based on the information entered.

Click on the record to select (highlight)
Click the Display button **or press** Enter to view the record.



Document Tracking

The **Document Tracking System** is used to track any document printed or issued from the system. It is used to see who printed a document, when it was printed, and other associated information pertaining to the printing of the document. Most importantly, it is used to track numbered security paper used in the printing of the certified copies.

The **Document Tracking System** has an Event table, a Search Screen, a GUI Role, and security associated with it. Each time a document is printed, an entry is made in the **DOCTRACKING** table.

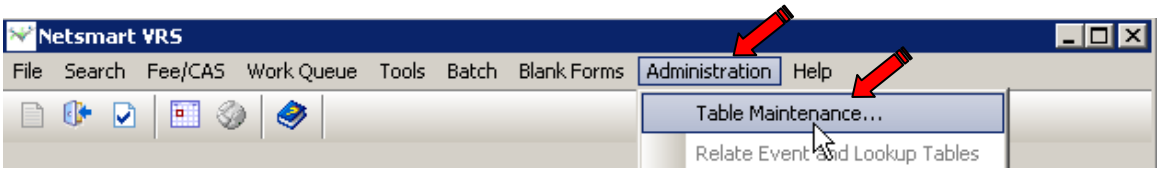
Additionally associated with the document tracking process is the **DOCSEQUENCE** table. This table houses information regarding the different places that security paper has been sent to, where the documents can print from, and what numbers are available.

The **DOCSEQUENCE** table is maintained via the **Table Maintenance** utility as a planned schedule of the use of security paper on various printers – as opposed to the **DOCTRACKING** table which contains a **history** of what actually happened. The **DOCTRACKING** Event is driven by the entries in the **DOCSEQUENCE** table and by the actual printing of the documents.

Receiving Security Paper from DVR

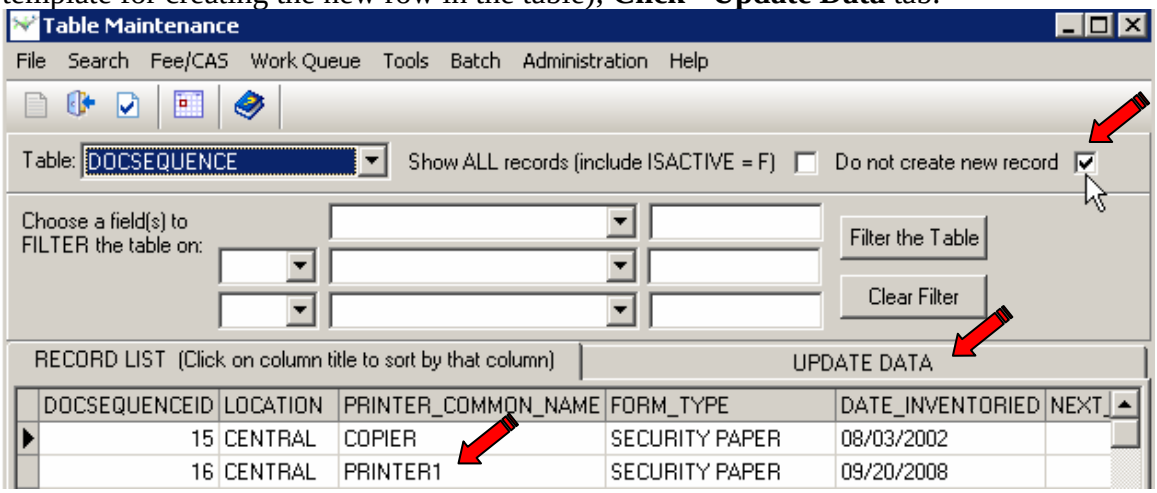
When a shipment of security paper is received by the local health department from the state office, a record (new row) must be created in the DOCSEQUENCE table to track the usage. The main menu has an option for Administration and Table Maintenance available. Within the Table Maintenance area is where the DOCSEQUENCE table is selected and updated.

Click – Administration – Table Maintenance

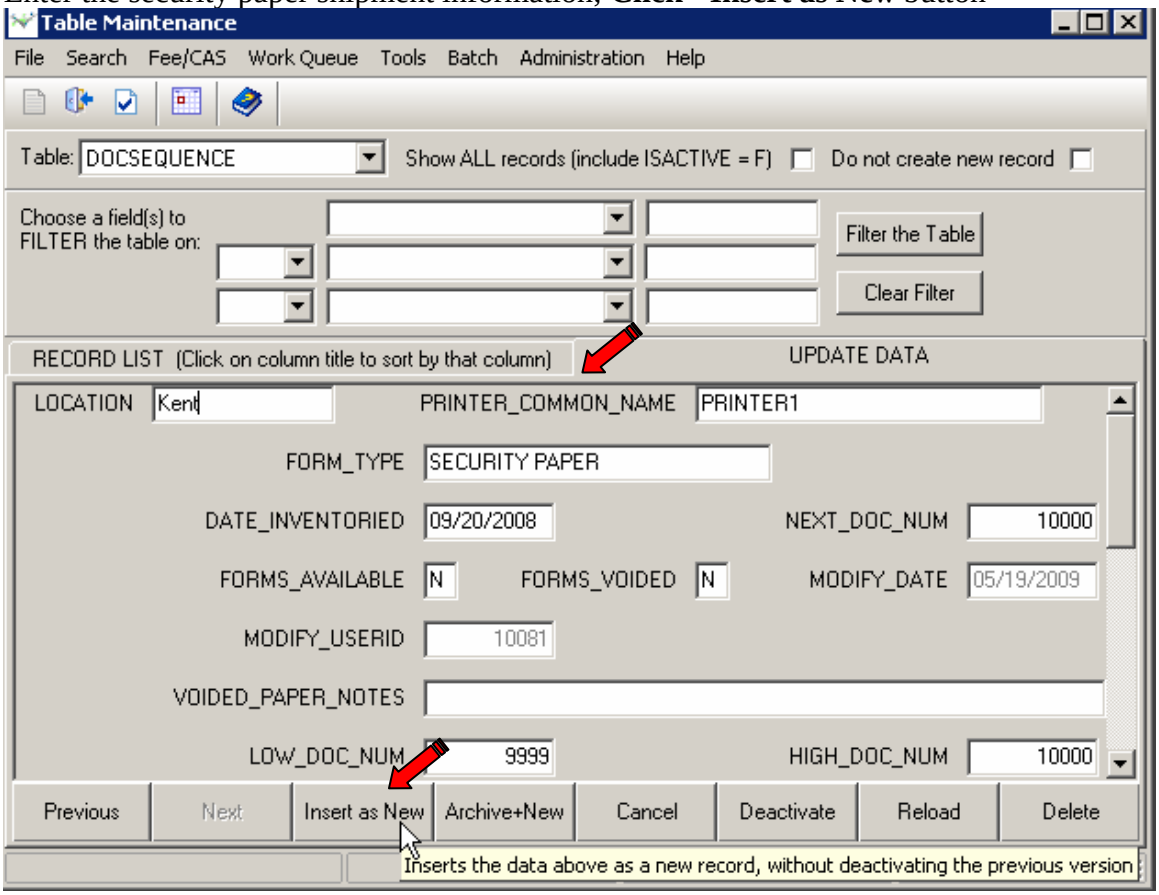


To create a new row in the table, the "Do not create a new record" check box must be **unchecked**. The box can only be "unchecked" while on the Record List tab.

After the box is unchecked, the appropriate record should be highlighted (this will be the template for creating the new row in the table); **Click - Update Data** tab.

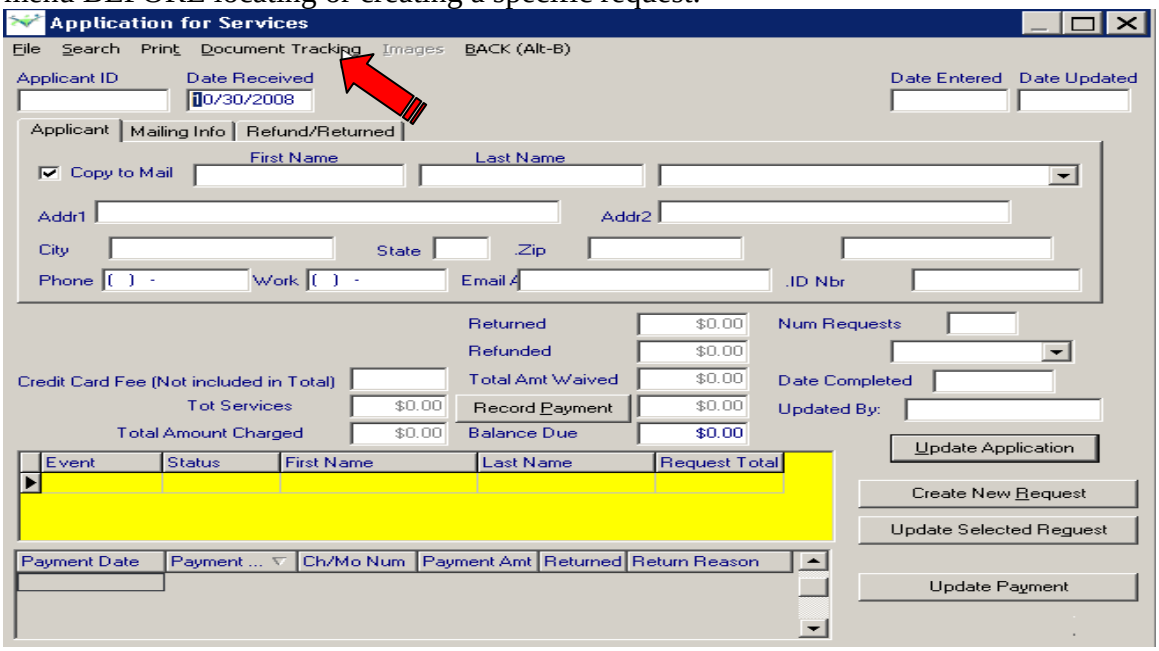


Enter the security paper shipment information; **Click - Insert as New** button

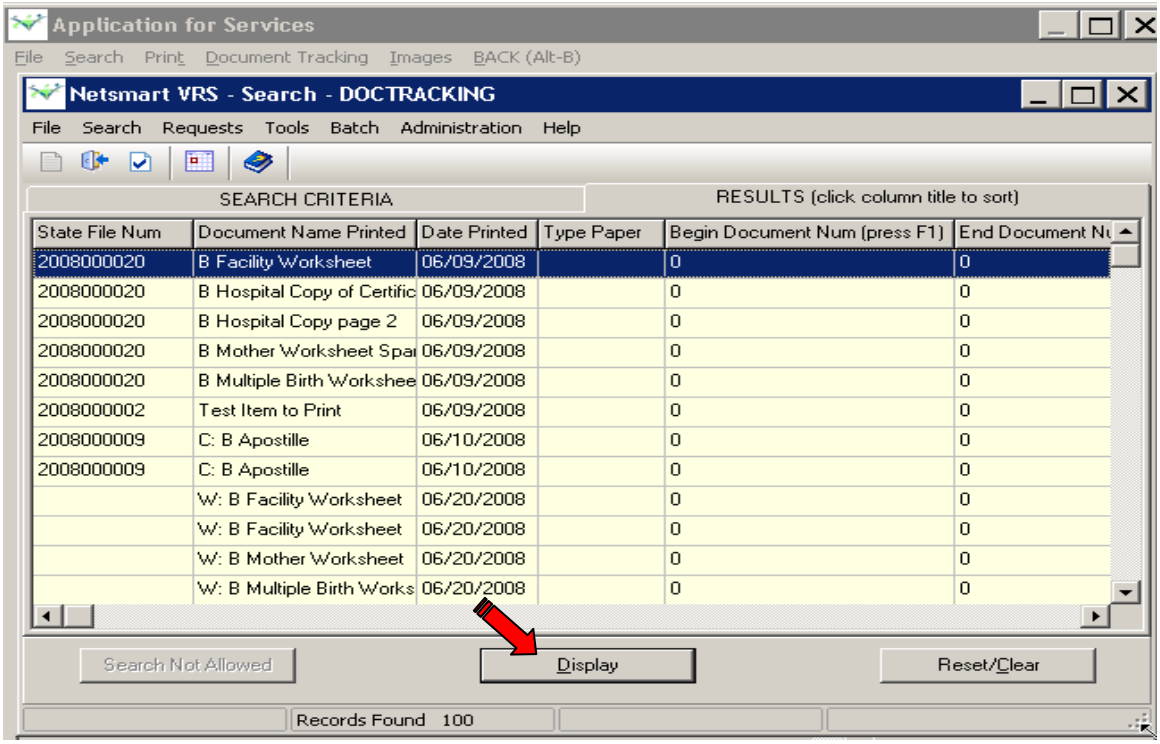


Any **Document Tracking** Event record can be modified by an authorized user to indicate specific documents that were voided, and the reason, or that were used in a photocopier.

Document tracking on ALL request/applications – **Click - Document Tracking** from menu BEFORE locating or creating a specific request.

