



# VERA Training Questions

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Revised March 30, 2023

## Downtime

What is the process for registering births if VERA is down?

- Complete the parent information worksheet and AOP if necessary and enter the data into VERA when the system back up.
- The parent's signature will be captured on the worksheet, so they will not be signing the birth.

## Log-in / Weekends / Remote access

How do I create a MiLogin ID and register for VERA access?

- Instructions can be found on the Set-up VERA Access tab on the resource website, [www.MichiganVERA.org](http://www.MichiganVERA.org).

Can I share credentials with my co-worker? We do the same job.

- No. Sharing credentials or logins is a security violation. Each user should have their own login as all activities in VERA are tracked using the login information.

Is VERA available on the weekend?

- Yes, VERA is a web-based application and is available on the weekend. System updates occur on the first Sunday of every month, and VERA is unavailable during that time.

What do I do if I have questions of problems on the weekend?

- SOM staff are available business days Monday-Friday from 8:30-12:30 and 1:00-4:30. If you need assistance outside of those hours, please email [MDHHS-VR-Registration@Michigan.Gov](mailto:MDHHS-VR-Registration@Michigan.Gov) and we will respond the next business day.

Can I access VERA remotely?

- Yes, if you work remotely, you can access VERA remotely since it is a web-based application. Access to the medical record and the parent information worksheet would be necessary to complete the record.

How do I change MiLogin to my current name and if I keep it as it is what name will show up on the birth certificates I certify?

- You will need to contact MiLogin about changing your name on your MiLogin account. Their number is 517-241-9700.
- Your name on the birth certificate will be the name given on your Security agreement. Please email [MDHHS-VERA-Help@michigan.gov](mailto:MDHHS-VERA-Help@michigan.gov) to update information in VERA.

## Information Collection

Is there still a need to go to the parent's room if we call to get the birth certificate info?

- A signature is required for the Social Number to be requested for the child. The signature should be collected on the parent information worksheet.
- As long as the parent information worksheet is completed, the State does not require the hospital staff to visit the parent's room.

If mom leaves AMA and they don't have contact info and refuse to complete the birth certificate, how do we complete?

- Abstract as much information as possible from the Medical Record and Hospital Registration.
- If the mother has previously delivered in your facility, use the link – Copy to New Birth to transfer static information for the mother to the new birth record.

Copy to New Birth

- Complete the rest of the fields as “unknown”.

Do we still have a document for the Physician to fill out? (Blue/Facility Worksheet) Do we still report the information that we currently collect on the back of the blue/facility sheet?

- The information previously entered on the worksheet can be abstracted directly from the medical records and be entered into VERA.
- A Facility worksheet was re-introduced Spring of 2023 for the clinician's use.

Will the birth information specialist be entering all the extra procedures done on the infant such as hearing screening?

- The information can either be entered by the birth information specialist, or other hospital staff members can be trained and registered to use VERA to enter the data. It should be noted that the hearing screening and immunization tabs are required to be completed.

If the facility is a mix of both paper/electronic records and the information we used to gather for the blue/facility worksheet was primarily on paper record, how do we gather that information to add it into VERA?

- If your hospital is partially paper, you will just skip recording the information on the blue worksheet and enter it directly into VERA.

Can we continue to use the Hospital Worksheet if it is useful to us to gather info for that record?

- You can continue to use it. The Facility Worksheet is available to print as a blank form from VERA. Hard copies are no longer distributed.

Will birth defects be reported through Vera?

- Yes, birth defects must be reported using VERA.

If the parents were born out of country, do we have to ask for the city also?

- No, the parent's birthplace is captured as State and Country.

If the parents are not ready to name their baby, does the 5-day “rule” still apply?

- Yes, it is the law.

## Safe Delivery of Newborns

If a baby being surrendered under the Safe Delivery of Newborns Act, would the informant be the hospital?

- No, the informant on an infant surrendered under this Act is the representative from the Child Placement Agency.

Is there a way to set up the system so that only fields allowed to be accessed is required for a surrendered infant?

- All fields need to be completed on a birth record.
- Refer to the letter of instruction for a child of unknown parentage if you have questions regarding how to complete the birth certificate.

## Court orders

What were the rules regarding court orders for surrogacy?

- The order must state the names of the persons who are not the biological and/or legal parents and must also state the persons who are the biological and/or legal parents.
- The order also needs to direct the hospital and State Vital Records Office to indicate the legal parents on the birth record.
- If an order is not available at the time of the birth, the person who gave birth will be listed as the mother, and if that person is married, the spouse must be listed as the second parent. It can be amended through the State Vital Records Office after the court order is obtained.

