

THE *vital* CONNECTION

Connecting Vital Records Partners Across Georgia

June/July 2015



Constituents Corner

CUSTOMER SERVICE

Please be mindful that the way a customer is treated in one office can influence how our statewide operation is viewed. Excellent customer service must be a priority with all of our customer operations as it reflects not only on our individual office, but the entire statewide operation. Going the "extra mile" to serve can be rewarding!

10 TIPS WHEN ENGAGING WITH A TOUGH CUSTOMER

1. In spite of your customer's attitude, show respect and courtesy.
2. Remember: your customer is upset with the situation, not with you.
3. Listen with patience. Don't interrupt.
4. Ask for details in order to steer the conversation away from emotions.
5. Use positive language that promotes cooperation: "Let's see what we can do."
6. Remain calm and avoid arguing.
7. Apologize for the problem and empathize with your customer's feelings.
8. If you get frustrated or angry, take a deep breath and stay committed to resolving the situation.
9. Involve your customer in finding a solution. Ask, "What do you think would be fair?"
10. Establish trust by keeping your word. Do what you say you are going to do.



SVR To Launch New Contact Center Platform

The State Office of Vital Records continues to focus on enhancing stakeholders and constituents experiences, and on June 24, 2015, will launch a new Contact Center Platform. To improve efficiency and effectiveness, the new platform provides prioritization, routing, and management capacity of our customer's in-coming calls. Overall, we purposefully seek to deliver quality customer service. We expect our constituents to benefit the most from the call back feature via the new platform automated system. The call back feature provides customers once in the call queue the option to disconnect and receive an automatic call-back without losing their place in the call queue. We acknowledge the value of time; therefore, the objective is to improve your customer experience and reduce your time on hold in the contact center. This feature offers you, our customer, time management and multi-tasking opportunities while waiting for your call-back. Additionally, the new platform advances the State Office's technological capabilities to new emailing and chatting systems with user friendly environments.

Contact Center: 404-679-4702

dph.georgia.gov/VitalRecords

GAVERS New Fee & Issuance Module

PART I

Within the next few months, the State Office of Vital Records will launch the new web-based Fee & Issuance module. The GAVERS Fee & Issuance module includes processes and features necessary to track all requests, transactions and payments, as well as perform end of day processes, cash drawer closings, bank deposits, and more. These features support the state and local vital record offices in improving efficiency, tracking amendments, transparency and fraud prevention.

The Fee & Issuance Module – the last module of the GAVERS system will be completed by the end of summer 2015. Plans are currently underway to select a few county offices to participate in a pilot prior to rolling out the module. There are many advantages to the module for users that include:

- Consistency in fees for our customers statewide
- Better tracking of security birth paper and issuance using bar coding system generated reports reflecting Vital Record transactions
- Automated document tracking to show when County offices submit requests to the State office and when they are completed
- Extensive training and equipment (bar code scanners and cash drawers) will be provided

We are excited about this last module of our GAVERS system. Our next steps include a pilot test prior to implementation. Input and feedback from the pilot will help us determine when the statewide rollout will occur.

GAVERS Death Module Best Practices for Funeral Homes

BEST PRACTICE A:

Please contact the Medical Certifier (doctor, coroner, medical examiner, etc...) to determine if the certifier is participating electronically in the GAVERS system. If the certifier is participating electronically, do not drop the record to paper.

If the medical certifier is not participating electronically, you may drop the record to paper and fax, mail or e-mail the record to the certifier. To assist in improving the death certification process please notify your Vital Records Regional Consultant of non-participating certifier(s) in the electronically GAVERS.

When the certifier is participating in GAVERS electronically, select 'Designate Medical Certifier' in the 'Registration' menu. Select a Medical Certifier to complete the Certification electronically. The Medical Certifier (or a representative for the Medical Certifier) receives a notice to accept or reject the record. The Funeral Home will receive an E-mail from the Medical Certifier indicating the medical certification assignment is accepted. The medical certifier then completes the certification process. At this point, you can verify the demographic information ('Registration' > 'Demographic Verification'). Example: ABC County Coroner is participating electronically in the GAVERS system. When you designate your record to the ABC County Coroner, do not drop the record to paper. This will prevent the coroner from completing the certification electronically.

BEST PRACTICE B:

If a coroner is the certifier, the coroner should use 'Unidentified' as the 'Record Type' when processing a new Death record.

