

Iowa Vital Events System - How's the Upgrade Going?

The Iowa Vital Events System (IVES-NX) is scheduled to launch on **January 1st 2021**. The upgrade will use HTML technology which eliminates the need to download special software/prerequisites.

Following are a few of the benefits:

- User friendly home page
- Browser agnostic - allows the use of most internet browsers.
- Better data entry and error tracking
- IVES-NX can be accessed using a variety of devices.

Training Opportunities

Prior to the launch of the new upgrade, the Bureau of Health Statistics will provide several training opportunities to all IVES users. In-person training **will not** be offered.

- Train-the-trainer webinars
- Recorded videos and online learning modules
- Hands-on “self paced” practice - using our training database
- New user manuals

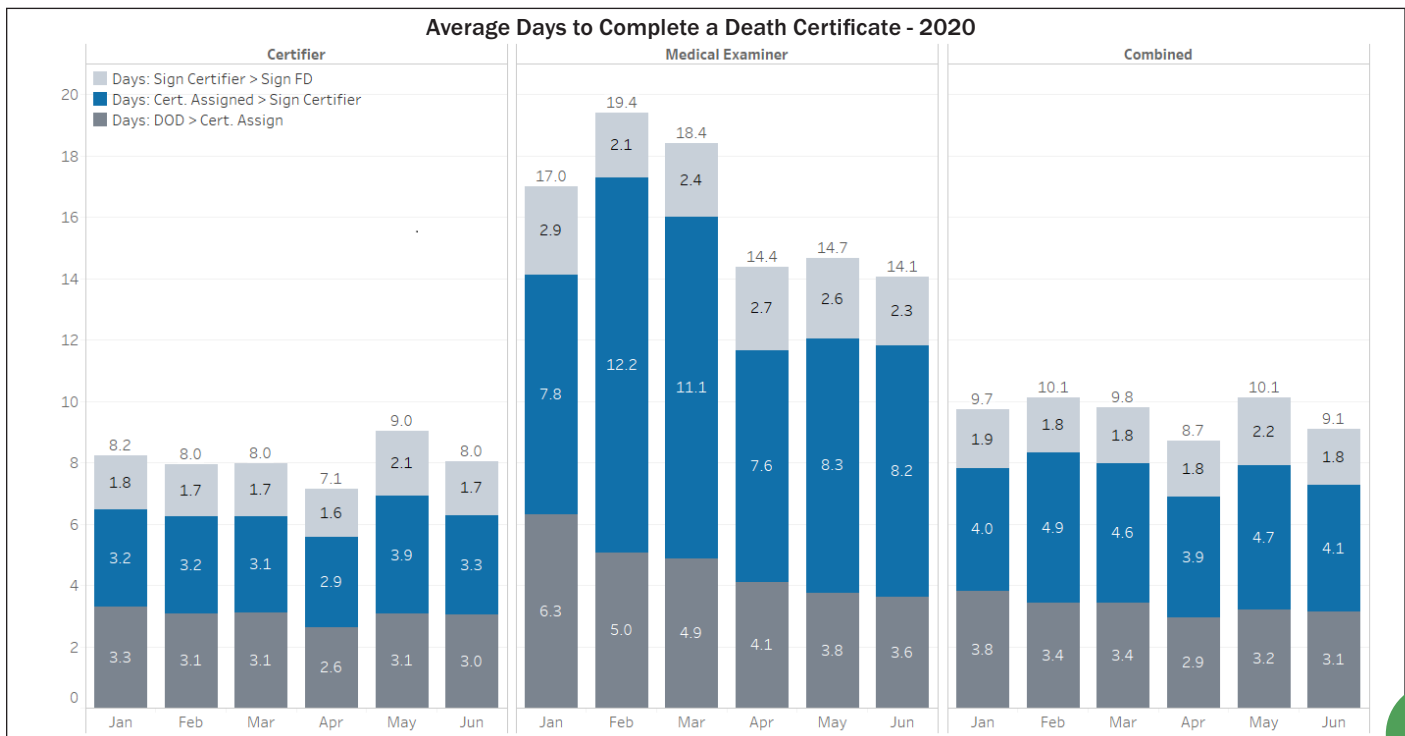


Legislative Update: Disinterment - Permit

The 2020 Iowa Acts Senate File 2135 is a new bill relating to the final disposition and disinterment of Human remains. This bill was signed by the governor and took effect on July 1, 2020. [Senate File 2135](#) updates Iowa Code section 144.34; the disinterment permit will allow for disinterment of cremated remains without specifying a purpose for disinterment. The proposed amendments will allow the bureau to support the public and provides clarity to when a disinterment permit is to be issued.

Statistics

Recent statistics show continued improvement in the area of timeliness of completing death records. We are featuring a new report this quarter. This new graphic provides a different format to view timeliness of completing death records. We thank you for your continued support in this area.



Tips, Hints & Reminders:

Data entry and formatting:

- Be careful when adding punctuation to names. The only punctuation that is allowed is Hyphens and Apostrophes. For example, if a period is entered following a middle name (M.), the system will ask the user to override the entry. Overriding the entry does not guarantee it will be listed like it was entered. The period will have to be removed before the record can be registered.