If there are court documents, do you upload those documents or mail?

- Court documents should be uploaded into VERA as attachments in the record.

Can you share the specific law regarding length of divorce?

- MCL333.2824 requires the name of (spouse) at the time of conception or, if none, the (spouse) at birth shall be registered as the (parent) of the child. The Attorney General has ruled that conception can take place up to 300 days prior to birth.

## Paternity / AOP

Is the AOP being printed or are they just signing the worksheet?

- The AOP will be printed and signed AND the parent/informant will be signing the worksheet.

Would the AOP still require a signature of a notary/witness?

- AOP form still requires a wet signature and it must be notarized or witnessed.

Do we still need a copy of Father's ID if notarizing/witnessing the AOP?

- The IDs of both parents should be reviewed unless the parent is personally known by the notary/witness.

How long does the father have to sign the AOP?

- The birth must be reported within 5 days.
- The AOP must be signed before the record can be certified.

What if the father is in jail or prison and the AOP is not signed within 10 days?

- If the AOP is not returned from the jail/prison within 10 days, the father must be removed from the birth record and then complete certification for filing.

Will the AOP be mailed to the State instead of the County Clerk's office?

- Yes. Using prepaid mailers provided by the State, the AOP will be mailed directly to the State on a weekly basis.
- If your facility is running low on prepaid mailers, request more be shipped from the Contact tab on our resource website – [www.MichiganVERA.org](http://www.MichiganVERA.org). Fifty-five (55) pre-paid mailers will be mailed.
- The AOP should not be folded or stapled.
- They should be mailed within 10 days of the date of birth.

Do we send the Copy of the ID with the AOP to the State?

- The State does not require a copy of the parent's IDs.

Will the record stay red for AOP pending until it is received in Lansing?

- Correct, it is resolved when the AOP is received by the State.

What will we be doing with things that need to be held and not released such as jail pats?

- The process will not change. Per VR's agreement with Office of Child Support, you can hold the birth certificate until the 10th day after the child was born. The birth must be released to the State on the 10th day... but this is only for incarcerated persons.

## Forms – PIW (Parent Information Worksheet)

Where do we get a copy of PIW? Will this form be given to the OB department?

- They will be available as a print form in VERA.
- Hospitals can share the form to be distributed by OB offices to bring to hospital.

Can we print more than one parent information sheet at a time?

- The PIW print form works with the Adobe print dialog box and multiple copies can be selected.

Would we still call the parents, or is this something they fill out on their own? Is birth records staff to call still and get this information or is this going to be given to parents before they deliver? Can we write the information in the PIW and just get the parent to sign?

- The form should be completed by the parents.

- You could fill it out for them. By having the parents fill out the information, there is a reduced risk of information being written incorrectly, however, this can be a hospital decision.

What about parents who don't speak English and need an interpreter?

- The PIW is currently available in English only. We will be developing an instruction sheet in additional languages.

Do we send the worksheet along with the Birth Certificate to the State? Are we skipping sending things to Local Clerk?

- Only the AOP will be sent to the State.
- Worksheets will be kept by the hospital.
  - They should *not* be scanned into the Medical Record.
  - The worksheet *can* be scanned into VERA.
  - They should be confidentially destroyed six months after the child's birth date.
  - The local clerk will receive the information electronically.

Do both parents need to sign the Parent Information Worksheet if they are married and/or not married?

- Only one signature is required on the Parent Information Worksheet.

How do we obtain the parent worksheet from labor and delivery?

- Hospitals will need to develop their own plan for transmitting forms and data between sections.

Are we scanning in the worksheet and then uploading under attachments?

- At the hospital's discretion, the parent information worksheet can be uploaded into VERA using the attachments link. Once the upload is confirmed – including viewing for legibility – the original document can be confidentially destroyed. The PIW should not be attached to the medical record.

## Ad hoc Reports

Will ad hoc forms be in the new program? Insurance verification form?

- The Verification of Birth is now listed under Print Forms and Other Links.

We usually run a maiden name report, will we still be able to?

- We do have a maiden name report built in the system.

Will we be able to create ad hoc forms/reports?

- Yes, ad hoc reports can be created.

In the current system, I can run a Newborn Admission list for babies born at all 7 of our birthing hospitals. Is this reporting available in Vera?

