



TN Vital Record Information System Management (VRISM) FAQs

How do I register for VRISM?

Register using the following link: <https://apps.health.tn.gov/VRISMUserAgreement/UserAgreement/UserAgreement>

How do I get to the TN VRISM website?

VRISM is a web based program and can be accessed from any computer that is connected to Wi-Fi. You can also link to it through Epic / eStar by using the  drop down menu → Help → VUMC Web Resources.

What do I do if I get locked out of the VRISM system?

The system will tell you to contact your system administrator. This is the state of Tennessee and they can be reached at 1-855-874-7686. They are open Mon-Fri 0800 – 1600; closed on weekends and most holidays.

If you would like for Decedent Affairs to act as your liaison you can contact us in our office: 615-343-5165 or by pager: 615-835-1497

How do I certify a death certificate (DC) in VRISM?

After completing tabs # 7 – 10 and before going to tab #11, completing the following steps:

1. Select 'Finish'
2. Select 'Save (as pending)' on the 'VRISM Warning' page
3. Select 'Return to Record' on the 'Successful Transaction' page
4. Select tab #11
5. Under 'Certify Medical' select 'Check when **ready to certify**'
6. Select the 'Certify' button in the bottom left (should have gone from gray to black)
7. Repeat steps 1 & 2
8. Select 'Main Menu' on the 'Successful Transaction' page

On your main screen / work queue the DC should no longer be present. If it remains in your list, then it is not certified & needs additional items completed.

Will the VRISM system let me certify the death certificate with all of the missing items listed on the 'VRISM Warning' page?

Yes, anything listed under the heading of 'ATTN: FUNERAL DIRECTOR OR PERSON ACTING AS SUCH' will be completed by the funeral home at a later date and does not hinder the DC from being certified.

However, if there is something listed under the heading of 'ATTN: MEDICAL CERTIFIER,' these items do need to be completed before the DC can be certified.

What do I do if there are 2 death certificates for the same person in my queue?

Contact Decedent Affairs prior to completing either one of the DCs so we can ensure the correct one is getting done. We will also communicate with the state to purge the 2nd one entered in error.

What do I do if I am not the correct physician to complete and certify the death certificate?

Contact Decedent Affairs immediately so that we may reassign the DC to the correct physician. And if you know who the correct physician is that would be helpful information. Contacting us quickly will avoid delays in getting the DC signed so the family may proceed with final disposition, insurance, etc.

What do I need to do if I need to reclassify a death certificate (i.e. from natural to accidental, suicide, etc.)?

For any deaths within Davidson County, the medical certifier should contact the Davidson County Medical Examiner's office. They can be contacted Mon-Fri 0800-1700 at 615-743-1800 or after hours by pager at 1-800-216-0107.

What do I do if I'm not available to sign a death certificate due to hiatus, out of town, illness, etc.?

Set an 'Out of Contact' message in your in basket in Epic/ eStar to include the date(s) you are unavailable and which physician is covering you messages / activities. If you are unsure how to do this there is a Hubble tip sheet titled 'Setting Out of Contact Coverage for In Basket' that gives step-by-step instructions.