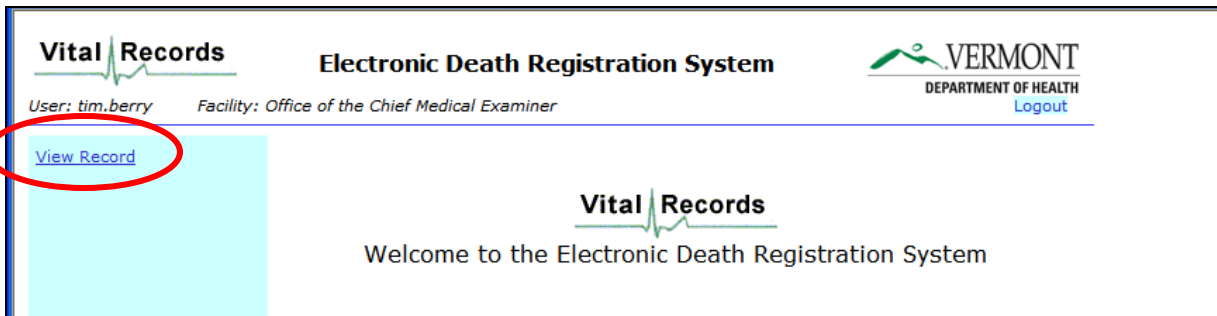


# Quick Guide to Viewing and Printing Documentation of Medical Certification Using the Vermont Electronic Death Registration System (EDRS)

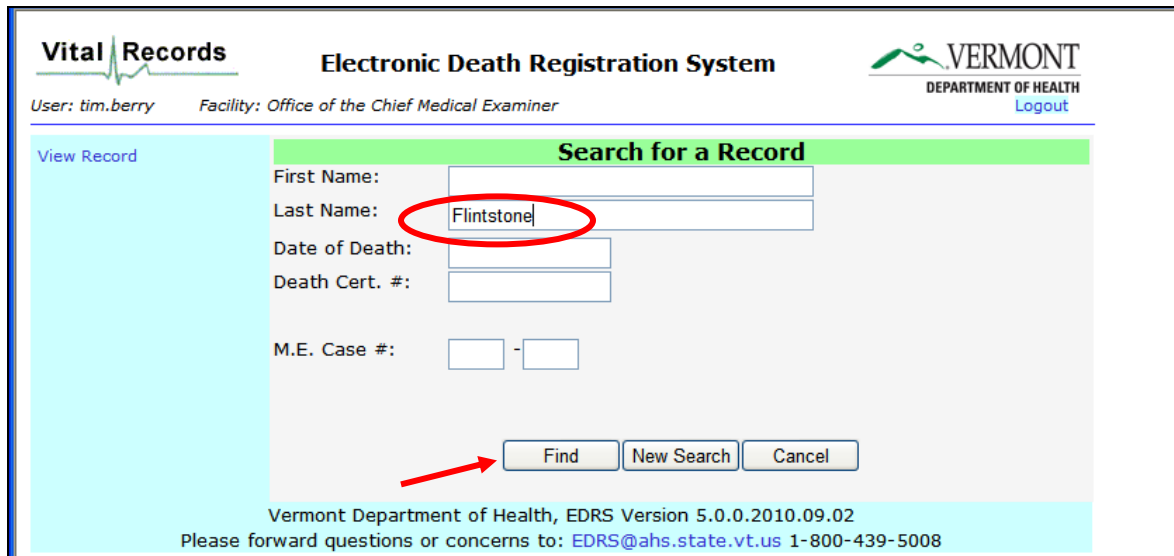
1. Go to the EDRS web page (<http://healthvermont.gov/hc/EDRS/index.aspx>) and select “Log On”.

**Note:** The first time you go to the EDRS web page you may wish to “bookmark” this or right click on the page to put a shortcut on your desktop.

2. Enter your User Name and Password. If you are asked to close the window, select “Yes”. If the screen says “loading”, but does not progress, click on the yellow bar at the top of the screen and then select “Always allow pop-ups from this site” (for more see “Troubleshooting...” on page 3 of these tips).
3. Select the “View Record” option in the blue bar on the left of the screen.



