Indiana Department of Health

DRIVE – General Questions

1. **When will DRIVE go-live?**

   DRIVE went live on January 4, 2021 starting with birth and death modules.

2. **When will you have training?**

   Trainings are available for the foreseeable future. Check under the "DRIVE Online Demonstrations" section. A recorded demonstration of each user role is also available on the DRIVE website.

3. **Will I have to sit through training that doesn't apply to me? I don't have time for that!**

   We completely understand! Each training will be end-user specific. This means you will only learn and be trained on what is relevant to your role in the DRIVE system. Each role type will have multiple training sessions from which to choose. We have also posted user guides with condensed materials.

4. **Can I receive email notifications when I have a record to review/enter/certify/amend in DRIVE?**

   Yes. DRIVE allows you to customize what notifications you receive. You will be able to do this once you set up your account.

5. **Will LHDs have to use DRIVE only, or can we still use our own system like we do now?**

   LHDs will still be able to use their own independent systems to issue birth and death records. They will have to use DRIVE to enter records into the state system like they do now with Genesis.

6. **I am a medical certifier, but I work in more than one facility. Will I have just one account in DRIVE, or will I have to have multiple accounts, one for each facility I work in?**

   You will have only one DRIVE account. However, you will have to sign in to each facility separately. This will show up when you log in and select which office.

7. **Will a facility with multiple physicians be able to have all physicians/staff see all of the facility's patient records in DRIVE?**

   Yes, the system is set up to have "facility view" so the staff can view all the facility's records, and the certifiers can sign for each other.

8. **Is there a user guide or document I can refer to for DRIVE?**

   Yes, there are full user guides (with screenshots and complete walkthroughs) as well as quick guides (one to a few pages) for reference that are user-role specific. We will also have documents on useful tips for DRIVE. All of these documents are posted on the DRIVE website (https://www.in.gov/isdh/28076.htm) and updated as needed.

9. **There are yellow dots that appear instead of green check marks. How do I make those go away?**

   The yellow dots just mean there is a soft error in place to validate data. You can correct the issue (if allowed for you role type) or you can override it. Once fixed, the yellow dot will disappear. If you choose to override the error, the yellow dot will not go away. If everything else is corrected, the record should show as either "Valid" or "Valid With Exceptions". An example is displayed below.

10. **I overrode the error, but it still shows up. How do I make it go away?**

    You can confirm you have corrected all the outstanding errors by clicking Validate Registration under Other Links. This will show all potential issues with a record. Additionally, you can view errors on the specific page in question by pressing the Validate Page button. Overridden errors will not disappear, but they will show with a check in the Override field. An example is shown below with an error that has been overridden and one that has not.

Validation Results   [Save Overrides]

Error Message	Override	Goto Field	Popup
DR_0092: One or more records currently exist for this decedent. Please verify this case is not a duplicate Potential Duplicates	☑	🔍 Fix	🔍 Fix
DR_0094: This social security number already exists in the database. Please verify this case is not a duplicate and the social security number is correct. Potential Duplicates	☐	🔍 Fix	🔍 Fix

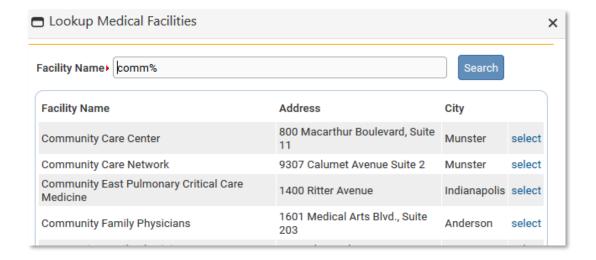**11. How do I determine the status of my record? Has it been registered?**

Under the case ID and the name of the individual's record, there is a status bar that displays the statuses for the record. It will show if the record has been signed, certified, affirmed, or registered. It will also note failures that prevent the record moving forward. An example of a record that has been full registered is listed below. Fully registered records will have the State File No. appear next to the Case ID.

11038356 2020077331 :

/Personal Valid With Exceptions/Medical Valid With Exceptions/Registered/Signed/Certified/NA/Local Registrar Filed

12. Is there a short cut option that can be used in searching for names and facilities (a wildcard) - so the entire name does not have to be entered?

Yes, you can use the percent sign (%) in searches – for instance, if you are searching for Community Hospital (East) – you can enter *comm%* - anything that starts with 'comm' will return. An example is below.

