



# REGISTRY OF VITAL RECORDS AND STATISTICS (RVRS)

Department of Public Health

## MAVRIC Electronic Death Registration System (EDRS) Frequently asked Questions (FAQ) *Updated October 19, 2023*

- 1. How can I be kept informed about MAVRIC planning and implementation activities?**  
Please email RVRS at [RVRSCommunications@mass.gov](mailto:RVRSCommunications@mass.gov) to sign up for The Vital Record, RVRS's monthly eBulletin. You can also monitor the [MAVRIC mass.gov](http://MAVRIC.mass.gov) website.
- 2. Will MAVRIC work for more than PCs and laptops running MS Windows?** Yes. MAVRIC will work with Windows, Mac OS and other major operating systems for PCs, laptops, and mobile devices.
- 3. Will MAVRIC training be provided? If so, when will it be provided, and how can I enroll?** Yes. Training for MAVRIC will be available through the online learning platform, TRAIN Massachusetts, accessible 24/7. As we get closer to launch date, registration and data partners will be able to access resources and the latest training related to MAVRIC. All death registration and data partners, including medical certifiers, will move to the new MAVRIC system. To do so, you must first enroll in TRAIN Massachusetts here: [TRAIN \(Training Platform\) | Mass.gov](http://TRAIN(TrainingPlatform)|Mass.gov).
- 4. With the phased implementation for the MAVRIC deaths and birth registration systems, will we need to still use VIP for births and MAVRIC to register deaths?** Yes. It is important to note that although the MAVRIC electronic **death** registration system will be going live in early 2024, **birth** registration will not be live until 2025. This means that births data and registration partners will continue using the Vitals Information Partnership (VIP) platform for all birth registrations. As we near the launch of the MAVRIC EBRS in 2025, training and system enrollment information will be made available to help with the transition from VIP to MAVRIC. Once MAVRIC goes live, VIP will no longer be needed or available.
- 5. What about fetal death certificates, will they become electronic?** Yes. Fetal deaths are being implemented in MAVRIC and will become electronic in early 2025.
- 6. Once MAVRIC is live, can I log in with the same username and password I used for VIP?** If you have been active in VIP since July 1, 2022, your profile will be set up in MAVRIC. Please be sure to use the same name and email you used with VIP to connect with your profile in MAVRIC. You will need to set up a new password. If you have not been active in VIP since July 1, 2022, you will need to complete the MAVRIC enrollment process after launch. This is a very simple process with no requirements to set up an account with the Virtual Gateway or upload any documents. You will receive more information about self-enrollment closer to the MAVRIC launch date.

7. **Will we need to go through the Virtual Gateway to access MAVRIC?** No, the Virtual Gateway will no longer be used to access MAVRIC. Please note that access to VIP is still through the Virtual Gateway.
8. **Will burial agents need to have an account with MAVRIC?** Yes. All users, including burial agents, will need to set up an account with MAVRIC.
9. **Will medical certifiers be enrolled in MAVRIC to complete their respective processes electronically? How can we be sure to have permits in a timely manner to serve our families?** The MAVRIC system will be the primary system for the creation of a death certificate. The process for enrollment is fast, entry of information is easy, and better quality and timeliness will result from the one-step electronic process. RVRS will be working to communicate to and enroll medical certifiers in advance of MAVRIC roll-out.
10. **Will MAVRIC have a way to search for established users in the system to message?** Yes. MAVRIC will have a messaging feature, including system messages and email, that includes the ability to search for specific users, allowing for easy accessibility.
11. **Does the user need to log in to MAVRIC to know a message is waiting, or is a note sent via email?** You will not need to be actively logged into MAVRIC to get work queue and status updates. In addition to the internal system messages, messages are also through email. You will have an array of options including sending messages by internal notification, email, or both. Additionally, you will have the option of sending custom group or individual messages.
12. **Is the sign-up process for MAVRIC for physicians going to be easier than the current process in VIP?** This process will be more streamlined. Our key goal is to make our users' lives easier with improved functionality that improves system processes, decreases inefficiencies, and reduces paperwork flows.
13. **Assuming the medical certifier is set up in MAVRIC, can a funeral home director send a record to the provider to certify through MAVRIC?** Yes, the funeral home director can assign the record to a medical certifier through the system.
14. **Is the note automatically saved on the record if you email someone to update a record?** No. But there is a comments feature in MAVRIC that allows users to save notes on a record.
15. **Will MAVRIC include death records older than Nov 2014?** As part of the larger 21<sup>st</sup> Century Technology Modernization initiative, RVRS is digitizing paper death records and working to make legacy death records that were not created in VIP (i.e., pre-September 2014) accessible to the end user community. More information on this will be forthcoming.
16. **Will there be reports to also show cause of death?** We envision the MAVRIC system to have robust reporting capabilities that can give our users insight into their cases and their progress through the deaths workflows. Users can choose from canned reports or create new reports to be viewed, printed as a PDF, or exported to Excel. The output of the reports will be based on users' associated facilities and what they have access to.

