



Illinois Vital Records System (IVRS)

Hospital Death Clerk Manual

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What is the Illinois Vital Records System?

The Illinois Vital Records system (IVRS) is a web-based application that is used to create and process death certificates electronically, streamlining the older paper process. Once you have requested and received your login information, you will be able to access the system from any computer with internet access. IVRS runs in a standard web browser.

What Does IVRS Do?

The system allows Hospital Death Clerks (HDC) to electronically register all deaths in the State of Illinois, as well as print death records and other applicable documents from within the system. IVRS automatically assigns the State File Number when the Local Registrar registers the death record. The Local Registrar can then issue the records and provide permission to print those records from funeral homes, as necessary. Only users within the same city or county where the death occurred can access the records.

The system tracks new death records in the registration process and electronically routes them to the appropriate authority, as required. The system also includes a fully functional search to locate death records.

What Is the Process to Register a Death Certificate?

The basic electronic process follows the same order and content as the sections in the *Certificate of Death Worksheet*. See Figure 1 to review the flow of a basic death certificate through IVRS.

First, the HDC collects the decedent's information provided on the *Certificate of Death Worksheet* and enters the information into the initial death record in IVRS.

The HDC then prints the electronic record for the informant to approve, and makes corrections, as necessary, in IVRS.

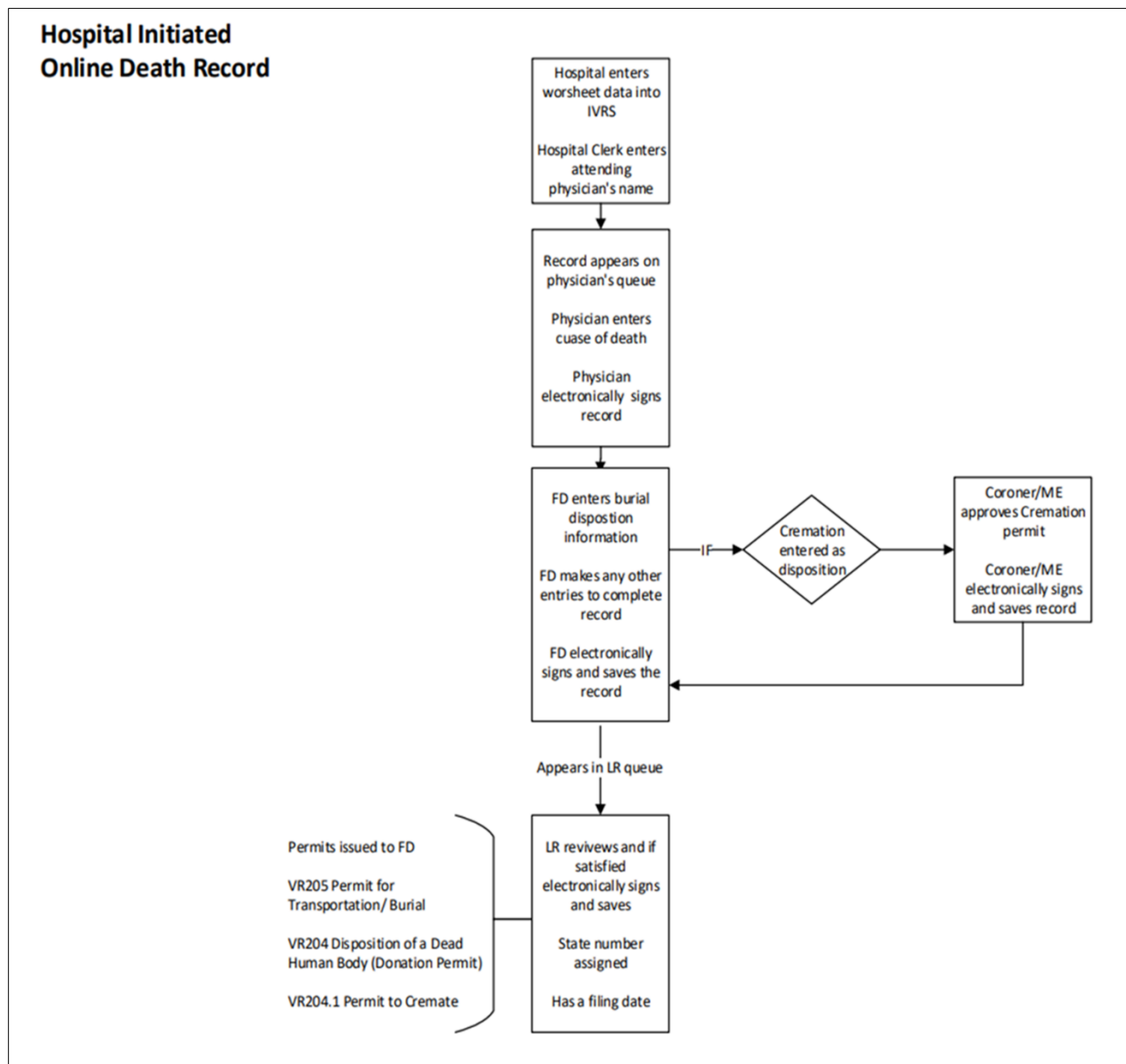
Then, the HDC selects where to send the death record, either to the attending Physician or to the Medical Examiner (ME)/Coroner, depending upon the situation, after which IVRS routes it to the selected person.

Once the Physician or ME/Coroner completes their portion of the record, IVRS routes it to the FD to review, make any final additions or changes, sign, and save it.

IVRS then routes it to the Local Registrar.

The Local Registrar reviews the record, signs it, and then registers the death record using IVRS. At this point, IVRS assigns a State file number and date and issues appropriate permits (*VR205 Report of Death*, *VR204 Disposition of a Dead Human Body*, or *VR204.1 Permit to Cremate*) to the FD.

Figure 1: Death Record Flow Chart Initiated by Hospital Clerk



Who Can Use IVRS?

Users must submit an application to their Local Registrar or SRA to access IVRS. The various roles defined in the system are as follows:

- Vital Records staff
- Local Registrars
- Medical Examiners/Coroners
- Funeral Directors
- Physicians
- Hospital Clerk staff
- County clerks
- Free Standing birth Center Clerks

User Administration

Only the Site Registration Authority (SRA) for your location can perform user administration tasks. Contact your location's SRA for any changes to your login or personal information.

Site Registration Authority

SRAs are critical to the following:

- Establishing the IVRS location for their office, business, or facility.
- Approving their local office staff to participate in IVRS.
- Performing site and user deactivations and updates.

NOTE: If you are an SRA, refer to the *Using the Illinois Vital Records System (IVRS) for Site Registration Authority (SRA)* manual for instruction on registering yourself, setting up your facility in IVRS, approving staff for access, and deactivating staff or your facility.

Hospital Death Clerk Roles in IVRS

Table 1 lists all of the user capabilities in IVRS.

Table 1: Hospital Death Clerk Capabilities in IVRS by Role

Capability	Hospital Death Clerk SRA	Hospital Death Clerk
Manage User Information	Y	N
Create a Death Record	Y	Y
Update a Death Record	Y	Y
Request Verification for Social Security Number	Y	Y
Enter/Update Demographic Information	Y	Y
Print <i>Certificate of Death Worksheet</i>	Y	Y
Search for Records	Y	Y

What Is the IVRS Work Queue?

