
ERAVE

**Funeral Home
User Guide**



Funeral Home Guide to
Electronic Death Filing

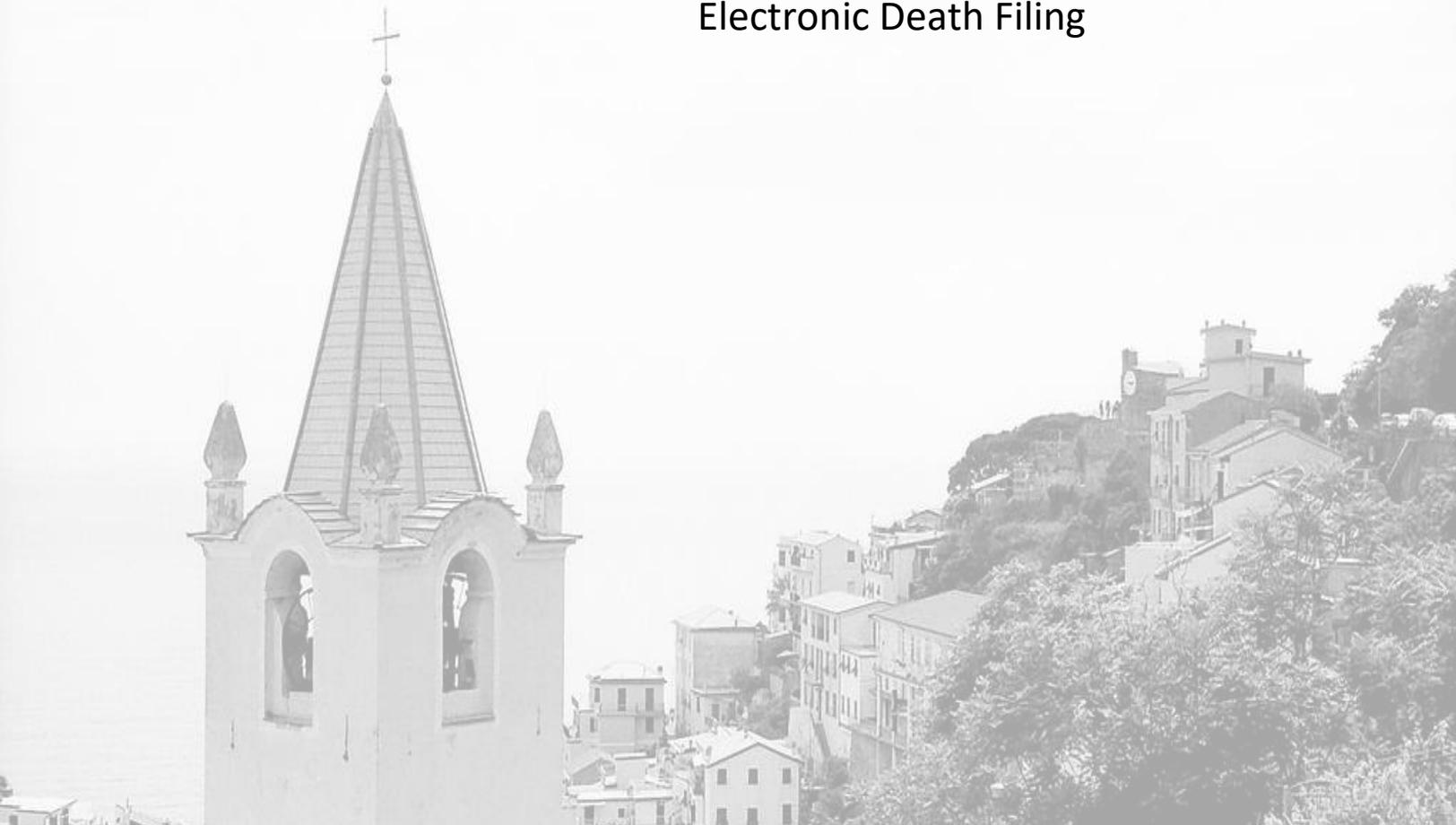


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1 Creating & Completing a Death Case

Step 1 – From the Main Menu click “Death.”



Step 2 – Click “Create Case.”



Step 3 – On the Start Case Information Screen enter:

- Decedent’s First and Last name
- Decedent’s Gender
- Date of Death
- Date of Birth
- Place of Death
 - Death County
- **Click the “Search” button.**

A screenshot of the "Start Case Information" form. It contains several input fields: "Decedent's Name" (First: FRED, Last: HENRY), "Date of Death" (11/30/2017), "Decedent's Date of Birth" (07/07/1956), "Decedent's Sex" (MALE), and "Place of Death" (Death County: PULASKI). There is also a "Decedent Unknown" section with a checkbox and an "FH case number" field. The "Search" button is highlighted with a red box.

Note: make sure to get the County of death correct on this screen. While you can change this later, it may introduce errors into the record.

Step 4 – Record list displays showing “(0 Records found).” Click the “Create Case” Button.



Record opens at Tab 1 Decedent. At this point you are ready to start entering and complete the Personal Information Section.



1.1 Tab 1 Decedent

Now that you have successfully created the death case, you can start to enter the decedent's Personal information. The information that was entered on the Start Case Information screen will auto-populate the same fields within the record on Tab 1 Decedent.

Section 1 – Decedent's Legal Name.

- Complete the decedent's full name by adding the middle name or middle initial if necessary.

Section 3 – Date/Time of Death

- To be completed by the Medical Certifier on Tab 8. The Date of death auto-populates here from the Search Criteria Screen.

1. Decedent's Legal Name

Name is unknown

First FRED

Middle

Last HENRY

Suffix Select

Decedent has AKA's

Request fee paid Not required

Update pending flag N

2. Decedent's Sex

Sex MALE

3. Date/Time of Death

Date of death (MM/DD/YYYY) SECTION TO BE COMPLETED BY MEDICAL CERTIFIER

Date found

Time of death SECTION TO BE COMPLETED BY MEDICAL CERTIFIER

Time found Approximate

Section 4 – Decedent's Social Security Number

- Enter the decedent's Social Security Number.

Sections 5 – Decedent's Age and Decedent's Date of Birth

- Age – Auto-calculated by ERAVE from the date of birth and date of death that was entered on the Search Criteria Screen.
- Date of Birth – Field is auto populated from the Search Criteria Screen.

Decedent's Reference (optional)

- A field that can be used to enter the Funeral Home's case number. This is not a mandatory field.

4. Decedent's Social Security Number

SSN 124-45-6789

Unknown

None

Verified with informant

Verification status 45 - SSN will be verified upon record save

5. Decedent's Age - Last Birthday

Completed units Years

Completed age 61

Verification required Select

6. Decedent's Date of Birth

Date of birth (MM/DD/YYYY) 07/07/1956

Decedent's Reference (optional)

Funeral home case number

Medical record number

Medical examiner case number

Coroner case number

Case unique identifier

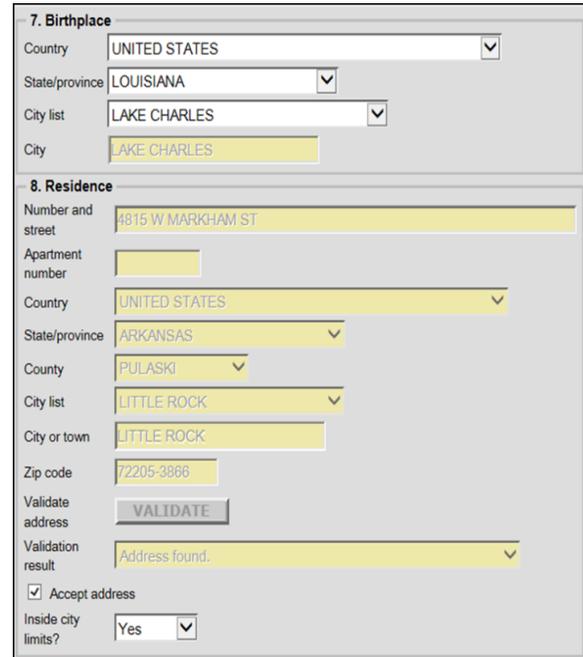
Previous Next Finish Cancel

Once all mandatory fields have been completed click the "Next" button

1.2 Tab 2 Decedent Info

Section 7 – Birthplace

- Select the decedent’s Birth Country from the drop down menu. (if necessary)
 - If Birth Country is unknown select “Unknown” for the Country.
- Select the decedent’s Birth State from the drop down menu.
 - If Birth State is unknown select “Unknown” for the State/Province.
- Select the decedent’s Birth City from the drop down menu.
 - If Birth City is unknown select “Unknown” from the City List.
 - If the Birth City is unknown user may enter the Birth County if known.



