

STATE OF NEVADA

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January 27, 2016

RE: Electronic Signatures Required for Death Certificates

To: All EDRS Users

The State of Nevada, Office of Vital Records requirement for the cause of death and certifier signature to be completed electronically has been effective for approximately 3 weeks now per Nevada Administrative Code (NAC) 440.165. Even with the known issues with certifiers, the State of Nevada has seen a slight increase in the percentage of registered death records from this same time last year. This is encouraging for the State and Local Registrars, especially since the increase was seen despite the issues with some certifiers.

At this point, the issue is physicians not completing the cause of death and signing the death certificate electronically in a timely manner. **This is a big issue for the family and friends of the decedent. They cannot receive a burial permit or death certificate without the certifier completing their portion of the death certificate. In some cases, services for the decedent have been postponed or held without the remains of the decedent.**

The Office of Vital Records is asking all physicians, who haven't signed up to be an electronic user, to do so immediately. If you have signed up, please make sure you access the system before you need to complete a death record.

The Office of Vital Records and the local health districts have been very busy these past couple of weeks with assisting users. Unfortunately, most of our assistance could have been prevented. Below, I have outlined some of the issues.

- Physicians are requesting their user name and password be sent or re-sent. We have found that most physicians, who submitted an application, were set up and sent an email. Please check your email inbox or spam folder if you have submitted an application. The applicant will usually receive an email within a business day or two with their user name, password and login instructions.

- Please read the set up email and attached document closely. We are finding that most new applicants who cannot access the system haven't followed the login instructions.
- The other access issue that has been occurring often is the location's firewall is blocking access to the system.

Our office hasn't experienced any system issues. This system has been in place for approximately 9 years now with several certifiers signing electronically for many years. Our office simply made it a requirement for all certifiers to sign electronically, since it has been in regulations for a few years now.

The State of Nevada, Office of Vital Records has been pushing this requirement, since August 13, 2015.

- On August 13, 2015, we sent out our first letter to funeral homes and several medical locations and professionals.
- On October 1, 2015, our office sent out a reminder letter of an upcoming stakeholder meeting to discuss the new requirement.
- On October 6, 2015, our office held the stakeholder meeting.
- On October 19, 2015, our office sent out another letter to funeral homes, several medical locations and professionals, and to the State of Nevada Board of Medical Examiners, which they, in turn, sent out to their licensees.
- On November 13, 2015, our office sent out a letter to funeral homes encouraging them to notify physicians about this requirement.
- Mid November 2015, our office mailed out at letter (approximately 1450) to each physician who had signed a death certificate in the last 2 years that was not set up as an electronic user.
- On December 11, 2015, our office sent a final letter to funeral homes, several medical locations and professionals and to the State of Nevada Board of Medical Examiners, which they, in turn, sent out to their licensees.

The State of Nevada Board of Medical Examiners is aware of this requirement. When a funeral home, family member or friend of the decedent contacts our office regarding a physician not signing a death record electronically within 48 hours pursuant to NAC 440.160, we share with them their right to file a complaint with the State of Nevada Board of Medical Examiners.

Please feel free to contact me with any questions.

Sincerely,



Jason Lewis  
Program Officer III, Office of Vital Records  
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