The IVRS work queue contains items waiting for action. When you select the **Work Queue** menu, the system displays a list of the various queues assigned to your role. It includes a circled number next to the various items in the menu. These numbers indicate how many items are waiting in that queue. If the number is zero, nothing is in that queue.

Processing Work Queue Items

When you select a work queue from the **Work Queue** menu, the system displays a *Search Results* screen with that queue's items in a table view. To review a death record, select it from the list, and then either select the **Display** button or double-click the record to open it.

When you complete a death record in your queue, the system automatically routes it to the appropriate authority. For example, when an FD initiates a death record and marks it complete in a natural cause of death scenario, IVRS routes the record to the queue of the Physician to enter the cause of death and signature. The Physician will select the record from their work queue, enter the cause of death, and electronically sign the record. IVRS then electronically routes the record back to the FD's work queue to be completed and signed. Once the FD signs the record, IVRS routes it to the Local Registrar to register.

The *Work Queues* section includes the following work queues for Hospital Death Clerks:

- Death Hospital DE Rejects
- Death Hospital in Progress
- Fetal Hospital DE Rejects
- Fetal Hospital in Progress

NOTE: Fetal work queues will be explained in a subsequent training.

Creating a New Death Record

IVRS facilitates the death registration process by allowing appropriate personnel to report and record relevant information, obtain the cause of death from the Physician or Coroner/ME, and register the death via the Local Registrar using an online data gathering and electronic signature authorization system.

Creating a death record using IVRS begins with the completion of a *Certificate of Death Worksheet* during the informant interview.

This section reviews the process Hospital Death Clerks follow when creating a new death record.

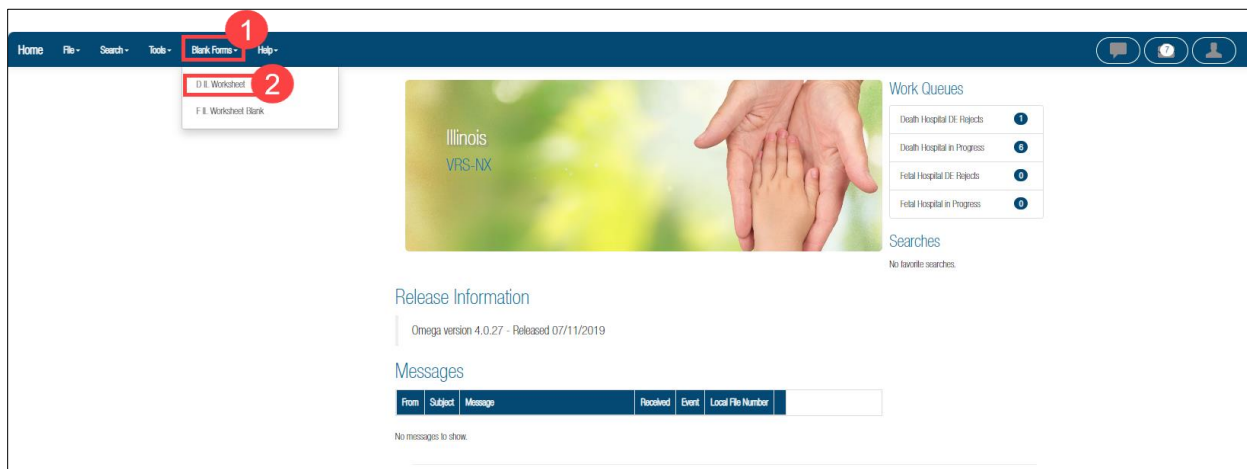
Printing a Certificate of Death Worksheet

You may print a blank *Certificate of Death Worksheet* in IVRS for the informant to complete before entering the information in IVRS.

Follow these steps to print a blank *Certificate of Death Worksheet* (see Figure 2):

1. Select the **Blank Forms** drop-down arrow.
2. Select "D IL Worksheet" from the drop-down menu.

Figure 2: Blank Certificate of Death Worksheet from Blank Forms Drop-down Menu



A blank PDF version of the *Certificate of Death Worksheet* opens in a *Print Preview* window.

3. Select the **Print** icon to print the blank worksheet.

NOTE: The *PDF Print Preview* screen may look different on different computers, depending on what browser and Adobe version is being used to print the document.

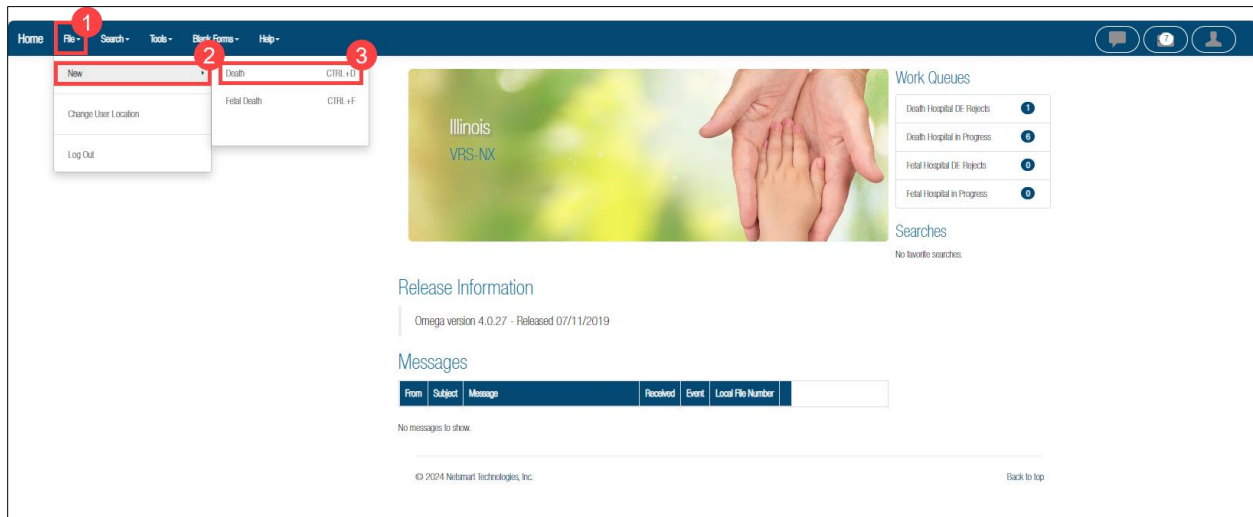
After completing the *Certificate of Death Worksheet*, the death record needs to be created in IVRS.

Accessing the Death: New Screen

To start a new death record in IVRS, follow these steps:

1. Log into IVRS.
2. Select the **File** menu.
3. Select “New” from the drop-down menu.
4. Select “Death” from the **New** drop-down menu to open a *Death: New* screen (see Figure 3).