Section 8 – Residence

- Enter the decedent’s Residence Address and click the “Validate” button to verify you have a valid address.
 - If validation is unsuccessful then check the “Accept Address” checkbox.
- Inside City Limits, select “Yes” or “No”

Section 9 US Armed Forces

- Select “Yes” or “No” from the dropdown menu.

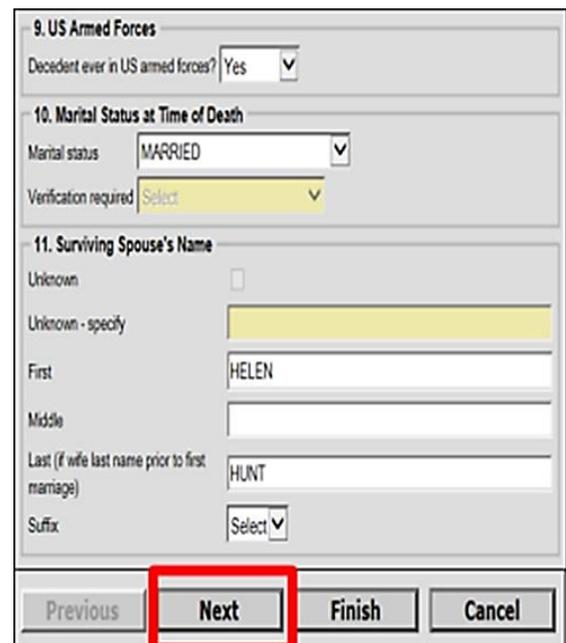
Section 10 Marital Status at Time of Death

- Select decedent’s marital status at time of death from the dropdown menu.

Section 11 Surviving Spouse’s Name

- Enter spouses full name
 - If decedent is married, and spouse is wife, enter the wife’s maiden name.
 - If decedent is married but spouse is unknown select marital status as married, then click the “Unknown” checkbox

Click the “Next” button



Note: It’s recommended to complete this section before completing Tab 4

1.3 Tab 3 Place of Death

Section 12 Place of Death

- Select the “Place of Death” from the first dropdown menu. The corresponding Death Facility list will become available.
- Select the Death Facility from the appropriate facility list. Once the death facility has been selected, that facility’s physical address will auto-populate the remaining address fields.

Click the “Next” button

The screenshot shows a form titled "12. Place of Death" with the following fields and values:

Place of death	INPATIENT
Other - specify	
Hospice patient?	<input type="checkbox"/>
Hospice - specify	
Country	UNITED STATES
State	ARKANSAS
County	PULASKI
Hospitals	BAPTIST HEALTH MEDICAL CENTER - NLR
Facilities	Select
Nursing homes	Select
Facility name	BAPTIST HEALTH MEDICAL CENTER - NLR
Number and street	3333 SPRINGHILL DR
Apartment number	
City list	Select
City or town	NORTH LITTLE ROCK
Zip code	72117-2922
Validate address	<input type="button" value="VALIDATE"/>
Address validation status	Address from code table
<input checked="" type="checkbox"/> Accept address	

At the bottom of the form, there are four buttons: "Previous", "Next", "Finish", and "Cancel". The "Next" button is highlighted with a red rectangular box.

1.4 Tab 4 Parents/Informant

Section 13 – Father’s Name

- Enter the decedent’s father’s full name. If unknown, click the “Unknown” checkbox.

13. Father's Name

Unknown

First FRANK

Middle

Last HENRY

Suffix Select

Section 14 – Mothers Name Prior to First Marriage

- Enter the decedent’s mother’s full name prior to first marriage. If unknown, click the “Unknown” checkbox.

14. Mother's Name Prior to First Marriage

Unknown

First BETTY

Middle

Last REDMOND

Suffix Select

Section 15 – Informant’s Name and Address

- Select the informant’s relationship to the decedent from the dropdown menu.
 - If relationship is Wife or Husband, then the spouses name will auto-populate from Tab 2 Decedent Info.
 - If Wife is selected, Wife’s name will auto-populate from Tab 2 Decedent Info and user will be able to change the wife’s last name if necessary.

Address Same as Decedent’s Residence

- If the informant’s residence address is the same as the decedents, select “Y-COPY” from the dropdown menu.
- If the informant’s address is different select “N-CLEAR” from the dropdown menu, then enter the informant’s address then click the “Validate” button.
 - Click the “Accept Address” checkbox is address validation is unsuccessful.

15. Informant's Name and Address

Relationship to decedent WIFE

Other - specify

First HELEN

Middle

Last HENRY

Suffix Select

Address same as decedent's residence Y-COPY

Number and street 610 W WASHINGTON ST

Apartment number

Country UNITED STATES

State/province ARKANSAS

City list Select

City or town LITTLE ROCK

Zip code 72005-3000

Validate address VALIDATE

Address validation status Address found

Accept address

Previous Next Finish Cancel

Click the “Next” button.

1.5 Tab 5 Disposition

Section 16a – Method of Disposition

- Select the method(s) of disposition. If Cremation and/or Removal from State are selected complete the Transit/Cremation Instructions.

16a. Method of Disposition

Burial Donation

Cremation Removal from state

Entombment

Other

Other - specify

Transit/Cremation Instructions

- If Cremation or Removal from state, then select Funeral Director from the “Permission is given to” dropdown. Funeral Director’s name and license number will populate here when the selected on Tab 7. (Later the user will be asked to print the Burial/Transit Cremation Permit).

Transit/Cremation Permit Information

Permission is given to

Name

License Number

Section 16b, c – Place of Disposition

- Select the final Place of Disposition from one of the following;
 - Cemetery List
 - Crematory List
 - Mausoleum
- If deceased final place of disposition is in another state:
 - Select that state from the State/Province dropdown menu
 - Select the city from the City List dropdown menu
 - Manually enter the name of the cemetery in the “Name of cemetery of other place” text field.

16 b, c. Place of Disposition

Country

State/province

Cemetery list

Crematory list

Mausoleum list

Name of cemetery or other place

City list

City or town

1.6 Tab 6 Decedent History

Section 28 – Decedent’s Education

- Select the highest level of education completed by the decedent from the “Education” dropdown menu.

Section 29 – Decedent’s Hispanic Origin

- Click the appropriate checkbox for the decedent’s Hispanic Origin. Multiple boxes can be checked.
 - If “Other Hispanic Origin” is selected, make sure to type the specific origin in the Specify text field.

Section 31-32 – Decedent’s Occupation and Industry

- Enter decedent’s last known occupation
- Enter the last known Business/Industry

The screenshot shows two sections of a form. Section 28, 'Decedent's Education', has a dropdown menu for 'Education' set to 'MASTER'S DEGREE', and two other dropdowns for 'If Unknown' and 'Verification required', both set to 'Select'. Section 29, 'Decedent's Hispanic Origin', has several checkboxes: 'Not Spanish, Hispanic, or Latino' is checked, while others are unchecked. There is a 'Specify:' text field next to the 'Other Hispanic Origin' checkbox.

Section 30 – Decedent’s Race

- Click the check box that describes the decedent’s race. Multiple checkboxes can be selected.
- If decedent’s race is one of the following, please specify in the text field provided:
 - American Indian or Alaska Native
 - Other Asian
 - Other Pacific Islander
 - Other Race
- If race is unknown, click the “Sought but Unknown” checkbox
- If the race could not be obtained, click the “Not Obtainable” checkbox
- If the informant refused to give information about the decedent’s race, click the “Refused” checkbox.

Click the “Next” button

The screenshot shows the '30. Decedent's Race' section. It has a list of checkboxes for various races. 'White' and 'American Indian or Alaska Native' are checked. The 'Specify:' field next to 'American Indian or Alaska Native' contains the text 'CHEROKEE'. At the bottom, there are four buttons: 'Previous', 'Next', 'Finish', and 'Cancel'. The 'Next' button is highlighted with a red box.