Missing Signatures:

- Watch for popup messages. If you see a signature that only has a “Y”, no date or name, you will need to unsign the record (Enter N) and resign it again (Enter Y).
- It is always a good practice to review the record one last time before you log out, this will ensure the record is complete.
- Missing signatures will cause a delay in the registration process.

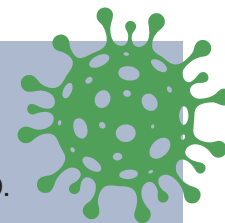
Because we Care! – We ask that you don’t Share! SECURITY

Security is a priority and we take it seriously. All Users sign a participant agreement which outlines the user’s responsibilities for safeguarding their confidential information. Sharing Login ID’s or passwords are prohibited.

- If the bureau finds that an account has been accessed by an authorized user, the account will be deactivated and the user will be required to reset their password and speak with bureau staff prior to being allowed into the system.
- Abuse of this requirement could result in the user’s rights being permanently revoked.
- Users can be added as needed so there is no need to share an account.
- We understand your office may need support entering data. To accommodate those needs, we have created roles especially for your staff.
- ALL USERS SHOULD HAVE THEIR OWN ACCOUNT
- Take a minute to review the [Participant Agreement](#).

COVID-19 - Certifier Notice

The CDC’s National Center for Health Statistics has released guidelines for reporting deaths due to Coronavirus Disease 2019 also referred to as COVID-19.



All suspected COVID-19 deaths or infant influenza deaths must be reported to the county medical examiner immediately.

It is important to emphasize that **Coronavirus Disease 2019** or **COVID-19** should be reported on the death certificate for all decedents where the disease caused or is assumed to have caused or contributed to death. We ask that all entries on the death record use the standard terminology **COVID-19**. For example, in cases when COVID-19 causes pneumonia and fatal respiratory distress, both pneumonia and respiratory distress should be included along with COVID-19 in Part I. Certifiers should include as much detail as possible based on their knowledge of the case, medical records, laboratory testing, etc. If the decedent had other chronic conditions such as COPD or asthma that may have also contributed, these conditions can be reported in Part II.

If you have any questions regarding COVID-19 as it pertains to **death records**, please contact the Bureau of Health Statistics-Vital Records or visit one of the following websites for the most recent updates on COVID-19.

COVID-19 Resources

Iowa Department of Public Health: [COVID-19 webpage](#)

Governor’s Proclamations: <https://coronavirus.iowa.gov/pages/proclamations>

CDC: <https://www.cdc.gov/coronavirus/2019-ncov/community/funeral-faqs.html>

Newsletters and Announcements: VR Death Registration Portal Page: <https://idph.iowa.gov/health-statistics/vital-records/drportal>

Resources - Other:

- **Help Menu**
 - Funeral Directors Handbook
 - Funeral Home User Guide
- **Death Registration Portal**
 - “New Brochure” [Death Certificate Process](#) - this new brochure provides customers information on common services associated with ordering and processing death certificates The brochure is printable and can be added to other information funeral directors provide to families.

Need additional information?
Check out these resources!



2020 Survey Results

Thanks for participating in the Funeral Establishment Survey. Here's a quick update on results. Results show that 88.2% of participants assigned a 4+ rating on satisfaction with how the system is working and 93.6% (4+ Rating) of users are satisfied with the Overall Customer Service. Several topics were mentioned multiple times. These topic areas are listed to the right.



A great deal of progress has been made since our initial launch in 2014.



Industry/Occupation Codes - the feedback we received from respondents indicated that finding matches can be difficult. This feature will be changing with the new upgrade. Users will be able to type in the industry/occupation instead of selecting it from a dropdown list.

Notifications to Social Security Administration (OVS) - funeral homes received notices that the social security number that was submitted did not get verified during the OVS process. This system glitch created additional steps for the family. A recent update was made to the EDRS to eliminate this issue. Users should see a decrease in requests from families to submit documentation to SSA. We continue to monitor this issue on a daily basis but the bureau can use your assistance!

If you are asked to provide the Social Security Administration with a Form-721, please comply with their request, and then contact our office by emailing sandra.lyles@idph.iowa.gov. We will need the decedent's name and date of death. We will use these examples of issues to help us determine how we can better collaborate with SSA to ensure the OVS is working as intended when a death record is registered. We greatly appreciate your assistance with this effort!

One reminder - it is important that every attempt be made to secure the correct social security number **before** it is registered. Funeral homes are allowed five attempts to match the social security number. Use your attempts... We strongly encourage funeral homes to ask the family for the social security card for purposes of entering the correct data.

Multiple locations - Users ask if it is possible to use one login to access all locations. This option is not available. A few users with several locations have changed their account to funnel all requests through one location.

Processing Amendments/Current Corrections - There were several comments/questions regarding this topic. This process has not changed. Instructions for this process are located on page 27 of the Funeral Home User Guide. The manual can be found under the Help Menu.

Adding cemeteries or cities to the dropdown list - this is a simple fix. Contact the IVES help desk and one of our specialists will be happy to add it for you. This also applies if a zip code is missing from a current listing. Missing zip codes cause skips and skips cause delays in registration.

We look forward to our continued partnership. A great deal of progress has been made since our initial launch in 2014 and the system continues to evolve. The bureau is excited about the new features that will be available in the next upgrade.

Contact Information

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