Figure 3: Accessing the Death - New Screen



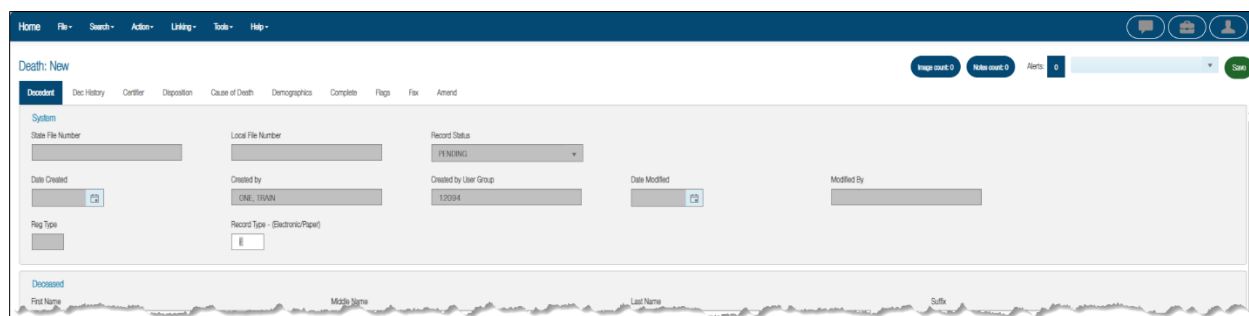
The *Death: New* screen opens to the **Decedent** tab.

Using the Death: New Screen

The *Death: New* screen (see Figure 4) allows you to enter the information in IVRS to create a new death record. This screen includes the following tabs that you may work as you complete the death record:

- **Decedent**
- **Dec History**
- **Certifier**
- **Disposition**
- **Cause of Death**
- **Demographics**
- **Complete**
- **Fax**

Figure 4: Death: New Screen with Tabs



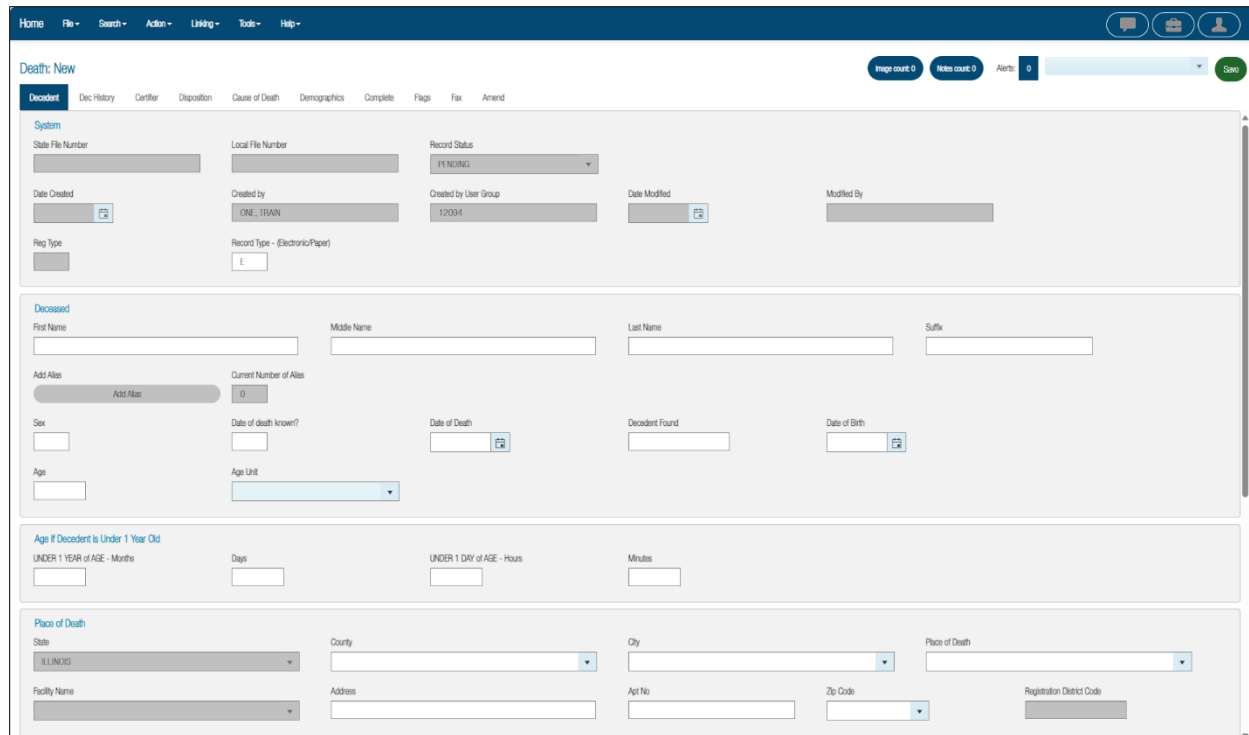
Begin by entering the decedent information in the **Decedent** tab.

Completing the Decedent Tab

The **Decedent** tab allows you to enter the required information about the decedent into IVRS (see Figure 5). This tab includes the following sections:

- *System*
- *Deceased*
- *Age if Decedent is Under 1 Year Old*
- *Place of Death*

Figure 5: Decedent Tab



System Section

The system section contains auto-populated information with only one editable field, the **Record Type – (Electronic/Paper)** field.

NOTE: IVRS auto-populates an “E” in this field, which indicates electronic filing. If the certifier is not an IVRS user, change the “E” to a “P” to indicate paper filing.

Deceased Section

NOTE: Some of the fields in this section are connected. For example, the **Date of death known** field is connected to the **Date of Death** and **Decedent Found** fields. If you enter “Y” for Yes in the **Date of death known** field, IVRS activates the **Date of Death** field as a mandatory field for you to enter the date and deactivates (grays out) the **Decedent Found** field as blank, meaning you cannot enter information in the field. If “N” for No is entered in the **Date of death known** field, IVRS activates the **Date of Death** field as a mandatory field for you to enter the date, auto-populates the **Decedent Found** field with “FOUND”, and deactivates the field.

Add the following information in the *Deceased* section fields:

1. **First, Middle, Last, and Suffix:** Complete the applicable name fields.

NOTE: See the *Adding Aliases* section in this manual to see the steps to add known aliases for decedents.

2. **Sex:** Enter “M” for Male, “F” for Female, “or U” for Unknown.
3. **Date of death known?:** Enter “Y” for Yes or “N” for No.
4. **Date of Death:** Enter the date of death in MM/DD/YYYY format or select the date using the **Calendar** icon.
5. **Decedent Found:** Auto-populates according to the answer provided in the **Date of death known?** field
6. **Date of Birth:** Enter the decedent’s date of birth, if known or select the date using the **Calendar** icon.

NOTE: The **Date of Birth** field is connected to the **Age** and **Age Unit** fields. If you enter a date of birth for the decedent, the system auto-populates the **Age** and **Age Unit** fields.

Age if Decedent is Under 1 Year Old Section

Add the following information only when the decedent is less than one year of age.

7. **UNDER 1 YEAR of AGE – Months:** Enter the decedent’s age in number of months (e.g., “10”).
8. **Days:** Enter the decedent’s remaining age in number of days (e.g., “22”).