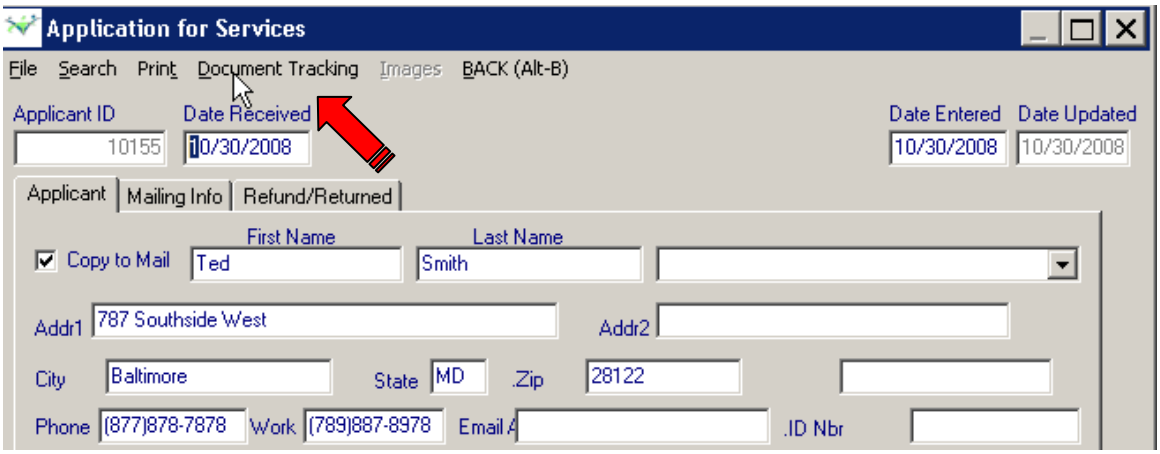


Highlight the print event to view; Click – Display (to view details of the document)

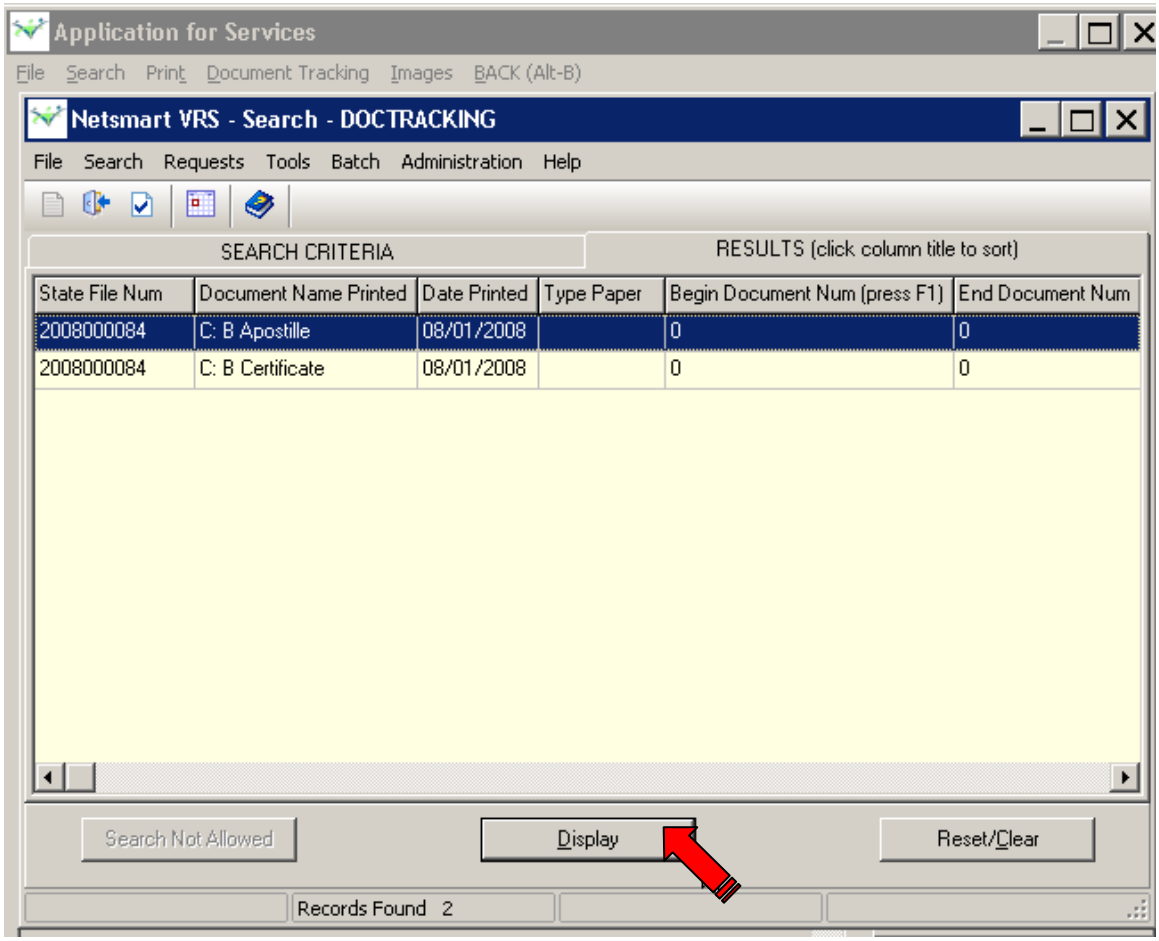


Document Tracking on a Specific CAS Application for Service Record

While the CAS record is open: Click – Document Tracking



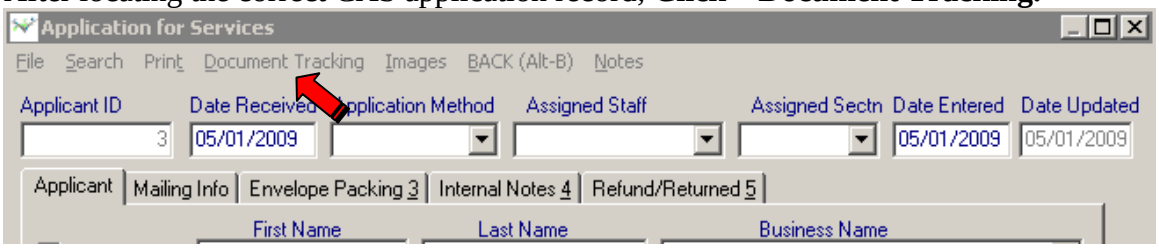
Click on the record to select it; Click – Display (to view details of the print job)



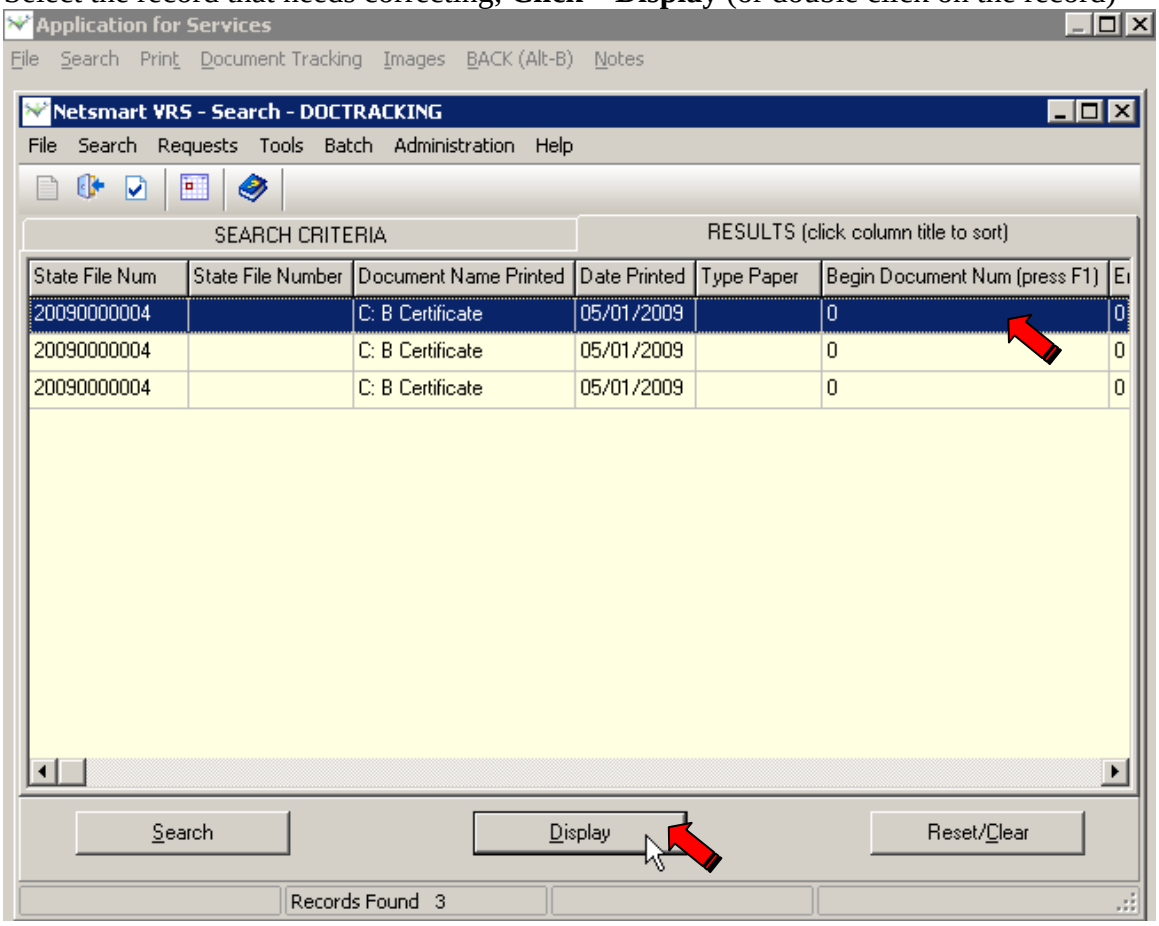
Correcting a Security Paper Entry

If a birth record is printed on a sheet of security paper and the number does not match the number in the system, it can be corrected using the Document Tracking utility. To correct the number in the system, locate the CAS record, open the Document Tracking utility and enter the number in the correct fields.

After locating the correct CAS application record; **Click – Document Tracking.**



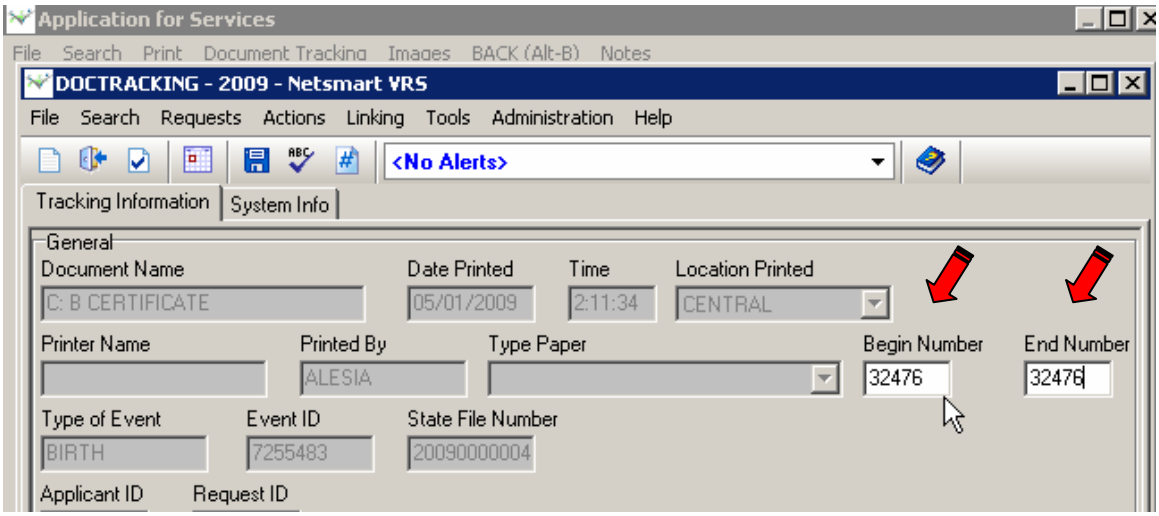
Select the record that needs correcting; **Click – Display** (or double click on the record)



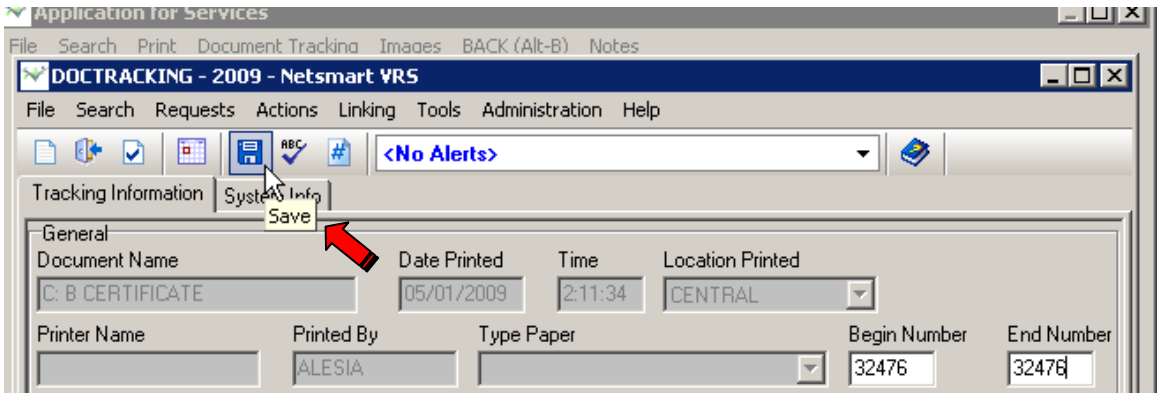
Key the correct number of the security paper in the Begin Number and End Number fields. The number will be the same for a single sheet of paper.

Note: The clerk will need to research the reason for the mis-match in the system, using the DOCSEQUENCE table entries.

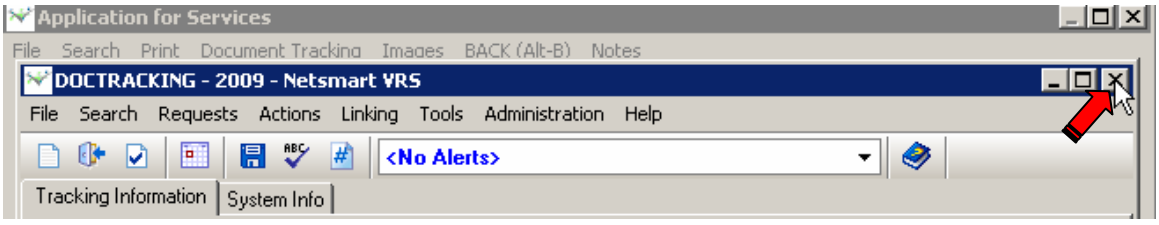
Enter number in each field.



Click – Save



Click – X (to exit the utility)



Processing a Single Sheet of Security Paper

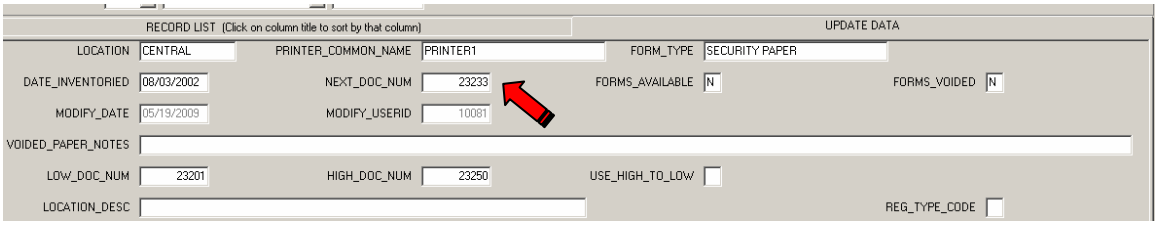
If a single sheet of paper needs to be processed, the DOCSEQUENCE table must be loaded with the sheet number as a “new row” for the printer. When adding the row for the single sheet, the system will insert it at the end of the active rows in the table. The paper can then be loaded (on the bottom of the currently active sheets in the drawer) in the printer for use in issuance of certificates.

