Enter a Death Record

This guide will show you how to:

- Enter a Death Record in GAVERS
- Submit the record electronically
- Select “Drop to Paper” if the record cannot be completed electronically

Directions:
Follow these directions to enter a Death Record using Georgia Vital Events Registration System (GAVERS).

Requirements:

- Turn Off Pop-up Blockers
- Use either IE or Mozilla
- Do Not Use Chrome
- See User Registration and Confidentiality Agreement for minimum system requirements

Log in and open the “Death Module.” Here’s how...

1. Type https://gavers.dph.ga.gov/Welcome.htm into your browser (to get to the internet).
   What happens? The Welcome Page appears. (See image below.)

2. Click Log on to GA Vital Events Registration System at the bottom of the screen. Option: You can also log on at the top of the screen where you see the Login button.

3. When you use the ‘Report GAVERS Issue(s)’, the following page will open to the GAVERS Technical Assistance Request Form. Complete each field and click submit.

Notice the link for Reporting GAVERS Issues that you can use whenever you have a problem with GAVERS.
4. What happens? The **Login** screen appears.

5. Enter your **User Name**.

6. Enter your **Password** (NOT your PIN). **IMPORTANT**: Do not share credentials or PIN.

7. Click the **Log In** button.

What happens? The **Select Location** screen appears.

8. Click the dropdown arrow and select your funeral home. Click **OK**.
9. The first time you login, you are asked to change your password. Please choose a word that is a minimum of 9 characters in length, including one of the following symbols (!, #, @, or $), a capital letter, and a number.

10. Click the **Death** tab at the top of the screen (shown with the red circle below).
11. Click the **dropdown arrow** next to **Function** and click **Demographic Data Entry**.
12. The **Demographic Data Entry** screen appears (See below). The system loads the application and the death worksheet displays, but immediately becomes disabled.

**Note:** An additional **Registration** menu is available as well as a series of icons.

**Note:** If you run your cursor or mouse over an icon, the function of the icon is displayed. These same functions are also available under the **Registration** menu.
Add a new Death record. Here’s how...

1. Select the **New** button. (Notice the arrow below pointing to sheet of paper icon.)

   What happens? A New Record screen displays and the **Date Of Death Type** field is highlighted.

2. Click the **Date Of Death Type** dropdown arrow and choose the appropriate option from the drop down box.

3. Tab through all fields and enter information in all required fields (see red asterisks). Include information for each drop-down (Unidentified vs. Identified, SSN, etc.) Every field you complete will transfer over to the actual death record.

4. Once the mandatory fields are entered, click the **Find Record** button at the bottom.
5. The system searches either to find a duplicate record or to determine that there is no match to the search criteria.

6. If no record is found, the following message is displayed.

7. Click OK. The worksheet becomes enabled indicating you are now creating a new record. The Demographic 1 tab becomes enabled. If a matching record is found, follow the steps below:
   - Enter the required information only in the New Record Screen.
   - Select the SSN Missing Variables as “Unknown” and select the Record Type as “Unidentified”.
   - Click “Find Records” and you will receive this message, “No Matching Record Was Found”.
   - Once the application loads, change the Record Type back to “Identified” and save it.

Following these steps will allow you to unlock the SSN field so that you can complete the entry.
Complete the fields on the Demographic 1 Tab. Here’s how...

Notice the Activity box at the end of the tab list. This box appears on each worksheet page and indicates the current focus of your cursor.

1. Tab through and complete the fields on the Demographic 1 Tab.

2. Tab through each field and enter the information requested.
Note: If you do not have the age of the decedent, you need to calculate the Age based on the Date of Death and Date of Birth.

Note: If the decedent is born out of the country, select the green world icon to select a country. If a country of birth is selected, the City of Birth field becomes disabled and the City (Other) field becomes enabled. If the State/Country is not located, please utilize “Report GAVERS Issue(s)” to have the location added to GAVERS by the State Office of Vital Records.

3. Enter information in all fields.

<table>
<thead>
<tr>
<th>If...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you choose to leave a mandatory field blank...</td>
<td>You will see this message:</td>
</tr>
<tr>
<td><img src="image" alt="Alert" /></td>
<td><img src="image" alt="Alert" /></td>
</tr>
</tbody>
</table>

If a field does not have a value, such as decedent’s middle name...

You will see this message:

4. When you are finished, click the Save button. After you save information on each tab, the system goes out to an Online Verification System (OVS) to verify the first, middle and last name, Date of Birth, Gender, and SSN with the Social Security Administration (SSA).