NOTE: According to the parenthetical examples provided in the previous two fields, the decedent would have been 10 months and 22 days old.

Add the following information only when the decedent is less than one day old.

9. **UNDER 1 DAY of AGE:** Enter the decedent's age in number of hours (e.g., "18").
10. **Minutes:** Enter the decedent's age in number of minutes (e.g., "42").

NOTE: According to the parenthetical examples provided in the previous two fields, the decedent would have been 18 hours and 42 minutes old.

Place of Death Section

NOTE: Throughout IVRS, country, state, and city fields are connected. For example, if "Sangamon" is selected from the **County** drop-down list, only cities within Sangamon County will be available in the **City** drop-down list. If "Emergency Room" is selected from **Place of Death** drop down list, only facilities within the selected city will appear in the **Facility Name** drop down list.

Add the following information in the *Place of Death* section fields:

11. **State:** Auto-populates to Illinois
12. **County:** Select the county from the drop-down list.

NOTE: Enter the first few letters of the County for a shortcut to scrolling.

13. **City:** Select the city from the drop-down list.

NOTE: Enter the first few letters of the city for a shortcut to scrolling.

14. **Place of Death:** Select the place of death from the drop-down list.

NOTE: If you select "Decedent's Home" from the drop-down list, IVRS deactivates the **Facility Name** field and requires you to enter the address information in the address and **Zip Code** fields. If you select a facility from the drop-down list, you must select a specific facility from the **Facility Name** field, and IVRS populates the facility's address information.

15. **Facility Name:** Select a facility name from the drop-down list, if applicable.

Completing the Dec History Tab

The **Dec History** tab allows you to enter required information about the decedent's history into IVRS (see Figure 6). This tab includes the following sections:

- *Decedent Birth Information*
- *Marital/Civil Union*
- *U.S. Armed Forces*
- *Residence*
- *Parents*
- *Informant*

Figure 6: Dec History Tab

Decedent Birth Information Section

NOTE: The country, state, and city are linked together. For example, if the United States is selected from the **Country of Birth** drop-down list, only U.S. states will display in the **State of Birth** drop-down list and only cities within that state will display in the **City of Birth** drop-down list.

Add the following information in the *Decedent Birth Information* section fields:

1. **Country of Birth:** Select the country where the decedent was born.
2. **State of Birth:** Select the state where the decedent was born if born in the United States or Canada.
3. **City of Birth:** Select the city where the decedent was born if born in the United States or Canada.

NOTE: If the decedent was born outside the United States or Canada, IVRS deactivates the **State of Birth** and **City of Birth** fields.

4. **Social Security Number:** Enter the decedent's social security number.

NOTE: If you don't know the decedent's social security number, enter all 9s. IVRS has a live interface with the Social Security Administration, and they recognize all 9's as an unknown SSN. It is important to enter correct and complete information. Do not enter a number that did not belong to the deceased.

Marital/Civil Union Section

Add the following information in the *Marital/Civil Union* section fields:

5. **Decedent's Status:** Select the decedent's applicable marital status.
6. **Surviving Spouse/Civil Union Partner's First Name, Middle Name, and Last Name (Maiden):** Enter the name of the surviving spouse or civil union partner's name, if applicable.

U.S. Armed Forces Section

Add the following information in the *U.S. Armed Forces* section fields:

7. **US Armed Forces?:** Enter a "Y" for Yes or "N" for No.

Residence Section

Add the following information in the *Residence* section fields:

8. **Country:** Select the country where the decedent lived from the drop-down list, or select "Unknown."

NOTE: If you select "United States" or "Canada" as the country of birth, IVRS activates the **State of Birth** and **City of Birth** fields.

9. **State:** Select the state where the decedent lived from the drop-down list or select "Unknown."
10. **City:** Select the city where the decedent lived from the drop-down list or select "Unknown."

NOTE: Do not enter a township in the mailing address section. You must enter the city that goes with the assigned Zip Code for their mail delivery.

11. **Street Address, Apt No, and Zip Code** fields: Enter the physical address of the decedent.

NOTE: A verification message may appear. If the address is correct, select "No" to move forward. Selecting "Yes" will direct you back to the address field to re-enter information.

12. **In City Limits?:** Enter "Y" for Yes or "N" for No to denote whether the decedent's residence was within the city limits.

Parents Section

Add the following information in the *Parents* section fields:

13. **Father/Co-Parent's First Name, Middle Name, and Last Name (prior to first marriage/civil union):** Enter the father of the decedent's name.
14. **Mother/Co-Parent's First Name, Middle Name, and Last Name (prior to first marriage/civil union):** Enter the mother of the decedent's name.

NOTE: If you do not know the names of either of the parents, enter “Unknown” as their first, middle, and last names. That way, the name fields can be updated with minor corrections later, if the names are provided before the record is registered.

Informant Section

Add the following information in the *Informant* section fields:

15. **First Name, Middle Name, and Last Name** fields: Complete the applicable name fields of the person who is providing the decedent information.

NOTE: Do not enter periods in any of the name fields.

16. **Relationship to Deceased:** Select the applicable relationship from the drop-down list.
17. **Mailing Address, Apt No, State, City, and Zip Code:** Enter the informant’s address information.

Completing the Certifier Tab

The **Certifier** tab allows you to identify who will be certifying this decedent’s cause of death (see Figure 7). This tab includes the following sections:

- *Assigned To*
- *Certificate Type*
- *Certifier*
- *Coroner*
- *Certifier Statement*

Figure 7: Certifier Tab

The screenshot shows a web application interface for entering death information. The top navigation bar includes 'Home', 'File', 'Search', 'Action', 'Linking', 'Tools', and 'Help'. Below the navigation bar, there are several utility buttons: 'Image count: 0', 'Notes count: 0', 'Alerts: 0', and a 'Save' button. The main content area is titled 'Death: New' and has a tabbed interface with 'Certifier' selected. The 'Certifier' tab contains several sections: 'Assigned To' with fields for Certifier Type, Name, Physician's License, Address 1, Address 2, State, City, and Zip code; 'Certificate Type' with a dropdown for Certificate Type (Temporary/Permanent) and a text field for Medical Examiner's Case Number; 'Certifier' with fields for Time of Death and AM/PM; 'Coroner' with a checkbox for Pronounced Dead and a checkbox for Was Medical Examiner or Coroner Contacted?; and 'Certifier Statement' with a large text area for the Certifier Statement.

Assigned To Section

Add the following information in the *Assigned To* section fields:

1. **Certifier Type:** Select the applicable Physician type from the drop-down list.
2. **Name:** Select the applicable Certifier name from the drop-down list.

