This guide is intended for use by Arkansas County Coroner personnel only.
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1. Getting Started

How to gain access to ERAVE

How to login for the first time
Sign-up for **ERAVE**

User Application

All users must complete and sign an **ERAVE** user application before they receive their user name and password. The user application must be emailed or faxed to the **ERAVE** Project Team at the number listed on the application.

If you are a Coroner but also perform duties at a Funeral Home, **ERAVE** will allow you to access both locations.

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**ERAVE** User Confirmation Email

Once you are setup in the system you will receive an email containing your **ERAVE** User Account Information that includes;

- Your username
- A temporary password
- A link to the **ERAVE** production site

Simply click on the link and it will take you to the **ERAVE** Welcome page.

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**ERAVE** User Confirmation Email

We have received your application and a user id has been set up for you on the **ERAVE** Production site. Your user name, temporary password and a link for our **ERAVE** Production site is shown below. When you log in for the first time, you will be prompted to change your password. The **ERAVE** password is required to have at least 8 characters that contain at least one capital letter, one special character, and one number.

**ERAVE** LINK for Production site: [https://adherence.arastate.gov/erave](https://adherence.arastate.gov/erave)

(Once you click on the link, save the web page to your Favorites)

Login User ID: antho
Temporary Password: Krave123

If you have any questions or concerns please feel free to call the **ERAVE** Project Team at: 501-681-2785, or email them at email addresses copied in this email.

Thank you

** Anthony Enoch **
** **ERAVE** Technical Representative
**Arkansas Department of Health
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** Phone: 501-681-4278
** Fax: 501-681-5946
ERAJE Welcome Screen

Consist of three Modules
- Death Registration Module
- Infant Hearing Screening Module
- Birth Registration Module

Additional Information
- ERAJE Help Desk Information
- Vital Records Section Information
- Infant Hearing Screening Information

Click the “LOGIN” button

Logging in the First Time

Step 1. Enter the username and password you received in your confirmation email and click the “Log In” button.

Username: aenoch
Password: ********

[Log In] [Reset]

Forgot your password or password expired? [click here]

Step 2. Once you click the Log In button you will be prompted to change your password. You will be asked to re-enter the password you received in your email in the “Original Password” field. Next, you must create a new password in the “New Password” field, then re-enter it into the “Confirm New Password” field and click the “Continue” button.

Please reset your password:

Original Password: ********
New Password: *********
Confirm New Password: **********

[Continue] [Clear Screen]

Note: Your new password must be at least 8 characters long containing one upper case letter, one lower case letter, one number and one special character.

Password example: Online97%
3. Select Your Location Screen

Understanding the different Coroner Locations
• Personal Location
• Office Location
• Coroner as FH location
A. ENOCH - ELECTED OR DEPUTY CORONER – This location is also known as the Personal Location for Elected and Deputy Coroners. This location will display the Elected or Deputy Coroner’s name and is the only location they can complete and sign-off on the medical section of a death case. While an Elected or Deputy Coroner can create death cases and enter the Medical Information at all three locations, it is recommended that they only create and complete cases at the Personal Location. Cases can also be assigned to a funeral home and/or another medical certifier from this location.

ERAVE COUNTY – This location is also known as the Office Location. At this location an Elected or Deputy Coroner can view all the death cases that occurred in their county that have been filed electronically. As well as complete the Medical Information section. Cases at this location are assigned to the Elected or Deputy Coroner to be completed and signed at their Personal Location.

ERAVE CORONER OFFICE AS FH – This location is used by the Coroner’s Office when there is a death case with no funeral home involved. The Elected or Deputy Coroner can; complete the decedent’s Personal Information section at this location and submit the record for registration from this location after completing and signing the Medical Information Section at their Personal Location.
Location Flow Chart

This chart only applies to death cases started by other facilities. (I.e. funeral homes, hospice rn’s etc.)

Funeral Home enters case into ERAVE. Refers case to Coroner’s Office. Case appears in Coroner’s County Location

Elected or Deputy Coroner logs into their Personal Location; completes and certifies the Medical Section

Elected Coroner, Deputy Coroner or Coroner’s Office Staff opens case at County Location and assigns case to an individual Coroner at their Personal Location
2. Assigning a Death Case to your Personal Location

How to assign a death case to your Personal Location from the Office Location.
**Step 1.** Log into ERAVE and select your “County Location.”

**Step 2.** From the Main Menu select “View Queues.”

**Step 3.** Locate the decedent’s name in the Open Cases queue and click the word “Process.”

**Step 4.** When there record opens, click “Tab 12 Case Actions.”

*Note: if a popup box appears, click the “OK” button on the popup box ten click Tab 12 Case Actions.*

**Step 5.** Tab 12 Case Actions – Assign/Transfer/Notify Medical Certifier Section.

a. From the Actions dropdown menu select “Request Medical Certification.”

b. From the Select Coroner dropdown menu select the Coroner’s name that will be completing the Medical Information Section.