17. **Will there be a "Save" option for users? After completing a page in the system, can the user hit "RETURN / ENTER" key and not lose the information that was entered?** Yes. You will have the option to save data on any page as it is entered. You will also be able to come back to complete a record later if all the necessary information is not available when the record is established. MAVRIC automatically saves all your information when you click "Validate Page," "Next," or "Save." If you hit the Return/Enter key, all information will be validated and saved.
18. **Is there an age calculator?** Yes. The MAVRIC system will automatically calculate the age of the decedent on the record based on the Date of Death and Date of Birth entered.
19. **What if there is more than one Funeral Director in a facility, will there be a drop down to select the correct funeral director?** Yes. A drop-down menu will be available.
20. **Can you change a page that's validated?** Yes. If the medical or personal information section hasn't been signed/certified, users can update any information that they are responsible for. If the record hasn't been registered, users also can uncheck their signed/certified status and make further edits.
21. **Will cemeteries and crematories have access to certify disposition?** Yes. Cemetery and crematory users typically annotate/update the burial permit and send it back to the Board of Health. Currently, there is no equivalent in VIP as the workflow ends with the record being registered. However, in MAVRIC, burial agents and cemetery staff will be able to update the requisite record to update the burial plot information via the Identifier's page.
22. **If the MAVRIC system goes down, will the plan be to use paper forms?** Every effort will be made to minimize the need to resort to using paper forms. The MAVRIC system is being hosted by LexisNexis VitalChek in a state-of-the-art data center that provides continuous uptime, outside of scheduled windows of maintenance. In the unlikely event of a system failure, a fully redundant back-up would be brought online until the primary system is again operational.
23. **Will MAVRIC provide an alert to the user when the cause of death being entered needs to be referred to the medical examiner's office?** Anything other than a natural manner of death must be certified by the medical examiner including accidents, homicides, suicides, etc. A non-medical examiner user will not be able to enter any type other than natural. Situations surrounding natural deaths such as a heart attack on public transportation would require a medical examiner referral, which would usually be done by the hospital.
24. **Once a medical certifier certifies a record in MAVRIC, can it still be fixed/amended?** For registered records, the process will be easier in MAVRIC than it currently is in VIP. In MAVRIC, if the record is not registered, the signed or certified status can be changed, and the record edited. Once registered, authorized users will have the ability to initiate amendments in the system. Funeral Homes could initiate amendments for personal information. Local clerks, state, medical certifiers, staff, and OCME can initiate medical amendments.

- 25. Will the fax attestation option be available with MAVRIC if a medical certifier is not enrolled in MAVRIC?** The fax attestation will be replaced with a new process, the non-electronic attestation. Funeral Home Directors and medical facility staff will still be able to complete records on behalf of medical certifiers. A medical Certifier will still need to certify the record. This process is referred to as the “non-electronic attestation process” in MAVRIC. All faxing will be replaced with email communication between Funeral Homes and medical facilities enabled through the non-electronic attestation process. MAVRIC includes built-in email functionality within the application to support this transition. This means users can seamlessly send and receive information to make the process faster and more convenient. To ensure a smooth transition, we will provide comprehensive training guides and videos that demonstrate the new process.
- 26. Is the non-electronic certification the new equivalent of fax attestation?** Yes. We will no longer be using faxing, but instead, you will be able to transmit forms through the system via email. As soon as you receive the completed document, you will be able to upload it directly into MAVRIC as an attachment on the record.
- 27. Would it be good for funeral homes to contact local physicians they have the most contact with to start a conversation about this new system?** Yes, absolutely. Please spread the word about the new system to physicians you know. RVRS will be working with medical organizations and existing medical certifiers to get the word out.
- 28. Can a medical certifier certify a record without funeral home/ funeral director information added to the record? This information is often not known at the time of death.** Yes, you will be able to certify. The funeral information can be added later.
- 29. As a Hospitalist, can I complete a pronouncement and certification at the same time?** The "pronouncement" refers to the RN, NP or PA pronouncement process. So, if you are the Certifier, you will get all the fields necessary in one step.
- 30. Can the electronic form be populated by administrative personnel, or does it need to be done by the pronouncer?** If the administrative staffer is assigned the Pronouncer role in the system, they can complete the data entry portion and affirm the Pronouncer information. A medical certifier can later go into the record and certify the medical section.
- 31. Will a pronouncer be able to complete everything before the funeral home takes it?** Yes. You will be able to complete all the information required to be completed by an RN/PA/NP pronouncer prior to notifying a funeral home. The RN, NP and PA Pronouncer will be able to complete all the fields in the electronic pronouncement form, but not all are required to be completed.
- 32. Will keyboard shortcuts be available?** Yes. Keyboard shortcuts include F12, CTRL+C /CTRL+V, etc. Users can also select an item in a dropdown list by simply typing the first letter of an item in the list.