

DRIVE Frequently Asked Questions

DRIVE – General Questions

1. When will DRIVE go-live?

DRIVE is scheduled to go-live in late fall 2020 starting with birth and death modules.

2. When will you have training?

Trainings will be Aug. 3 – Nov. 6, 2020. We will also have trainings post go-live (dates TBD). A recorded demonstration of each user role is 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.

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 physician, 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 account. However, you will have to sign in to each facility separately.

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 will be 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 will be posted on the DRIVE website (<https://www.in.gov/isdh/28076.htm>) and updated as needed.

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. Therefore, you must have an Access Indiana account before DRIVE's go-live date. Once DRIVE goes live, you will login to Access Indiana, where there will be a DRIVE icon. 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. Can I use DRIVE on my mobile device?

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

4. Will I have to enter the dual authorization PIN for every record?

No, you will only have to enter it once as long as you do not sign out of the DRIVE system.

5. Will my Genesis User ID and password be transferred over to DRIVE?

We will transfer existing user information from Genesis to DRIVE. However, there will be a few steps you will need to take for security reasons to access that information to get into the new DRIVE system.

Death Module

1. 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.



2. Will fetal death be integrated into this system?

Yes, but it will not be during Phase I (November 2020). Fetal death will go live in late Q1 or Q2 2021.

3. Will a funeral home be notified when a physician certifies the cause of death?

Yes, if you select this option in your notifications preferences.

4. 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.

5. 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 amount 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.

2. Will LHDs still be able to amend or correct birth records?

Yes. LHDs will review and approve birth records with 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 in final review. Once it has been reviewed and approved, it will be uploaded into the DRIVE system, and on the DRIVE website. You will be able to access it on the DRIVE website as soon as it is posted, and on the DRIVE website as soon as we go live.