- We do have a newborn admissions report.
- You will need access for each facility.

## Menu Buttons – Inside Record

Does Validate also save?

- Yes. Validate will also save the data.

What does it mean to validate?

- Validating is an error check against the rules - both NCHS rules and custom State of Michigan rules.

Can I just validate everything at the end of the case or every so many pages?

- Yes, you do not have to validate on every page.
- When validations are run there is an option to see all errors, not just the errors for that page.

Once you validate can you go back and make changes?

- Yes, edits can be made to the record until it is filed by the local clerk.

Does it automatically save if we forget to validate?

- No, the system does not automatically save.
- If the user does not save or validate and navigates away from the record or times out, the information will be lost.

What is the Save button for on each page?

- The Save button saves the data without running the validation rules.

Is saving the same as releasing the record to the state, or is it a separate process?

- They are separate processes.
- Saving the record only saves the data.
- Certifying the record allows for release to the local office for affirmation – which releases the information to the State.

If there is an error on BC after releasing it can we have it sent back for correction? Who should we contact the state or the county?

- The State of Michigan can no longer reject birth certificates for correction.
- If the birth has not been filed by the local registrar, the record can be “uncertified” and edited.
- Once filed, the record will have to be corrected using an amendment process. This process can only be done for hospital error. Instructions can be found on our resource website [www.MichiganVERA.org](http://www.MichiganVERA.org) on the Hospitals & Midwives tab.

## Child page

Can we add special characters to a baby's name?

- Michigan requires the use of standard English alphabet characters limited to upper and lower case letters A to Z, commas ( , ), periods ( . ), apostrophes ( ' ), hyphens ( - ), and spaces.

Some parents want the mark over a letter, is this going to be available?

- No, Michigan only allows English alphabet characters on the birth record.

If a mom wants her child to have a hyphenated middle name, how would we input that?

- If a name is hyphenated enter it with the hyphen in the middle name field.

If someone had 2 middle names with a space, how would we input that?

- Multiple middle names can be recorded in the middle name field.

Some children have three middle names. Which boxes should we use to fill the names?

- They can all be entered in one box if they fit.
- There is a 50-character limit to the middle name field.

What if they have multiple last names?

- Multiple last names can be reported in one box.
- Each name field will allow 50 characters to be entered.

How time should be entered?

- Time can be entered using military time – 24-hour format or standard 12-hour time.
- All time should be entered using 4 digits regardless of 12- or 24-hour format.

Would Military time print on the Birth Certificate or would it convert to normal standard time when it prints?

- It would print military time which is acceptable.

What was the primary attendant type at onset of labor?

- If mom were laboring at home with a midwife and transferred to the hospital, midwife would be indicated. Otherwise capture the attendant at the hospital.

Is there a box to check to apply for a SS number for the baby?

- The checkbox for a social security number request has been replaced with a dropdown that can be found on the child page.

What parental description should be used on the Birth Certificate if baby is going to CPS/Foster care?

- The parental descriptor should indicate the mother/father unless otherwise requested by the parent(s).

## Mother Page

### Mother Address page

Can we edit the mailing address?

- The mother's mailing address can be edited.
- The system will not allow the mailing address for the mother to be changed if the checkbox to indicate the *mailing address is the same as the residence address* is checked. The checkbox must be unchecked if the addresses are different.

Can we use a PO Box for the mother's mailing address?

- Yes, the information for the PO Box should be added in the street address box.

With the parents filling out the worksheet many of them do not know if they live in a township or within the city limits. How can I figure out which is correct? Am I able to fix that on the worksheet if it is wrong?

- To determine if the township needs to be entered differently, check the following websites:
  - <https://geocoding.geo.census.gov/geocoder/geographies/address?form>
  - <https://www.mcgi.state.mi.us/milocator/mcgi.html>
- Either the parents or the birth information specialist can correct the worksheet with a single strike through and initial the correction. No whiteout can be on the forms.

Is the township still going to need to be entered differently between the residence and mailing address?

- If the mailing address is different from residential it must be entered to allow for proper statistical reporting.

## Mothers Health

Is the alcohol usage going to be a question on the form they are provided to fill out?

- Yes. The form has been updated to capture the number of drinks information.

Is there also an option for drug use during pregnancy?

- No, the National Standard does not collect drug use during pregnancy.

## Mother Marital Status page

What about same sex marriage? Is that something that will be an option?