1.7 Tab 7 Funeral Home/Embalmer

Section 17d, e – Funeral Home License

- If your Funeral Home is handling a death case on behalf of another funeral home, click the “Trade Call” checkbox. The Trade Call Funeral Home list will open and you can select the funeral home you are working with from the dropdown list.
- If not conducting a Trade Call there is nothing to complete in this section. The funeral home’s physical address and contact information will auto-populate all fields

17 d,e. Funeral Home/License No.

Funeral homes list: ERAVE FUNERAL HOME - LITTLE ROCK

Trade call:

Trade call funeral home list: ERAVE FUNERAL HOME - NORTH LITTLE ROCK

Name: ERAVE FUNERAL HOME - NORTH LITTLE ROCK

Phone: 501-661-2785

Number and street: 4242 42ND ST

Apartment number:

Country: UNITED STATES

State/province: ARKANSAS

City list: NORTH LITTLE ROCK

City or town: NORTH LITTLE ROCK

Zip code: 72118

Funeral home license number: TBA

Preferred method of contact: EMAIL

Contact information: ANTHONY.ENOCH@ARKANSAS.GOV

Case access: ELECTRONIC

Section 17c – Funeral Home Licensee or Agent

- Select the Funeral Director that will sign this death case from the “List by Name” dropdown list.

Section 17a, b – Embalmer

- If the Funeral Director is the same as the Embalmer, select “Y-COPY” from the “Same as funeral director” dropdown menu. The name field will auto-populate.
 - Manually enter the License Number
- If the Funeral Director is not the same as the Embalmer, select “N-CLEAR” from the “Same as funeral director” dropdown menu.
- Select the Embalmer by either Name or License.

17 c. Funeral Service Licensee or Agent

List by name: ENOCH, ANTHONY, 4121

List by license number: Select

License number: 4121

First: ANTHONY

Middle:

Last: ENOCH

Suffix: Select

17 a,b. Embalmer

Not embalmed

Same as funeral director: Y - COPY

Embalmers by name: Select

Embalmers by license: Select

License Number: 1245

First: ANTHONY

Middle:

Last: ENOCH

Suffix: Select

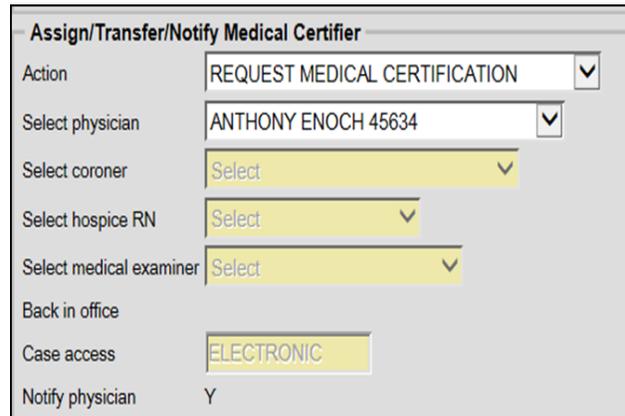
Click “Tab 12 Case Actions”

2 How to Assign a Medical Certifier

Note: Before a Funeral Director can sign on a death case, that death case must be assigned to a Medical Certifier or Referred to the Coroner's or Medical Examiner's Office.

Section Assign/Transfer/Notify Medical Certifier

- From the "Action" dropdown menu the user can select one of the following:
 - Request Medical Certification
 - Certifier Not Listed Drop to Paper
 - Refer to Coroner



Assign/Transfer/Notify Medical Certifier	
Action	REQUEST MEDICAL CERTIFICATION
Select physician	ANTHONY ENOCH 45634
Select coroner	Select
Select hospice RN	Select
Select medical examiner	Select
Back in office	
Case access	ELECTRONIC
Notify physician	Y

Request Medical Certification – Allows

the funeral home to assign a Physician or Hospice RN as the Medical Certifier.

- *The "Select Hospice RN" list will only become available if the decedent's Place of Death was a Hospice Facility or Hospice Patient checkbox is marked on Tab 3.*

Certifier Not Listed Drop to Paper – Allows the user to print a legal size certificate for manual completion by a certifier that is not filing death electronically

Refer to Coroner – Sends the death case to the Coroner's Office in the decedent's County of Death. *(User cannot select a specific Coroner.)*

Once selections have been made, click the "Finish" button at the bottom of the screen.

DO NOT ASSIGN THE CASE TO A MEDICAL CERTIFIER IF A MEDICAL CERTIFIER HAS CREATED AND ASSIGNED THE DEATH CASE TO YOU.

3 Understanding the ERAVE Warning Screen

The **ERAVE Warning Screen** contains a list of exceptions within the death case that need to be either: reviewed, corrected or completed by the Funeral Home and/or Medical Certifier. There may also be items that need to be reviewed by someone in the Vital Records State Office, Registration Department. *A Death Case cannot be signed and/or submitted for registration if any fields are left blank.*

1st Section – Demographic Exceptions

- Refers to information completed by the Funeral Home that needs to be reviewed. User clicks on the blue description and ERAVE automatically takes the users to the area of the death record where the listed item exists.

All Demographic Exceptions should be reviewed Fix all the following:

- [Residence address validation not successful](#)
Field Group Description: Residence address validation not successful.
- [Informant's city is blank](#)
Field Group Description: Informant's city is blank.

2nd Section – Required to Submit to State

- This item is an indicator that the death record has not been signed by the funeral director selected on Tab 7 Funeral Home/Embalmer. Once the Funeral Director signs off, this item will disappear.

Required to Submit to State. Fix all the following:

- [Personal Information Section](#)
Field Group Description: Must be signed or dropped to paper.
- [Medical Information Section](#)
Field Group Description: Must be certified or dropped to paper.

3rd Section – Personal Information that must be completed

- This contains items that were left blank. ALL items listed in this section must be completed using the following method:
 - Click the blue description of the item to return to that area of the record.
 - Complete the item and click the “Finish” button.
 - Repeat the steps until all items have been completed.

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

- [Occupation is required](#)
Field Group Description: Occupation is required.
- [Decedent's race](#)
Field Group Description: At least one Race is to be selected for Decedent. If any Other checkbox is checked, enter the specifics.
- [Decedent's Education](#)
Field Group Description: Decedent's Education is required.
- [SSN Verification Not Completed](#)
Field Group Description: SSN Verification Not Completed.
- [The Burial Transit Cremation Permit must be printed](#)
Field Group Description: Cremation permit must be printed before the record can be submitted. NOTE: Permit cannot be printed if applicant name is blank, or cause of death is blank or pending, or manner of death is blank or pending.
- [Decedent's Hispanic origin](#)
Field Group Description: Decedent's Hispanic origin must be selected. If other is check, please enter the specifics.

4th Section – Medical Information that must be completed

- Items that need to be completed by the Medical Certifier Only.

Click the “Save (as Pending)” button. (Successful Transaction Screen Appears)

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

- [Autopsy must be answered or select Unknown](#)
Field Group Description: Autopsy must be answered or select Unknown.

Save (as Pending)

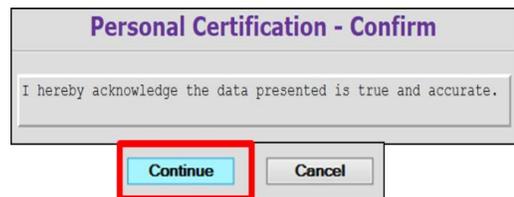
4 How to Electronically Sign a Death Case

Once all the Personal Information Exceptions have been cleared from the ERAVE Warning Screen the Funeral Director can sign the Personal Information Section on the Successful Transaction Screen. Funeral Directors will be required to sign their death cases electronically using the method below.

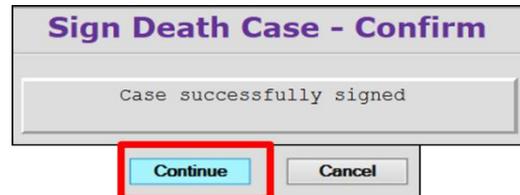
Step 1 – On the Successful Transaction Screen click the “Sign Now” button.



Step 2 – On the Personal Certification Screen, read the statement then click the “Continue” button.



Step 3 – On the Sign Death Case – Confirm Screen, you will see that your case has been successfully signed. Click the “Continue” button.



When you click the Continue button in step 3, the Successful Transaction screen will appear. Now, if necessary, you can print a Drop to Paper Copy for manual completion by the Medical Certifier or a Draft Copy.