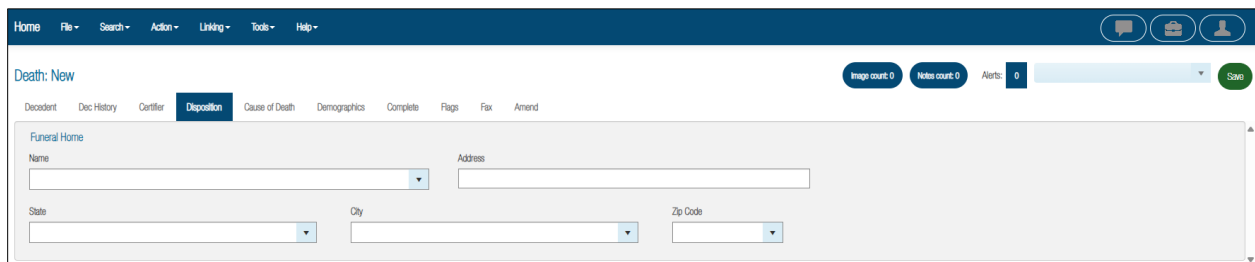
NOTE: The system auto-populates the remaining fields in this section based on the name of the Certifier you select.

NOTE: If you select “Physician Assistant” or “Advanced Practice Registered Nurse,” IVRS does not provide a drop-down list of names. You must enter the individual’s name using the last name, and first name format. IVRS will turn the field orange to denote that the name does not exist in the system, and it will deactivate the associated address fields.

Completing the Disposition Tab

The **Disposition** tab allows you to enter required information about how the decedent’s body will be handled, including when the disposition will happen and which funeral home is in charge of the disposition (see **Error! Reference source not found.**). This tab includes only one section for you to complete, the *Funeral Home* section.

Figure 8: Disposition Tab

The screenshot shows the IVRS web interface for the 'Disposition' tab. At the top, there is a navigation bar with 'Home', 'File', 'Search', 'Action', 'Linking', 'Tools', and 'Help'. Below this is a header area with 'Death: New' and several status indicators: 'Image count: 0', 'Notes count: 0', and 'Alerts: 0'. A 'Save' button is visible on the right. The main content area is divided into tabs: 'Decedent', 'Dec History', 'Certifier', 'Disposition' (which is selected), 'Cause of Death', 'Demographics', 'Complete', 'Flags', 'Fax', and 'Amend'. The 'Funeral Home' section is expanded, showing a form with the following fields: 'Name' (a dropdown menu), 'Address' (a text input field), 'State' (a dropdown menu), 'City' (a dropdown menu), and 'Zip Code' (a dropdown menu).

Funeral Home Section

1. **Name:** Select the name of the funeral home that will be handling the decedent’s body.

NOTE: The **Name** field is linked to the remaining fields in this section. Once you select the name of the funeral home, IVRS populates the remaining address fields for the funeral home.

Completing the Demographics Tab

The **Demographics** tab requires you to add information about the education, ethnicity, race, and occupation of the decedent (see Figure 9). This tab includes the following sections:

- *Demographics*
- *Race*
- *Occupation*

Figure 9: Demographics Tab

The screenshot displays the 'Demographics' tab in a software application. The interface includes a top navigation bar with 'Home', 'File', 'Search', 'Action', 'Linking', 'Tools', and 'Help'. Below this, there are several tabs: 'Decedent', 'Dec History', 'Certifier', 'Disposition', 'Cause of Death', 'Demographics' (which is selected), 'Complete', 'Flags', 'Fax', and 'Amend'. The 'Demographics' section contains the following fields:

- Education:** A drop-down menu.
- Hispanic Ethnicity (Y/N/U):** A checkbox field with a text input. To its right are checkboxes for 'Mexican', 'Cuban', 'Puerto Rican', 'Other', and 'Other Desc.'.
- Race:** A section with multiple checkboxes: 'White', 'Black or African American', 'Asian Indian', 'Chinese', 'Filipino', 'Vietnamese', 'Japanese', 'Korean', 'Native Hawaiian', 'Samoan', 'Chamorro or Chamorro', 'Am. Indian/Alaskan Native', 'Other Asian', 'Other Pacific Islander', 'Other', and 'Unknown or Not Stated'. Each of the 'Specify' fields (Am. Indian/Alaskan Native, Other Asian, Other Pacific Islander, Other) has a corresponding text input area.
- Occupation:** Two text input fields: 'Decedent's Usual Occupation (do not use retired)' and 'Decedent's Industry (do not use retired)'.

Demographics

Add the following information in the *Demographics* section fields:

1. **Education:** Select the decedent's education level from the drop-down list.
2. **Hispanic Ethnicity (Y/N/U):** Enter "Y" for Yes, "N" for No, or "U" for Unknown.

NOTE: This field is connected to the four fields next to it. If you enter "Y" for Yes, the system auto-populates the next four fields with "N" for No and activates them for you to update (**Mexican**, **Cuban**, **Puerto Rican**, and **Other**). If you enter "Y" in the **Other** field, you must enter the ethnic name (e.g., Colombian) in the **Other Desc.** field.

Race

Add the following information in the *Race* section fields:

1. Select each applicable race checkbox. More than one race may be chosen.
2. Select "Unknown or Not Stated" if unknown.

NOTE: Some of these fields may require a description to be entered. For example, if you select the **Am. Indian/Alaskan Native** checkbox, the system enables the **Specify** field. You must then enter a tribe or description.

Occupation

Add the following information in the *Occupation* section fields:

1. **Decedents Usual Occupation (do not use retired)**: Enter the usual occupation of the Decedent (for example, “Farmer”).
2. **Decedent’s Industry (do not use retired)**: Enter the type of industry or business of the decedent (for example, Agriculture).

Completing the Complete Tab Before Sending to the Next Steps

The **Complete** tab allows you to complete your portion of the death record (see Figure 10). This tab includes the following sections:

- *Hospital Clerk*
- *Funeral Home*
- *Local Registrar*

Figure 10: Complete Tab

Hospital Clerk

Add the following information in the *Hospital Clerk* section fields:

1. **Ready for Physician?:** Enter “Y” for Yes or “N” for No.
2. Select the oval **Save** button.

NOTE: Once you complete the record and save it, IVRS routes it to the appropriate Physician’s work queue to complete the cause of death and sign it. At this point, you are finished with the record, unless the Physician rejects it back to your work queue to correct any errors.

Updating a Record

Once a record has been marked complete by Hospital Staff, you cannot update it. If the record has been saved, but not completed, you can update any fields within your role’s access.

Searching for Records

IVRS has fully functioning search capabilities. It can be searched for the following types of records:

- Death
- Fetal Death
- Alias

The opening *Search* screen will vary, depending on which type of record is selected to be searched.