If GAVERS indicates there is a mismatch, please proceed with record based on the name and SSN information you have available for the decedent. The Best Practice is to secure a copy of the decedent’s Social Security Card before initiating a record in GAVERS.

5. Click the Next button.

What happens? The Demographic 2 Tab will appear.

Complete the fields on the Demographic 2 Tab. Here’s how...

1. Tab through and complete the fields on the Demographic 2 Tab. Always be certain the zip code entered populates the proper state, city, and county. If it does not, manually adjust the necessary field(s), and use the “Report GAVERS Issue(s)” link on the homepage to notify the State Office of Vital Records of the discrepancy.
2. When you are finished, click the **Save** button.

3. Click the **Next** button.

   What happens? The **Demographic 3 Tab** will appear.

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**Complete the fields on the Demographic 3 Tab. Here’s how…**

1. Tab through and complete the fields on the **Demographic 3 Tab**.

   **Note:** If the education level is not known, select “Unknown”.

   **Note:** The term **Informant** refers to the person who is providing the information about the **Decedent**.
2. When you are finished, click the Save button.

3. Click the Next button.

   What happens? The Demographic 4 Tab will appear.
Complete the fields on the Demographic 4 Tab. Here’s how...

1. Tab through and complete the fields on the Demographic 4 Tab.

2. Select one option in the HISPANIC ORIGIN section and then select one or more options in the DECEDENT’S RACE section. If “Other” is a selection, you will be given an opportunity to type in the specifics.

3. When you are finished, click the Save button.

4. Click the Next button.

What happens? The Demographic 5 Tab will appear.
Complete the fields on the **Demographic 5 Tab**. Here’s how...

1. Tab through and complete the fields on the **Demographic 5** tab.

   **Note**: Please review the **Place of Death** and the **Funeral Facility** information for accuracy.

   If the Method of Disposition section does not include the Place of Disposition, go to Place Disposition Type and use the drop down arrow menu to select your cemetery.

   *If you don’t see your cemetery information, choose Other.*
2. When you are finished, click the **Save** button.

3. Click the **Next** button.

Please remember that AOF entries are added to a temporary database. You will need to notify the State Office of Vital Records if your entry needs to be permanent. This can be done by clicking on the “Report GAVERS Issue(s) link on the main page ([https://gavers.dph.ga.gov/Welcome.htm](https://gavers.dph.ga.gov/Welcome.htm)).

What happens? The **Medical 1 Tab** will appear.

**Complete the fields on the Medical 1 Tab. Here’s how...**

1. **Tab through and resolve each field on the Medical 1 Tab.**

2. **When entering the Pronouncer Information, first select Pronouncer Type from the dropdown. A magnifying glass is displayed.**

3. **Click the magnifying glass. The search screen for a pronouncer is opened. Based on the Type, enter the last name and a listing of pronouncers with the same last name and/or derivatives of the same name may appear in the grid.**

4. **Select the correct Pronouncer from the grid and click OK. The Pronouncer information is automatically filled in.**
5. Continue filling in the information on the Medical 1 Tab. When you are finished, click Save.
6. Click the button just above the Demographic 1 tab after completing all the tabs. As a funeral home user, Demographics 1-5 and Medical 1 must be resolved. When all fields are resolved, the user will see:

7. If you click and have not resolved all fields, you will see an image similar to the one below. You must resolve all fields. By clicking on and completing each deficiency, you will be able to resolve the discrepancies and proceed. Be sure to click ‘Save’ if you make any changes.
Selecting a Medical Certifier

Best Practice: Contact Medical Certifier to determine if the certifier is participating electronically in the GAVERS system.

As a funeral home, if the certifier is participating in GAVERS electronically, select **Designate Medical Certifier** in the **Registration** menu. Select a Medical Certifier to complete the Certification electronically.

**To Select a Certifier:**

1. Click the **Registration** menu and select **Designate Medical Certifier**.

2. The search screen to select a medical certifier is displayed (Medical Certification Designation).

3. Select the Certifier Type from the 4 available options. **The recommended choice when it is not a Coroner/ME case is Pronouncing and Certifying Physicians.**

4. Enter the Certifier’s last name **only** and click the **Search** button.

5. Select the Medical Certifier (which includes the correct facility name) from the grid and click **Designate**.

6. Upon Death Registration, the user receives the following message: **Designation process completed successfully.**
7. Click the OK button.