5 How to Print a Drop-To-Paper Certificate

Drop to Paper Death Certificates are printed for the purpose of manual completion by a Medical Certifier that does not complete their death certificates electronically. The Death Case must be signed before you print this document

Step 1 – On the Successful Transaction Screen:

- Skip the Print Draft option.
- Select “Drop to Paper.”
- Skip the “Print Affidavit” option.
- Click the “Print” button.

 Skip this print option: ', 2. 'Drop to Paper: Skip this print option: ', 3. 'Print Affidavit for Correction: Skip this print option: '. At the bottom, there is a 'Print' button highlighted with a red box."/>

Step 2 – On the Report – Confirm screen click the “Generate Document” button and wait for the image to appear. (Image should appear in Adobe PDF format.)

A full legal size Death Certificate image should appear. The Medical Section should be blank and all the Personal Information fields should be completed.

- Print the image
- Closeout the image window
 - This should put you back in ERAVE
- Click the “Continue” button.
- Click the “Main Menu” button.
 - This should place you back at the ERAVE Main Menu.

6 How to Print a Draft Death Certificate

A Draft Death Certificate Copy is a paper certificate that has a Watermark that reads NOT LEGAL COPY. A Death Case does not have to be signed by a funeral director to print a draft. Therefore, a draft death certificate can be reviewed by the funeral home with the family to ensure all the information in the Personal Information Section is correct before finishing the certificate or a completed, signed draft can be kept by the funeral home for their records.

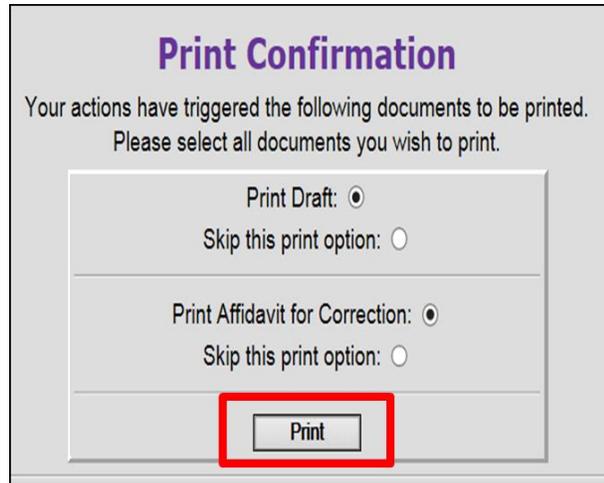
Printing a Draft

Step 1 – On the Successful Transaction Screen:

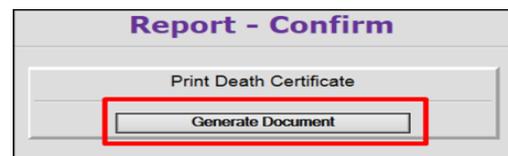
1. Select the “Print Draft” option.
2. Skip all other print options.
3. Click the “Print” button

If selecting a death case from the Open Cases Queue do the following to print a draft:

- From the Main Menu click “View Queues”
- Locate the death case in the Open Cases Queue and click the word “Process” to open the death case.
- Once opened, click the “Finish” button.
- On the ERAVE Warning Screen click the “Continue” button, then follow steps 1-3 from the Printing a Draft section shown above.

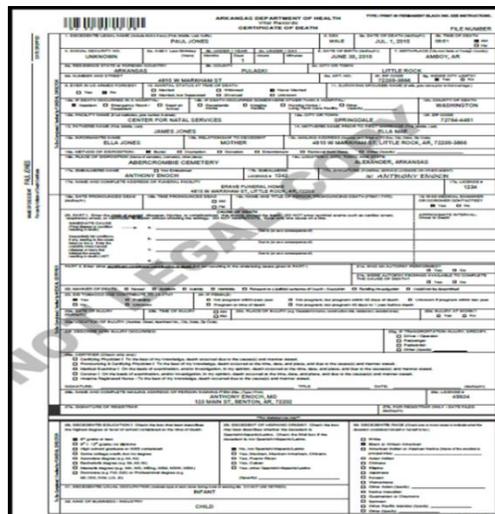


Step 2 – Click the “Generate Document” button and wait for the Death Certificate image to appear.



A Death Certificate image should appear displaying a watermark reading “Not Legal Copy.”

- Print the image.
- Closeout the image window.
 - This should put you back in ERAVE.
- Click the “Continue” button.
- Click the “Main Menu” button or click “Return to Record” to complete or submit for registration.



7 How to Print a Permit

Funeral Directors must print the Burial/Transit Cremation Permit that is generated in ERAVE. The Cremation Permit cannot be printed if the Cause of Death is not completed or pending, or the Manner of Death is not completed or pending. The Cremation Permit must be printed before the record can be submitted for registration.

Step 1 – User will see the Burial/Transit Cremation Permit exception on the ERAVE Warning Screen. Click the “Save (as Pending)” button.

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

The Burial/Transit Cremation Permit must be printed
Field Group Description: Cremation permit must be printed before the record can be submitted. NOTE: Permit cannot be printed if applicant name is blank, or cause of death is blank or pending, or manner of death is blank or pending.

Save (as Pending)

Step 2 – On the “Successful Transaction Screen”

- Select the “Print Permit” option and skip the other print option(s).
- Click the “Print” button.

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

Print Draft:
 Skip this print option:

Print Permit:
 Skip this print option:

Print

Step 3 – click the “Generate Document” button and wait for the image to appear.

Report - Confirm

Print Death Certificate

Generate Document

Step 4 – The Burial/Transit Cremation Permit image appears.

- Print the image
- Closeout the image window.
 - This should put you back in ERAVE.
- Click the “Main Menu” button or click “Return to Record” to submit for registration.

ARKANSAS DEPARTMENT OF HEALTH
 Vital Records Section
BURIAL-TRANSIT/CREMATION PERMIT

Always complete this section

SECTION I

Full name of deceased: MERV, STEPH (Date of Death: 10/5/2017)
 Place of Death: RISON (City): CLEVELAND (County): ARKANSAS (State)

BURIAL-TRANSIT PERMIT SECTION

Final Disposition: CREMATION (Crematory or crematory): BENYON ARKANSAS (City):
 (State whether burial, cremation, entomb, entomb, etc.)

Funeral Director: ANTHONY ENOCH License No. 1234 Address: 415 W MARSHALL ST LITTLE ROCK, AR 72203

PERMIT

Permission to handle given to: ANTHONY ENOCH (Embalm, funeral director, or person acting as such)

License No. 4121 in charge of the body as above stated.

Issued on: 415 W MARSHALL LITTLE ROCK, AR 72203 on: DECEMBER 21 2017 (Month) (Year)

Signature: (Local Registrar or Deputy Registrar)

CEMETERY OR CREMATORY AUTHORITY SHALL FILL OUT THE SPACE BELOW

Body was: (State whether removed, buried, stored, etc.) in: (City): (County): (State) or person in charge: (City): (County): (State)

INSTRUCTIONS

1. Always complete SECTION I.
2. (a) Complete the burial section if applying for a burial transit permit. This permit is to be obtained prior to cremation and transporting of any dead body out of the State of Arkansas. The local registrar or deputy registrar must sign the permit.
 (b) Section may require burial permit prior to burial in the State of Arkansas.
3. Funeral directors or other agent must return the carbon copy (yellow copy) to the issuing registrar once the transit/cremation is complete. Registrars are to retain this copy for one year per policy PDR-34a before destroying it.

VH-35-1K 06/09

8 Submitting a Death Case for Registration

Once both the Personal and Medical Information Sections have been completed, the Funeral Home can submit that death record to the State Vital Records Registration Department for registration.

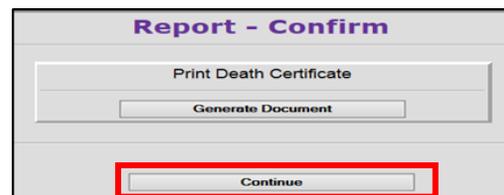
There are 3 ways in which a Funeral Home can submit a death case for Registration:

1. After printing the Draft Death Copy.
2. From the Open Cases Queue
3. After Signing the Personal Information Section

8.1 Submitting a Death Case (After Printing a Draft)

Once the Death Case has been signed and the draft copy has been printed and you close the Death Certificate image window. You should see the ERAVE Report-Confirm Screen.