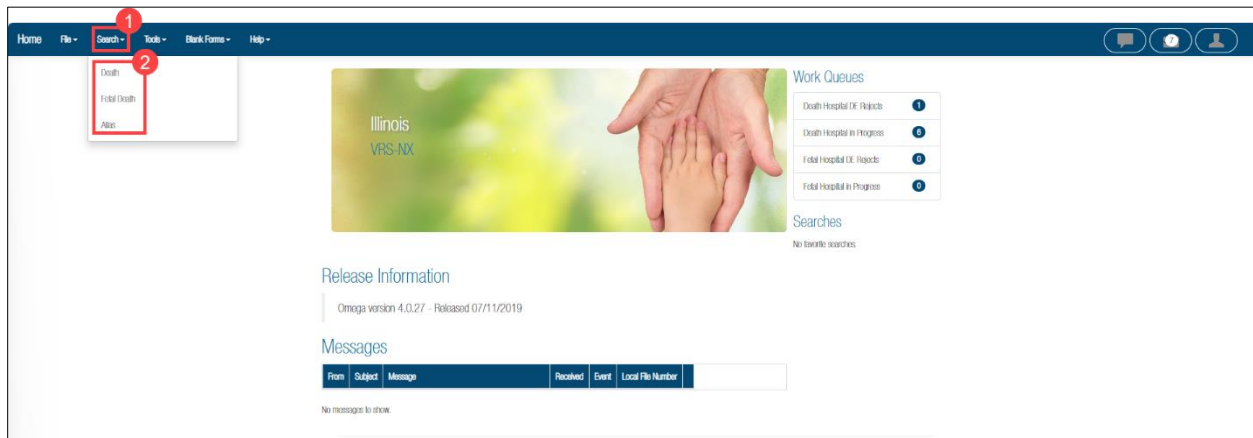
Finding Existing Records

To search for an existing record, follow these steps (see Figure 11):

1. Select the **Search** menu from the **Top Navigation Bar**.
2. Select the type of record to be searched.

NOTE: The system displays the *Search* screen for the type of record selected from the **Search** menu.

Figure 11: Search Drop-Down Menu on the Top Navigation Bar



The *Search* screen displays with the **Search Criteria** tab open by default (see Figure 12).

The **Search Criteria** tab is the place where pertinent search criteria are entered. You can use any combination of the fields (e.g., first name, middle name, and last name) to search.

3. Enter the search criteria into the appropriate fields to locate the record you want.
4. Select the **Search** button.

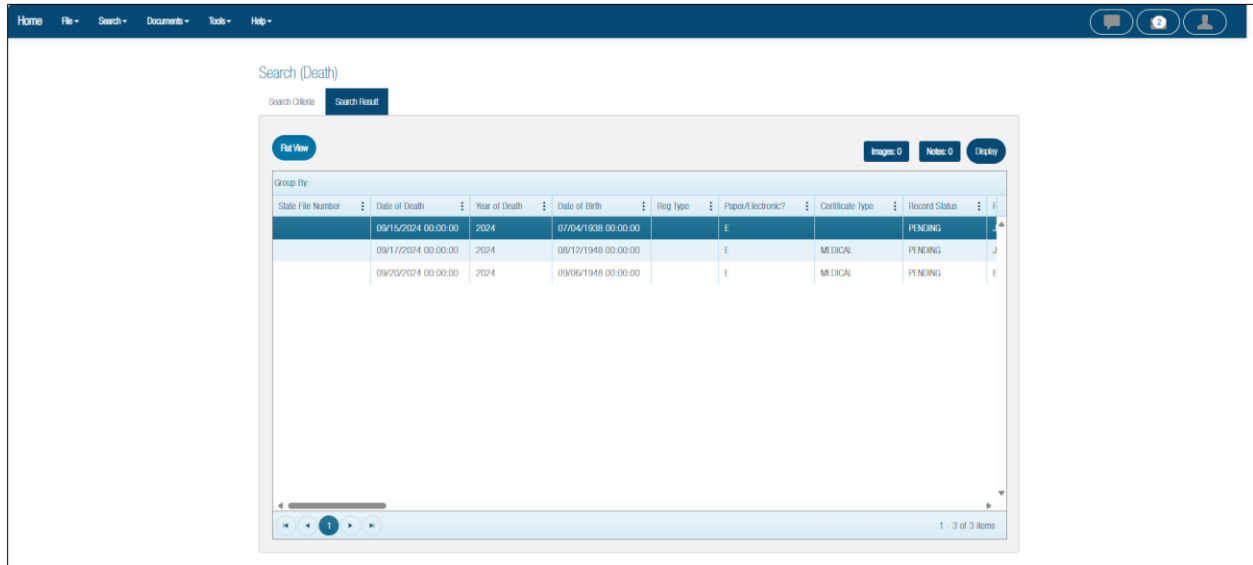
Figure 12: Search Criteria Tab on the Death Record Search Screen

The screenshot displays the 'Search (Death)' interface with the 'Search Criteria' tab selected. The form is divided into three columns of search fields. The first column includes fields for State File Number, Date of Birth, Paper/Electronic?, First Name, Suffix, Sex, Father/Co-Parent's Name, Mother/Co-Parent's First Name, Funeral Home, Facility Name, City, State of Residence, Certifier Type, Funeral Home Completed?, Injury at work?, Date Created, Courtesy Copy Sent, Date Filed, and Certifier Location. The second column includes Date of Death, Rig Type, Certificate Type, Middle Name, Social Security Number, Middle Name, Middle, State of Death, Registration District Code, City of Residence, Certifier Type Code, Funeral Signed?, Registrar Sign?, Fax Attention Status, Physician Signature Received, a, Immediate Cause, and Manner of Death. The third column includes Year of Death, Record Status, Last Name, Last, Last, Place of Death County, Hospital Clerk Complete?, Date of Death (String), Fax Attention Completed, Local File Number, Created by User Group, and DS_PHYS_GROUP_CD. A 'Clear' button and a 'Search' button are positioned at the top right of the form area.

Search Results Tab

The **Search Results** tab displays all records that meet the search criteria entered (see Figure 13).

Figure 13: Search Result Tab on the Death Record Search Screen



The screenshot shows a web application interface for searching death records. The main content area is titled "Search (Death)" and has two tabs: "Search Criteria" and "Search Result". The "Search Result" tab is active, displaying a table of search results. The table has columns for State File Number, Date of Death, Year of Death, Date of Birth, Reg Type, Paper/Electronic?, Certificate Type, and Record Status. There are three rows of data, all with a "PENDING" status. At the bottom of the screen, a pagination bar shows "1 - 3 of 3 items".

State File Number	Date of Death	Year of Death	Date of Birth	Reg Type	Paper/Electronic?	Certificate Type	Record Status
	09/15/2024 00:00:00	2024	07/04/1938 00:00:00		E		PENDING
	09/17/2024 00:00:00	2024	08/12/1948 00:00:00		E	MEDICAL	PENDING
	09/20/2024 00:00:00	2024	09/06/1948 00:00:00		E	MEDICAL	PENDING

The number of records found display at the bottom of the screen.

NOTE: The results window may be sorted by any field. Select the column header name for the column you wish to sort by. Only one name may be sorted at a time. Select the column header name again to resort in descending order.

If no records are found, the **Search Result** tab opens and indicates the message, “No items to display.”

NOTE: If the search does not produce the desired record, retry entering less information in the search criteria to expand the search. For example, instead of searching by first name, middle name, and last name, enter the last name only to retrieve all records with the last name.

5. To search again, using different criteria, select the **Search Criteria** tab to open it.
6. Select the **Clear** button.
7. Enter the new search criteria.
8. Select the **Search** button.

Locate the row of the record you want to open and then either select the **Display** button or double-click the row. IVRS opens the record to the **Decedent** tab.

Using Wildcards in a Search

Wildcards are characters that expand your searching capabilities. These may be used to search many of the fields in IVRS. One of the most common wildcards is the % sign. For example:

- To find all last names that begin with “S,” enter “S%” in the **Last Name** field.
- Entering “Mc%” in the **Last Name** field and “J%” in the **First Name** field will give you all records with a last name beginning with the characters “Mc” and first names that begin with “J.”

