



DATA QUALITY IMPROVEMENT NEWSLETTER
 OFFICE OF VITAL STATISTICS
 QUALITY IMPROVEMENT UNIT
 ISSUE #4 JULY 2010
www.nyc.gov/evers

Duplicate Records in the Electronic Birth Registration System (EBRS)

Table of Contents

- I. 2009 Duplicate Records
- II. Preventing Duplicate Records
- III. Abandoning Duplicate Records

This issue includes information on how to prevent and abandon duplicate records in EBRS.

NYC Health The City of New York
Department of Health and Mental Hygiene

Main Menu

- ▾ Main
- ▾ Life Events
 - ▾ Birth
 - Locate Case
 - Start New Case
- ▾ Queues
- ▾ Reports
- ▾ Help

Show Tooltips

Results

Case Id	Mother's Medical Record Number	Child's Medical Record Number	Child's Name	Date of Birth	Sex	Birth Location	Registration Status	
539416	78965	12345	Test	JUN-22-2010	Female	Birth Hospital	Not Registered	Preview

Total records : 1

If the case does not appear above, start new case

[New Search](#)

Current Activities

Queue Name	Type ↓	Count	Age of Oldest in Days
Birth Potential Duplicate	Birth	5	6
Legal Pending	Birth	6	8
Medical Pending	Birth	6	8

Total Queues : 3

Validation Results [Save Overrides](#)

Error Message	Override	Goto Field	Popup
BR0614: A potential duplicate birth record exists. Please verify Child's first and last names, Child's DOB, Mother's maiden surname, Mother's DOB, and multiple birth indicator. Verify the values for Child's first and last names, Child's DOB, Mother's maiden surname, Mother's DOB, and multiple birth indicator. Potential Duplicates	<input type="checkbox"/>	fix	fix

The Quality Improvement Unit of the Office of Vital Statistics is dedicated to improving the quality of vital event data by providing education and training to data providers. This newsletter is the fourth in a series of quality improvement newsletters that will be distributed to all birthing institutions and Regional Perinatal Coordinators to help improve the entry and quality of birth data.



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I. 2009 DUPLICATE RECORDS

In 2009, the Offices of Vital Statistics and Vital Records identified an increase in the number of duplicate birth records compared with prior years. A duplicate occurs when two birth certificates are issued for one child. Duplicate records are identified by the Bureau of Vital Statistics through routine data cleaning. These errors require time-consuming follow back with hospitals and parents to ensure that the correct record is kept and the duplicate record is voided. **Duplicate records create a high risk of identity fraud and legal problems for the child and his or her family.**

II. PREVENTING DUPLICATE RECORDS

Two functions in EBRS can help prevent the creation of duplicate birth records:

1. **When starting a new case**, enter the minimum information required to start a new case and then click Search. EBRS will check for duplicate records that already exist in the system. If an existing case matches the case you are trying to start, you will see this potential duplicate case listed in the Results list. If the case listed in the Results is the same as the case you are trying to start, **do not begin a new case**. Instead, select the existing case by clicking on the name link and continue entering the data.
2. **During data entry of a case**, if the data being entered match certain data of an existing case a duplicate record edit message will appear upon validation of the Child's page in the Parent Information section. The case being entered will be placed in the Potential Duplicate Work Queue under Current Activities. To view records identified as potential duplicates at your facility, click on the Potential Duplicates link provided in the edit rule failure message at the bottom of the screen. In the Duplicate Resolution page, you can review the potential duplicates that were identified by the system, compare cases based on the data entered, and determine which cases are true duplicates and should be abandoned. Every week, you should check the Potential Duplicates Queue to review possible duplicate cases that may have been missed during data entry.

III. ABANDONING DUPLICATE RECORDS

If you determine that you have entered duplicate birth cases in EBRS at any time, you must send a system message through EBRS to the Office of Vital Records. In the message, state that duplicate cases exist and request that the Office of Vital Records abandon one (or more) of the duplicate cases. *You must include the following information in your message for the Office of Vital Records to approve and process the abandonment request:*

- Case ID number, name, DOB, and sex of the case you wish to abandon
- Case ID number of the correct case you wish to keep
- **Example Message:** "Case ID 11111 (Betty Smith, DOB 8/15/08, female) is a duplicate of Case ID 55555. Please abandon case 11111."