4. Enter the last name of the deceased and then select “Find”.



5. Select the appropriate record. If the record you are looking for does not appear, double check the spelling. The EDRS View function searches on exact matches of the name. It is possible, for example that a physician has entered the record with the name “Smith” whereas the funeral director knows the name to be “Smyth”. If you still do not find the record, it is possible that one has not been started.

Select	Last Name	First Name	Date of Death	Record Status	Death Certificate Number	ME Case Number
Select	Flintstone	Fredrick	5/7/2009	REG	1442009200179	
Select	Flintstone	Fred	12/1/2009	REG	1442009200191	
Select	Flintstone	Fredrick	3/20/2010	INCOMPLETE		

6. **The record will open.** At the top of the page in the Blue Bar you will see the Decedent's Name, the Record Status and the status of the Demographic Information. If the funeral director has not entered any information yet then the Demographic section will be blank and the Demographic Information status will be "Not Started".

Click on "View Medical" on the right side of the screen and this will take you to the medical information section of the record.

**Vital Records** **Electronic Death Registration System** **VERMONT**  
 DEPARTMENT OF HEALTH  
 User: tim.berry Facility: Office of the Chief Medical Examiner Logout

[View Record](#) **Fredrick Rocky Flintstone** [View Medical](#)  
**Record Status: Incomplete**  
**Demographic Information: Incomplete**

**Identifying Information**  
 Date of Death: 3 /20/2010  
 First Name: Fredrick  
 Middle Name: Rocky  
 Last Name: Flintstone  
 Suffix: JR  
 Date of Birth: 2 /2 /1921  
 Sex:  
 Last Name same as Birth Name: Yes  
 Last Name at Birth: Flintstone  
 Age at last Birthday: 89 Years  
 Age if under 1 year:  
 Age if under 1 day:

**Addresses**  
 Birthplace

7. **Check the status of the Medical Information section.** It should say either "Certified" or "Certify with Exceptions" next to the words Medical Information in the blue bar at the top of the Medical Information section. If it says "Incomplete" or "Not Started" this means that the physician has not officially signed the information contained in the record.

**Fredrick Rocky Flintstone** [View Demographic](#)  
**Record Status: Incomplete**  
**Medical Information: Certify with Exceptions**

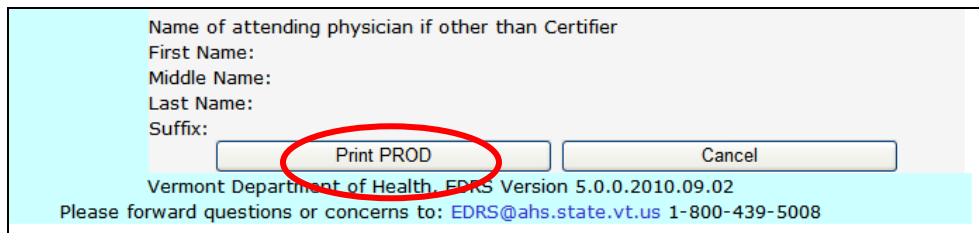
**Name Known To Physician**  
 First Name: Fredrick  
 Middle Name: Rocky  
 Last Name: Flintstone  
 Suffix: JR  
 Approximate Age Known to Physician:  
 Date of Death: 3 /20/2010

**Place of Death**  
 Did decedent receive hospice care in the past 30 days? No  
 Place of Death: Hospital: Inpatient  
 If Other, Specify:  
 Facility Name: Fletcher Allen Health Care /Medical Ctr Campus  
 If Other, Specify:  
 Location:  
 City/Town: Burlington  
 State/Province: VT  
 Country: United States

**Manner and Cause of Death**  
 Manner of Death: Natural  
 CAUSE OF DEATH PART 1  
 Immediate Cause: (Final disease or condition resulting in death.)  
 a: pneumonia  
 Due to (or as a consequence of):  
 b: lung cancer  
 Due to (or as a consequence of):  
 c:

Approx. Interval:  
 ONSET TO DEATH  
 days  
 months

8. **If you need to review the medical information**, you can do so by scrolling down to see all information. If you need to see any information on the Demographic side either scroll up to the top of the screen or select the link “View Demographic” on the right hand side of the blue bar at the top of the Medical Information section.
9. **If you need to print a hard copy of the medical information** you may do so by scrolling down to the bottom of the page and selecting the print option that is available. The option will either be a “PROD” (Preliminary Report of Death) if the demographic side has not been completed or an “Administrative Copy” of the certificate (if the demographic information has been finalized by the funeral director). If the record has not been certified by the physician, you will not have a print option even if it appears that all of the fields on the record have been completed. Also note, the Administrative Copy of a certificate is only available for up to 30 days from the day it is registered. This is because the document is intended for processes related to registering a death and disposition of the body. After 30 days a record can be viewed, but copies of the certificate can not be printed.



## Troubleshooting EDRS Log On Issues

### Choice of Browser

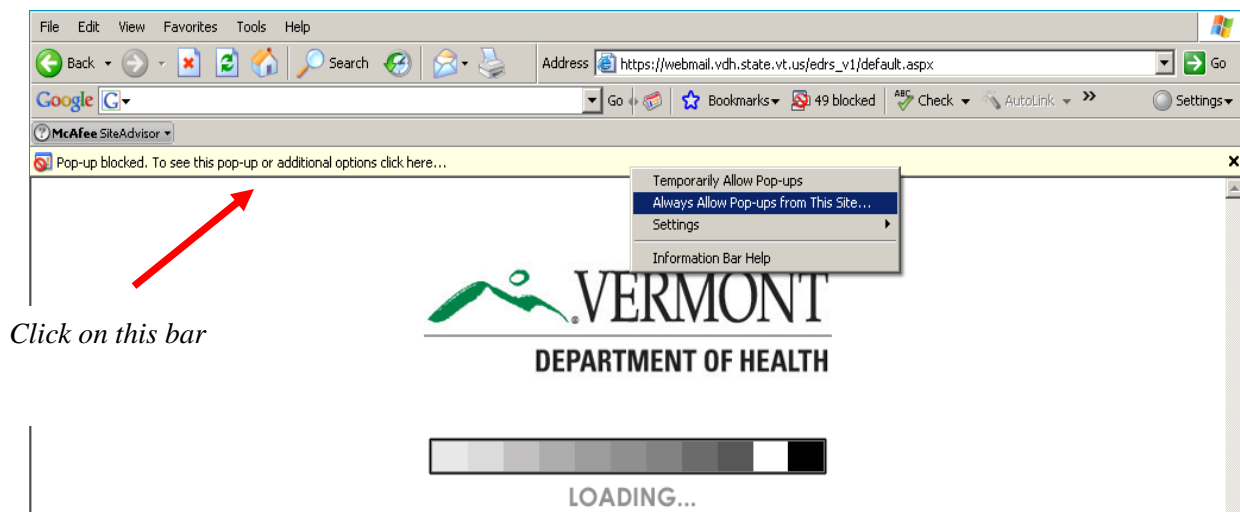
The EDRS is designed to be accessed using **Internet Explorer version 6.0 or higher**. Use of other browsers is not advised and may prevent access to the EDRS.

### Allowing Pop-ups

In order to use the **EDRS**, you must allow **Pop-ups** from the VDH website.

If **Pop-ups** are not set properly you will not be able to log on to the EDRS. The screen shown below will remain **LOADING...** and a message will display in the tan-colored bar near the top of the page that says: “Pop-up blocked. To see this pop-up or additional options click here...”

To set **Pop-ups**, click on the tan-colored bar and select **Always Allow Pop-ups from this Site**. The screen should then load properly.