GAVERS Tips

- GAVERS works best when accessed through Internet Explorer and Mozilla - Firefox. Google CHROME doesn't function as well when used for GAVERS.
- For GAVERS data participants who may not recall, the full GAVERS address is <https://gavers.dph.ga.gov/Welcome.htm>
- To improve data quality, stakeholders should take time to interview patients, families, and couples to gather proper information to reduce "unknowns" throughout the GAVERS modules.

Electronic Marriage Reporting in GAVERS Goes Paperless

On April 30, 2015, State Office of Vital Records' staff completed the GAVERS marriage module training for all 159 Georgia probate courts. Thank you for taking the time to participate in one of our marriage module training sessions! At this time all county probate courts are able to record their marriage licenses directly into GAVERS, or transmit an electronic file with marriage supplement information to the State Vital Records Office. This means you can save time and save paper by inputting all of your marriage reporting electronically. Now that GAVERS marriage is available in every county it's no longer necessary to send paper marriage supplements to the State Office.

If you have any questions about registering marriage records in GAVERS please contact your local Regional Consultant. If you have questions about sending an electronic file from your local marriage license software please contact Chris Harrison (Christopher.Harrison@dph.ga.gov). Thank you!



NEWS YOU CAN USE

SPECIAL SERVICES UNIT

The new Special Services Unit replaces the old Liaison Unit, also referred to as the Change Unit or Amendment Unit. The Special Services Unit is responsible for ALL corrections to birth and death records, amendments, legitimations, court orders, and delayed births.

PEN IN HAND

Birth Certificates requiring "Pen in Hand" are replaced when they are brought to the State Office. We have noticed that most of the County certified birth certificates have their county seal on the security paper. Certified copies of birth certificates are issued on security paper with the State seal located in the lower right-hand corner. The county seal is not necessary and should not be affixed.

Vital Records Provided Free to Veterans

State and county officials must provide copies of vital records free of charge to veterans where the request is made in writing by a party of interest (i.e. veteran, dependent of a deceased veteran, the United States Department of Veterans Affairs, or any veterans' organization) and the certified copy will be used in proceedings for establishing disability or death claims with the United States Department of Veteran Affairs. O.C.G.A. 38-1-1.



Coming Soon

JULY 31

Quarterly DPH Local Registrar Meeting - Macon, GA

Requesting GAVERS Accounts

Requests for GAVERS accounts no longer will require a FAX machine for submission! Please make your request known to us by clicking on the "Reports GAVERS Issue(s)" link (bottom of the main GAVERS website page (<https://gavers.dph.ga.gov/Welcome.htm>) or by directly entering the URL - <https://gavers.dph.ga.gov/ZohoReport.html> in your browser (Internet Explorer). Select "Application for New User" as the GAVERS issue type.

Vital Records will e-mail a word document and additional instructions to the requestor. The process will be faster, more accurate and will also be in line with our GREEN initiative!

Birth Record Ratings: The Top 12 Facilities

Congratulations to the following medical facilities whose ratings for timeliness and completeness have placed them in the top rankings in the state of Georgia. In April twelve (12) birth facilities earned perfect scores and did not have any late records.

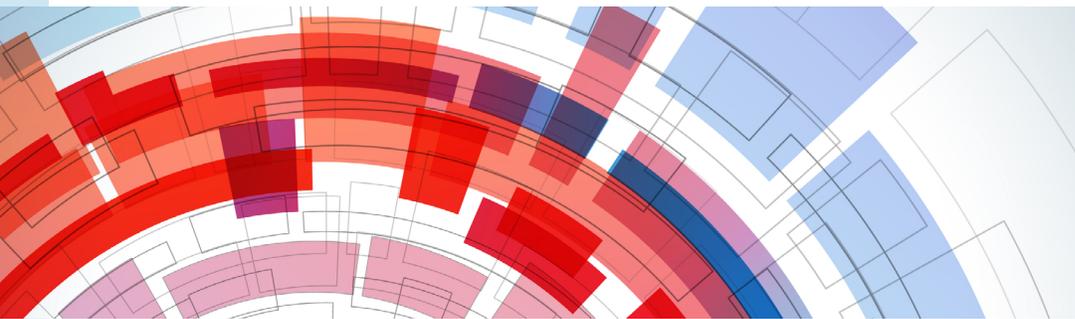
Rank	Avg. Days to Register a Birth
1. Athens Regional Medical Center	4.2
2. Candler Hospital	2.4
3. Irwin County Hospital	2.8
4. Mayo Clinic Health Systems In Waycross	1.3
5. Memorial Hospital And Manor	3.2
6. Phoebe Putney Memorial	3.3
7. South Georgia Medical Center	2.5
8. Southern Regional Medical Center	2.2
9. Tanner Medical Center Villa Rica	3.0
10. Taylor Regional Hospital	3.3
11. Tift Regional Medical Center	2.4
12. West Georgia Health System	2.9



