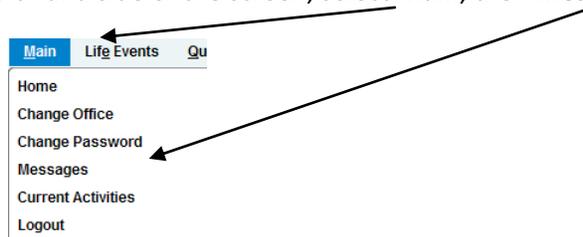


HOW DO I REPORT DUPLICATE DEATH CASES IN EVERS?

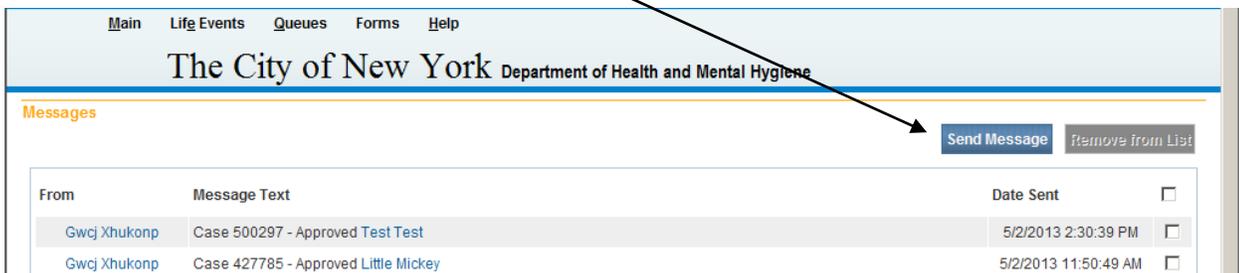
If you identify duplicate cases in the system, you must contact the New York City Department of Health by calling the Constituent Services Unit at 646-632-6705 or send an email to evers@health.nyc.gov requesting to abandon the duplicate case. You can also send a message via EVERS to the Office of Vital 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**.

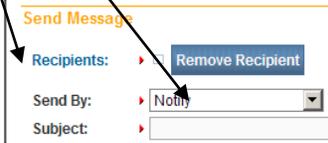


From your Messages screen, click on **Send Message**.



Select **Notify** from the dropdown then

Click **Recipients**



Send Message

Recipients: Remove Recipient

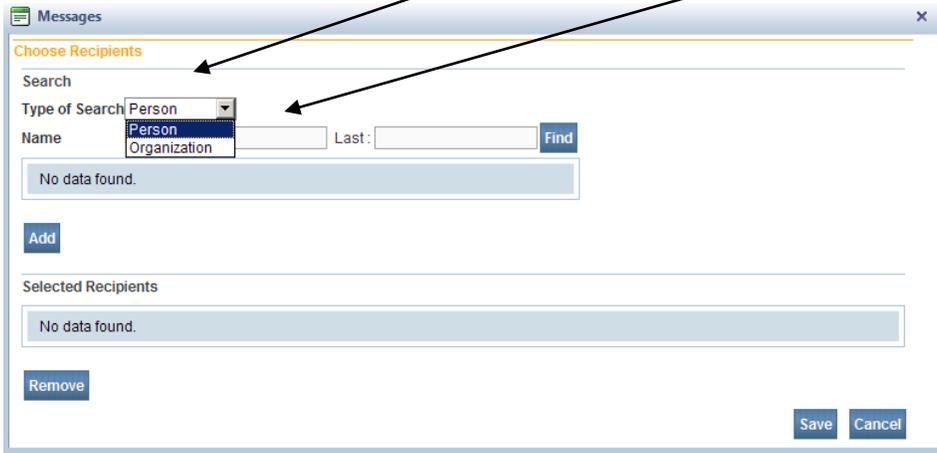
Send By: Notify

Subject:

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



Messages

Choose Recipients

Search

Type of Search: Person

Name: Organization Last: Find

No data found.