Step 1. On the Report-Confirm Screen click the “Continue” button.



Step 2. On the Successful Transaction Screen click the “Return to Record” button.
(Record open at Tab 1 Decedent.)

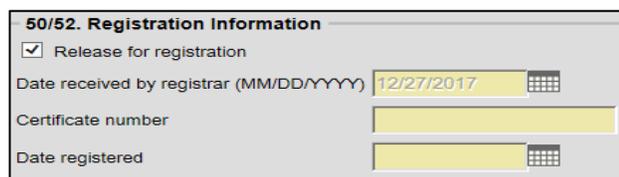


Step 3. Once the death record opens, click Tab 12 Case Actions.



Note: On Step 3, user may see two popup boxes once tab 12 has been clicked. Just click “OK” on both boxes and click Tab 12 again.)

Step 4. On Tab 12 Case Actions, click the “Release for registration” checkbox.



Step 5. Click the “Finish” button.



Step 6. On the ERAVE Warning Screen click the “Save (as Pending)” button.

Step 7. On the Successful Transaction Screen click the “Main Menu” button.

Your record has been successfully submitted for registration.

8.2 Submitting a Death Case (From the Open Cases Queue)

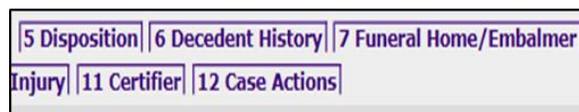
Step 1. From the ERAVE Main Menu click “View Queues.”



Step 2. Locate the decedent’s name in the Open Cases Queue and click the word “Process”

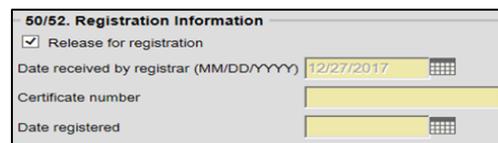
First	Last Name	Date of Death	PI Status	Med. Status	Case Status	Detail	Action
MERYL	STREEP	12/04/2017	Signed	Certified	Not submitted	Detail	Process

Step 3. Once the death record opens, click Tab 12 Case Actions.



Note: On Step 3, user may see two popup boxes once Tab 12 has been clicked. Just click “OK” on both boxes and click Tab 12 again.)

Step 4. On Tab 12 Case Actions click the “Release for registration” checkbox.



50/52. Registration Information
 Release for registration
Date received by registrar (MM/DD/YYYY) 12/27/2017
Certificate number
Date registered

Step 5. Click the “Finish” button.



Step 6. On the ERAVE Warning Screen click the “Save (as Pending)” button.

Step 7. On the Successful Transaction Screen click the “Main Menu” button.

Your record has been successfully submitted for registration.

8.3 Submitting a Death Case (After Signing the Personal Information Section)

Step 1 – After going through the process of signing a death record, click the “Return to Record” button. (Record opens at Tab 1 Decedent.)



Step 2 – From Tab 1 Decedent, click Tab 12 Case Actions.



Note: On Step 2, user may see two popup boxes once Tab 12 has been clicked. Just click “OK” on both boxes and click Tab 12 again.)

Step 3 – On Tab 12 Case Actions, in section 50/52 Registration Information, click the “Release for registration” checkbox.

A screenshot of a form titled "50/52. Registration Information". It contains a checked checkbox labeled "Release for registration". Below it are three fields: "Date received by registrar (MM/DD/YYYY)" with the value "12/27/2017", "Certificate number" (empty), and "Date registered" (empty). Each date field has a calendar icon to its right.

Step 4 – Click the “Finish” button.



Step 5 – On the ERAVE Warning Screen click the “Save (as Pending)” button.

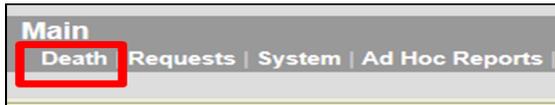
Step 6 – On the Successful Transaction Screen click the “Main Menu” button.

Your record has been successfully submitted for registration.

9 Checking the Status of a Submitted Death Case

How to check the status of a Death Record that has been submitted to the State Vital Records Office for registration.

Step 1 – From the ERAVE Main Menu click “Death”

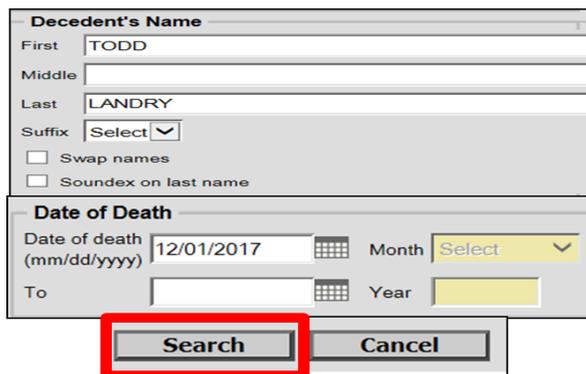


Step 2 – Click “Search”



Step 3 – On the Search Criteria Screen enter one of the following”

- Decedent’s first and last name
Or
- Decedents Date of death
- Click the “Search” button.

A screenshot of the Search Criteria Screen. It has two main sections: 'Decedent's Name' and 'Date of Death'. Under 'Decedent's Name', there are fields for First (TODD), Middle, Last (LANDRY), and Suffix (Select). There are also checkboxes for 'Swap names' and 'Soundex on last name'. Under 'Date of Death', there are fields for Date of death (mm/dd/yyyy) (12/01/2017), Month (Select), To, and Year. At the bottom, there are 'Search' and 'Cancel' buttons. The 'Search' button is highlighted with a red box.

Note: In Step 3, the user can also search using a date range. User enters the start date in the “Date of Death” numeric field and the end date in the “TO” field, then clicks the search button.

Record List Screen appears displaying the number of records found.

- If registered a certificate number will appear under the heading *Certificate*.
- If not registered the word “Submitted” will appear under the heading *Certificate*.

A screenshot of the Record List Screen. The title is 'Main -- Death -- Search' and 'Records List (1 Records found)'. Below the title is a table with columns: First, Last Name, Date of Death, County of Death, Date of Birth, Sex, Funeral Home, PI Status, MI Status, Case Status, Certificate, and Rev Details. The first row contains: TODD LANDRY, 12/01/2017, PULASKI, 06/06/1966, M, ERAVE FUNERAL HOME, Signed, Certified, Registered, 2017000002, and Details. The 'Certificate' column value is highlighted with a red box. At the bottom, there is a 'Cancel' button.

To return to the Main Menu:

- Click the “Cancel” button on the *Record List Screen*.
- Click the “Cancel” button on the *Death Record Search Criteria Screen*.

Note: Writing the Certificate Number at the top right-hand corner of your death application can help your Local Health Unit Clerk process your order more efficiently.

10 How to Modify a Death Case (Understanding the 3 Types of Changes)

There are 3 different functions a Funeral Home can use to make changes to a death record. Update Case, Correct Record and Amend Record. Before a user attempts to make a change to a death record they should use the **DEATH>>SEARCH** function to determine the status of a death record. Once the status has been determined, the user will know which one of the change functions to use.

1. **Update Case Function** – Is used when a Death Case has been submitted for registration but has not received a certificate number. There is no charge when changing or correcting information using the Update Case function. The Case Status for the death record should read “Submitted...” Once in the Death Case the user can change multiple items.

Note: Any changes made to the decedent’s first or last name using the Update Case function, will create a name discrepancy between the Personal and Medical Sections. Please contact the medical certifier whenever a change to the decedent’s first or last name occurs. The Medical Certifier must also change their name on Tab 11 Certifier to match what is listed on Tab 1 Decedent.

2. **Correct Record Function** – Allows the Funeral Home to make corrections to a Death Case up to 10 days after the Date of Registration. Once in the Death Case the user can change multiple items. When changes are made within in the 10-day time frame there is no charge and the changes made are not notated on the Death Certificate.
3. **Amend Record Function** – Any changes made to a Death Case 10-day after the Date Registered. Multiple items can be changed once in the Death Case and there is a \$15 fee each time the Amend Record Function is used.

How to Determine Which Change Function to Use. (For records no longer in your Open Cases Queue.)

Step 1. Click “Death.”

Step 2. Click “Search.”

Step 3. On the Search Criteria Screen enter the decedent’s first and last name.