8. Click Medical 4 Tab, where the user can view the medical certifier information.

9. The Medical Certifier (or a representative for the Medical Certifier) receives a notice to either Accept or Reject the record, then complete the Certification process.

10. The Funeral Home receives an E-mail from the Medical Certifier via GAVERS indicating the medical certification assignment is accepted or rejected. **Note:** If you do not receive an email notification from GAVERS, please use the “Report GAVERS Issue(s)” function.

11. If accepted, the Funeral Home selects **Registration -> Demographic Verification** to verify the demographic information.

**NOTE:** This process does not drop the document to paper. When the certifier is participating electronically in GAVERS, there is no need to drop to paper.
Drop to Paper After Designating a Medical Certifier

If the Medical Certifier:

- does not accept the designation to complete the medical portion of the worksheet,
- is not in the system, or
- has not accepted in a timely manner,

the Funeral Home can choose to verify the demographic information and the record is dropped to paper.

1. Select the **Registration** menu and click **Demographic Verification**.

2. The verification page is displayed.
3. Click **Preview** to review, save, and/or print the Georgia Death Certificate (NOT A LEGAL COPY).

4. Click **Verification**. The following message displays. This message does not mean the certifier is participating electronically. It only means that the doctor is in the database.

5. Click **Yes** to drop this record to paper.

6. Click the check box and enter your PIN as a GAVERS user. Click **OK**.
7. The following message displays indicating the record verified successfully.

8. Once the record is verified successfully, a pdf version of the record is displayed for printing.
   a. Print the document and forward page 2 to the medical certifier (E-mail, fax, etc.)
   b. The electronic copy of the record is automatically sent to the county of death when the record is verified electronically by the funeral home (Demographic Verification).

*TIP: You can print an uncertified copy of the death record before verifying.*
Drop to Paper When a Medical Certifier is Not Designated

1. After completing Demographic Tabs 1 through 5, and the Medical 1 Tab, click Registration and select Demographic Verification.

![](image1)

2. Click Preview to review the Georgia Death Certificate (NOT A LEGAL COPY). Once satisfied with the information, click Verification.

3. The following message is displayed:

![](image2)
4. Click **Yes** to drop the record to paper and the verification page is opened.

5. Check the verification box and enter the User Pin (Electronic Signature).

6. Click **Yes**. The demographics are verified, the record is electronically sent to the county of death, and the record is dropped to paper.

7. Once verified successfully, a pdf version of the worksheet is displayed for printing.

8. Print the document and forward page 2 to the medical certifier (E-mail, fax, etc.)
Additional Functionality

- **De-verify** – If a user at the funeral home has done a demographic verification of a record, the record becomes read-only. If you want to change the verification mode, you can de-verify the record by going into Registration > De-verify to open the record up again. After making changes to the death record, remember utilize the Unresolved Process, save the record and perform the Demographic Verification to re-verify the record.

- **Relinquish** – A funeral home can relinquish ownership of a record. The ownership can then be picked up by another funeral home by selecting Function > Demographic Data Entry. After the icons appear, click the **New** icon and enter the required fields for finding the relinquished record. A message appears indicating that “one unowned exact match is found – if user accepts options, the logged-in location becomes the owner of the record.” Click **Accept** or **Cancel**.

- **Abandon** – A funeral home removes the record from GAVERS.

Specifications

- This application works with Internet Explorer (IE) 8 or later. This application also works with Mozilla Firefox and can be used on a Mac computer. **We recommend Mozilla Firefox.**

- You need to turn off your pop-up blocker when using this application.

- When changing your password, the following is needed in the password: A minimum of 9 characters: One capital letter, one symbol (!,@,#,$), and a number.

- Your user ID will be set up after you complete the GAVERS User Registration form.

- The user id is not case sensitive, but your password is case sensitive.

- You need Adobe Reader 9 or later to view the record.

What to do if your system times out

**Note:** If you are interrupted while entering a death worksheet and the application times out, refer to pages 2-4 of this guide to login again.

1. Select Function - > Demographic Data Entry.
2. Then select **All Unresolved** from the Unresolved Work Queue Filter drop down menu (upper left-under the icons).
3. On the right hand side, the number of unresolved records are shown (i.e. 58). By utilizing the down arrow, you can select your record.

4. All records that have not been finished are listed in the unresolved work queue dropdown (upper right-hand corner).

5. Select your record to display it. If you saved as you moved from tab to tab, all of your work is retrieved.