Add

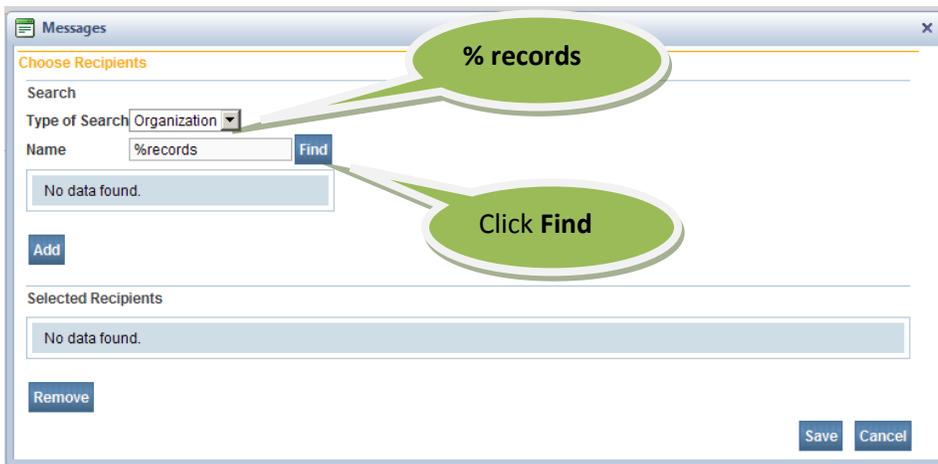
Selected Recipients

No data found.

Remove

Save Cancel

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



Messages

Choose Recipients

Search

Type of Search: Organization

Name: %records Find

No data found.

Add

Selected Recipients

No data found.

Remove

Save Cancel

% records

Click Find

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

Messages

Choose Recipients

Search

Type of Search: Organization

Name: %records Find

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

Add

Selected Recipients

No data found.

Remove

Save Cancel

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

Messages

Choose Recipients

Search

Type of Search: Organization

Name: %records Find

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

Add

Selected Recipients

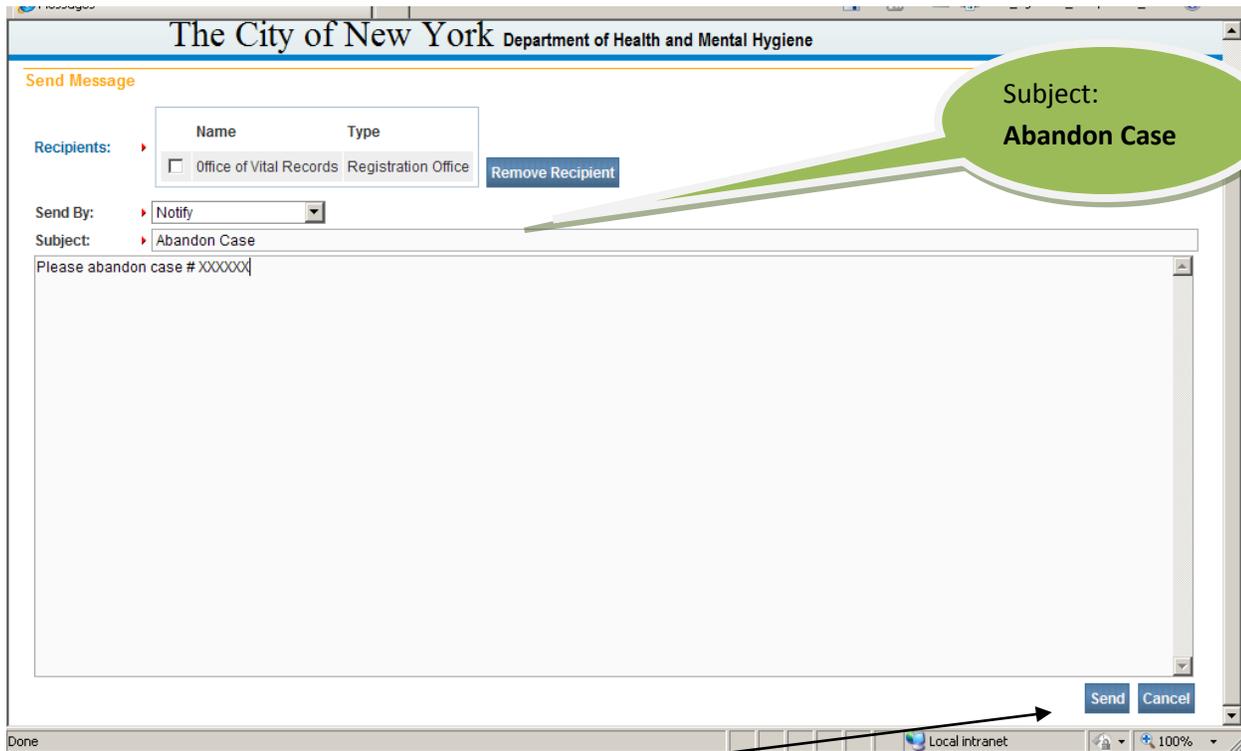
Name	Type
<input type="checkbox"/> Office of Vital Records	Registration Office

Total records : 1

Remove

Save Cancel

You should see the message screen. Entering a message here is the same as writing an email message. For the Subject, please type "Abandon Case." In the message text, include the Case ID number with the name, Date of Death, and indicate which record you would like to abandon. Example: "Please abandon Case ID xxxxx."



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 abandon the case. 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>