Step 4. Click the “Search” button.

Step 5. On the Record List Screen click the word “Details”

- a. On the Record List screen the PI status should say Signed, Med Status should say “Certified” and the Case Status should say either “Submitted” or “Registered”.
- b. If the Case Status is “Submitted” then use Update Case to make changes.

Step 6. On the Record Details screen scroll to bottom of the screen to section “50/52 Registration Information” and locate the Date Registered.

- a. If the record has been registered less than 10 days use the Correct Record Function.
- b. If the record has been registered more than 10 days use the Amend Record Function.

50/52. Registration Information
Release for registration: Y
Date received by registrar (MM/DD/YYYY): 12/15/2017
Certificate number: 2017000002
Date registered: 12/15/2017
16 b, c. Place of Disposition
State/province: ARKANSAS

10.1 How to Use the Update Case Function

Step 1 – From the ERAVE Main Menu click “Death.”

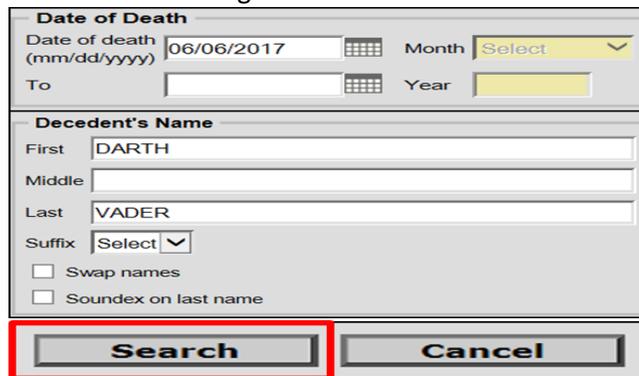


Step 2 – Next, click “Update Case.”



Step 3 – On the Search Criteria Screen Enter one of the following”

- Decedent’s Date of Death
- Decedent’s First and Last name

A screenshot of the Search Criteria Screen. It has two main sections: 'Date of Death' and 'Decedent's Name'. The 'Date of Death' section has a 'Date of death (mm/dd/yyyy)' field with '06/06/2017', a 'Month' dropdown menu, and a 'Year' field. The 'Decedent's Name' section has 'First' (DARTH), 'Middle', 'Last' (VADER), and 'Suffix' (Select) fields. There are also checkboxes for 'Swap names' and 'Soundex on last name'. At the bottom, there are 'Search' and 'Cancel' buttons. The 'Search' button is highlighted with a red rectangular box.

Step 4 – Click the “Search” button.

Record appears on the Record Details Screen.

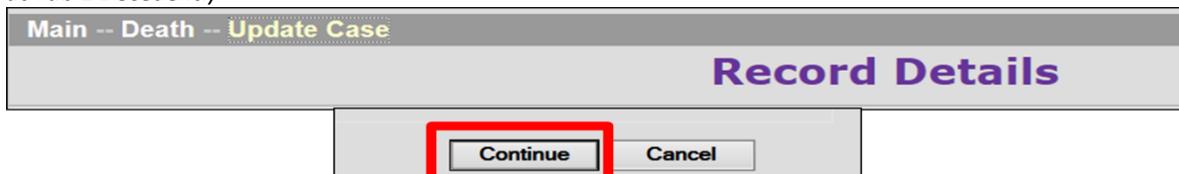
Note: In Step 4, the user can also search using a date range. User enters the start date in the “Date of Death” numeric field and the end date in the “TO” field, then clicks the search button.

Step 5 – Locate the decedent’s name on the Record Details Screen. To the far right of the decedent’s name click “Details.” (*Record Details Screen appears.*)



Records List (1 Records found)												
First	Last Name	Date of Death	County of Death	Date of Birth	Sex	Funeral Home	PI Status	MI Status	Case Status	Certificate	Rev	Details
DARTH	VADER	06/06/2017	PULASKI	01/01/1984	M	ERAVE FUNERAL HOME	Signed	Certified	Submitted ...	0		Details

Step 6 – Scroll to the bottom of the Record Details Screen and click the “Continue” button. (*Record Opens at Tab 1 Decedent.*)



Step 7 – Once the death record opens at Tab 1 Decedent, Click Tab 12 Case Actions.



Note: On Step 7, user may see two popup boxes once Tab 12 has been clicked. Just click “OK” on both boxes and click Tab 12 again.)

Step 8 – On Tab 12 Case Actions, In the Personal Information Action section.

- Click the “Un-Sign” checkbox.
- Click the “Finish” button.
 - *ERAVE Warning Screen appears.*

A screenshot of a dialog box titled "Personal Information Actions". It contains a checkbox for "Ready to sign personal information" which is unchecked, and a checked checkbox for "Un-sign". Below these are the labels "Personal information exceptions Y" and "Personal information status Case pending". At the bottom are four buttons: "Previous", "Next", "Finish", and "Cancel". The "Finish" button is highlighted with a red rectangular box.

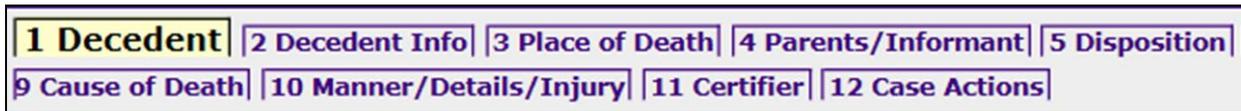
Step 9 – Scroll to the bottom of the ERAVE Warning Screen and click the “Save (as pending)” button. (*Successful Transaction Screen appears.*)

A screenshot of a dialog box titled "ERAVE Warning". At the bottom of the dialog is a button labeled "Save (as Pending)". This button is highlighted with a red rectangular box.

Step 10 – Click the “Return to Record” button.
*Disregard the Sign Now button.
Record opens at Tab 1 Decedent.*

A screenshot of a dialog box titled "Other Options". It contains the text "Following options are available:" followed by two buttons: "Sign Now" and "Return to Record". The "Return to Record" button is highlighted with a red rectangular box.

Step 11 – Once the death record opens, click the tab that contains the field(s) that need to be changed.



Step 12 – Scenario 1: Change made to decedents Father’s name.

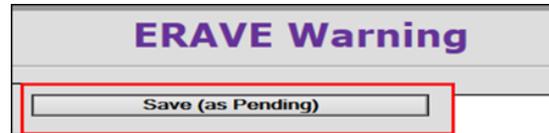
Here the decedent’s father’s first name is changed from Vince Vader to Dan Vader.

Once all the change(s) have been made, click the “Finish” button.

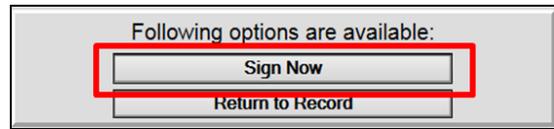
ERAVE Warning screen appears.

A screenshot of a form titled "13. Father's Name". It has an "Unknown" checkbox which is unchecked. Below are four input fields: "First" (containing "VINCE"), "Middle" (empty), "Last" (containing "VADER"), and "Suffix" (containing "Select"). A second identical form is shown below it, but with the "First" field containing "DAN". At the bottom are four buttons: "Previous", "Next", "Finish", and "Cancel". The "Next" button is highlighted with a red rectangular box.

Step 13 – Scroll to the bottom of the ERAVE Warning Screen and click the “Save (as pending)” button.
Successful Transaction screen appears



Step 14 – Click the ‘Sign Now’ button to Re-Sign the Death Case. *(Re-sign the record using the signing process. When you complete that process you will see the successful transaction screen.)*

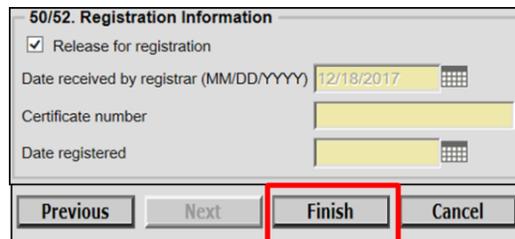


Step 15 – On the Successful Transaction Screen click the “Return to Record” button. *(Record opens at Tab 1 Decedent.)*



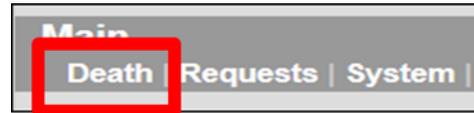
Step 16 – Once the death record opens click Tab 12 Case Actions and complete the following.