Detailed instructions on preventing and abandoning duplicate records can be found in the [Electronic Birth Registration System \(EBRS\) User Guide](#) and [Instructions for Removing Cases in EBRS](#). All Data Quality Improvement newsletters as well as resources for data item completion and data entry can be found [online](#).

Questions? Contact Us!

If have questions regarding birth data quality, please contact Melissa Gambatese in the Quality Improvement Unit at 212-788-4583 or VitalQI@health.nyc.gov. If you have questions regarding EBRS, please contact the EVERS Help Desk at 212-788-4575 or EBRS@health.nyc.gov.

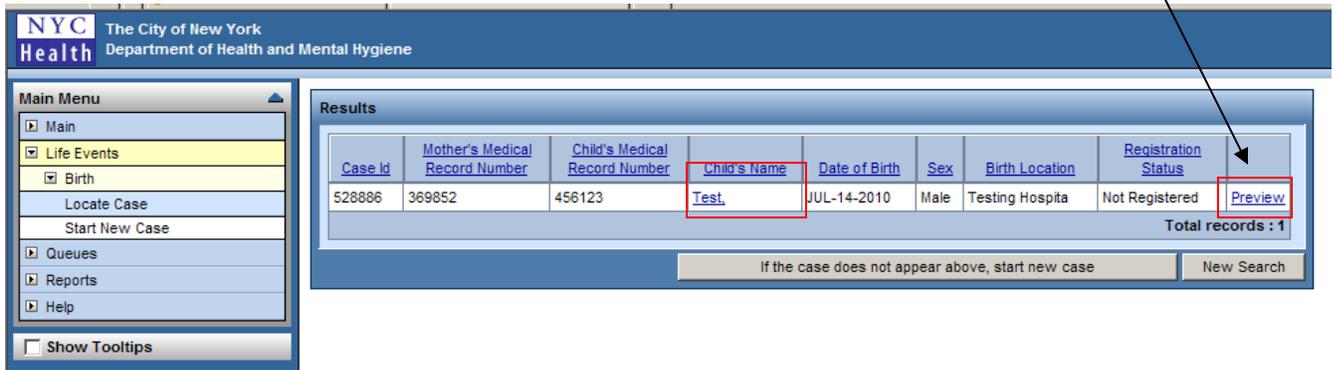
DUPLICATE CASES IN EBRS

This guide includes instructions on -

1. How to prevent duplicate records
2. How to identify duplicate records
3. How to abandon duplicate records

1. How to prevent duplicate records in EBRS

When you start a new case and the Results show an existing case, **Do Not** click on the link to start a new case. Instead you should click on the Child's Name to access the record and continue, or click preview to see additional information on the record.

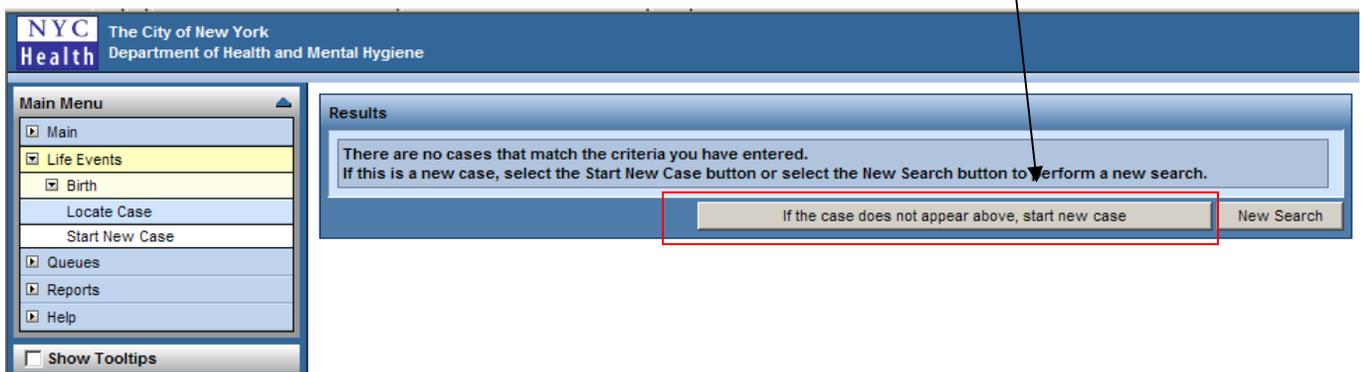


The screenshot shows the NYC Health Department of Health and Mental Hygiene interface. On the left is a 'Main Menu' with options like Main, Life Events, Birth, Locate Case, Start New Case, Queues, Reports, and Help. The 'Results' section displays a table with the following data:

Case Id	Mother's Medical Record Number	Child's Medical Record Number	Child's Name	Date of Birth	Sex	Birth Location	Registration Status	
528886	369852	456123	Test,	JUL-14-2010	Male	Testing Hospita	Not Registered	Preview

Below the table, there is a button labeled 'If the case does not appear above, start new case' and a 'New Search' button. A red box highlights the 'Preview' link and the 'If the case does not appear above, start new case' button. An arrow points from the text above to the 'Preview' link.

