HEALTH ADVISORY

Public Health
Prevent. Promote. Protect.

Region 4 Public Health
Clark, Cowlitz, Skamania, Wahkiakum
counties, and Cowlitz Indian Tribe

To: Physicians and other health care providers

Please distribute a copy of this information to each provider in your organization.

Questions regarding this information may be directed to the following Region 4 health officers:

Alan Melnick, MD, MPH, CPH
Health officer for Clark, Skamania and Wahkiakum counties

Steven Krager, MD, MPH
Health officer for Cowlitz County

Alert categories:
Health Alert: conveys the highest level of importance; warrants immediate action or attention.
Health Advisory: provides important information for a specific incident or situation; may not require immediate action.
Health Update: provides updated information regarding an incident or situation; no immediate action necessary.

HEALTH ADVISORY
April 19, 2024

Enroll now for WHALES Death Registration; virtual enrollment assistance available

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Summary

Washington State Department of Health (DOH) transitioned to a new system for reporting deaths, Washington Health and Life Events System (WHALES), in February 2024. The previous system, Electronic Death Record System (EDRS), is no longer accessible.

Many providers and staff in the state still have not enrolled in WHALES. To register deaths in Washington, providers must have a WHALES Death Registration account.

Providers who register deaths in Washington and do not have a WHALES Death Registration account are urged to enroll right away. Enrolling is a manual multi-step process, and it can take up to three business days to process a request for enrollment. Enrolling now can prevent delays in reporting a death.

Requested actions

Follow the instructions in the [EDRS to WHALES Transition newsletter](#) (pages 4-5 of this advisory) to request access to WHALES Death Registration.

For enrollment assistance, DOH is holding virtual workshops twice a week through May 8, 2024. The workshops will include demonstrations and live assistance. Join one of the following workshops using the link below:

Date	Time
Wednesday, April 24	12:00 pm – 1:00 pm
Thursday, April 25	8:30 am – 9:30 am
Tuesday, April 30	2:00 pm – 3:00 pm
Wednesday, May 1	11:30 pm – 12:30 pm
Wednesday, May 8	7:30 am – 8:30 am
	2:00 pm – 3:00 pm
https://teams.microsoft.com/l/meetup-join/19%3ameeting_MWFjYjZiNjgtOWE2OS00NDEwLThmMmItNWNiOTQ0N2I0ZmMz%40thread.v2/0?context=%7b%22Tid%22%3a%2211d0e217-264e-400a-8ba0-57dcc127d72d%22%2c%22Oid%22%3a%2215c5c0fe-6f0d-41ea-bcda-0d63de22d4f2%22%7d	

For questions about the workshops, contact DOH at WHALES.Training@doh.wa.gov.

For questions about enrollment or a pending registration, contact DOH registration team at DeathRegistration@doh.wa.gov or 855.562.1928.

To subscribe or unsubscribe from this listserv, email: Tippy.Hartford@clark.wa.gov.

Thank you for your partnership.

Local health jurisdiction	Phone	Fax
Clark County Public Health	564.397.8182	564.397.8080
Cowlitz County Health & Human Services	360.414.5599	360.425.7531
Skamania County Community Health	509.427.3850	509.427.0188
Wahkiakum County Health and Human Services	360.795.6207	360.795.6143

The Washington State Department of Health
EDRS to WHALES Transition

- **Urgent: Enroll Now!**
- **Two Methods to Request Access to WHALES Death Registration**
- **Member Listing Reports**
- **WHALES Help Button**
- **Contact Us**

Urgent: Enroll Now!

We still have many providers that have not enrolled for WHALES yet. You cannot access EDRS. You MUST have a WHALES account. Enrollment is a multi-step process, which means **the time to sign up is NOW before** you have a death to report. This will result in a quicker death registration process for all involved.

Two Methods to Request Access to WHALES Death Registration

Did you have an EDRS account on January 18, 2024?	Method to request access	Which method below is that?
YES, I had an EDRS account prior to January 18	You **must** use the pre-existing user request (bulk load). Method B will result in a denial.	Method A
NO, I did not have an EDRS account prior to January 18	You must use the WHALES User and Facility Management Tool (REDCap).	Method B

Method A – (See the December Vol 9 Newsletter for more detailed steps)
1. Log into your SecureAccess Washington (SAW) Account or create one if you do not have one
2. Click "Add a New Service"
3. Click on "I have been given a code by an agency"
   - The code is DOHEVREDRSBulk and is case sensitive and cannot have extra spaces
4. Fill out the "Additional Info For DOH" form
5. Your SAW account will show a "Pending" status
6. Once DOH reviews your request, you will receive a confirmation or denial by email
   - If denied, make sure to read the email as to why you were denied and reapply again

Method B – (See the February Vol 13 Newsletter for more information)
1. Log into your Secure Access Washington (SAW) Account or create one if you do not have one.
2. Use the WHALES User and Facility Management Tool (REDCap Survey Tool).
3. Click "User Access"
4. Check email for further instructions to include a specific code

Washington State Department of HEALTH

Member Listing Reports

Curious to know the WHALES status of the providers and staff in your facility? You can print a Member Listing Report by following these easy steps:

- Go to your WHALES Homepage
- Click Death, in the left navigation
- Click Print
- Click Reports
- Click on hyperlink for Death Location Member Listing
- Click on Generate Document

Anyone showing as a 1 in the Registered column came over from EDRS prior to January 18.

- 1 = The user is **not** enrolled in WHALES and must do so ASAP using method A on page 1.
- 0 = The user is enrolled in WHALES and their account is active for death registration.

Other items in the report:

- WHALES user ID (needed for any changes)
- Facility location email, phone number, and address – upper left of the report

Use the WHALES User and Facility Management Tool to

- "Remove Current User" – user that doesn't belong with your location

- "Facility Location or Disposition Place"
  - Add, update, or close a facility location
    - Update the facility location name, email, phone number, and/or address
  - Add a Disposition Place
- "Update Individual User"
  - Name, email, and/or phone
  - Email notification preference – approver only

WHALES Help Button

Click on the Help Button, next to logout on the top right of the screen - it looks like a question mark. This action will open all your valuable WHALES resources, including:

- Self-paced training for all user groups
- Short training video demos
- Guidance Manual
- Other guidance documents
- Facility Death Affidavit for Correction
- Q & A's

Make sure to keep checking for new content in the WHALES Help files.

Contact Us

Thank you for your continued patience and understanding while we work through an extremely large number of WHALES enrollments and questions.

We know that with the new system you may have a lot of questions. We are always happy to assist you. If you have questions about your pending registration or are stuck in the middle of a record, please reach out to the registration team.

Email: DeathRegistration@doh.wa.gov.
Phone: 855-562-1928

The team is available Monday-Friday from 9:00 to 4:30 and it may take 2-business days to return your call.

Washington State Department of HEALTH