- 1) In section 50/52 Registration Information click the “Release for registration” checkbox.
- 2) Click the “Finish” button. *(ERAVE Warning screen appears.)*
- 3) On the ERAVE Warning Screen click the “Save (as Pending)” button and return to the Main Menu.

A screenshot of the "50/52. Registration Information" form. It contains a checked checkbox for "Release for registration", a date field for "Date received by registrar (MM/DD/YYYY)" with the value "12/18/2017", and fields for "Certificate number" and "Date registered". At the bottom, there are four buttons: "Previous", "Next", "Finish", and "Cancel". The "Finish" button is highlighted with a red rectangular border.

10.2 How to Use the Correct Record Function

Step 1 – From the ERAVE Main Menu click Death.



Step 2 – Click “Modify Record.”



Step 3 – Click “Correct Record”



Step 4 – On the Search Criteria Screen enter one of the following:

- Certificate Number
- Decedent’s First and Last name
- Decedent’s Date of Death

Record Identifiers	
Assigned case number	<input type="text"/>
ME case number	<input type="text"/>
Certificate number	<input type="text" value="2017000002"/>
Decedent's Name	
First	<input type="text" value="TODD"/>
Middle	<input type="text"/>
Last	<input type="text" value="LANDRY"/>
Suffix	<input type="text" value="Select"/>
<input type="checkbox"/> Swap names <input type="checkbox"/> Soundex on last name	
Date of Death	
Date of death (mm/dd/yyyy)	<input type="text" value="12/01/2017"/> <input type="button" value="Calendar"/> Month <input type="text" value="Select"/>
To	<input type="text"/> <input type="button" value="Calendar"/> Year <input type="text"/>

Step 5 – Click the “Search” button
(Record List screen appears)



Step 6 – Death Case appears on the Record List Screen, click the word details. (Record Details Screen appears)

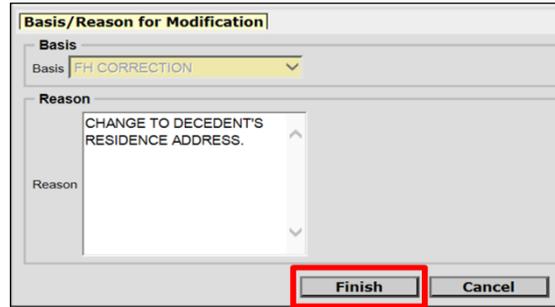
Records List (1 Records found)											
First	Last Name	Date of Death	County of Death	Date of Birth	Sex	Funeral Home	PI Status	MI Status	Case Status	Certificate	Rev Details
TODD	LANDRY	12/01/2017	PULASKI	06/06/1966	M	ERAVE FUNERAL HOME	Signed	Certified	Registered	2017000002 0	Details

Step 7 – Scroll to the bottom of the Record Details Screen and click the “Continue” button. (*Basis/Reason for Modification screen appears.*)



Step 8 – *Basis/Reason for Modification* Screen complete as follows:

- Basis Section – Defaults to “FH Correction.”
- Reason Section – Enter a brief description of the item(s) being corrected
- Click the “Finish” button when all fields are completed. (*Record opens at Tab 1 Decedent.*)

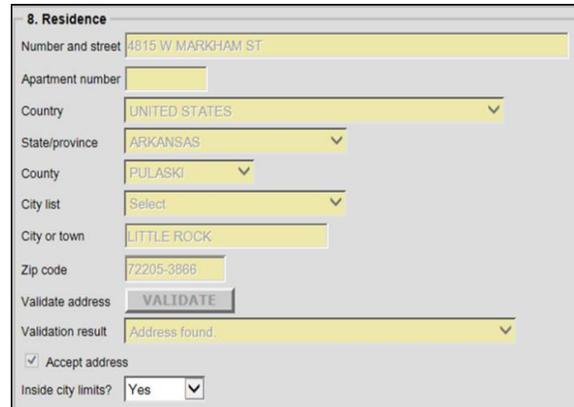


Note: *User can correct multiple items within the death record. Make sure to enter here on the Basis/Reason screen a brief description of all the items that will be corrected in the death case.*

Step 9 – Once in the Death Case, click the tab associated with the information that is to be corrected.



Scenario 2: A correction has to be made to the decedent’s Residence Address on Tab 2 Decedent Info. However, the Decedent’s Residence Address is the same as the Informant’s Residence Address on Tab 4 Parents/Informant. In order to change the Decedent’s Residence Address, you must first clear the fields for the Informant’s Residence Address.



Note: *The Accept Address checkbox associated with the Decedent’s Residence Address will be inaccessible until the Informant’s Residence Address fields have been cleared.*

Step 10 – Click Tab 4 Parents/Informant

- In the drop down menu entitled Address Same as Decedent select “N-CLEAR” then hit the TAB key on your keyboard. *(Informant’s Residence Address Fields will clear.)*
- Now click Tab 2 Decedent Info.

Step 11 – On Tab 2 Decedent Info, in section 8, un-check the Accept Address checkbox.

Note: Unchecking the Accept Address checkbox unlocks the Decedent’s Residence Address fields.

Step 12 – Enter the correct information and click the “Validate” button. If the address does not validate, then click the “Accept Address” checkbox.

Step 13 – click Tab 4 Parents/Informant and select “Y-COPY” from the “address same as decedent’s residence” dropdown menu and click the “Finish.” button. *(Record-Confirm screen appears.)*

Note: Selecting “Y-COPY” pulls the decedent’s address into the informants address fields.

Step 14 – On the Record Modify-Confirm screen review the corrections that were made.

- If additional changes are needed click the “Edit Additional Information” button
- If no additional changes are needed click the “Continue” button. *(successful Transaction screen appears)*

Record Modify - Confirm

Reason: FH CORRECTION : CHANGE TO DECEDENT'S RESIDENCE ADDRESS

[Edit Additional Information](#)

Field (DB Name)	Original Value	Changed Value	Remove Change
Zip code (DZIP9)	72205-3866	72206-3058	Remove
Number and street (INFO_ADDR1)	4815 W MARKHAM ST	3100 S GAINES ST	Remove
Zip code (INFO_ZIP)	72205-3866	72206-3058	Remove
Zip code (RES_ZIP)	72205-3866	72206-3058	Remove
Number and street (DADDR1)	4815 W MARKHAM ST	3100 S GAINES ST	Remove
Number and street (RES_ADDR1)	4815 W MARKHAM ST	3100 S GAINES ST	Remove

Some system columns will be changed. [Show system columns](#)

[Make Another Change](#)
[Continue](#)
[Cancel Full Transaction](#)

Step 15 – On the Successful Transaction Screen click the “Print” button to print the Affidavit for Correction.

Print Confirmation

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

Print Affidavit for Correction:

[Print](#)

Step 16 – click the “Generate Document” button and wait for the affidavit image to appear.

Report - Confirm

Affidavit for Correction

[Generate Document](#)

Step 17 – Affidavit for Correction image appears. Print the affidavit, close out the image, click the “Continue” button and click the Main Menu button.

Printing the Affidavit serves 2 purposes:

- 1) Gives the Funeral Home a copy for their records
- 2) Attaches a copy of the Affidavit to the death record



ARKANSAS DEPARTMENT OF HEALTH
VITAL RECORDS
AFFIDAVIT FOR CORRECTION OF A RECORD

The original record of death for TODD LANDRY

Who died on DECEMBER 1, 2017, in the County of PULASKI, State of Arkansas is incorrect or incomplete as follows:

NOTE: (ANY FRAUDULENT ENTRY MADE WILL BE TURNED OVER TO THE PROSECUTING ATTORNEY)

ITEM	The record now shows:	The true facts are:
12f. Facility Zip Code	72205-3866	72206-3058
15c. Informant Number and Street	4815 W MARKHAM ST	3100 S GAINES ST
15c. Informant Zip Code	72205-3866	72206-3058
8f. Residence Zip Code	72205-3866	72206-3058
8d. Residence Number and Street	4815 W MARKHAM ST	3100 S GAINES ST

The above information is true to the best of my knowledge, information and belief.

Affiant Anthony Enoch Date December 18, 2017

4815 W MARKHAM ST, LITTLE ROCK, AR, 72205
Present Address:

/s/
Signature

10.3 How to Use the Amend Record Function

Step 1. From the ERAVE Main Menu click “Death.”



