



Indiana Electronic Vital Events Registration System (EVERS) Frequently Asked Questions – Medical Certifiers

General EVERS Information

1. What is the Indiana EVERS system?

The Indiana State Department of Health (ISDH) Division of Vital Records is implementing a new statewide electronic registration system for vital records. The conversion to the Indiana Electronic Vital Events Registration System or EVERS will start with the death registration module in September. Birth registration will go live in summer 2020. EVERS will replace the Indiana Death Registration System (IDRS) and Indiana Birth Registration System (IBRS), also known as Genesis. It will be used for all Indiana birth and death registrations.

2. Why is the vital records system changing?

The current system is outdated, costly to administer and lacks features offered by the EVERS system. The new system will combine all registration systems in one, including fetal death reporting, and feature a point-of-sale module to support order tracking and receipt. The point-of-sale module will allow users to track their applications, payments and expected delivery dates. These features are not available in the Genesis system.

3. How was Netsmart chosen?

ISDH followed the Request for Proposal process used by the State of Indiana when selecting Netsmart as its vendor. Proposals were received from multiple vendor companies, and ISDH determined that the system available from Netsmart would best meet the needs of the ISDH, local health departments and other stakeholders. Netsmart is one of the major providers of vital records registration systems in the country. Its system has been successfully implemented in more than a dozen states.

4. Who will use the new system?

The death module will be used by funeral directors, medical certifiers, coroners, facilities and local health departments. The birth module will be used by birthing facilities and local health departments.

5. When will the new system be launched?

The first phase will go live in early September 2019.

6. Why are you starting with death records?

ISDH is transitioning death records to the new system first due to the increased public health focus on the opioid crisis and the role that death information plays in understanding and addressing the opioid epidemic in Indiana. The point-of-sale module will be implemented along with death records so orders for death records can be processed fluently in EVERS.

7. What testing are you doing to make sure that the system works for the end users and all of the different roles we have?

The ISDH is performing internal user acceptance testing as an initial means to ensure the system meets the basic functionalities and requirements. Once it passes the agency's testing, we will do pilot testing. We will work with seven counties. The local health departments in these counties are reaching out to stakeholders that represent each type of end user in their counties – funeral homes, coroners, facilities, medical certifiers, etc. – to ensure that all roles will be represented in this testing. Pilot testing is tentatively scheduled for mid-July to mid-August.

Technical EVERS Information

1. Is EVERS compatible with all operating systems?

EVERS, on its current platform, is not compatible with Mac/iOS systems. However, the vendor does have solutions that will allow Mac users to still use the EVERS system. Please email ISDH at EVERS@isdh.in.gov with your name and contact information if you are affected by this or have any other technology-related concerns.

2. Who will ensure that the new system functions properly?

Management and maintenance will be conducted by ISDH.

3. What are the prerequisites I will need on my computer before go-live so I can enter death records when EVERS comes online?

Please visit <https://www.in.gov/isdh/28076.htm> to find a link where you can download and view the prerequisites required for running the EVERS system. If you have any questions or concerns, please email us at EVERS@isdh.in.gov so we can forward your inquiry to one of our technical resources.

EVERS Training Information

1. What does training look like? Is it in person or web-based? Who does it?

ISDH staff will provide training to local health departments, coroners, funeral homes, facilities, and medical certifiers prior to implementation. Training materials will be developed by the vendor, Netsmart, which also will train ISDH staff.

Both in-person trainings and webinars will be offered. We will offer live webinars through the vendor, and on-demand webinars will be available on the EVERS website as well as an eLearning module for those whose schedules cannot accommodate a live training.

2. When will the trainings be held? Where? How can I sign up?

ISDH will post the training information as soon as the sites with dates and times are set. We have tried to find enough regional areas so everyone who wants to attend an in-person training can do so. Please visit our [website](#) frequently for updates and be on the lookout for an email communication with those dates. Information on how to register will be included. ISDH will provide at least four weeks' notice from the first training date to give users ample time to check their schedules and determine what training date will work best for them.

User-Specific EVERS Information

1. How will I get updated information as the implementation progresses?

ISDH will be sending regular communications to stakeholders as the implementation date approaches. ISDH will continue to update this FAQ online as new questions arise. Individuals with questions or concerns can also email EVERS@isdh.in.gov. This email account is checked regularly, and we will respond as quickly as possible.

We also encourage you to visit the ISDH EVERS webpage for up-to-date information: <https://www.in.gov/isdh/28076.htm>. We will have FAQs, post training dates, webinar links, training videos, full user guides, one-page summary user guides and more on this page.