Steps:

1. Update the DOCSEQUENCE table with a “new row” for the sheet of security paper
2. Mark it as “Y” for forms available for printing
3. Place the sheet in the printer drawer in the correct order (after the currently active sheets)
4. The system will advance to this sheet at the end of the row containing the currently active sheets

Resetting the Next Available Security Sheet Number

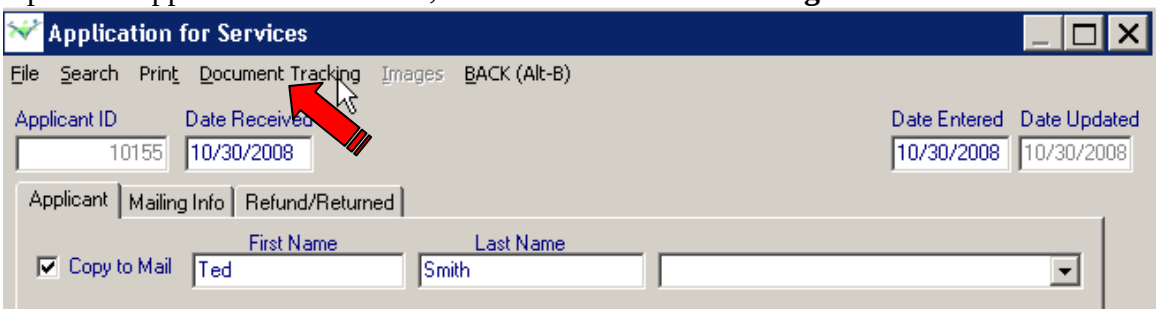
If the security paper and the table become out of sequence, correct the number in the Document Tracking utility on the specific print job (if needed) and reset the Next Doc Number in the DOCSEQUENC E table in the appropriate row. Click the Update button on the bottom to save the changes.



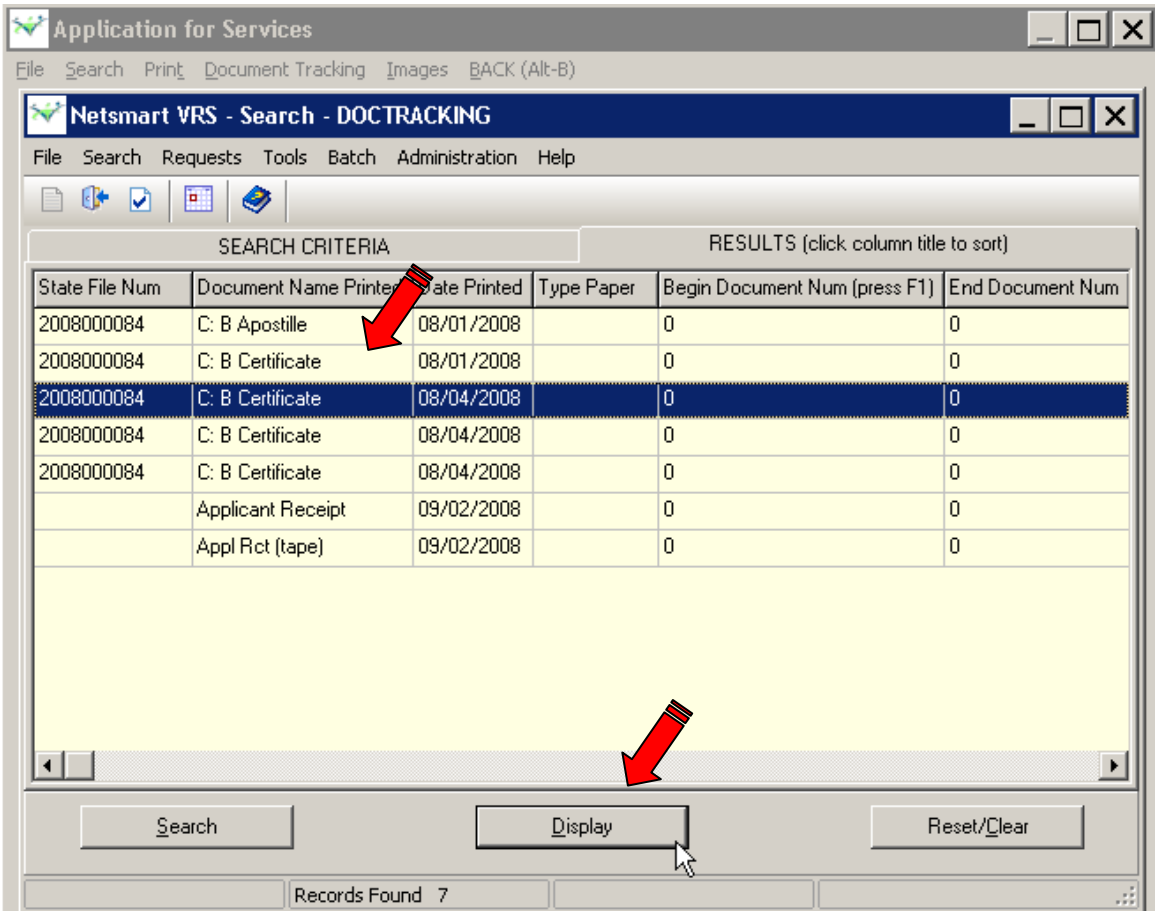
Voiding Security Paper

To document the voiding of a sheet of security paper, open the Application for Service, and select the Document Tracking menu item. The system will display the list of documents printed for this Application of Service. Select the printed document you need to void by following the steps below.

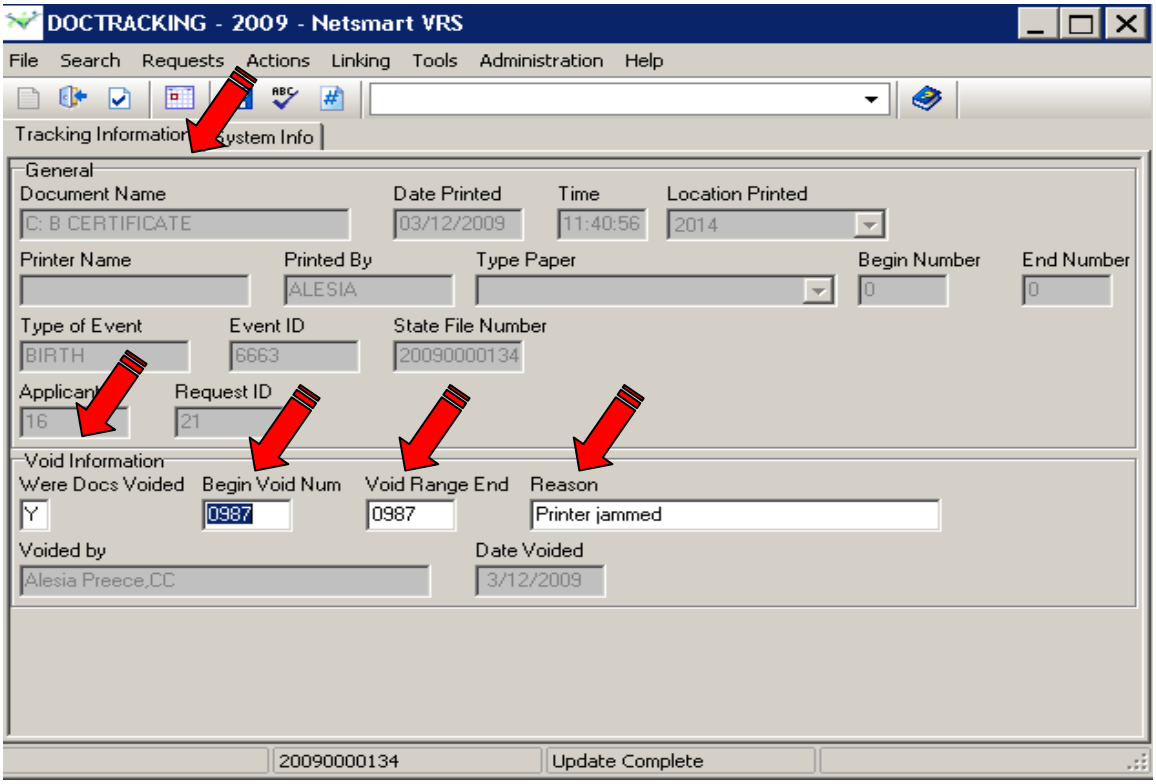
Open the Application for Service; **Click - Document Tracking**



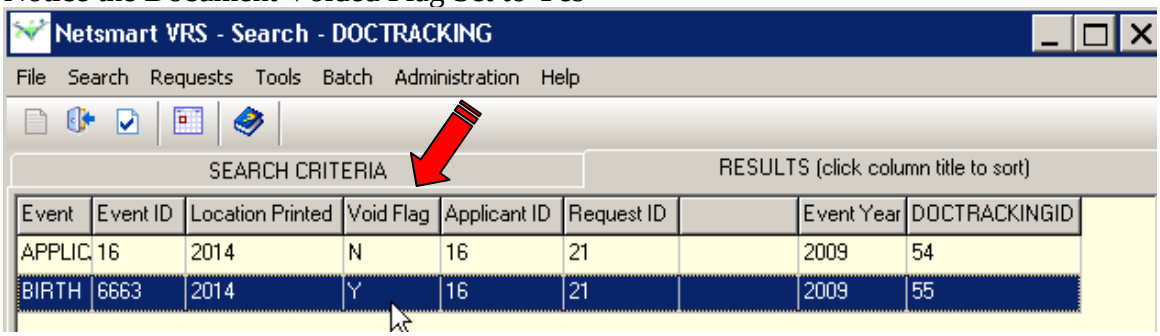
Click the Document to Void



Enter Y in the **Were Docs Voided**
Enter the **Begin Void Num**
Enter the **Void Range End**
Enter the **Reason**
Click Save



Notice the Document Voided Flag Set to Yes

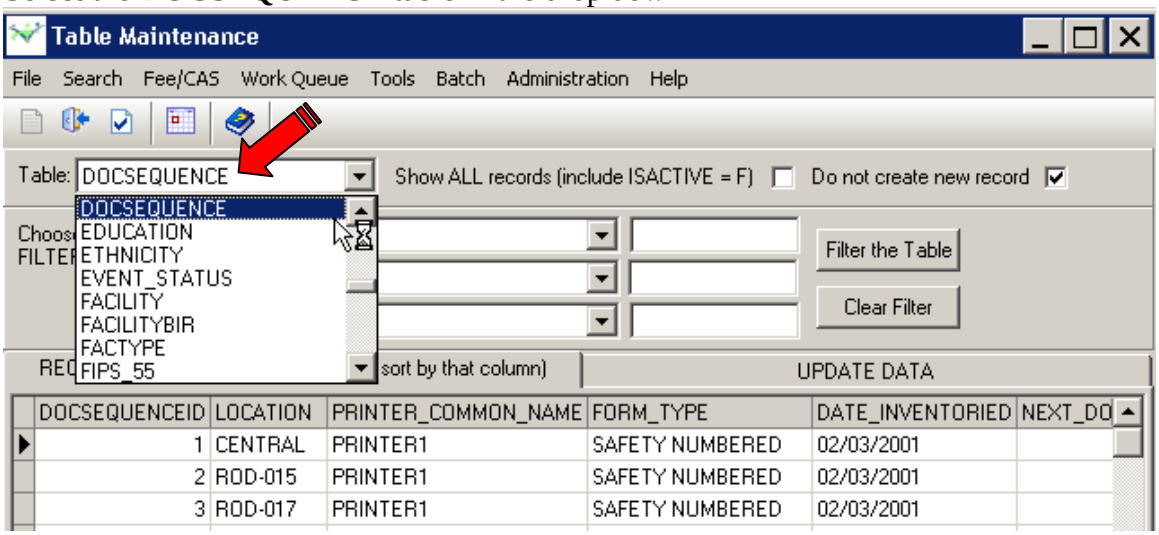


Modifying a Record or Voiding a Range of Security Paper Numbers

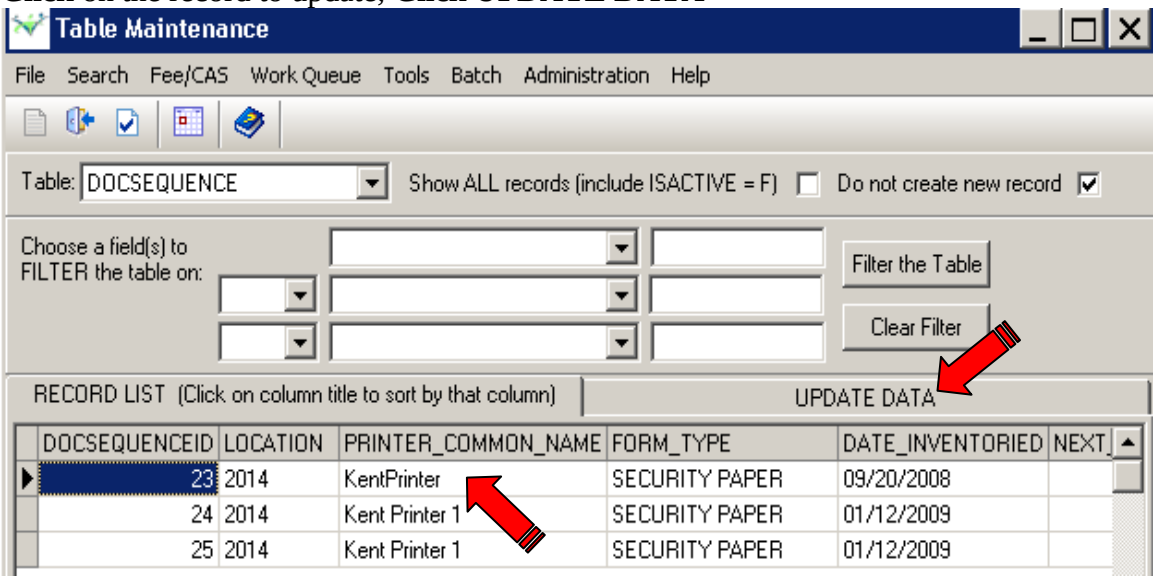
Update the entries in the **DOCSEQUENCE** table, again using **Table Maintenance**. The typical Vital Records operation has certain printers that handle the special numbered paper (security paper). The special printers in these locations should have common printer names that people generally refer to. These printers are assigned a special paper **form type** and a group of numbered blank certificates.