NOTE: There must be one field without a “%” to complete the search. An easy way to do this is enter a date in the **Year of Death** field.

Using Parameters in a Search

Parameter searches will find records that meet comparison criteria. The characters in Table 2 may be used. “NULL” and “<> NULL” can be entered directly in a field.

Table 2: Parameters

Parameter	Parameter Definition
>	Greater than
<	Less than
=	Equal to (can be combined with the greater than and less than)
NULL	Empty (use when looking for nothing entered in the field, such as records that have not been registered or when there is no entry for the state number)
<> NULL	Not empty (use when looking for something entered in the field)
(X+Z)	Between X and Z, including X and Z
IN(A+B+C)	Either A or B or C

Printing

IVRS allows you to print blank and completed copies of the *Certificate of Death Worksheet*.

Blank Certificate of Death Worksheet

IVRS allows you to print blank copies of the *Certificate of Death Worksheet* and other forms:

To access a blank *Certificate of Death Worksheet*, follow these steps:

1. Log into IVRS.
2. Access the IVRS *Home* screen.
3. Select the **Blank Forms** drop-down arrow.
4. Select “D IL Worksheet” from the drop-down menu to open a PDF print preview.
5. Select the **Print** button to print the blank worksheet.

Completed Certificate of Death Worksheet

Once a death record has been created, a completed *Certificate of Death Worksheet* may be printed. This certificate will be printed with all the decedent's information.

To access the completed *Certificate of Death Worksheet*, follow these steps:

1. Log into IVRS.
2. Search for and open the record you want to print.
3. Select the **Documents** drop-down menu.
4. Select “D IL Worksheet” from the drop-down menu to open a PDF print version.
5. Select the **Print** icon to print the completed worksheet.

Deleting a Record

Records that have not been registered may be deleted from IVRS.

IMPORTANT: Once registered, records must be voided by Illinois Vital Records staff. Records that have a State File Number cannot be deleted.

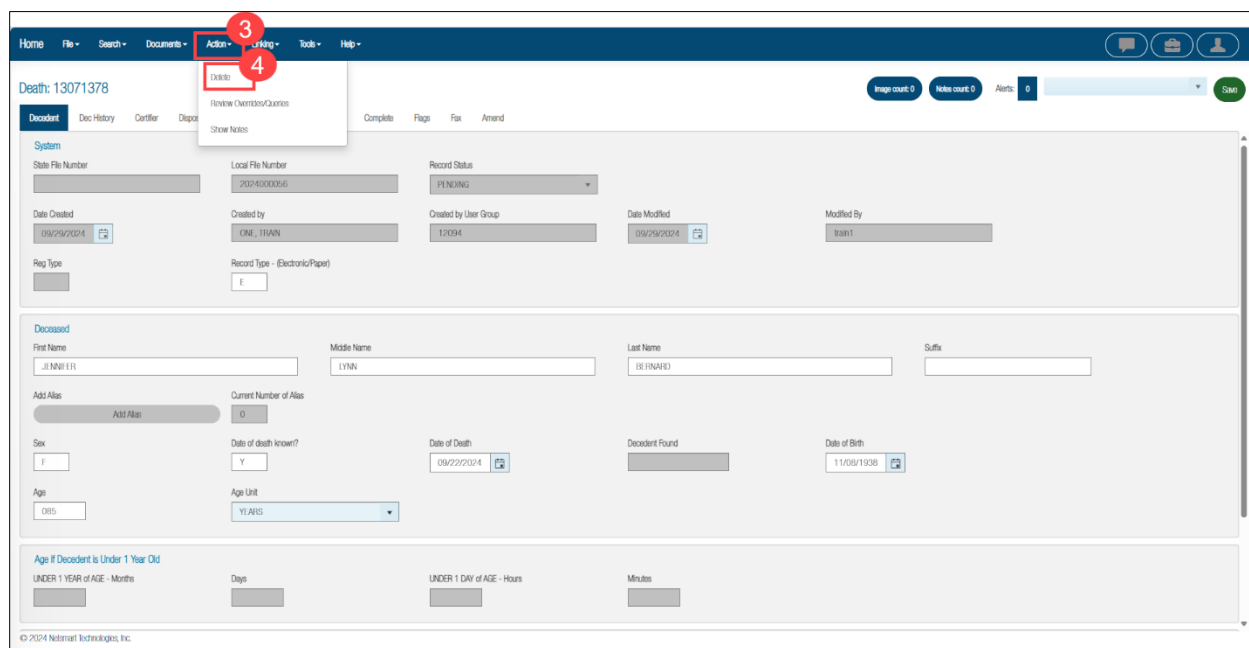
To delete a record in IVRS, follow these steps:

1. Search for the record.
2. Verify that the record being displayed is the correct record before deleting it.
3. Select the **Action** drop-down menu.

NOTE: The **Action** menu is only available when a death record is displaying.

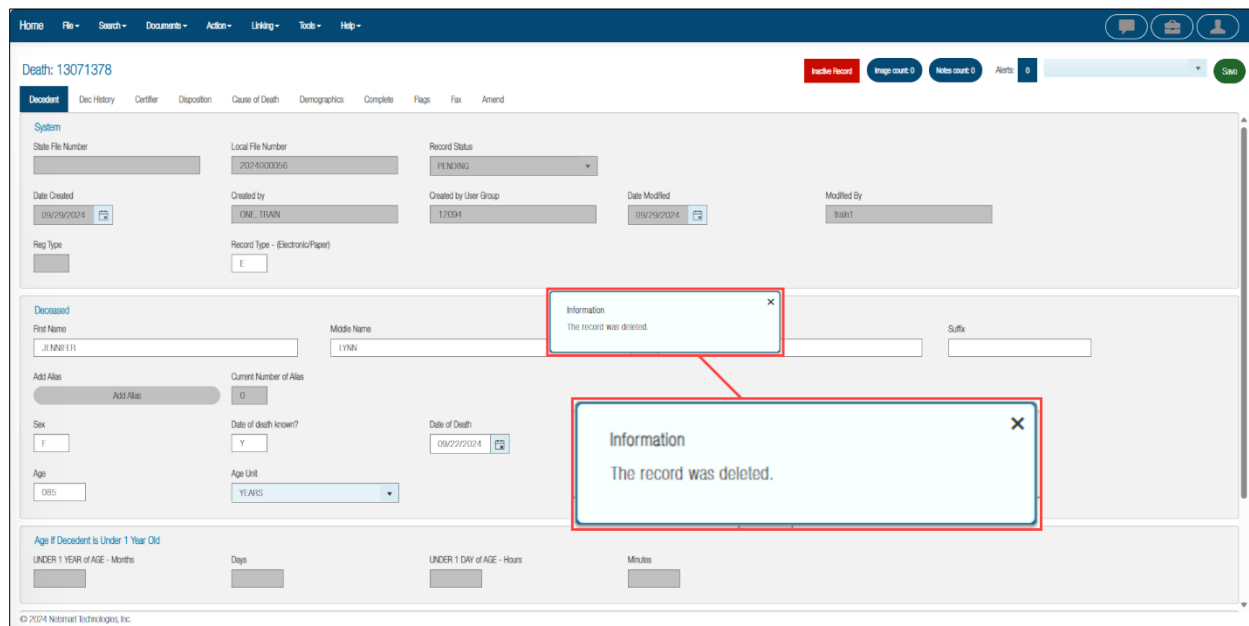
4. Select “Delete” from the drop-down options (see Figure 14).

