

HOW DO I REPORT DUPLICATE BIRTH CASES IN EVERS?

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 EVERS

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.

Testing Hospital (Manhattan) Welcome back: pgentlesbc Logout

Main Life Events Queues Help

The City of New York Department of Health and Mental Hygiene

Results

Case Id	Mother's Medical Record Number	Child's Medical Record Number	Child's Name	Date of Birth	Sex	Birth Location	Registration Status	
743188	111	78978	Miller, Wayne	JAN-28-2013	Undetermined	1462 100 Shore	Not Registered	Preview

Total records : 1

If the case does not appear above, start new case New Search

Do not click here unless you want to start a new case

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

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Results

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.

If the case does not appear above, start new case New Search

2. How to Identify Duplicate Cases in EVERS

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

Queue Name	Type ↓	Count	Age of Oldest in Days
AOP Pending Completion	Birth	39	1723
Birth Potential Duplicate	Birth	8	611
Legal Pending	Birth	39	1847
Medical Pending	Birth	40	1847
			Total Queues : 4

Duplicate records will also have the following Error Message.


Immunoglobulin Administered? Date Administered
 



[Validate Page](#) [Next](#) [Clear](#) [Save](#) [Return](#)

Validation Results

[List All Errors](#) [Save Overrides](#) [Hide](#)

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](#)

fix 

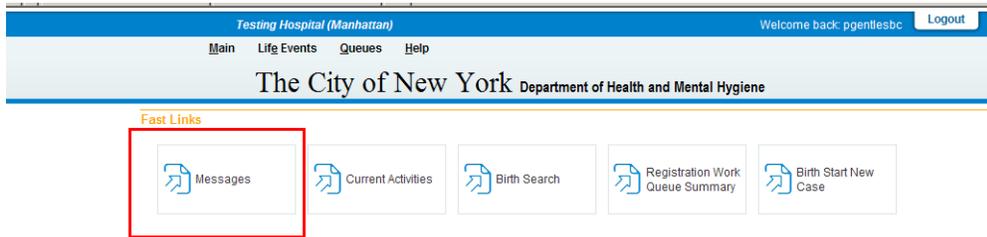
fix 

3. How to Abandon Duplicate Cases in EVERS

If you identify duplicate cases in the system, you must contact the Department of Health to abandon or void the duplicate case. You can contact the Constituent Services Unit at 646-632-6705 or send email to evers@health.nyc.gov requesting to abandon or void the duplicate case. Or send a message to the Office of Vital Records via EVERS. They will abandon or void the duplicate. There is no way for you as the institution to remove records from the system.

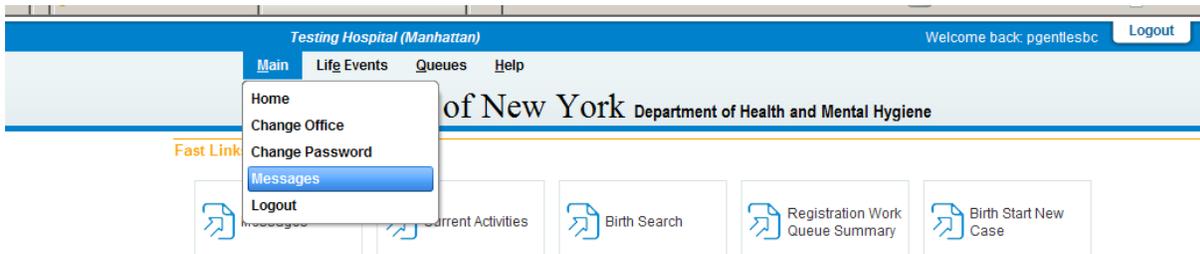
To send a message via EVERS:

From your Home screen under Fast Links click on **Messages**



or

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



After clicking on Messages, click on **Send Message**.



Click on **Recipients**, and then select **Organization** from the **Type of Search** dropdown.

The screenshot shows a web application interface for sending messages. The main page is titled "Testing Hospital (Manhattan)" and "The City of New York Department of Health and Mental Hygiene". A "Send Message" form is visible, with a "Recipients:" field highlighted in red. A "Choose Recipients" dialog box is open, showing search results for "Organization" type. The dialog includes a search bar with "%records" entered, a "Find" button, and a table of results. The "Office of Vital Records" is checked, and the "Add" button is highlighted in red. Callouts provide instructions: "Type %records and then click on Find", "Check Office of Vital Records", "Click on Add", and "Click Save".

Send Message

Recipients:

Send By:

Subject:

Choose Recipients

Search

Type of Search:

Name:

Name	Type
<input type="checkbox"/> Brooklyn Office of Vital Records	Registration Office
<input checked="" type="checkbox"/> Office of Vital Records	Registration Office

Total records : 2

Selected Recipients

No data found.

Select **Notify** from the **Send By** dropdown

You should see the message screen. Entering a message here is the same as writing an email message. For the Subject, please type "Duplicate Birth 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."

The City of New York Department of Health and Mental Hygiene

Send Message

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

Remove Recipient

Send By: Notify

Subject: Duplicate Birth Case

Case ID 743189, Miller DOB 01/28/2013, Male. It is a duplicate of Case ID 743188. Please abandon Case ID 743189

Click on Send

Send Cancel

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.

For questions regarding EVERS, please contact:

Constituent Services Unit
New York City Department of Health and Mental Hygiene
(646) 632-6705
evers@health.nyc.gov

Have you seen our website yet? Go ahead, take a look now! <http://www.nyc.gov/evers>