(Access the Administration – Table Maintenance option if you are not already in the utility.)

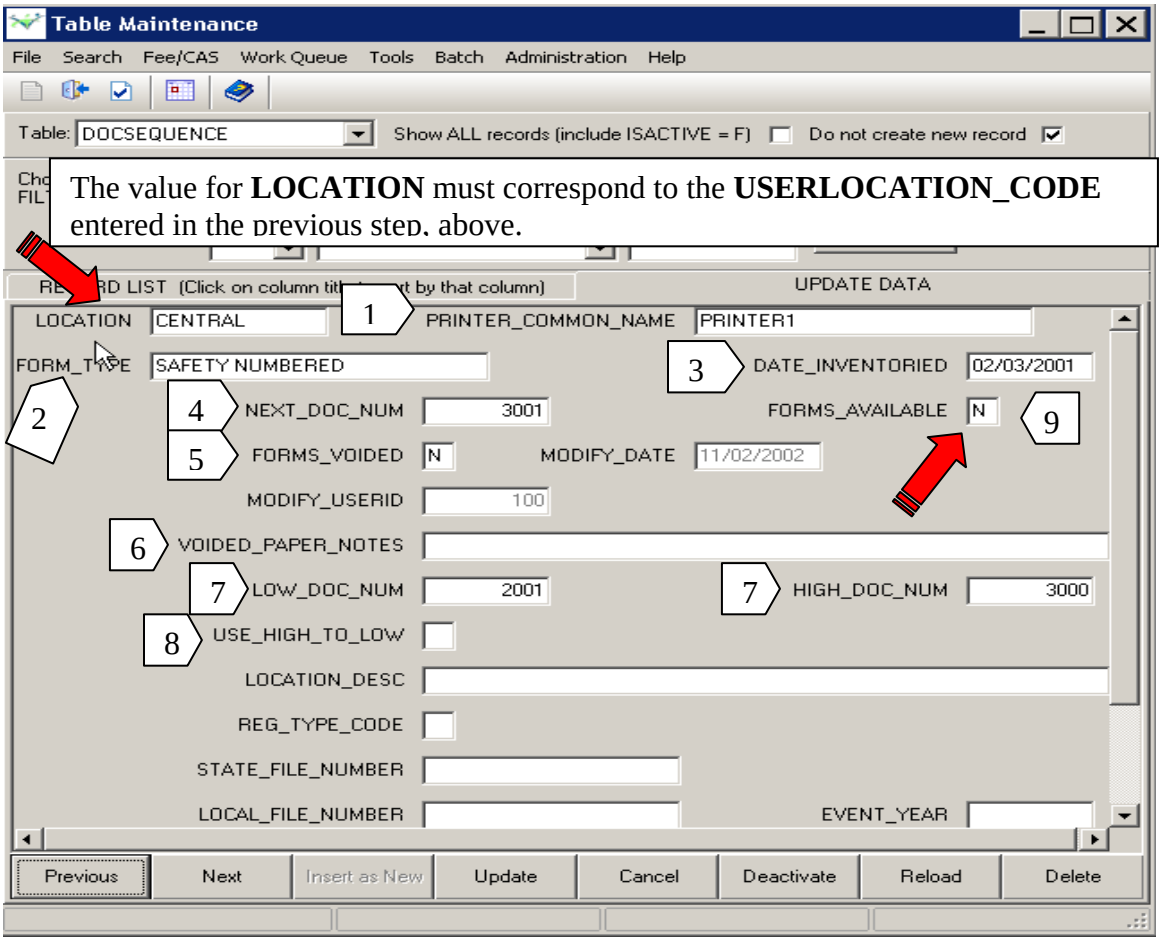
Select the **DOCSEQUENCE** table in the drop down



Click on the record to update; **Click UPDATE DATA**



Note: When a large number of forms are voided prior to, or during, paper loading, those pre-printed document numbers are normally identified in this table. If a set of numbered forms is split between two printers, this can be recorded (even after the fact) with this screen as well.



1. **PRINTER_COMMON_NAME** is next defined here. This is the name that will be selected in **Step 3**, below.
2. **FORM_TYPE** should be whatever form name you are using in your manual process. The naming convention you use here is what will appear with in the **Document Tracking** Event.
3. **DATE_INVENTORIED** is entered to indicate when the form inventory was verified.
4. **NEXT_DOC_NUM** is normally left blank. The **Document Tracking System** will maintain this number.
5. **FORMS_VOIDED**, when set to **Y**, indicates that an entire set of forms is to be skipped by **Document Tracking**.
6. **VOIDED_PAPER_NOTES** is completed to describe **why** a set of records is being skipped.
7. **LOW_ DOC_NUM** and **HIGH_DOC_NUM** define the range of document numbers included in this set.
8. **USE_HIGH_TO_LOW** is set to **Y** if the forms are printed in reverse order– from the high number input on this screen to the low number. Reverse counting has been found necessary by some sites due to how a given printer receives its paper.
9. This setting tells the system if the paper in this record is **AVAILABLE** (in the printer.)

Tracking Death Security Paper

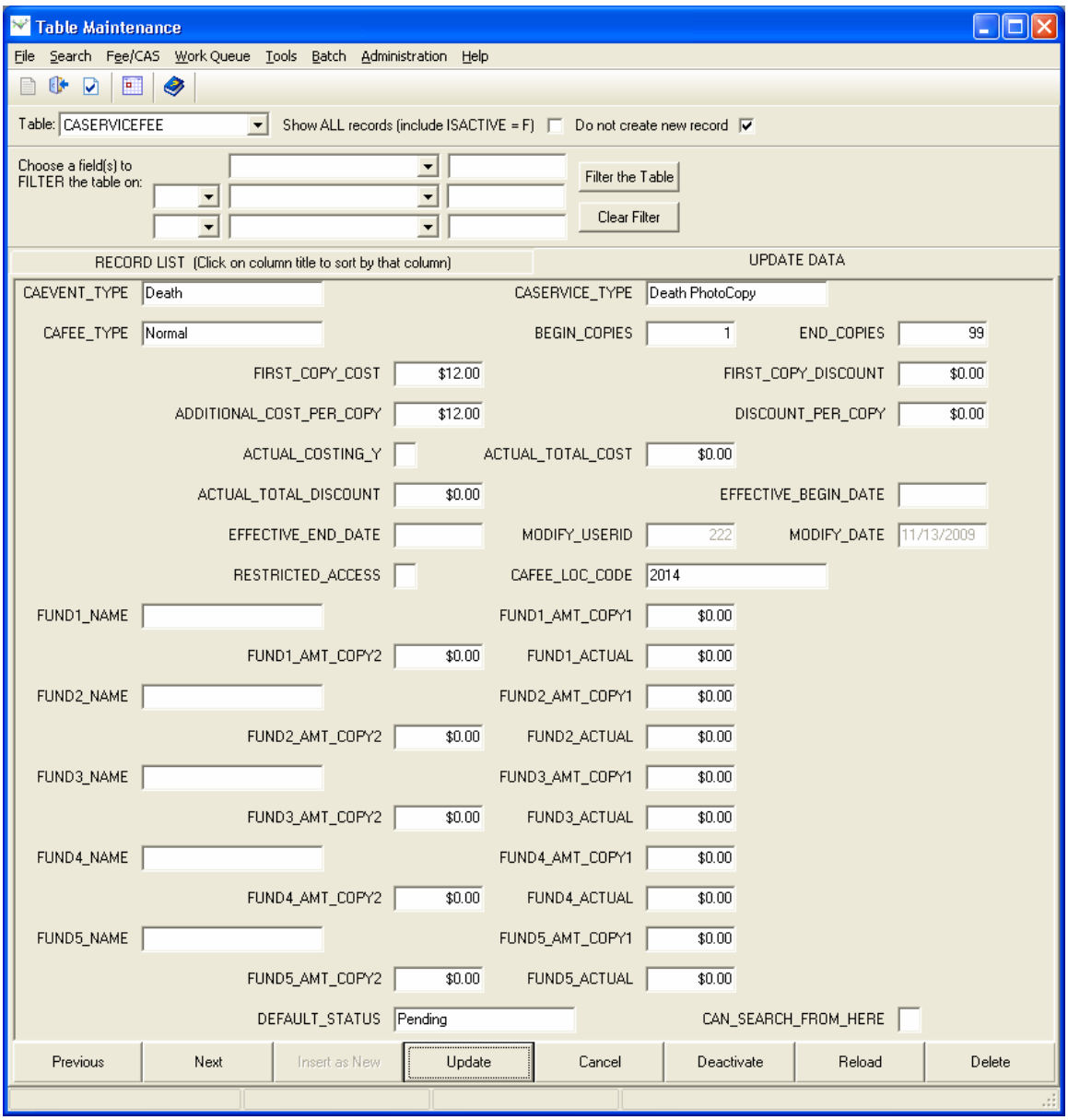
The process will allow the tracking of security paper in EVRS that is being used to issue the death certificates from the copy machine.

The issuance events are:

- During the processing of the death certificate request, the clerk will create a record in CAS.
- In the CAS record, the clerk will select the Death Event and the Death PhotoCopy.
- The fee associated with that event will display on the screen.
- The clerk will copy the death certificate onto security paper at the appropriate copier.
- In the CAS record, the clerk will use the Print – Death Photo Copy from the menu bar. This will trigger the blank sheet to be processed and pull the next security paper number associated with the physical paper in the copy machine.
- The number on that paper should match the number that displays on the screen.

Configuration Instructions:

The **first step** is to configure the CASERVICEFEE table with a record matching the CAEVENT with the appropriate fee. The CASERVICEFEE table must be configured to handle every event and type of document that requires tracking of the security paper issuance. The screen shot below is an example of the appropriate configuration of a record in the CASERVICEFEE table. *This has been done for the local health departments at Vital Records. If you need a service type added, contact Vital Records.*



The **second step** is to configure the USERLOCATION with the DOCSEQUENCE record to track the physical security paper number.

The **Document Tracking System** is used to track any document printed or issued from the system. It is used to see who printed a document, when it was printed, and other associated information pertaining to the printing of the document. Most importantly, it is used to track numbered security paper used in the printing of the certified copies.

The **Document Tracking System** has an Event table, a Search Screen, a GUI Role, and security associated with it. Each time a document is printed, an entry is made in the **DOCTRACKING** table.

Additionally associated with the document tracking process is the **DOCSEQUENCE** table. This table houses information regarding the different places that security paper has been sent to, where the documents can print from, and what numbers are available.

The **DOCSEQUENCE** table is maintained via the **Table Maintenance** utility as a planned schedule of the use of security paper on various printers – as opposed to the **DOCTRACKING** table which contains a **history** of what actually happened. The **DOCTRACKING** Event is driven by the entries in the **DOCSEQUENCE** table and by the actual printing of the documents.

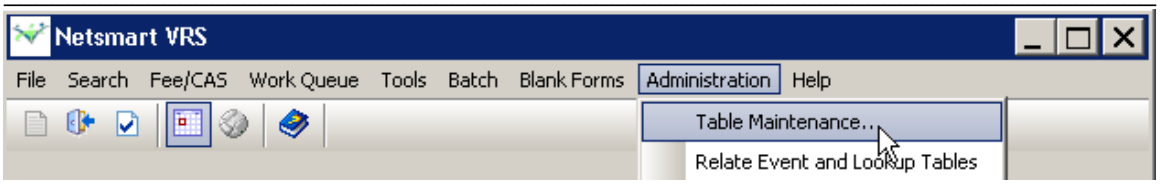
Any **Document Tracking** Event record can be modified by an authorized user to indicate specific documents that were voided, and the reason, or that were used in a photocopier.

Configuring Document Tracking

In order for the **Document Tracking System** to function to its full capacity, it must be configured and maintained. Printer locations must be established; common names for the printers must be indicated, and the planned schedule of paper usage must be specified. Further, individual users must associate each of the documents to which they have security with the specific printer (by common name) to which the document will be sent.

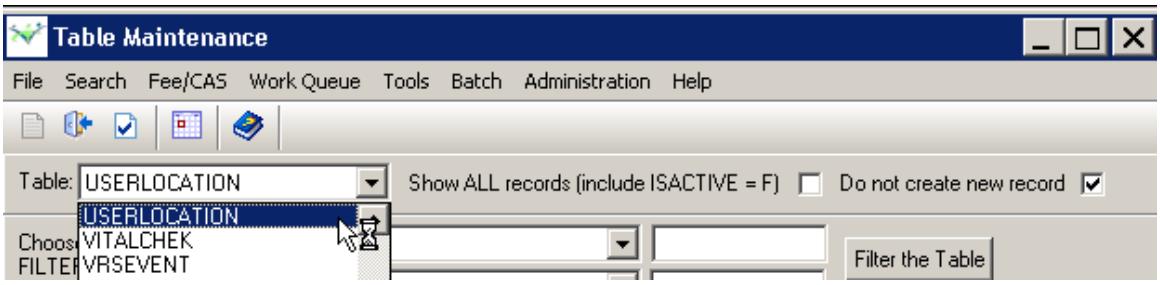
Step 1

The first step is to set up various locations for the users and their printers. To do this, we will use the **Table Maintenance** utility (**Administration/Table Maintenance** menu path) to configure the **USERLOCATION** table. *This has been done for you at Vital Records in anticipation of January 1, 2010 go live date. Follow these steps if you need to add additional equipment.*

