

eVital Go-Live FAQs

EVERS shutdown: 10 p.m. October 6, to 8 a.m. October 9, 2017

- The current system (EVERS) will shut down at 10 p.m. October 6. eVital will launch at 8 a.m. October 9.
- No birth or death cases, and no spontaneous or induced termination of pregnancy cases, can be registered electronically during this time. Urgent cases that require immediate disposition must be registered manually.
- On October 9, the City will start registering births and deaths and issuing burial permits using eVital.
- On October 10, our customer service lobbies will begin using eVital.

How do I handle an urgent disposition of human remains case during the EVERS shutdown?

1. Contact the Burial Desk at 212-788-4545 to brief them on the case. Only urgent dispositions will be handled.
2. Urgent cases must be registered on paper. Paper certificates must be completed in black ink with a fine point pen. Alterations, folds or omissions are unacceptable. Burial Desk staff will email a PDF of the paper death certificate, which is also embedded here:
3. Download a death certificate and print it on 8 ½" x 14" paper. Print only the front of the form.
4. Most funeral directors carry blank paper death certificate forms. Funeral directors can coordinate this process if services are retained by a family.
5. If death occurs in a medical facility and a funeral director is not involved, you must complete a paper death certificate form for the body to be removed immediately by the Office of the Chief Medical Examiner (OCME). Note: OCME will not remove a body without a death certificate.
6. Both the physician and the funeral director, if applicable, should complete their sections of the death certificate.
7. If a funeral director is involved, they must bring the paper certificate to the Burial Desk for registration.
8. If a funeral director is not involved, the hospital must send a representative with the death certificate to the Burial Desk for registration.
9. The Burial Desk will register the death certificate and issue the disposition permit.

Are practitioner license numbers required?

Yes, they should be automatically displayed in the provider profile.

What browsers are compatible with eVital?

You can only use Internet Explorer 11.0 or higher in eVital. There are no plans to support other browsers.

How often must I change my password?

Users will be notified every six months to change passwords.

What if eVital installation fails?

Users will be notified and EVERS will remain active.

What happens to manually entered paper records during the system shutdown?

The New York City Health Department will enter the records manually.

What availability is there for the Blu device?

Every facility receives one Blu device. Facilities may purchase additional devices as needed.

How can I use facial recognition?

Take and save 10 photos. If you do not save the photos, you will be required to repeat the facial recognition process.

How do you deputize users?

Every facility must have an eVital Administrator. That eVital Administrator must sign an agreement on behalf of the facility and complete their facial-recognition enrollment. Once enrolled, the eVital Administrator may enroll deputy administrators and other users.

How can I contact the New York City Health Department for urgent questions?

- After-hours, call the Burial Desk at 212-788-4545
- During work hours, call Constituent Services at 646-632-6705
- Email: evers@health.nyc.gov

What if a facility does not have an eVital Administrator by 8 a.m. on October 9?

- Under the City Health Code, facilities that have been reporting electronically must continue to report electronically.
- If your facility is still not enrolled, do it now.

When will data migration happen?

Data migration will occur during the EVERS shutdown period. By 8 a.m. on October 9, all EVERS data will have migrated to eVital.