Click the **FINISH** button.
Step 6. On the ERAVE Warning Screen scroll to the bottom and click “Save (as Pending).”

Step 7. On the Successful Transaction screen click the “Main Menu” button.

Step 8. From the Main Menu click the word “Change” located in the Upper left-hand corner of the screen.

Step 9. On the Select your location screen, click your “Personal Location.”

Step 10. From the Main Menu click “View Queues.”

Step 11. Locate the decedents’ name in the Open Cases queue and click the word “Process” to open the record and complete the Medical Information.
4. Coroners’ To-Do Queues

The following queues are only displayed at the Elected Coroner or Deputy Coroners’ Personal Location:

- Open Cases Queue
- Pending COD Queue
- RFI Queue
Open Cases Queue

- Holds cases that have been assigned to the Elected or Deputy Coroner for completion and/or certification of the Medical Information Section.
- Death Cases that have been completed by the Elected or Deputy Coroner and are waiting to be submitted for registration by the funeral home.

Pending COD Queue

Holds cases with the Cause of Death pending. This type of death case will only appear in this queue when the death case becomes registered at the Vital Records State Office. The Elected Coroner or Deputy Coroner can access the death case from this queue at any time and enter the Cause and Manner of Death. Once that Medical Information has been added, the death case will disappear from the Pending COD queue.

RFI Queue

Holds cases that have a pending Request for Information (RFI) letter from the State Office. An RFI letter is sent to the certifier when there is a need for additional medical information or there are questions about the Cause/Manner of Death.
4.1. Accessing a Death Case from the Open Cases Queue

**Step 1.** From the Main Menu click “View Queues” to display the Open Cases Queue.

**Step 2.** Locate the decedent’s name in the Open Cases queue and click the word “Process.”

**Step 3.** Records opens at Tab 1 Decedent. Click “Tab 8 Actual Date/Pronounce/Contact.” When Tab 8 appears, then proceed to complete the Medical Information Section.

*Note: The Medical Certifier is responsible for completing Tabs 8-11*

*Note: when you click Tab 8, you may see these two pop-ups. Click “OK” on one or both of these messages, then click Tab 8 again.*
5. Creating & Completing a Death Case
Step 1. From the Main Menu click “Death.”

Step 2. Click the words “Create Case.”

Step 3. On the Start Case Information Screen enter:
   a. Decedent’s First and Last names.
   b. Decedent’s Gender.
   c. Decedent’s Date of Death.
   d. Decedent’s Date of Birth.
   e. Place of Death defaults to Coroner’s County

Then click the SEARCH button.

Step 4. Record List Screen displays and should show “0 Records found.” Click the “Create New Case” button.

Step 5. Record opens at Tab 1 Decedent. Click “Tab 8 Actual/Pronounce/Contact” and start entering the Medical Information. Do not enter information on Tab 1 Decedent.
Step 6. Tab 8 Actual Date/Pronounce/Contact – Sections 3 & 18a-b.

a. Section 3. Actual or Presumed Date/Time of Death
   i. Enter the Date of Death. If unknown enter all 9’s (example 99/99/9999)
   ii. Enter Time of Death and select either AM, PM or Military time indicator.

b. Section 18a-b. Date/Time Pronounced Dead.
   i. Enter Date Pronounced.
   ii. Enter Time Pronounced and select either AM, PM or Military time indicator.

Step 7. Tab 8 Actual Date/Pronounce/Contact – Sections 18c. & 19.

a. Section 18c. Person Pronouncing Death.
   i. Select Pronouncer Type by choosing one of the following:
      – Select “Pronouncer same as Certifier” if you are Pronouncing and Certifying.
      – Select the appropriate Pronouncer type from the dropdown menu then select their name from the appropriate list.

b. Section 19. ME or Coroner Contacted Select “Yes”

**Note:** if pronouncers name doesn’t appear in the list, enter their name into the name field and select their title from the Title List.

Click the NEXT button
Step 8. Tab 9 Cause of Death

a. Enter the “Immediate Cause” on line “a” then the “Approximate Interval” for Line “a”
b. List any “Underlying Causes” on lines b, c, & d along with their approximate intervals.

| Cause of death pending | IMMEDIATE CAUSE (Final disease or condition resulting in death) | APPROXIMATE INTERVAL
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>OXYCODONE TOXICITY</td>
<td>Onset to death</td>
</tr>
<tr>
<td></td>
<td>Due to (or as a consequence of)</td>
<td>[UNKNOWN]</td>
</tr>
</tbody>
</table>

Sequently list conditions, if any, leading to the cause listed on line a. Enter the UNDERLYING CAUSE (disease or injury that initiated the events resulting in death) LAST.

b. | 
| Due to (or as a consequence of)  
| 
| 
| Due to (or as a consequence of)  
| 
| 
| Due to (or as a consequence of)  
| 

PART II. Enter other significant conditions contributing to death but not resulting in the underlying cause given in PART I.