When you start a new case and the Results have no case, you may click on the link to start a new case.



The screenshot shows the NYC Health Department of Health and Mental Hygiene interface. The 'Main Menu' is on the left. The 'Results' section displays the message: 'There are no cases that match the criteria you have entered. If this is a new case, select the Start New Case button or select the New Search button to perform a new search.' Below this message, there is a button labeled 'If the case does not appear above, start new case' and a 'New Search' button. A red box highlights the 'If the case does not appear above, start new case' button. An arrow points from the text above to this button.

2. How to Identify Duplicate Cases in EBRS

If you have Duplicate records, they will be in the **Birth Potential Duplicate** Work Queue, under Current Activities.

The screenshot shows the NYC Health Department of Health and Mental Hygiene interface. On the left is a 'Main Menu' with options like Home, Change Office, Change Password, Messages, Logout, Life Events, Queues, and Reports. The main area is titled 'Current Activities' and contains a table with the following data:

Queue Name	Type ↓	Count	Age of Oldest in Days
Birth Certification Required	Birth	9	58
Birth Potential Duplicate	Birth	137	794
Legal Pending	Birth	5	911
Medical Pending	Birth	5	911

Total Queues : 4

Duplicate records will also have the following Error Message.

The screenshot shows the 'Validation Results' section with a 'Save Overrides' button. The error message is as follows:

Error Message	Override	Goto Field	Popup
BR0614: A potential duplicate birth record exists. Verify the values for Child's first and last names, Child's DOB, Mother's maiden surname, Mother's DOB, and multiple birth indicator. Potential Duplicates	<input type="checkbox"/>	fix	fix

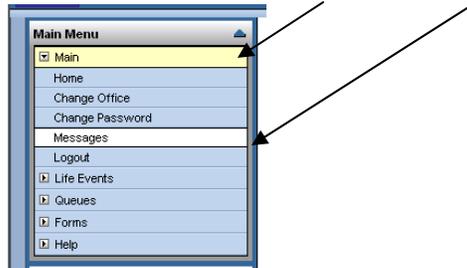
Click on the Potential Duplicates link to review the potential duplicates that were identified by the system.

3. How to Abandon Duplicate Cases in EBRS

If you identify duplicate cases in the system, you must send a message to the Office of Vital Records. They will abandon or void the duplicate. There is no way for you as the institution to remove records from the system.

To send a message:

From your Main Menu on the left hand side of the screen, select **Main**, then **Messages**.

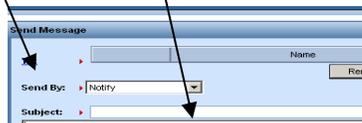


From your Messages screen, click on **Send Message**.