- The parental designator can be found on the Marital Status Page.
- Parent/parent labels should only be used if mom is married to another woman, a court order is provided, or it is specifically requested by the parent(s).

What would we do if married but refusing to provide spouse's information? Does it allow SSN request or filing?

- Answer the questions correctly for the time of birth. Refusals will automatically go into a queue at the State. There will be nothing to mail to the State office.
- The baby will not be able to get an SSN.
- The record will be filed, but the mother will not be able to receive a copy of the record.

## Informant page

On the informant section, who is allowed to sign the worksheet?

- Typically, we see the informant listed as the mother or the father. If it is someone different, specify the relationship to the child in the box and then enter the name of the informant.



Can both parents be listed on the birth certificate as the informant since there will not be any printing of the birth certificate for the parents to sign?

- No, only one name is captured as the informant.

When we pull the information from the chart because mom does not give the info, does the person completing the record go as the informant or still mom?

- The mother is the informant.

Why would someone other than the mother be the informant?

- The mother may be medically unstable.
- The infant may have been surrendered under the Safe Delivery of Newborns Act.

## Prenatal

When entering twins, how do we account for the births in the “other live birth” section?

- When entering the second birth, the first twin would be recorded as a prior delivery. It will either be entered as a prior live birth now living or deceased or other prior outcome (fetal death). A guide for linking plural deliveries can be found on our resource website at [www.MichiganVERA.org](http://www.MichiganVERA.org) on the Hospitals & Midwives tab.

For the number of terminations, some moms cannot remember the date or do not feel comfortable answering or it's not in the medical record. Can we type 99s instead of the date?

- Yes.

Do we need to enter the mother's Medicaid number? Is it required?

- The Medicaid number is not required, but auto-enrollment of a child born to a mother on Medicaid is required, and by having it on the birth record, the linkage process is smoother.

## Pregnancy factors

For mother's pregnancy factors/co-morbidities, can chronic hypertension AND gestational (PIH-pregnancy induced hypertension, preeclampsia) both be selected now? even though a mother has chronic hypertension she may also develop pregnancy induced preeclampsia. Right now, we are not able to choose both.

- Per the CDC, if the mother has chronic hypertension, it should be completed without reference to gestational hypertension.
- Eclampsia should only be chosen when specific criteria is met. The CDC defines eclampsia as hypertension with proteinuria with generalized seizures or coma.

## Delivery page

If the infant is transferred from the delivering hospital, can the receiving hospital see the information entered into VERA, if any?

- Yes, both hospitals will have access to the record and would be able to certify.

What if mom is discharged and baby is transferred out prior to birth records staff being notified?

- This sounds like a communication issue between different sections of the hospital. A policy should be developed to assure all deliveries are reported to the correct reporting unit.

If the baby was transferred, does the delivering hospital still need to complete the entire record or do we let the receiving hospital do that?

- The delivering hospital will complete the delivery information.
- The receiving hospital may complete the personal/legal information if the receiving hospital is a birthing hospital.

What if the baby is transferred to an out-of-state hospital?

- The delivering facility will need to complete the whole record. If the parent has not completed the worksheet, the hospital should work with the receiving hospital to get the information.

Why would the transfer facility finish? If the baby is already born and transferred out and mom is there, wouldn't she give all the information?

- If mom is still at the delivery facility, the delivering hospital should complete the whole record if possible.

## Newborn page

The newborn screening (NBS) card number is not typically available until the child is 12 hours old, if one is not available when inputting information, are we able to leave that field blank, or what should we put? What if the parent refuses?

If the NBS number is available that quickly, we would ask that you wait for it before certifying the record as NBS uses that number to link the card to the child and parent information.

- If Newborn screening is refused or declined, enter refused or declined in the box for the NBS number.

Is the Newborn screening card number the same as the metabolic card number?

- Yes, newborn screening card number is the same as the metabolic card number.

## Attendant / Certifier page

What if we do not know the PCP/Pediatrician's name.

- It can be found on the PIW if completed by the informant. If you are unable to get the information, leave blank.

Currently our hospital has the delivering providers certify the birth certificate. Will they need access to VERA, or will the birth records staff be responsible for certifying now?

- If the physicians wish to continue to certify the births, they will need to become users of the system. Otherwise, birth records staff can be designated as certifiers with a certifier authorization letter from the hospital CEO.

The attendant is the person that delivered the infant, and the certifier is the one that fills out the certificate? Is there a way to save frequent OB Doctors that do deliveries?