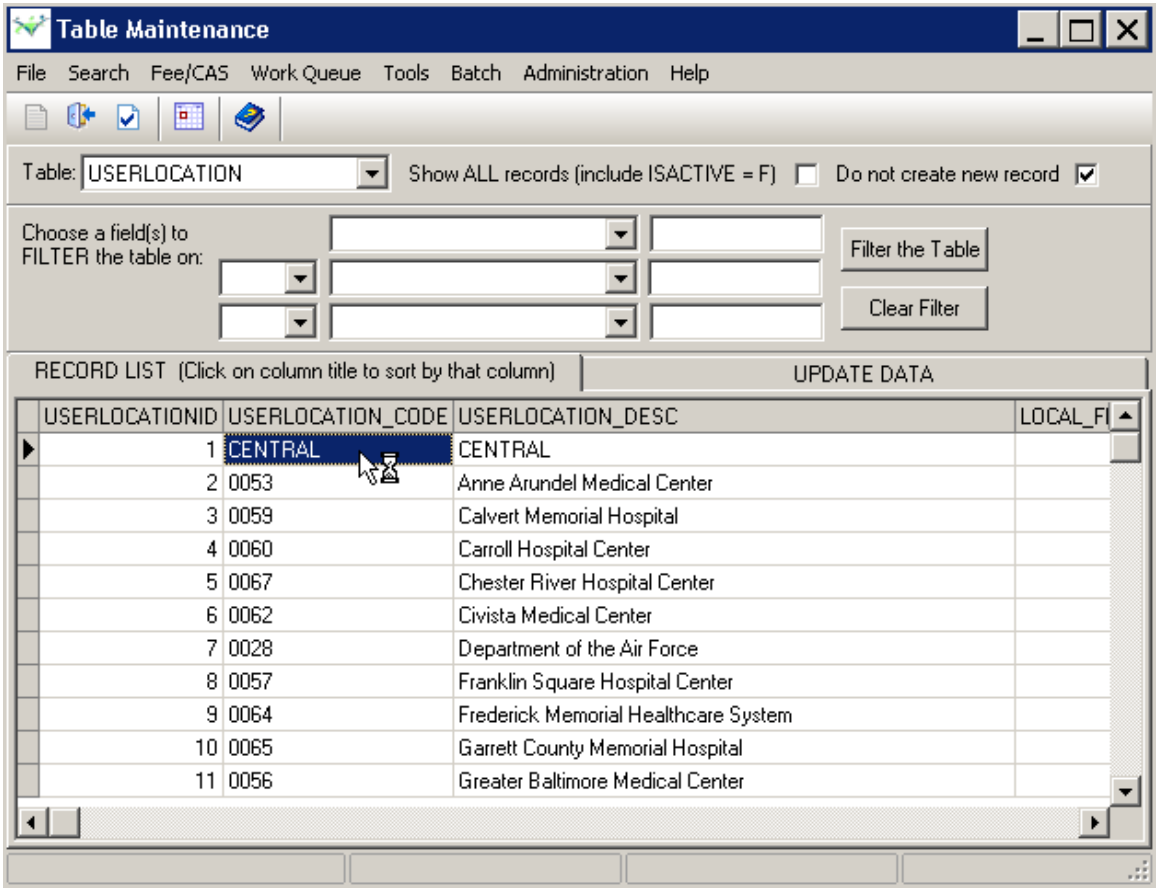


These **USERLOCATION** sites (table entries) are also the localities where the printers are found, and where the numbered documents are to be sent. Normally, these are the various hospitals, local registrar locations, and the central site.

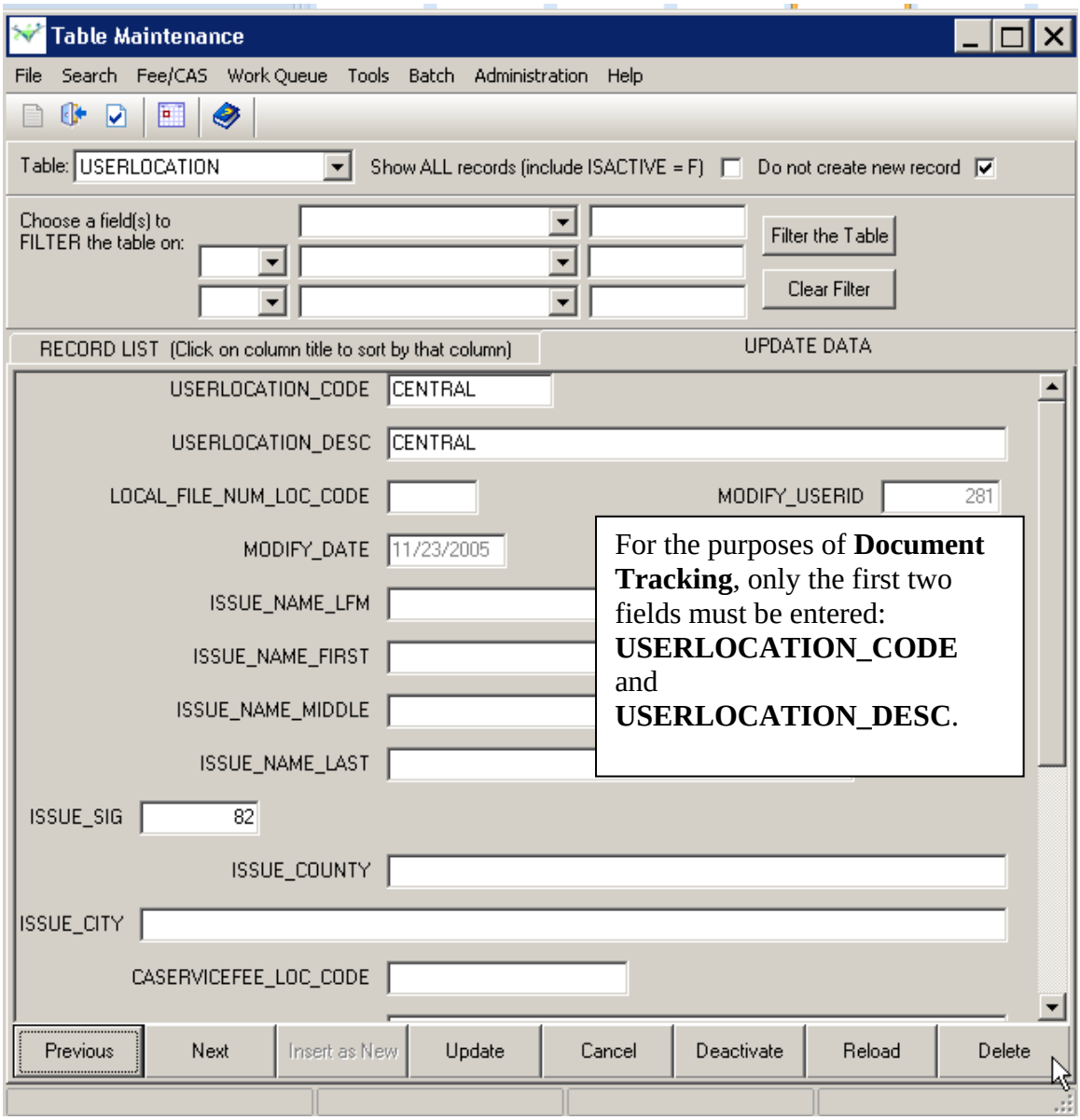
Click – USERLOCATION in drop down list



Select the **location** to update; **Click UPDATE DATA**



Update the information for the location selected; **Click UPDATE**

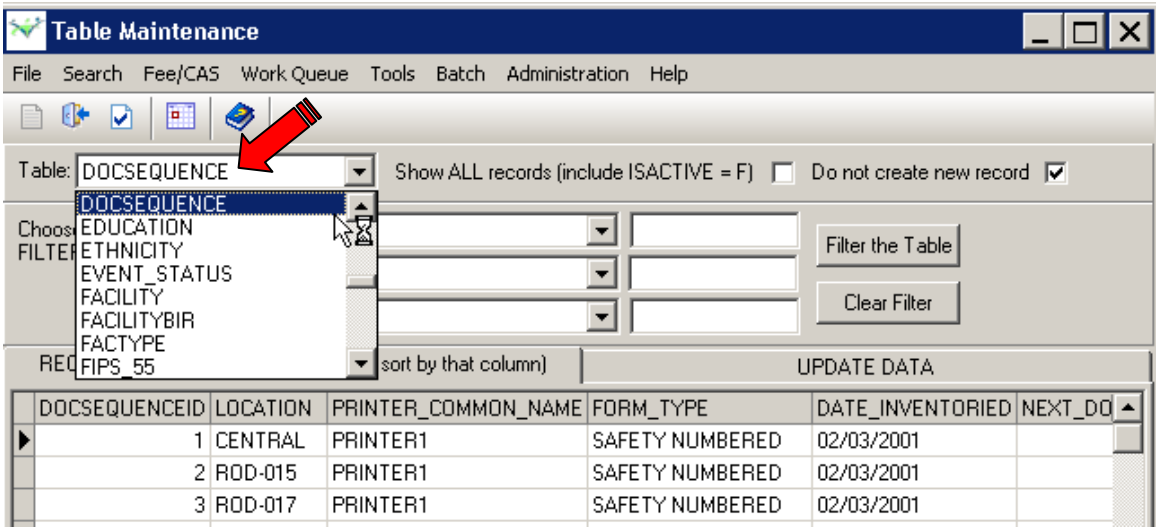


Note: There are scroll bars on the right of this screen. Other fields, such as **ISSUE_COUNTY**, **ISSUE_CITY** and related address fields are found on the lower half of this screen.

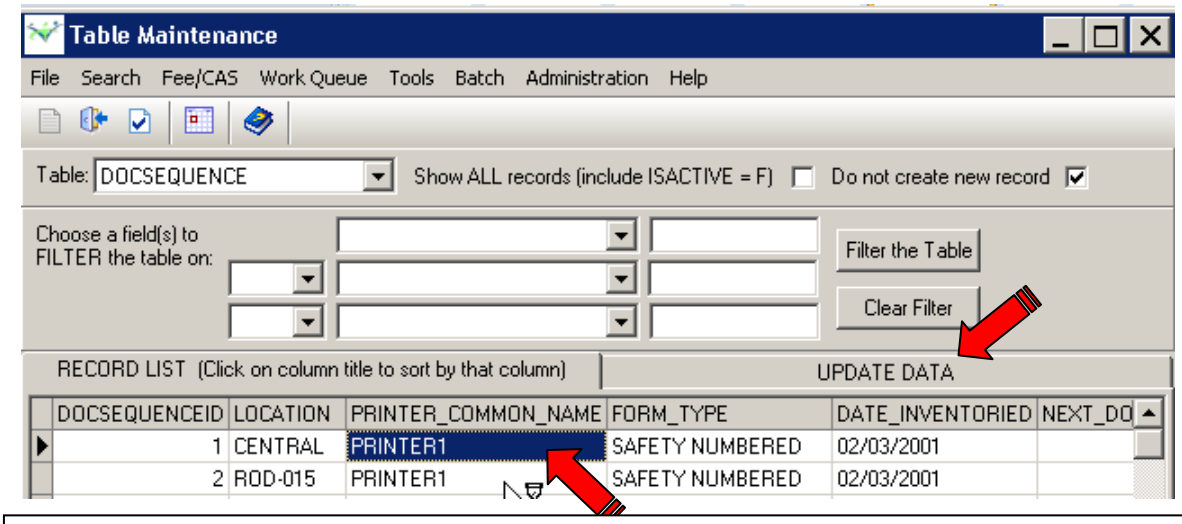
Step 2

Next, create and update the entries in the **DOCSEQUENCE** table, again using **Table Maintenance**. The typical Vital Records operation has certain printers that handle the special numbered paper (security paper). The special printers in these locations should have common printer names that people generally refer to. These printers are assigned a special paper **form type** and a group of numbered blank certificates.

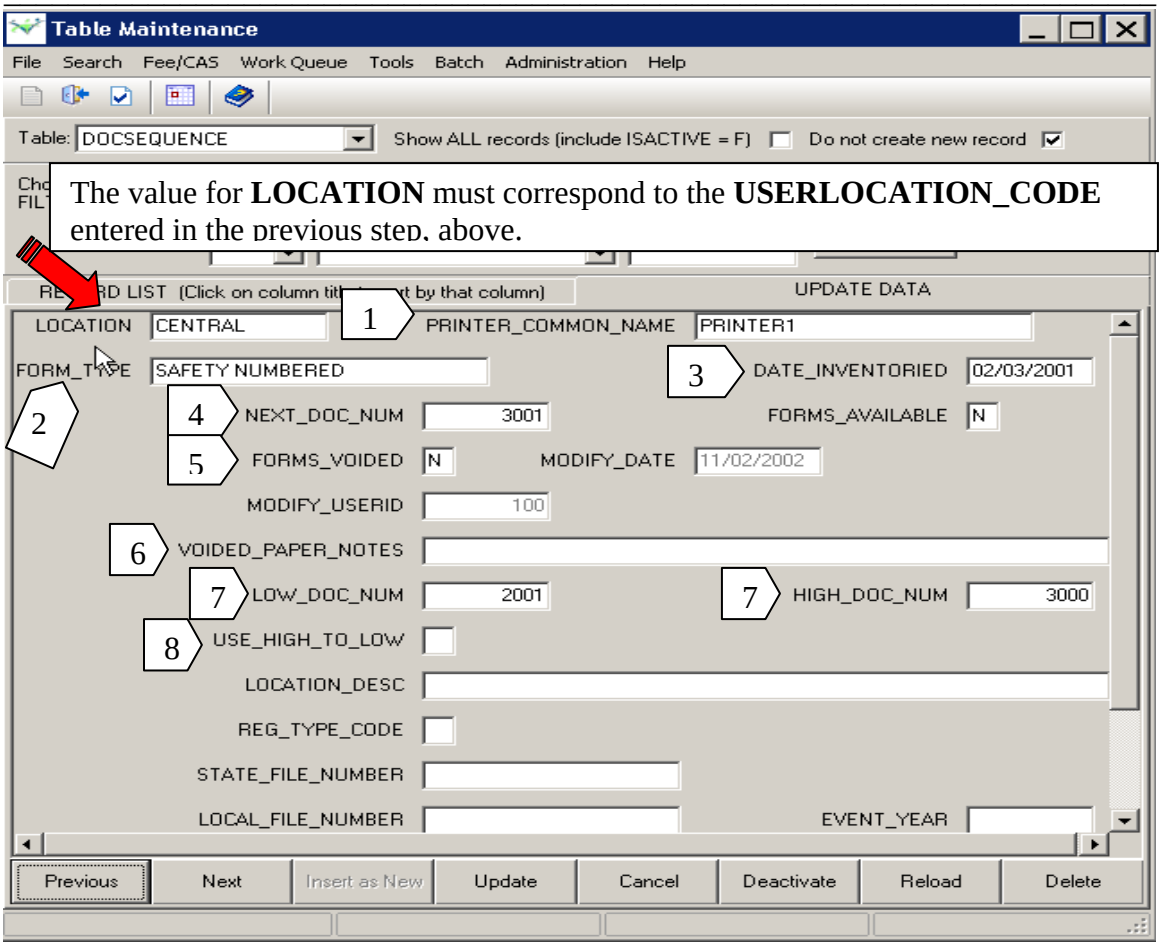
Click - Administration – Table Maintenance
Select the **DOCSEQUENCE** table in the drop down



Click on the record to update; **Click UPDATE DATA**



Note: When a large number of forms are voided prior to, or during, paper loading, those pre-printed document numbers are normally identified in this table. If a set of numbered forms is split between two printers, this can be recorded with this screen as well.