Other Significant Conditions contributing to death

ATHEROSCLEROTIC AND HYPERTENSIVE CARDIOVASCULAR DISEASE

Part II

Enter any Significant Conditions that contributed to death

Click the NEXT button

Step 9. Tab 10 Manner/Details/Injury – Sections 21-24, & 25a-d. (if necessary)

a. Section 21. Autopsy – Select “Yes” or “No.”
b. Section 22. Manner of Death – select the appropriate Manner of Death.
c. Sections 23-24. Death Details
   i. Select “Yes” or “No” for “Did Tobacco use contribute to Death?”
   ii. If female, answer pregnancy question
d. Sections 25a-d. When and Where Injury Occurred.
   i. Enter Date, Time and Place injury occurred.
Step 10. Tab 10 Manner/Details/Injury – Sections 25e-g. (if necessary)

a. Section 25e. Location of Injury Address – Enter full address including city and zip code, then click the Validate button.
   i. If injury or accident occurred on a highway or street list the name.
   ii. If injury or accident occurred at a residence, list the residence address.

b. Section 25f. Describe How Injury Occurred – Enter a detailed description of how the injury occurred.

c. Section 25g. If Transportation Injury (if necessary) – select either; driver/operator, passenger, pedestrian or other

Click the NEXT button

Step 11. Tab 11 Certifier – Select Coroner/Deputy Coroner from the dropdown menu, then click the “NEXT” Button.
5.1. Assigning a Funeral Home to a Death Case (If Necessary)

Step 12. Tab 12 Case Actions – Assign/Transfer/Notify Funeral Home Section.
   a. From the “Action” dropdown menu select “Assign Funeral Home To Case
   b. From the Responsible Funeral Home dropdown menu select the funeral home that will handle the final disposition of the deceased.

   ![Assign/Transfer/Notify Funeral Home]

   Click the FINISH button.

   **Note:** The Coroner and Deputy Coroner also have the ability to the death case to another certifier
6. Understanding the ERAVE Warning Screen

The ERAVE Warning screen is a list of exceptions within the death record that need to be either reviewed and possibly corrected by the funeral home or certifier, completed by the funeral home or certifier, or reviewed by the Vital Records State Office.

*Note: A Death Case cannot be certified if any fields are left blank.*
1st Section. Demographic Exceptions – Refers to information completed by the funeral home. Coroners will not need to review these items.

2nd Section. Required to Submit to State. Fix all the following:

Medical Information Section.
Field Group Description: Must be certified or dropped to paper – This is a reminder to the certifier that the case has not been certified. This message will disappear once the death case has been certified.

3rd Section. Personal Information that must be completed – This section is to be completed by the Funeral Home.

4th Section. Medical Information that must be completed – Here are items the coroner must complete. Click on the blue description of the item and the system will take the user back to the area of the record where the exception exists. Complete the field and click the finish button.

When all exceptions have been completed, return to the warning screen and click “Save as Pending.” This will take you to the Successful Transaction Screen.
7. Signing a Death Case Electronically

Because there is no paper involved in the electronic filing system all Elected and Deputy Coroners will be required to sign their death case electronically. ERAVE will apply an Electronic Signature for Both the Elected Coroner and Deputy Coroner(s).
Step 1. On the Successful Transaction Screen, click the “Case Ready to Certify” button.

Step 2. Click the “Certify Case” button.

Step 3. On the Medical Certification-Confirm Screen click the Continue button.

Step 4. On the Certify Death Case-Confirm screen, click the Continue button.

Step 5. On the Successful Transaction screen the user can click the “Main Menu” button to return to the Main Menu or print a draft copy of the death certificate.

When you return to the ERAVE Main Menu, click “View Queues” then click the Open Cases queue tab, locate the decedents' name in the queue and verify that the Med. Status says “CERTIFIED”
8. Printing a Draft Death Certificate

An Elected or Deputy Coroner will have the ability to print a non-legal copy of a death certificate from ERAVE.

Drafts should be printed from your Personal Location and there are two ways to print a draft.

- After the death has been certified by the certifier.
- From a death case in the Open Cases queue.

*Note: All printing is initiated on the Successful Transaction Screen. Once the Elected or Deputy Coroner has successfully completed the signing process and is now on the “Successful Transaction” screen they will see an option to print a draft.*
Printing a Draft Death Certificate Copy After Certifying

**Step 1.** On the Successful Transaction Screen click the “Print” button.
   a. If necessary, select “Skip this print option” for all other printing options. By doing this you will only print a draft copy of the death record.

