



Funeral Directors and Staff: Frequently Asked Questions - FAX ATTESTATION

Can a cover sheet be used when the physician faxes the Fax Attestation for Medical Certification?
NO. A cover sheet should never be used when the fax attestation is faxed back to SVRIS. When a cover sheet is used the system cannot attach the image to the existing death record.
Can I send a fax attestation to a coroner or medical examiner?
NO. The Fax Attestation for Medical Certification form is to be used for <u>physicians only</u> since they are not yet online users in SVRIS. The fax process cannot be used for Coroners/Medical Examiners.
Can the physician fax the Fax Attestation back to the funeral home's fax machine?
NO. Instruct physicians to fax the Fax Attestation for Medical Certification form to 1-855-864-9936, not to the Funeral Home's fax number. If the physician faxes the form to the funeral home's fax machine, the form will not be attached to the existing SVRIS record.
What can I do if Type From Image is not working for my death record?
The Type From Image function will not work for every fax attestation. If the Type from Image feature is not working, print the fax attestation and then enter the information in SVRIS.
Is a Fax Attestation with cross-outs acceptable?
YES. Fax attestations with cross-outs are acceptable and should not be rejected back to the physician.
Can the physician on the Fax Attestation be changed?
YES. If you receive a fax attestation where the original physician listed on the fax has been crossed out and replaced with a new physician, this is acceptable. Change the physician listed in SVRIS on the Certifier tab to match the new physician listed on the fax attestation.
What should I do if I don't know the physician's name, license number, address etc...?
If you do not know the physician's information, leave the field(s) blank in the record. When SVRIS prompts you to complete the field, select 'skip for now' at the bottom of the edit message. The physician will then complete this information on the fax attestation. When the fax is returned to SVRIS, the supplied information can then be entered into SVRIS on the Certifier tab. Physician's license numbers can be looked up at: http://online.drl.wi.gov/LicenseLookup/LicenseLookup.aspx
What should I do if the physician did not complete all of the information on the fax attestation?
Reject the fax attestation back to the physician to obtain the information. Do NOT enter a value for a field the physician has left blank. The only field where a blank value will be accepted is "Interval between onset and death."
How do I send the Fax Attestation?
To send the fax attestation: <ol style="list-style-type: none">1. Complete the entire Certifier tab.2. Enter a Y in the Fax Att Ready to Send? Field.3. Save the record using either the save icon or File-Save Without Edits.4. Go to the Request menu and select 'Faxes'.5. Select 'D Fax Attestation'.6. When the print preview is displayed, close the preview and the fax will be automatically sent.

Can I correct spelling errors made by a physician?
NO. You must enter the information exactly as provided by the physician.
Should I spell out the full condition if a physician lists an abbreviation (e.g. Hypertension for HTN)?
NO. Abbreviations are acceptable and you must enter the information exactly as provided.
Does a physician need to complete the Date and Time of Death?
YES. The date and time of death is the actual or estimated time the person had died. This may or may not be the same as the date and time pronounced.
What date must be entered for the certifier signed date field?
The date is defaulted to the current date; however, it MUST be changed to the actual date the certifier signed which is listed at the bottom of the Fax Att form.

Frequently Asked Questions – DEATH RECORD ENTRY

When I do not have the middle name what should be entered as the value?
If you do not know the middle name for any name field, enter UNKNOWN. The word “UNKNOWN” will not print on the death certificate. It will appear as a blank.
What do I enter for middle name if the individual does not have a middle name?
For any name field where the individual does not have a middle name, enter UNNAMED. The word “UNNAMED” will not print on the death certificate. It will appear as a blank.
How can I find instructions for a field within the death record?
To access the help information for a field in a death record, select F1 on your keyboard when your cursor is in the field you require help for.
What can I do when I do not locate the desired industry and occupation in the dropdown list?
Select the term “OTHER” in the dropdown list and then enter the desired occupation/industry in the field to the right of the “OTHER” box.

Frequently Asked Questions – REQUESTING AMENDMENTS

How do I request an amendment to a registered death record?
Only funeral directors, not funeral home staff, can request amendments to a registered death record. To request an amendment in SVRIS, first locate the record that requires an amendment and open the record. You will then select File – New Event – Death Amendment. Further instructions can be found in the Funeral Director User Manual.
What if the fields do not line up in the Amendment Event and I am unable to determine if I am amending the correct field?
Maximize the Amendment Event screen for the best result. You may also consider changing your screen resolution in your Settings options, if possible. You can always write a note in the Notes field to clarify the fields that need amending.
How will I know when the amendment I requested has been processed?
The record will be removed from the “Death Amendment Pending” work queue. You can always search for the record, display it, and verify the amendment has been made.

Frequently Asked Questions – ERROR MESSAGES & OTHER MISCELLANEOUS

What does it mean when I get the “Death ID” error and what do I need to do?
<p>You get this error because you have actually been timed out, but do not realize it. Make sure you have not been timed out before starting a new case. SVRIS will time out at 30 minutes of inactivity, like saving, searching etc... Although, if there is a slight loss of internet connection (even for a second), a user may be knocked out of the system in less time. There are 2 things we recommend:</p> <ol style="list-style-type: none">1) After you enter the Decedent tab fields and the decedent’s birth date and age on the Decedent Demographic tab, you should select ‘Save without Edits’ from the File menu. Then continue on. If it saves properly at that point, then you will not have wasted time entering so much of the record. It will save the record up to that point in case you have to walk away or close out of the record.2) If you open a new record to enter and there is an alert in the bottom right corner (the alert message would be in red), you should close the record and start a new record.
Why do I get the error “Update is blocked by security criteria?”
<p>When a funeral director puts a “Y” in the ‘FD Signed?’ field, the record is automatically saved and a Courtesy Copy is sent to the physician (for a Fax Attestation record). So, if you select ‘Save’ again, you will get a message that the update is blocked by security criteria. The system looks at this as a 2nd Save and is displaying an error message to let you know that you cannot make any changes to the record after the funeral director has signed.</p>
What is a Data Entry Exception message and how do I handle it?
<p>SVRIS contains edits that will automatically display error messages on the screen when an incorrect, questionable, or erroneous entry is made. The error message will let you know what field or fields are in error. Refer to the user manual for an example and an explanation of the different types and the possible options.</p>
Why does the cremation release/permit not print the applicant information?
<p>The applicant is not always the informant, so this information will need to be completed by hand.</p>
Can a funeral director place an order for certified death records THROUGH SVRIS after the record has been signed?
<p>NO. If you want to order certificates from your local Register of Deeds office THROUGH SVRIS, you will need to enter the information into the “Order from” fields BEFORE the FD Signed field is marked with a “Y.” This is a one-time option and must be done BEFORE the funeral director signs the record.</p>
How can I order death certificates if I did not place an order in SVRIS or if I choose not to place an order through SVRIS?
<p>Contact the local vital records office where the death occurred or where the decedent resided at the time of death. The "Order from" fields in SVRIS are optional and can be left blank.</p>
Who should I contact if I need assistance with SVRIS?
<p>Contact the Wisconsin Help Desk at 1-866-335-2180 or email at helpdesk@wi.gov. Your information will be collected and routed to personnel in the State Vital Records Office who will contact you.</p>