**Note:** If the steps above do not appear to address the log in problem, it is also possible that you have more than one tool bar open in Internet Explorer (in the example above there is a Google tool bar in addition to the IE one). If this is the case the pop-up blocker on each tool bar will need to be turned off or set to allow pop-ups from this site. You do so by right clicking on the pop-up blocker icon on the toolbar and then selecting Always Allow Pop-Ups from this Site.

## Troubleshooting EDRS Printing Issues

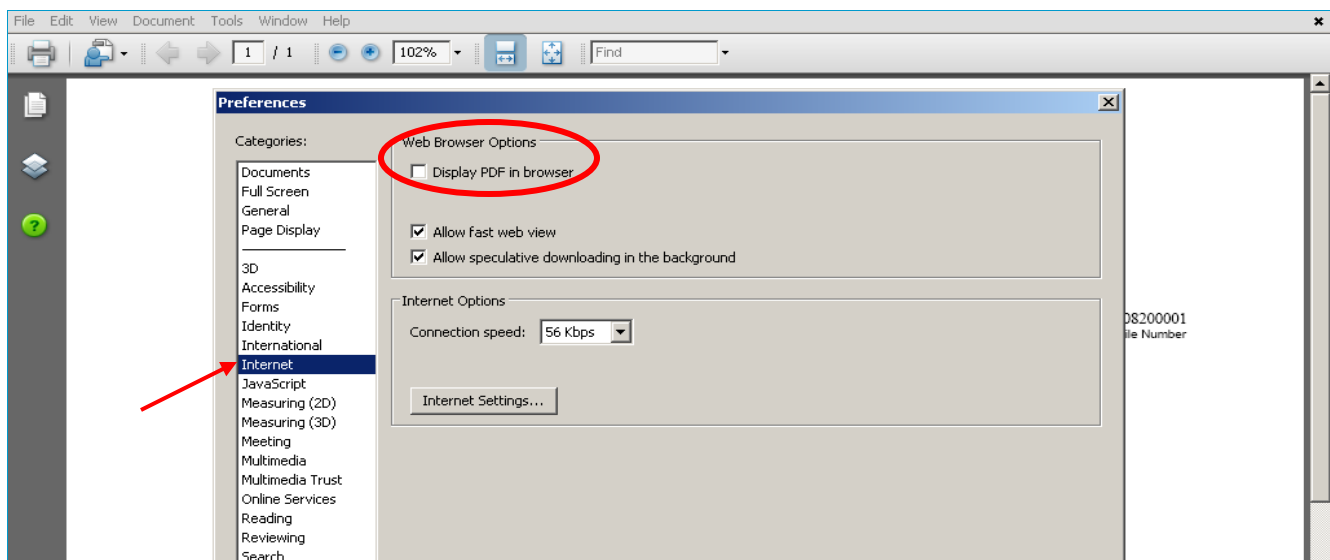
### Set Adobe to Open in a Separate Window

In order to properly view and print reports or documents within EDRS, you must have **Adobe Reader**. You may download **Adobe Reader** for free at <http://get.adobe.com/reader/>

**Closing out of a document you have printed (PROD, Info Copy of Certificate) should not result in closing the EDRS application.** If you experience this issue it means that your Adobe preferences need to be set to open documents in a separate window. These preferences may need to be reset on occasion if updates are made to your computer, but not every time you use the EDRS. When your preferences are properly set, closing documents should return you to the page within the EDRS where you were working when you generated the document.

**To set your Adobe preferences do the following:**

1. Open the **Adobe Reader** application.
2. From the **Adobe** menu, go to **Edit**, then **Preferences**. This will bring you to a screen like the one below.
3. On the **Preferences** screen, make sure **Internet** is selected in the **Categories** box on the left side of the screen.
4. Next, under **Web Browser Options**, make sure that **Display PDF in browser** is **not** checked.
5. Your final settings will appear as shown below (click **OK** when finished):



### For Additional Help

Making the set up changes discussed above should address most technical issues. If you have tried these steps and are still experiencing problems please contact the EDRS project staff at [EDRS@vermont.gov](mailto:EDRS@vermont.gov) or (800)439-5008 with a *detailed* description of the issue you are encountering.