**Step 2.** Next, click the “Generate Document” button and wait for the Death Certificate image to appear.

**Step 3.** Print the image, then close the image window. You should be back in ERAVE.

After successfully printing the draft copy, click the “Continue” button, then click the “Main Menu” button to return to the ERAVE Main Screen.
Printing a Draft Death Certificate from a Death Case in the Open Cases Queue

Step 1. From the ERAVE Main Screen click “View Queues.”

Step 2. Locate the Decedent’s name in the Open Cases Queue and click “Process.”

Step 3. Record opens at Tab 1 Decedent. Click the FINISH button.

Step 4. On the ERAVE Warning screen scroll to the bottom and click “Save (as Pending.)”

Step 5. On the Successful Transaction screen click the “Print” button

Step 6. Click the Generate Document button.
Step 7. Print the image, then closeout the image window. You should be back in ERAVE.

After Successfully printing the draft copy, click the “Continue” button, then click the “Main Menu” button to return to the ERAVE Main Screen.
9. Modifying Death Cases

There are 2 types of modifications that a Coroner can perform with a death case:

1. Pending COD or Manner
2. Amendment to any Medical Information
Completing Pending Cause of Death and/or Manner of Death

All Death Certificates that are registered and have a Pending Cause and/or Manner of Death will be located in the Pending Cause of Death Queue. The Coroner should always access these Death Cases from the Pending COD Queue. ERAVE will allows update from this queue within 90 days of registration.

**Step 1.** Log into ERAVE and select your Personal Location.

**Step 2.** From the ERAVE Main Screen click “View Queues.”

**Step 3.** Locate the decedent’s name then click the word “Process.”

**Step 4.** Scroll to the bottom of the Record Details Screen and click the “Continue” button.
Step 5. Basis/Reason for Modification Screen
   a. In the Reason section, enter the reason for modification

   Click the **Finish** button

Step 6. Record opens at Tab 1 Decedent. Click Tab 9 Cause of Death to enter the Cause of Death

Step 7. Uncheck the Cause of Death Pending checkbox, then enter the Causes of Death, Approximate Intervals and any Underlying Causes. *(Complete Part II if necessary.)*

   Click the **Next** button
Step 8. Complete Tab 10 Manner/Details/Injury section if necessary then click the FINISH button. **Be sure Manner of Death does not say “Pending Investigation.”**

Step 9. On the Record Modify-Confirm Screen confirm that the changes are correct. If additional editing is needed click the “Edit Additional Information button. If not then click the “Continue button.
Step 10. On the Successful Transaction Screen print the Supplemental Cause of Death. To print the Supplemental Cause of Death do the following:

a. Select “skip this print option” under Print Affidavit for Correction
b. Select “Print Supplemental Cause of Death”
c. Click the “Print” button

![Print Confirmation]

Step 11. “Click the Generate Document button” and wait for the image to appear.

![Report - Confirm]

Step 12. Once the image appears print the Supplemental Cause of Death. Closeout the image window, click the continue button and then click the Main Menu button to return to the ERAVE Main Menu.
Amending the Medical Information

The Amend Record function should be used when making a change and/or adding information to the Medical Information Section of a death record that has been registered for more than 90 days. This also applies to registered death records with a Pending Cause of Death.

Step 1. From the ERAVE Main Screen click “Death.”

Step 2. Click “Modify Record.”

Step 3. Click “Amend Record.”

Step 4. Death Record Search Criterias Screen – Searching using one of the following:
   a. Certificate Number
   b. Decedent’s First and Last names
   c. Date of Death

Click the SEARCH button
Step 5. On the Record Details Screen locate the decedent’s name and click “Details.”

Step 6. On the Record Detail Screen scroll to the bottom of the screen and click the “Continue” button.

Step 7. Basis/Reason for Modification screen – From the Basis section select either Affidavit or Court Order as your basis for making your Amendment. Next, in the Reason section enter the reason you are making your Amendment.

Note: A court order is required when making an amendment to the decedent’s;

Step 8. Record opens at Tab 1 Decedent. Click the Tab that is associated with the information that you will amend. *(Medical Information is contained on tabs 8-11.)*

Step 9. You will receive a popup message. Click the “OK” button on the popup message and again, click the tab associated with the information you will amend.
Step 10. Amend the medical information that requires amending and click the FINISH button.

Step 11. On the Record Modify-Confirm screen review the items that have been amended. If more changes are needed then click the “Make Another Change” button to make more changes. If all the needed Amendments have been made then click the CONTINUE button. (To cancel the amendment process click the “Cancel Full Transaction” button.)

Step 12. On the “Successful Transaction” Screen click the PRINT button to print the Affidavit for Correction.

Step 14. When the image appears, print the Affidavit, then close out the Affidavit image window. You should still be in ERAVE. Click the Main Menu button to return to the Main Menu.