Lookup Medical Facilities   ✕

Facility Name ▸ | comm% | [Search]

Facility Name	Address	City	
Community Care Center	800 Macarthur Boulevard, Suite 11	Munster	select
Community Care Network	9307 Calumet Avenue Suite 2	Munster	select
Community East Pulmonary Critical Care Medicine	1400 Ritter Avenue	Indianapolis	select
Community Family Physicians	1601 Medical Arts Blvd., Suite 203	Anderson	select

13. Can I just manually enter a name or facility instead of using the search function (magnifying glass)?

No, you will need to use the magnifying glass to search for the name or facility.

DRIVE – Technical Questions

1. How do I log in to DRIVE?

DRIVE users will access the DRIVE site through Access Indiana, at https://www.in.gov/access/. You will need to create an Access Indiana account before you can access your DRIVE account information and before you can login to the DRIVE system. Once logged into Access Indiana, you will click the DRIVE tile (picture below) and request access to the system. You will click on the DRIVE icon, and it will take you to the DRIVE system.

2. What browsers are DRIVE compatible with?

The new DRIVE system is currently compatible across most major web browsers like Google Chrome, Mozilla Firefox, Safari, Opera, and Edge, and to use DRIVE on your computer, you will need a current web browser. Please make sure your browser is up to date and that pop-up blockers are disabled.

3. I'm not a clinician but I support our facility with vital records. Can I get an account to help manage workflow?

Yes. We do have a medical facility user role that can be assigned to help ensure records do not age too long.

4. Can I use DRIVE on my mobile device?

Yes. Because DRIVE is web-based, you are able to use it on mobile devices.

5. **I keep getting an "Invalid User" error when I try to affirm/certify. How do I fix this?**
   This could be one of several reasons, such as:
   a. It could be that the user logged in has not taken control of the record either through their message queue or the Start/Edit New Case function.
   b. The user is not the actual user to whom the record is assigned. The case will need to be transferred to the user.
   c. The wrong location has been selected either by the user when logging in or by the person who assigned the user to the record. (e.g., a medical certifier who works at two hospitals, but is logged in as the other facility).
   d. The user does not have the correct facility permissions and needs to enter a HelpDesk ticket to get those added.

Death Module

1. **I'm a Medical Certifier and the medical information is greyed out for the decedent. How do I fix this?**
   Medical Certifiers have to take ownership of the case in one of two ways. This can be done by navigating to the case/record through their Messages link or through the Start/Edit Case function (under Life Events > Death). Information on how to use Start/Edit Case is available [here](). Afterwards, the Locate Case function can be used to find a previously entered case.

2. **Will physicians have to enter the location/place of death, or can funeral homes enter it? Many times, the certifier will not know that information.**
   Either the physician or funeral home can enter that information. The place of death is still under the medical certifier tab, but either can review and edit this page as well as the date and time of death page.

3. **Will fetal death be integrated into this system?**
   Yes, but it will not be during Phase I. Fetal death will go live in late Q2 2021.

4. **Will a funeral home be notified when a physician certifies the cause of death?**
   Yes, if you select this option in your notifications preferences.

5. **Can a coroner take over the record?**
   No, the record must be assigned to the coroner by either the funeral home or the medical certifier currently on the record. The coroner will be permitted to complete both the personal and medical portion of the record once the coroner has been assigned the case.

6. **I'm a coroner and the case has been referred to me, but the medical information is greyed out. How do I edit it?**
   Coroners will first have to "accept the referral" and take ownership of the record referred to them. This can be done by navigating to the "Coroner Review Case" link under Other Links. The coroner will then enter accept (or reject) under Referral Action, assign the Coroner Case Number, and add any relevant note. When finished click Save, and the medical information should not be editable as long as the record has _not_ been assigned registered by the local health department. Registered records will need to be corrected through an Amendment.

7. **Is there spellcheck or anything to help with ensuring the accuracy of cause of death entries?**
   There are some built-in features to DRIVE that will prompt the certifier if a word is potentially misspelled. Additionally, there will also be a prompt to avoid acronyms. Although not completely fail-proof, we hope this reduces significantly the number of typographical errors. DRIVE will also have data entry checks to ensure required information is entered and will point out potential data entry errors.

Birth Module

1. **Will LHDs still be able to issue wallet/combo birth certificates?**
   Yes, they will.

2. **Will LHDs still be able to amend or correct birth records?**
   Yes. LHDs will review and approve birth records with Paternity Affidavits (PAs) prior to registration. Birth records without PAs will be auto registered without LHD review. The state and local file numbers will be assigned concurrently.

3. **Will there be a new birth worksheet to reflect the new added questions, and when will I be able to see it and download it?**

   A revised birth worksheet is now available on the DRIVE website in [English](#) and [Spanish](#).