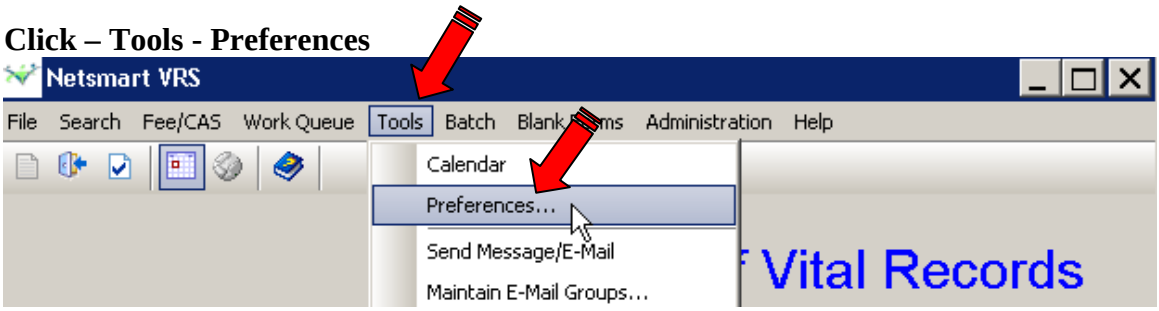


1. **PRINTER_COMMON_NAME** is next defined here. This is the name that will be selected in **Step 3**, below.
2. **FORM_TYPE** should be whatever form name you are using in your manual process. The naming convention you use here is what will appear with in the **Document Tracking** Event.
3. **DATE_INVENTORIED** is entered to indicate when the form inventory was verified.
4. **NEXT_DOC_NUM** is normally left blank. The **Document Tracking System** will maintain this number.
5. **FORMS_VOIDED**, when set to **Y**, indicates that an entire set of forms is to be skipped by **Document Tracking**.
6. **VOIDED_PAPER_NOTES** is completed to describe **why** a set of records is being skipped.
7. **LOW_ DOC_NUM** and **HIGH_DOC_NUM** define the range of document numbers included in this set.
8. **USE_HIGH_TO_LOW** is set to **Y** if the forms are printed in reverse order– from the high number input on this screen to the low number. Reverse counting has been found necessary by some sites due to how a given printer receives its paper.

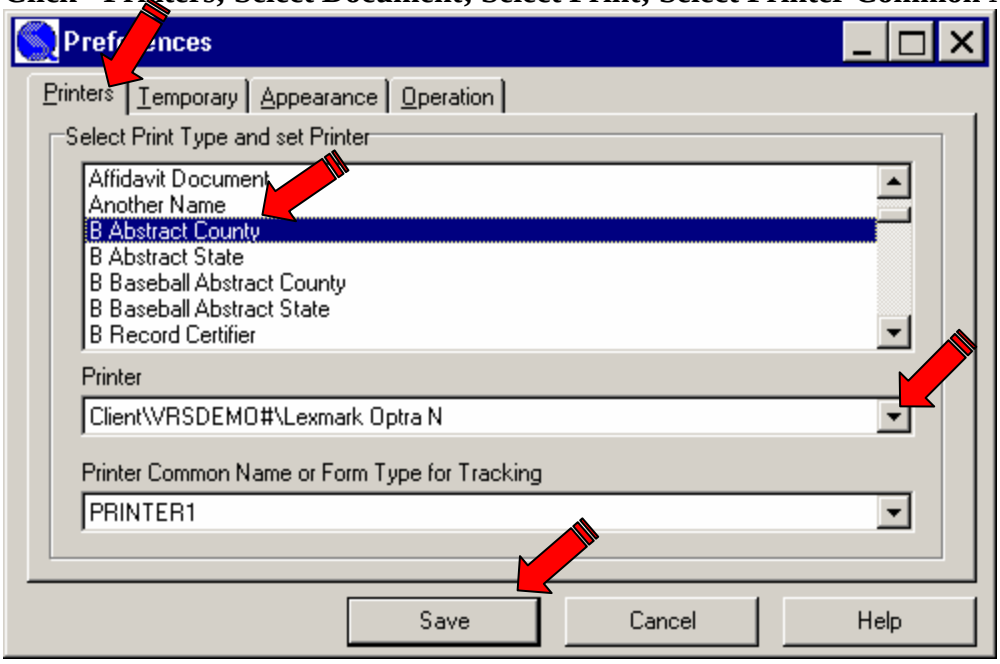
Step 3

The final step is: Every user must assign each document to a specific printer via the **Preferences** utility. Using the **Tools/Preferences** menu path, bring up the utility.

Click – Tools - Preferences



Click - Printers; Select Document; Select Print; Select Printer Common Name; Save



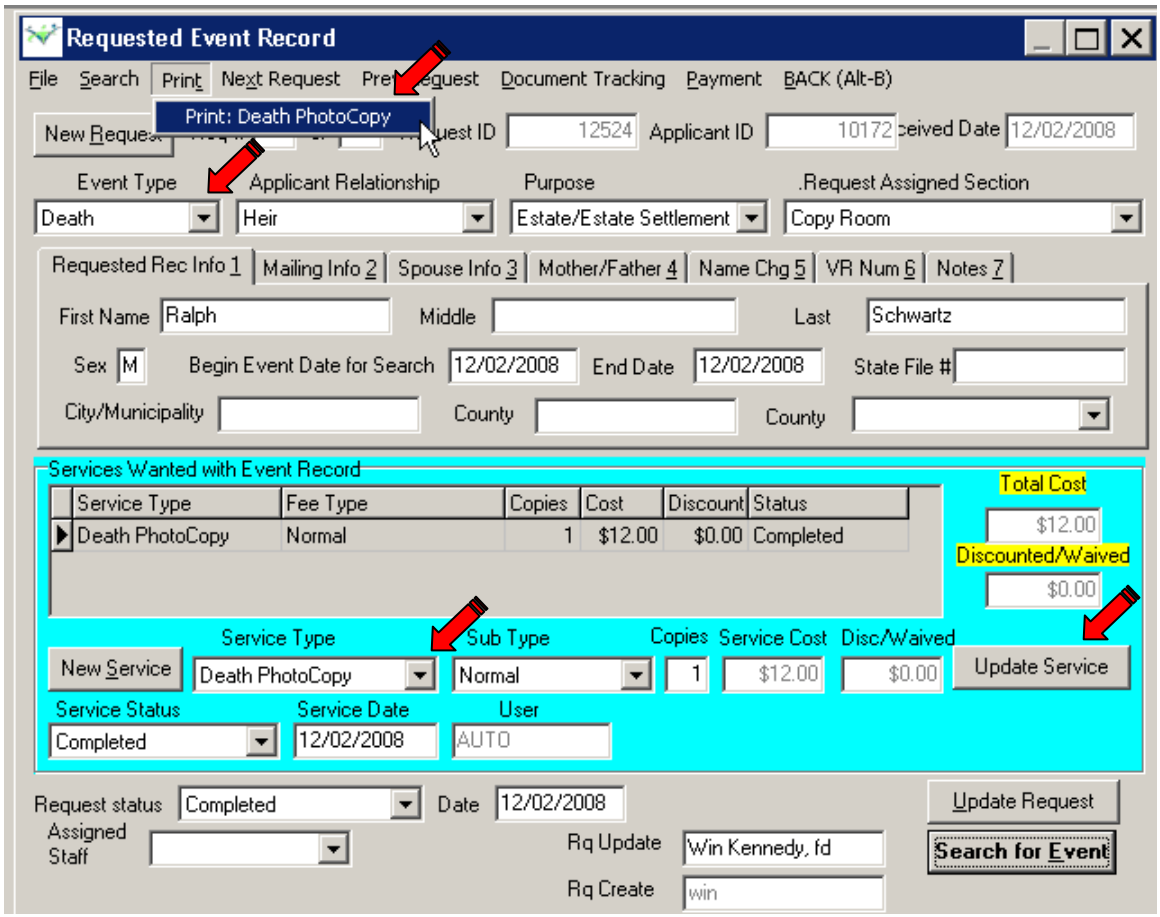
1. Select the document you wish to have associated with a printer.
2. Using the **Printer** dropdown menu, select the printer from which the document is to be printed.
3. Using the **Printer Common Name** dropdown to select a printer common name - as specified in the **DOCSEQUENCE** table.
   Note: This last step may not always be required by your department with all documents. However, **it is necessary** for those documents that are being tracked by numbered security paper.

CAS Instructions

As is currently configured in the system, these features in CAS are available for the county clerk at the local health department user role.

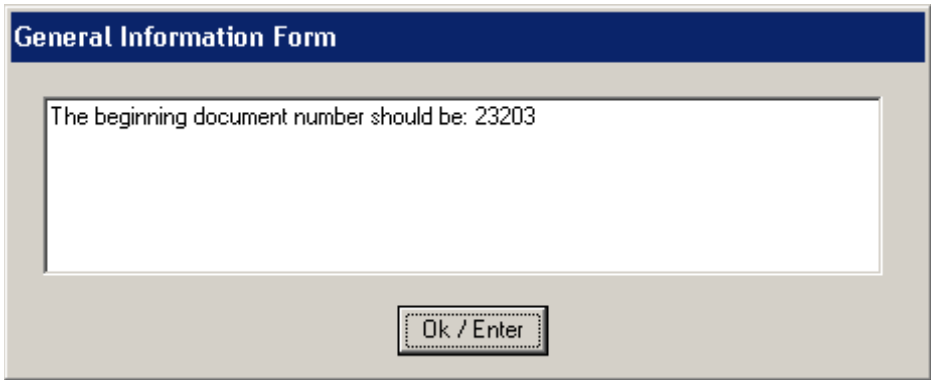
When issuing a death certificate on security paper and in the **REQUESTED EVENT RECORD** screen: Event Type = **Select** Death; Service Type = **Select** Death PhotoCopy; **Click** Print - Death PhotoCopy.

Example of CAS Requested Event Record screen:

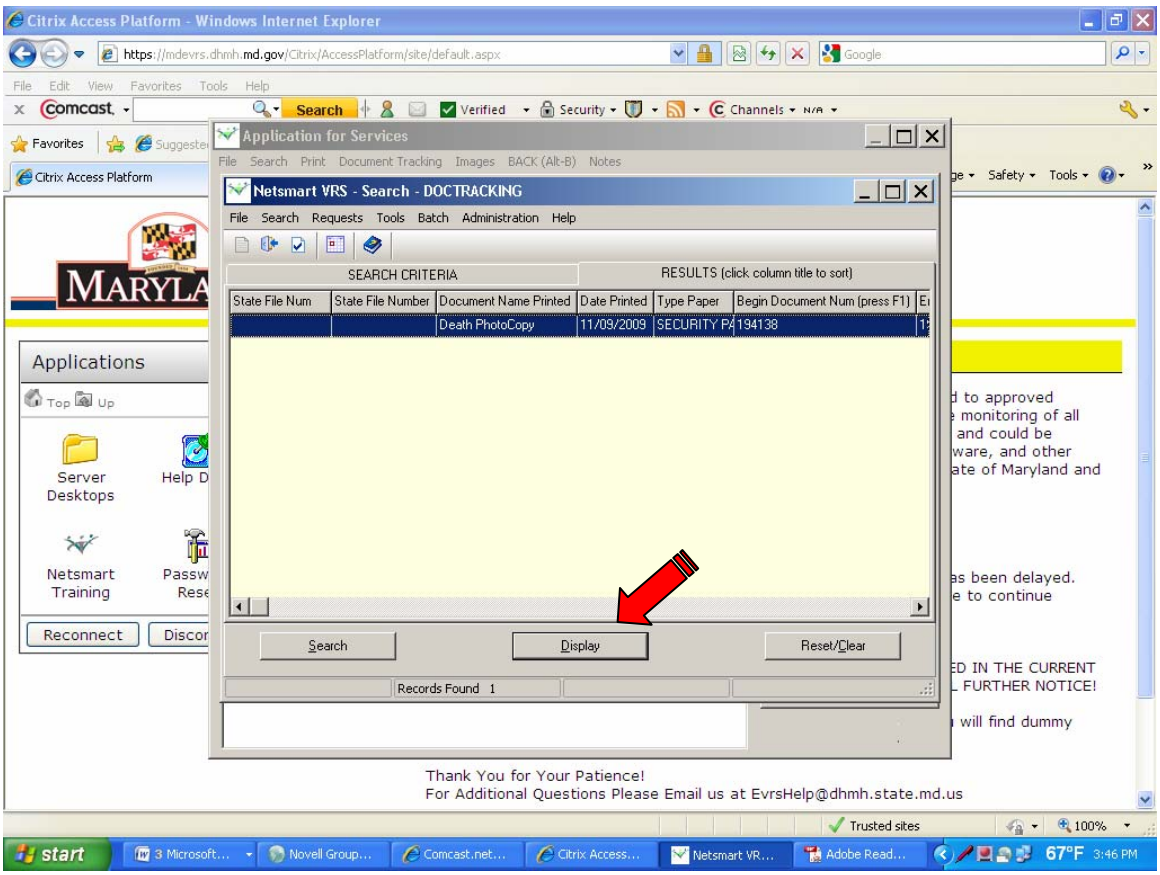


The system will display the number it is tracking for this death certificate. If the number does not match the physical copy it will need to be corrected in the DOCTRACKING feature.