- Correct. Attendants and OB doctors will be loaded into Vera. You can use the wildcard to search. More attendants can be added by the SOM as needed.

Do we have to enter the NPI?

- We are just starting to capture the NPI for the attendants. It is not a required field, but if they have it available, they should complete it – or provide it to our office to add to the table.

Should we have the parents proofread before we certify?

- It is highly recommended to have the parent / informant proofread the working copy of birth certificate prior to certification.

## Immunization

Where do I find the lot # / manufacturer information for the immunization?

- It should be available in the medical record.

When a baby goes to NICU are we required to enter hearing and immunization information, or do we say NICU pending?

- The information will need to be completed. NICU pending is an acceptable response.

How long do we have to add the information for the HEP B? In most cases, the information is not completed before we do the BC.

- HepB and HBIG information can be added after the birth is certified.

## Hearing Screening (EHDI)

If they fail the screening and return for a follow-up screening do we have to enter the follow-up screen?

- For a failed hearing screening... the system will currently allow the information to be updated prior to the record being certified

We have a hearing screening department. Can they fill that information into VERA?

- They will need to be trained and become users of the system

When a baby goes to NICU are we required to enter hearing and immunization information, or do we say NICU pending?

- The information will need to be completed. NICU pending is an acceptable response until the information is available.

## Print Forms / Correspondence

How do I print the birth certificate?

- Birth certificates will not be printed for sending to the local in VERA.

We do not print or get signatures on the Birth Certificates?

- Correct.

How do we have the parent(s) / informant verify the information on the birth certificate?

- A working copy can be printed from the print forms menu for the parents to review. This should not be left with the parents.
- If using a laptop or tablet, the parents can review the working copy electronically.

Will we be able to give the parents a Verification letter?

- Yes, it can be found under the correspondence link.

How does the verification get on our letterhead?

- The Verification of Birth is produced as a Word document. If an electronic version of the hospital letterhead is available, copy and paste from the VERA document to the hospital letterhead document.
- If the letterhead is a paper document, place it in the printer and print directly to the letterhead.

Can the verification of birth print automatically?

- It is not a function of this system.

Will the birth verification form show that the social security card was requested?

- Yes, social security requested y/n is included on the verification letter.

## Comments

What kinds of comments are helpful in the comments field?

- Any information that would have previously been written on the back of the birth certificate or on an attached note.
- It is not necessary to indicate marital status or maiden name retained in comments.

## Plural Delivery Links

Would we use the plural link for triplets too?

- Yes. Any multiple deliveries can be reported using the plural delivery link to reduce the data entry process.

## Fetal Death

What form do we have the parent complete for a stillbirth/fetal death?

- A new form is in development.

What if our labor and delivery department handles fetal death reporting?

- They need to be trained and become users of VERA.

What if the remains are picked up by the funeral home prior to us completing the report?  
We are a M-F department.

- The hospital will still be responsible for completing the Report of Fetal Death
- The Final Disposition form should be offered to the mother/parents

Are all the forms for a fetal death then being discontinued and replaced with VERA?

- The Report of Fetal Death is being replaced with electronic reporting in VERA.
- The Final Disposition for a reportable fetal death can be generated electronically using VERA.
- A PDF fillable Final Disposition will be used for non-reportable fetal demises.

Does the Final Disposition of Still Birth replace the green half sheet or do the parents still sign the green sheet?

- The green half sheet document is the Final Disposition of Still Birth and it no longer requires a parent's signature.

There is a checkbox for a fetus that doesn't meet criteria for a fetal death, is that only for a multiple birth situation?

- Yes.

## Certified Copies

Can the parents go to local clerk office to pick up birth certificate?

- Yes, the local clerk will still be able to issue the birth certificate.

How soon can the parents go pick up certified copy at clerk's office?

- When the information is released from the hospital, it will go to the local clerk's office for acceptance. Once accepted by the local clerk, the local clerk can issue copies.

## Additional Training

If we still need to see some of this walk through/training again, is there training available?

- The State of Michigan Vital Records is hosting quarterly targeted trainings based on requests from users. If you have a request for training on a specific process, please email [MDHHS-VR-Registration@michigan.gov](mailto:MDHHS-VR-Registration@michigan.gov)

Are any of the trainings being recorded for reference in the future?

- Yes, we will have a recorded training for future reference.
- Additionally, there will be a web-based training with modules in the future.