Select **Notify** from the dropdown then

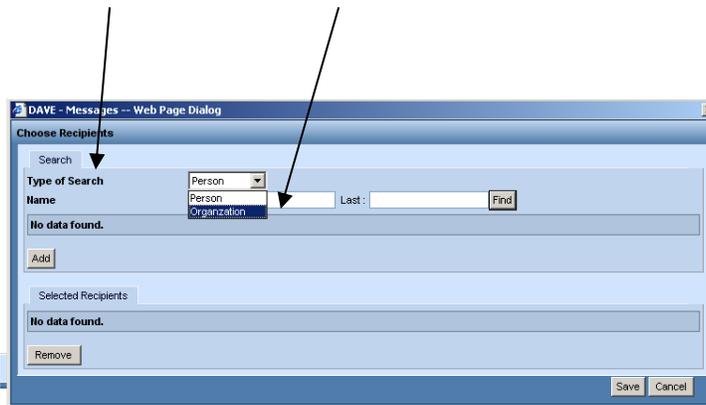
Click **To**



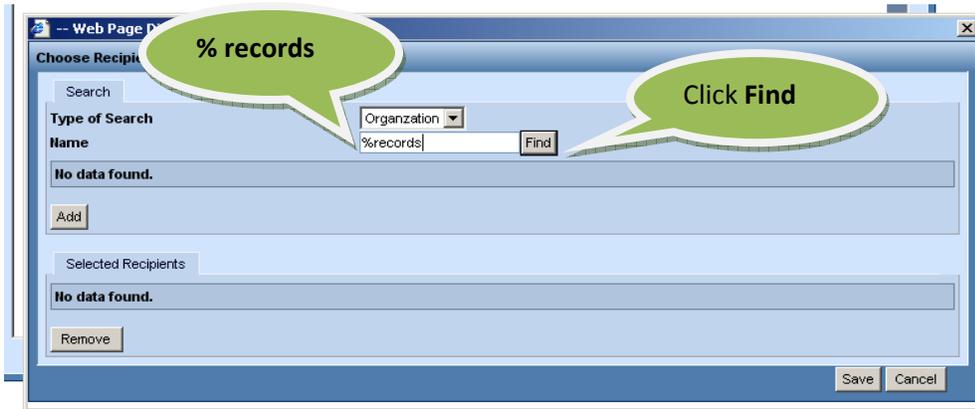
Please Note:

Only select **Notify** in the Send By drop down when creating your message.

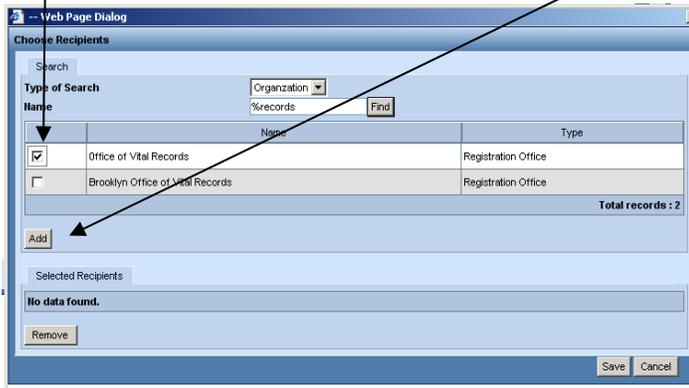
In the window that opens up, change Type of Search to Organization



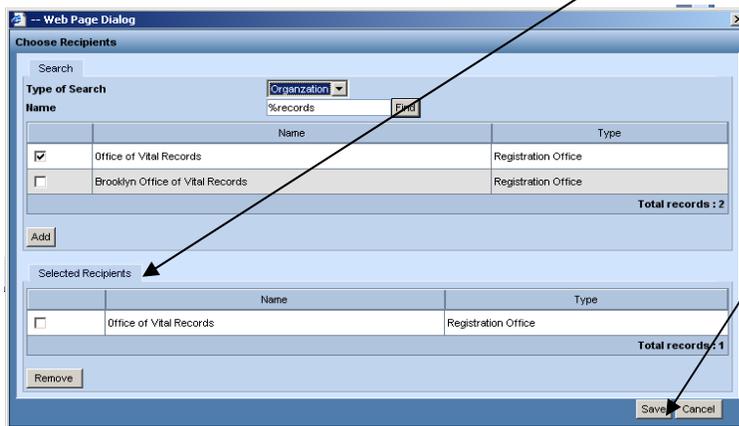
To search for the Office of Vital Records as an Organization, enter **%records** in the Name search box and click **Find**.



Place a **checkmark** next to Office of Vital Records and Click **Add**.



The Office of Vital Records will be shown in the Selected Recipients list. Click **Save**



You should see the message screen. Entering a message here is the same as writing an email message. For the Subject, please type "Duplicate Case." In the message text, include the Case ID number with the Name, Date of Birth, Sex of the child, and indicate which record you would like to abandon. Example: "Case ID xxxxx (John Smith, 4/28/09, Male) is a duplicate of Case ID yyyyy. Please abandon Case ID xxxxx."

	Name	Type
To:	<input type="checkbox"/> Office of Vital Records	Registration Office

Remove Recipient

Send By: Notify

Subject: Duplicate Case

Case ID xxxxx (John Smith, 4/28/2009, male) is a duplicate of Case ID yyyyy. Please abandon Case ID xxxxx.

Send Cancel

Click **Send**

You should see a message saying "Message Sent." Click **OK** and you are finished.



The Office of Vital Records will then read your message and assign a special status to the case, either as Abandoned or Void. The case will still appear in your record list but will be disabled from any further data entry.