Step 2. Click “Modify Record.”



Step 3. Click “Amend Record.”



Step 4. User can search using one of the following search criteria’s:

- a. Certificate Number
- b. Decedent’s First and Last names.
- c. Decedent’s Date of Death

A screenshot of the search criteria form. It contains three sections: 'Record Identifiers' with fields for 'Assigned case number', 'ME case number', and 'Certificate number' (value: 2016000001); 'Decedent's Name' with fields for 'First' (value: PAUL), 'Middle', 'Last' (value: PENDING), and 'Suffix' (value: Select); and 'Date of Death' with fields for 'Date of death (mm/dd/yyyy)' (value: 01/01/2016), 'Month' (value: Select), 'To' (calendar icon), and 'Year' (value:). At the bottom, there are 'Search' and 'Cancel' buttons. The 'Search' button is highlighted with a red rectangular box.

Click the **SEARCH** button

Step 5. Record list screen appears displaying decedent’s name, click “Details.’

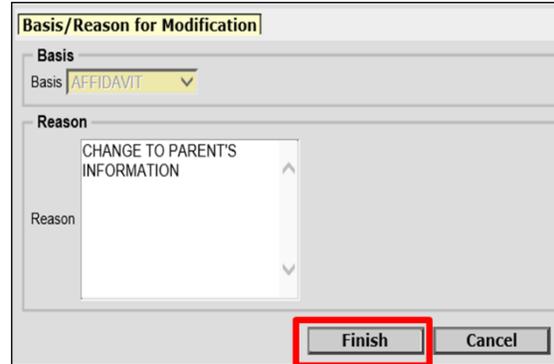
Records List (1 Records found)											
First	Last Name	Date of Death	County of Death	Date of Birth	Sex	Funeral Home	PI Status	MI Status	Case Status	Certificate	Re Details
PAUL	PENDING	01/01/2016	PULASKI	01/01/1944	M	ERAVE FUNERAL HOME	Signed	Certified	Registered	2016000001	1 Details

Step 6. Scroll to the bottom of the Record Details screen and click the “Continue” button.



Step 7. Basis/Reason for Modification Screen

- a. Basis Section defaults to Affidavit
- b. Enter your reason for making your changes.

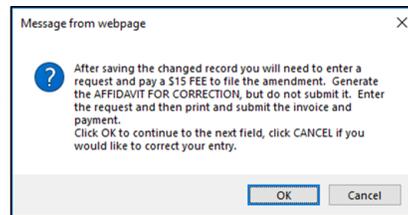


Click the **FINISH** button.

Step 8. Record opens at Tab 1 Decedent. Click the tab associated with the information that needs to be amended.



Note: “Message from webpage” will popup.
Click the “OK” button then click the tab associated with the information that requires Amending.



Step 9. Make the necessary Amendment(s) and click the **FINISH** button.

- Step 10.** On the Record Modify-Confirm screen review your changes.
- If additional changes are needed, click the “Make Another Change” button.
 - If no additional changes are needed, click the “Continue” button.

Record Modify - Confirm

Reason: **AFFIDAVIT : CHANGE TO PARENT'S INFORMATION**
 Today's Date: 12/04/2018
 Edit Additional Information

Field (DB Name)	Original Value	Changed Value	Remove Change
Update pending flag (FL_UPDATE_PENDING)	N	Y	Remove
Court Order/Presumptive Death (COURT_PRESUM_DEATH)		N	Remove
First (FATHER_GNAME)	PERRY	THOMAS	Remove
Request fee paid (FL_REQUEST_FEE_PAID)	N	P	Remove
First (INFO_NME)	JANE	JENNIFER	Remove
First (MOTHER_GNAME)	JANE	JENNIFER	Remove

Some system columns will be changed. [Show system columns](#)

- Step 11.** On the Successful Transaction Screen click the “Print” button.

Print Confirmation

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

Print Affidavit for Correction:

Click the “Generate Document” button and wait for the image to appear.

Report - Confirm

Affidavit for Correction

- Step 12.** Affidavit for Correction image appears. Print the Affidavit.

Printing the Affidavit serves 2 purposes:

- Provides the Funeral Home a copy for their records
- Attaches a copy of the Affidavit to the death record.

Close the image, click the “Continue” button and click the Main Menu button.


 ARKANSAS DEPARTMENT OF HEALTH
 VITAL RECORDS
 AFFIDAVIT FOR CORRECTION OF A RECORD

The original record of death for PAUL PENDING
 Who died on JANUARY 1, 2016, in the County of PULASKI, State of Arkansas is
 incorrect or incomplete as follows:
 NOTE: (ANY FRAUDULENT ENTRY MADE WILL BE TURNED OVER TO THE PROSECUTING ATTORNEY)

ITEM	The record now shows:	The true facts are:
20. Approximate Interval B		YEARS
20. Approximate Interval A		MINUTES
22. Manner of Death	P	N
21a. Autopsy Performed	N	Y
23. Tobacco Use	U	P
21b. Autopsy Findings Available		Y
20. Underlying Cause D		HYPERTENSION
20. Immediate Cause	PENDING	ANEURYSM
13. Father First Name	PERRY	THOMAS
15a. Informant First Name	JANE	JENNIFER
14. Mother First Name	JANE	JENNIFER

The above information is true to the best of my knowledge, information and belief.
 Affiant Anthony Enoch Date December 04, 2018
4815 W MARKHAM ST, LITTLE ROCK, AR, 72205
 Present Address:
 /s/ _____
 Signature

11 How to Take Control of a Death Case

When a death case has been created by a Medical Certifier, a funeral home can take control of the Personal Information Section. By using this process, the funeral home does not have to wait for the Medical Certifier to assign the death case to them.

Note: The Personal Information entered by the funeral home must exactly match the Personal Information entered by the Medical Certifier.

Step 1. From the ERAVE Main Menu click “Death.”

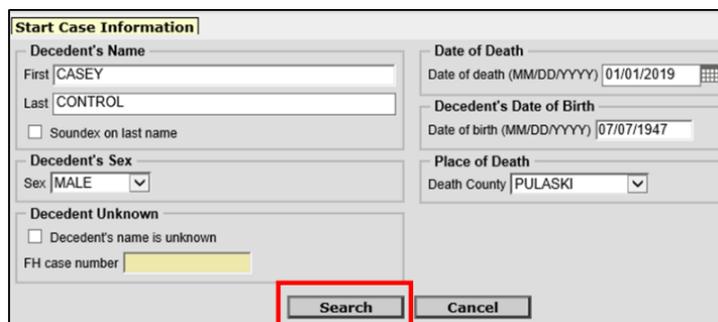


Step 2. Click Create Case



Step 3. Start Case Information Screen – Enter the following information:

- Decedent’s First and Last names.
- Decedent’s Gender.
- Decedent’s Date of Death.
- Decedent’s Date of Birth
- Decedent’s County of Death.



The screenshot shows the "Start Case Information" form. It contains several input fields: "Decedent's Name" (First: CASEY, Last: CONTROL), "Date of Death" (01/01/2019), "Decedent's Date of Birth" (07/07/1947), "Decedent's Sex" (MALE), and "Place of Death" (Death County: PULASKI). There are checkboxes for "Soundex on last name" and "Decedent's name is unknown". A "FH case number" field is also present. The "Search" button is highlighted with a red box.

Click the **SEARCH** button.

Step 4. On the Record List Screen click the word “Accept” under the heading Action for FH.

Records List (1 Records found)											
First	Last Name	Date of Death	County of Death	Sex	Funeral Home	Certificate	Subm	Re	Action for FH	Action for MC	Details
CASEY	CONTROL	01/01/2019	PULASKI	M			No	0	Accept	Notify Responsible Location	

Step 5. On the Record Details Screen, scroll to the bottom of the screen and click the “Continue” button.

Record Details

Record opens at Tab 1 Decedent. At this point you have taken control of the Death Case and can now begin completing the Personal Information sections.

Arkansas – EDRS:		Name: CONTROL , CASEY			DOD: 01/01/2019		
1 Decedent	2 Decedent Info	3 Place of Death	4 Parents/Informant	5 Disposition	6 Decedent History	7 Funeral Home/Embalmer	
8 Actual Date/Pronounce/Contact	9 Cause of Death	10 Manner/Details/Injury	11 Certifier	12 Case Actions			