eVital
Frequently Asked Questions

NYC Health

Medical Facilities

Q. How can a qualified medical professional certify a birth or death if they do not have a smart phone?

A. A certifier may use a colleague's mobile device to pronounce or certify as long as they have the NYC eVital Certify app installed and configured to shared mode.

Q. Are National Provider Identifier (NPI) numbers required?

A. No. NPI numbers are not required. However, this number can be entered in the system. To enter a NPI number the facility administrator must search for the user, click on the User Licenses tab, and type the number into the appropriate field.

Q. What if a certifier doesn't have a license?

A. If the certifier is an attendant, nurse practitioner or physician assistant, they must have an active license. The license must be typed into the User Licenses tab located on the User Profile panel. However, if the certifier is a resident or intern, the attending physician's license number must be entered in the record or case to be certified.

Q. How do I submit an amendment for a registered death case?

A. Once a death is registered, the Amendment History tab will appear in the Death Registration panel. To create an amendment, please refer to the eVital manual entitled "How Do I Report Deaths: Medical Facilities," located on the eVital webpage.

Q. How long does a case remain in the Health Department's hold queue?

A. One hour.

Q. Will the clock restart on the hold period if a user makes a change to a case once it's already in the queue?

A. Yes. The hold period for a case will be one hour after it's completed or after any changes are made.

Q. Will a user receive a notification that the hold period is expiring?

A. No. Users will not receive a notification. However, a queue will list all cases that are pending and on hold. Once the hold period expires, the case will be removed from the queue.

Q. Are all facility worksheets staying the same?

A. Yes. All facility worksheets will remain the same.

Q. Can a user still print work copies?

A. Yes. Work copies can be printed by medical facility or funeral home personnel.

Q. How can people obtain additional copies of a birth or death certificate?

A. They can call 311 or visit nyc.gov/vitalrecords.

Q. Can a facility still fax the acknowledgement of paternity (AOP)?

A. A facility may fax the AOP, but we encourage all facilities to scan and upload the AOP because it is more efficient and reduces processing time. Facilities can attach a scanned AOP to a case in eVital using the Documentary Evidence tab.

Q. Will the Health Department provide scanners to the facilities for scanning AOP's?

A. No, but the Health Department will provide specifications for recommended scanners.