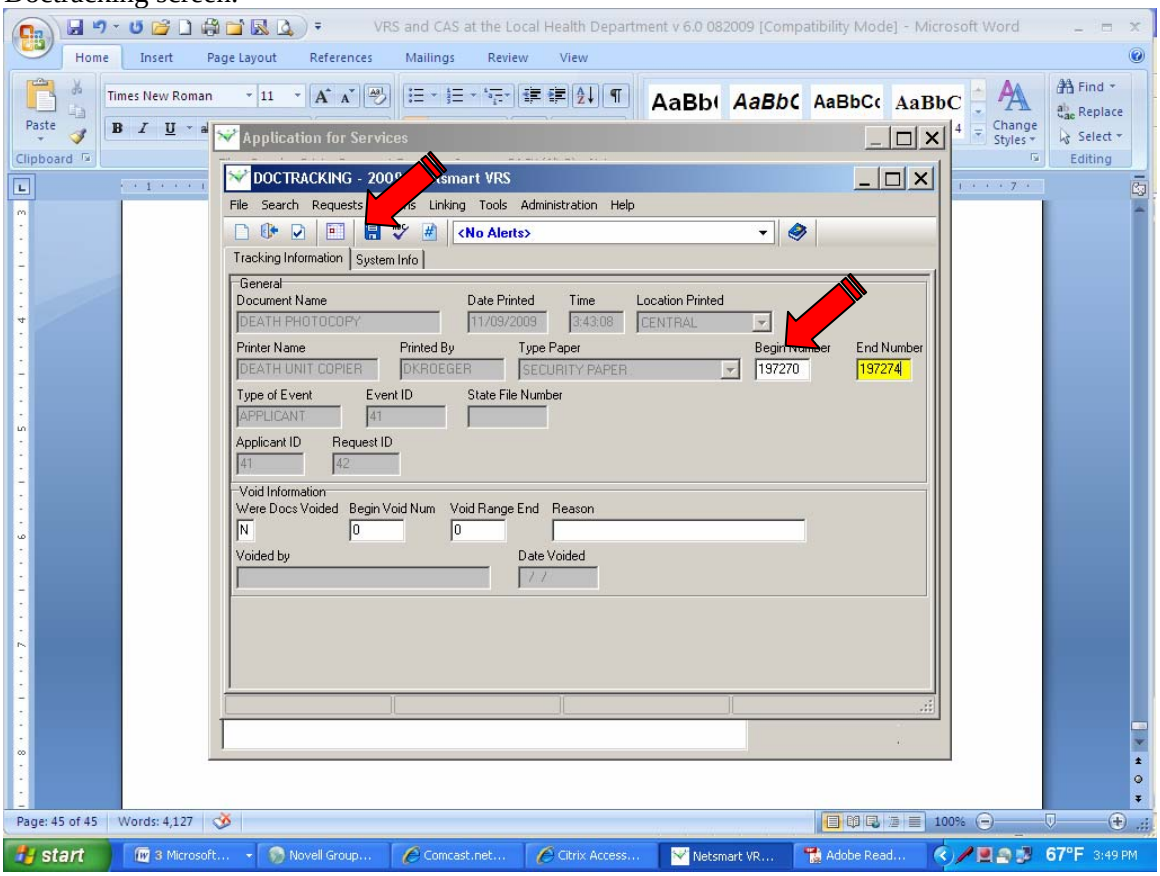
Click – Ok/Enter



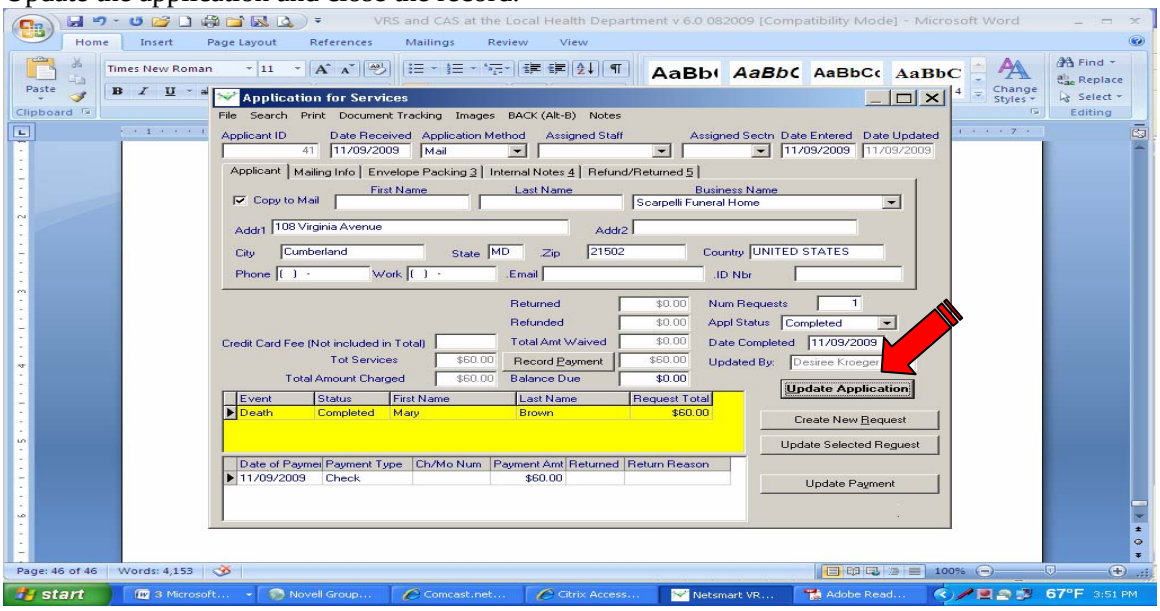
After selecting "Ok," close the request screen. If the document number printed does not match the document number, select document tracking and display the proper record.



Correct the entry by entering the number from the paper into the Beginning and End number fields on the Tracking Information screen. Save the record and exit the screen. Exit the Doctracking screen.



Update the application and close the record.

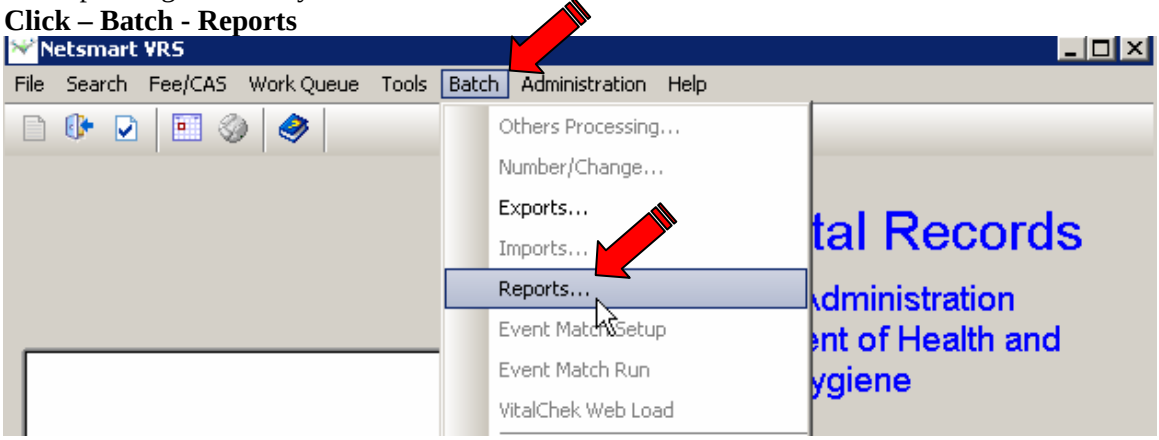


LHD Statistical Extract (LHD Stat User Role Only)

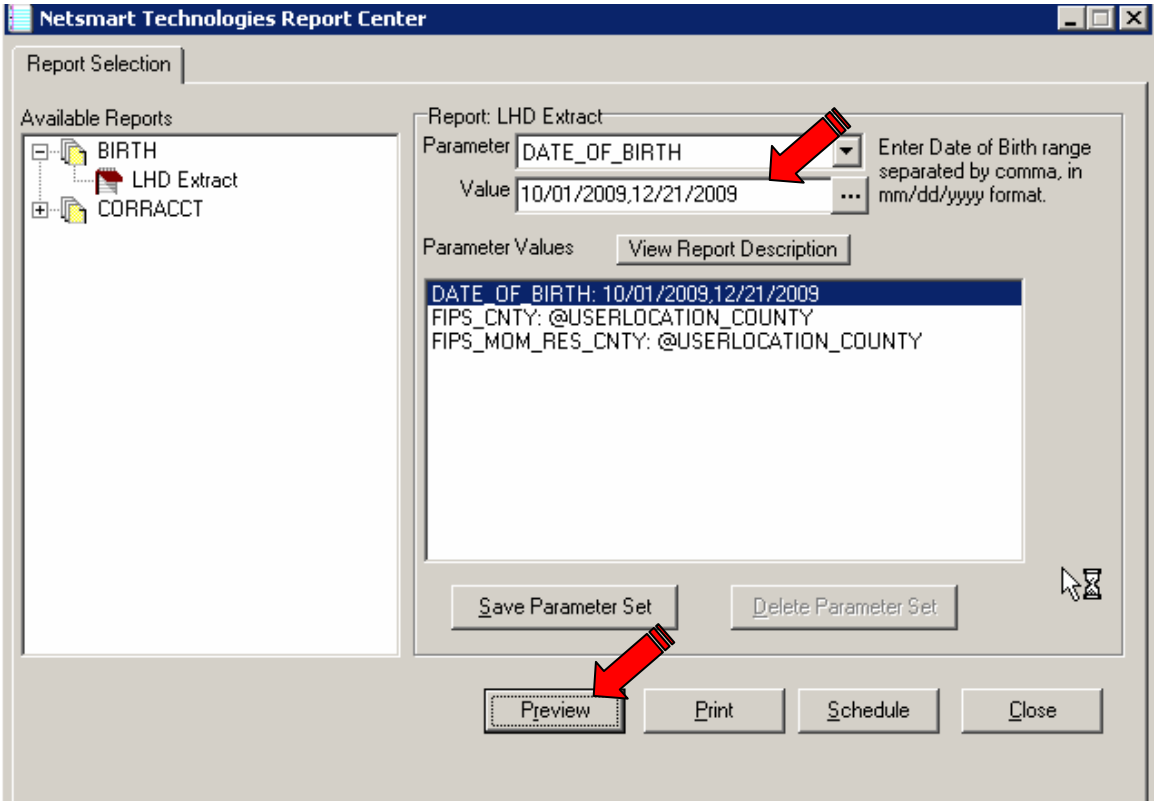
The local health department statistician can run the extract report for their area on an as needed basis. After generating the report, it is saved to file in Excel spreadsheet format. The file can be imported into Excel upon demand. This section of the guide will walk the user through the steps for the creation of the Excel file.

The report is generated by the LHD Stat user role.

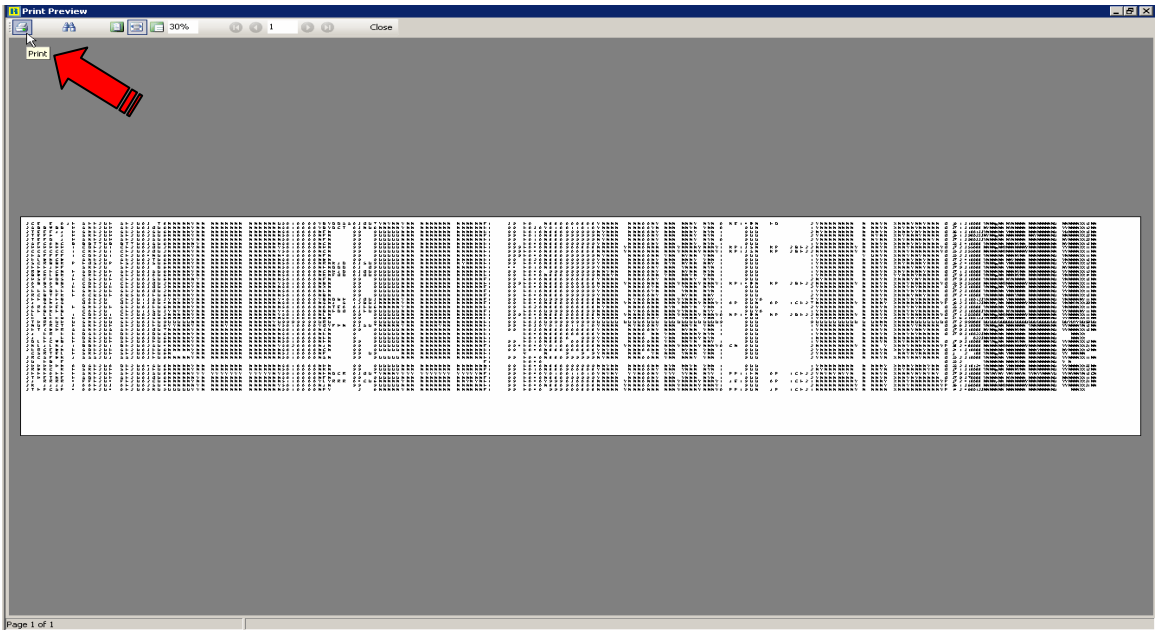
Click – Batch - Reports



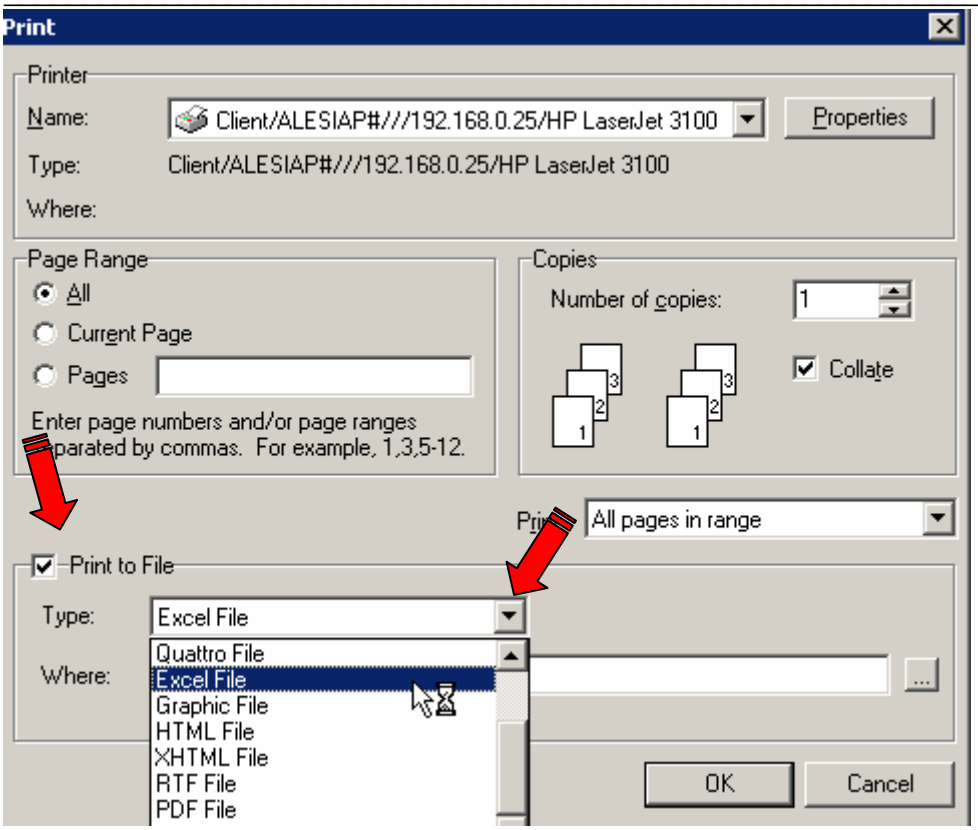
Enter a "Date Range" in the Value for the Date of Birth parameter; Click – Preview;