Figure 14: Action Drop-Down Menu



The record will still display in the open window, but you will see a pop-up message that says the record was deleted (see Figure 15). Once you leave the record, it will no longer be available.

Figure 15: Deleted Record Popup Message



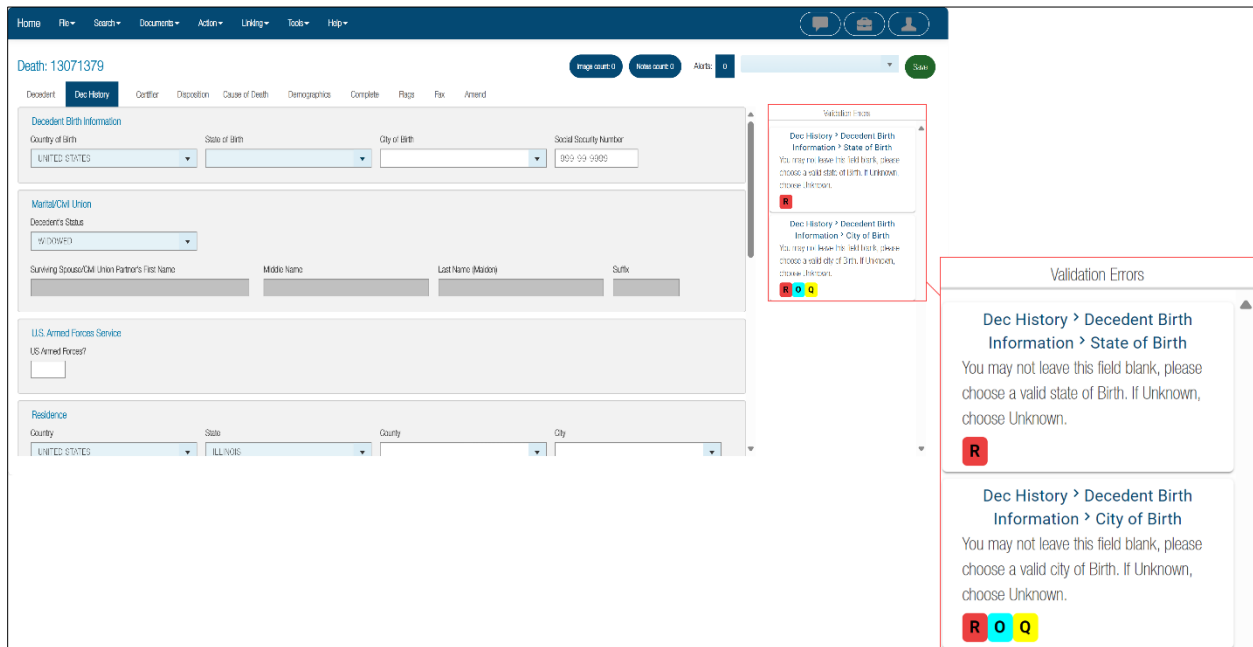
Error Codes and Reminder Messages

When an error or reminder message appears in the IVRS application, read the message for an explanation on how to rekey, override, or query to clear the error. IVRS performs a validation error check when you leave a field. If the system detects an error, the *Validation Errors* side panel will display (see Figure 16).

Correcting Validation Errors

If you skip a required field, the system displays a validation error in a side panel (see Figure 16).

Figure 16: Validation Error Messages



For example, if you accidentally tab past the **State of Birth** field in the **Dec History** tab, the system displays a Validation Error message that provides information necessary to locate the error. The message includes the tab name, section name, and field name where the error occurred. After you correct the error, the Validation Error message disappears from the screen. If you need to find the missing information elsewhere, you can always complete the rest of the record and use the “Save Without Edits” functionality to save what you have done so far. Then, you can return and correct the missing data before you save the record and it is routed to its next step.

To correct a validation error, select the red **R**, also known as **Rekey**, button in the Validation Error message to navigate back to the field to correct the error. If the error message only displays the **Rekey** button, you know it is a required field that you must complete to before moving the record to next steps in the system.

Some validation errors allow you to override them. If you can override a validation error, the **O** button will be bolded and turquoise instead of gray. In those cases, you can select the **O** button to override the validation error and continue without updating it. The last button in the Validation Error message is a **Q**, which stands for “Query.” If you can query a validation error, the **Q** button will be bolded and yellow

instead of gray. If you select the **Q** button, you can enter the reason why you are not correcting the validation error.

NOTE: The **Q** button is only active when the **O** button is active.

See Table 3 for a list of some of the more common error messages you may encounter in IVRS.

Table 3: Possible Error Messages in IVRS

Error/Message	Cause of Error	Steps to Correct
I/O Error	The I/O Error message occurs when a window is already loading for IVRS.	<ul style="list-style-type: none"> • Select the OK button. • To avoid this error in the future, allow time for the IVRS application to load before selecting the IVRS icon again.
Geocoding Reminder	The Geocoding Reminder message sometimes occurs after you enter address information. It is not necessarily an error, just a reminder message to check your address information.	<ul style="list-style-type: none"> • To move forward, select the No button. • If you need to reenter address information, select the Yes button.
Father's Last Name	The father's Last Name error message occurs when the father's last name does not agree with decedent's last name.	<ul style="list-style-type: none"> • Select the Re-key button to reenter data. • Select the Override button to keep the father's last name as entered.
Township Error on Residence	The Township error on residence occurs when you enter a township name instead of the city name.	<ul style="list-style-type: none"> • Select the city the township is located in.

Helpful Resources

You can find helpful resources in the **Help** menu in IVRS, including a quick reference guide with keyboard shortcuts and search expressions. You can also find site information, system release notes that provide information about the most recent updates to the system, and a Vital Records fee schedule that outlines the cost of different products and services.

IVRS Help Desk Support

Users requiring IVRS technical support can contact the IDPH Help Desk by calling 866-220-5247. Voice messages will be responded to within 24 hours or the next business day.

Help Desk business hours are Monday through Friday, 8:30 a.m. to 4:30 p.m. (CST), excluding State holidays.

NOTE: The Help Desk is for account and technical issues you may encounter, not for making corrections to a record.

When contacting the Help Desk, be sure to include the following information:

- Your name and the best way to contact you
- Facility name
- User role
- Detailed description of your problem

Providing detailed information will assist the Help Desk in directing your question to the appropriate person, ensuring a timely response to your questions.

In addition, you are encouraged to correspond by email for any assistance you may need with IVRS. You can send an email to dph.ivrs@illinois.gov. Your email will be directed to the appropriate staff to assist with your questions/problems.