For more information, visit: dph.georgia.gov/VitalRecords

Understanding the Paternity Acknowledgement Process

- A Paternity Acknowledgment is a voluntary agreement between the mother and the biological father to add the father's name to the birth record. The child's surname can also be changed if agreed upon by both mother and father. For children under one year of age, the parents may also elect to change the first and middle name per the signed affidavit; however for a child over one year in age, to change the first and middle name will require a Court Order.
- Paternity Acknowledgments should only be completed for unmarried parents. If the parents marry after the birth, a Legitimation form must be completed and mailed back with a certified copy of the marriage certificate. (If the marriage occurred in Georgia, a photocopy will suffice)
- Paternity Acknowledgment Forms must be signed and notarized in all sections requiring the parent's signature. The expiration date must also be notated directly on the form and the type of ID as well as the ID/driver's license number should be documented.



Technology with a Personal Touch

Vital Records continues to transform into a highly customer centric organization, ready to make the best use of 21st century technology in order to provide you with the fastest and most accurate of services. This new technology column will provide you with technical information on a regular basis. Often the information will simply focus on the most common requests received by our constituents. At times, the information will simply focus on reminding you of the best practices in place to support you.

As many of our GAVERS users know, Vital Records has made it convenient for you to report a GAVERS issue. Issues are to be reported by our constituents only (usually Funeral Homes, County Offices, State Offices, Hospitals or Hospices). The link, "Reports GAVERS Issue(s)", can be found near the bottom of the main GAVERS website page (<https://gavers.dph.ga.gov/Welcome.htm>) or by directly entering the URL - <https://gavers.dph.ga.gov/ZohoReport.html> in your browser (Internet Explorer). You will be prompted to provide details which enable us to quickly turnaround your request. Your e-mail, phone number and the issue type are extremely critical pieces of information for this process to be successful and of course having pertinent information regarding your query will also speed things up. You will be notified via e-mail (the one provided by you); of Vital Records having received your request and our reply email will also contain a ticket number associated with your specific request. Please use this ticket number at all times should you need additional information or status updates.

It is our objective to respond to your request immediately and if possible solve it on the same day as entered. The nature of some requests may obviously make it impossible to have such a quick resolution time and may require a minimum of 5 business days to solve your issue.

We truly appreciate your patience and support and hope that improvements will be noticeable very soon!

Contact Information

Registrar/Director:

Donna L. Moore – 404-679-0559

Deputy Director, Constituent Services:

Sheila Pierce – 404-679-4715

Deputy Director, Record & Retention:

Gwendolyn Duffin – 404-679-4751

Deputy Director,

Program Administration:

Cynthia Buskey-Martin – 404-679-4732

Constituent Services and Certification & Issuance:

Valarie Campbell, Manager – 404-679-4739

Walk-In and Mail-In

- Birth Certificates
- Death Certificates
- Marriage Verifications
- Divorce Verifications
- Birth Certificate Changes/Amendments/Legitimations

Mail-In

- ROVER
- VitalChek
- Pen in Hand

Operations Support:

Robby Braumuller, Manager – 404-679-4744

- ZOHO Reporting
- GAVERS State Employee Training
- GTA Ticketing
- Helpdesk
- UAT Testing

Special Services &

Record Establishment:

Beverly Gardner, Manager – 404-679-4782

- Amendments
- Death Corrections
- Court Orders
- Legitimations
- Delayed Births
- Adoptions
- Court Ordered Petitions
- Birth Corrections

Regional Training & Support:

Joseph Little, Manager – 404-486-6344

- Regional Consultants
- Training and support of local constituents
- Subject matter experts on Vital Records functions
- Communication of policies to local constituents
- Regular reviews of local registrars

Contact Center: 404-679-4702