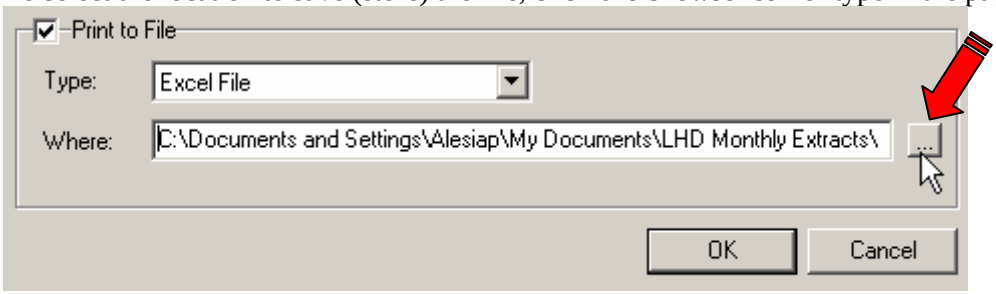
Click – Printer icon



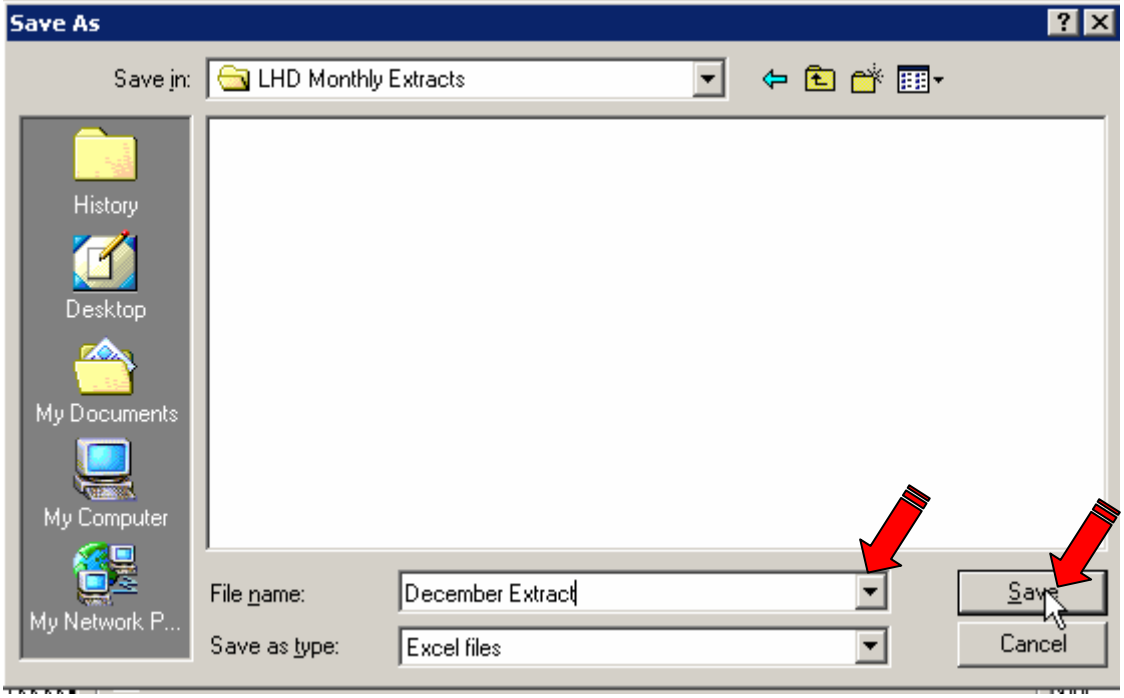
Click – Print to File; Select Excel File in the type box; Click – OK



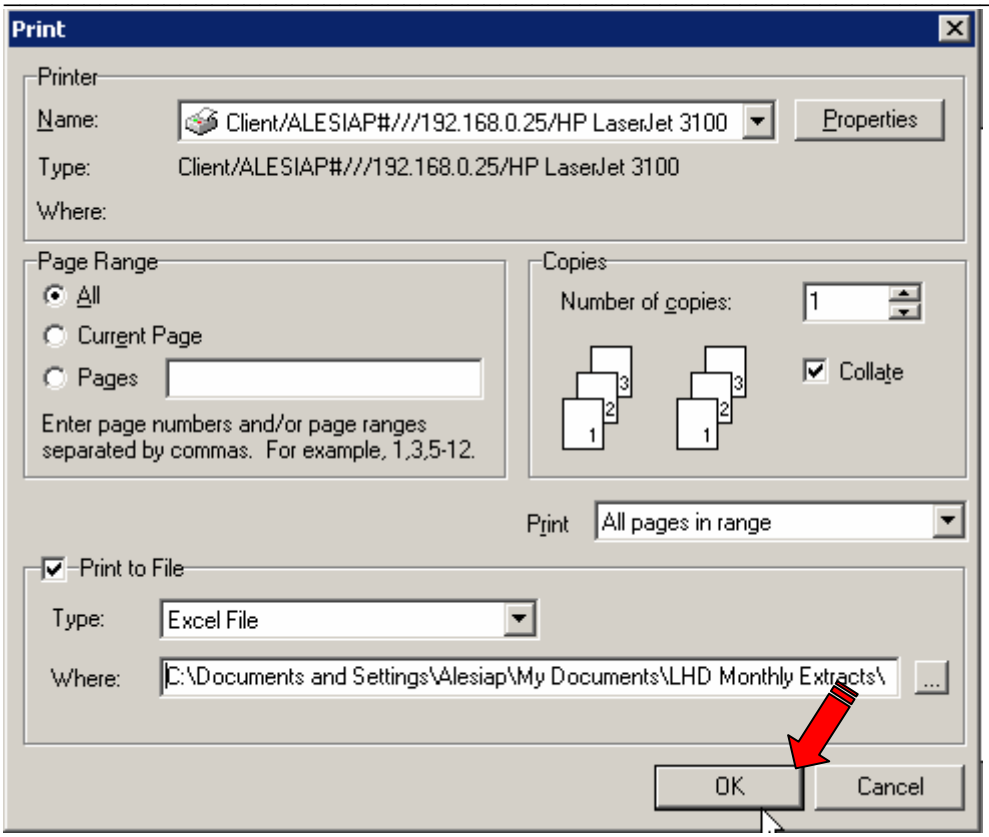
To select the location to save (store) the file, **click the browse icon** or type in the path in the box.



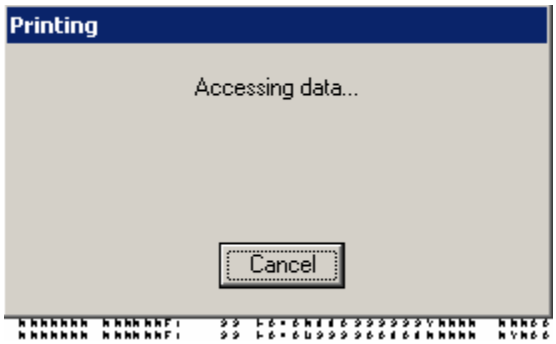
Select the folder and enter the file name; **Click – Save;**



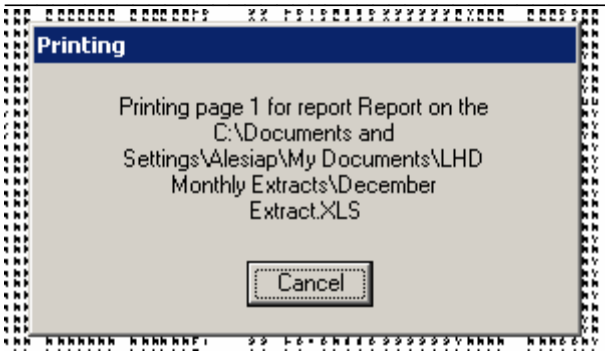
After clicking the check box for Print to File, and the selection of the format (Excel) including the path for saving the file; **Click – OK;**



The application informs the user the data is being accessed. The informational message windows will automatically close when the data has been written to the Excel file. The application does not require a response from the user. (The cancel option is available if needed.)

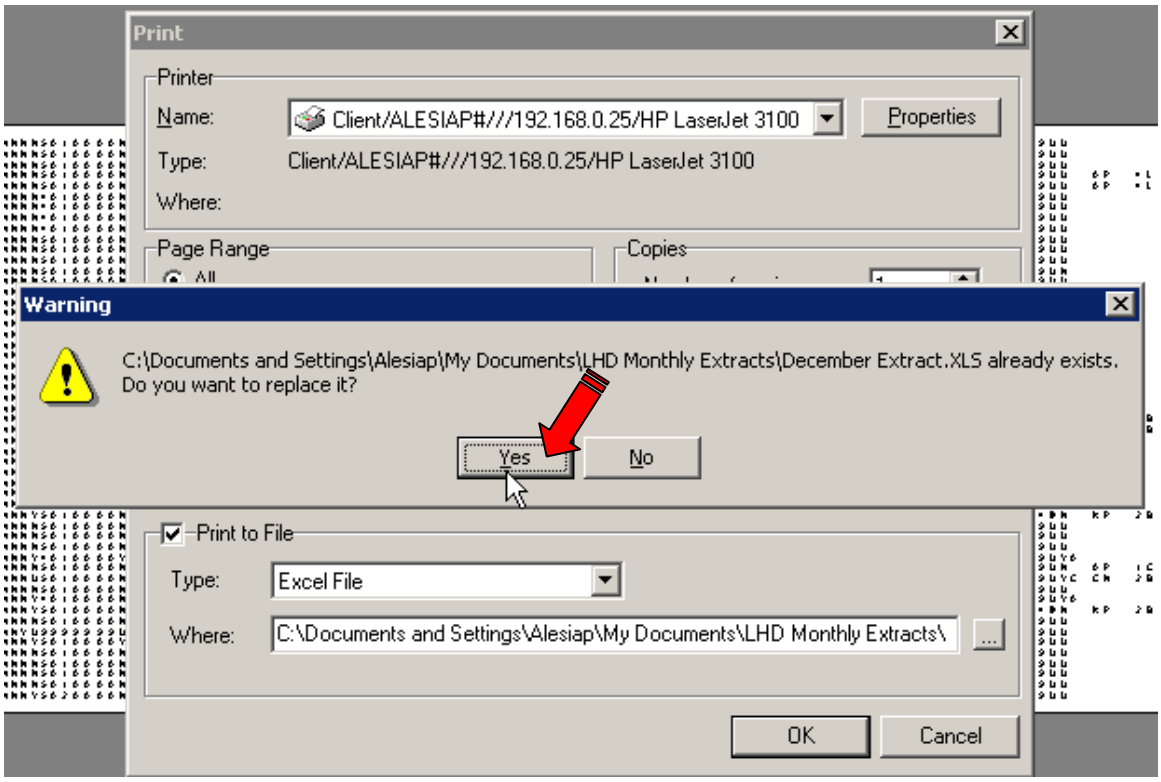


The informational message window will automatically close when the data has been written to the Excel file.

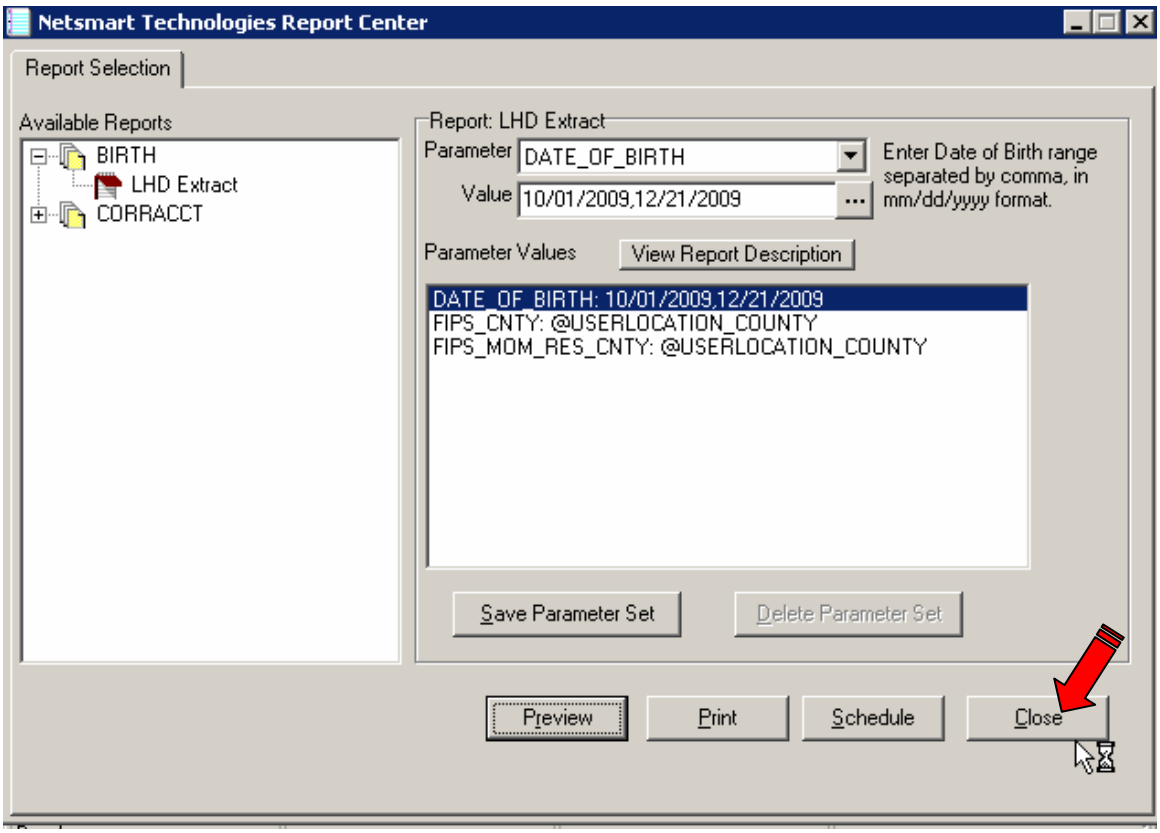


To write over an existing file while saving the information, the application will ask the user "if they want to replace the file." This message only appears when the file already exists in the folder.

Click – Yes to write over the file, No to go back and select a new file name.



Click – X to close Print Preview

When the data is extracted and the Excel file created, the user can close the Report Selection window. The data can now be imported into Excel by the user.

Click – Close