

OFFICE OF VITAL RECORDS

VITAL RECORDS INFORMATION
SYSTEM MANAGEMENT

Electronic Birth Registration System (EBRS) Manual

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Introduction

VRISM is an acronym for Vital Records Information System Management. This system allows electronic registration and issuance of birth, death, marriage, and divorce certificates, as well as reports of fetal death, to be registered and issued electronically across the state of Tennessee. In this training, you will learn about registering birth certificates.

The issuance module was launched in 2013 and was successfully adopted by all Tennessee health departments, allowing for certificates to be available for issue in a timelier manner. VRISM gives local health departments the ability to issue birth and death certificates throughout the state, regardless of the county of occurrence.

The fields and data rules for this system comply with both state and federal guidelines.

Statistical Elements

The Certificate of Live Birth and Report of Fetal Death provide medical and health information that is used extensively in research, planning and evaluating programs related to maternal and child health. This information is also used to estimate population growth, which is vital for planning schools, transportation, and other government agencies.

Local, state, and national vital statistics are compiled on the number and rate of births by characteristics such as place of birth, mother's age and background, prenatal care, birthweight, conditions of the labor and the baby's first health assessments. **Complete and accurate registration is an essential service to the individual named on the record, the community, and the State.**

Users are required to enter these essential statistical items on tabs 1-12. If you have any questions about how to complete any of these items, please refer to the *Guide to Completing Birth and Fetal Death Reports* available at:

https://www.cdc.gov/nchs/data/dvs/GuidetoCompleteFacilityWks.pdf

How to Register for VRISM

In order to register to use the VRISM system, please submit a VRISM User Access Request and Agreement form.



This can be found by visiting the Tennessee Department of Health website

(https://www.tn.gov/health.html) and clicking "Birth, Death, Marriage, and Divorce Certificates."

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Vital Records

How do I get my certificate?

FAQs

Fees

How do I get my certificate corrected?

How long will it take?

Genealogy Research

Applications

Identification Requirements

Reporting Forms

Then click "VRISM" under the *Vital Records* heading

Click here to register for VRISM

The Tennessee Department of Health has undertaken a project to upgrade the system our state uses to maintain death, birth, marriage, and divorce records. The project, Vital Records Information System Masagement (VRISM), will result in a user-friendly system that allows for electronic communication between the Tennessee Office of Vital Records and those partners who help to register vital events that occur in Tennessee. The new system is a web-based, electronic system and will replace the predominantly manual, paper-based process currently in use.

Lastly, click the "Click here to register for VRISM" button and complete the registration form.

You can also follow this link: https://apps.health.tn.gov/VRISMUserAgreement/UserAgreement/UserAgreement

You should receive two emails: one with your username and temporary pin and another with a single-use link to activate the account and set up your security information. Please refrain from clicking the link until you have received your username and temporary pin. Additionally, please click the link only once, as it is designed for single-use.

If you submit a User Access Request and Agreement form and do not get a response within one business day, please contact the VRISM Help Desk at 855-874-7686 or at health.vrism@tn.gov.

Online Training

We offer online training for users of the VRISM system. To access our training materials, please visit the Department of Health Website (https://www.tn.gov/health.html) and navigate to the VRISM page, as outlined on the previous page.

Please scroll to the **Training** heading and select training for the EBRS.

How to Activate Your Account

After your user agreement has been processed, you should receive two emails: one with your username and temporary pin and another with a single-use link to activate the account and set up your security information.

Please note your temporary pin number and username, and then click the link in the email from health.vrism@tn.gov and enter the temporary pin to set up your security information.

Thank you for registering for the Electronic Death Registration System within VRISM with the Tennessee Department of Health, Office of Vital Records. Below you will find your login information.

Link to VRISM Website after setup of security information: https://vrism.tn.gov/vrism/go/18

Username: NUser (Case sensitive, please use the Shift Key, not Caps Lock)

Temporary Pin: 6424

You will receive an email from VRISM with a link to click on (you will need the above Username and Temporary pin) to complete the login credentials. Please click the link one time. (Clicking the link more the once will expire the link.) Once you login you will need to change your pin, security questions, etc. You will have 7 days to click on the link to complete your login credentials.

If you have any questions or issues, **please contact the VRISM Help Desk at 1-855-874-7686**. Please keep in mind that we occasionally receive a high volume of calls, if you receive our voice mail please leave a message and we will get back with you as soon as possible.

https://vrism.tn.gov:443/vrism2/servlet/fpw/HE9OpBa11tpyLdcr8km6Kyxo2+w

Click on the link to verify your e-mail address. If you can not click on the link, then copy the link and paste into your browser. You will be asked to enter the PIN number provided by the System Administrator. Once your e-mail has been verified then you will be able to create a password and set other security information to access the TN VRVWeb application.

Thank you.

Tennessee Department of Health Office of Vital Records

Please click the link only once, as it is for single-use only.

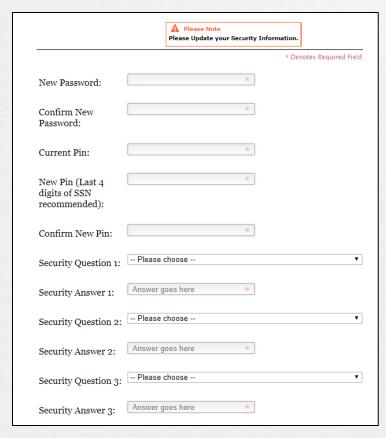
If you click the link and it shows as expired, please contact the VRISM Help Desk at (855) 874-7686.

After clicking the link, you should be prompted to enter your four-digit pin number. Then, click "Continue."



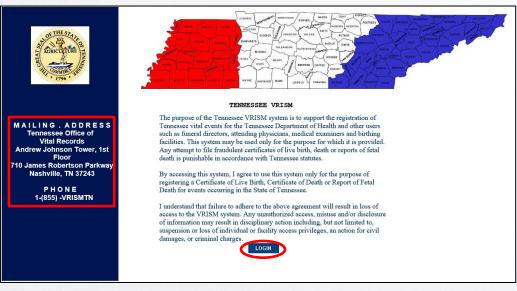
You will then be directed to a screen to set up your remaining security information. This process includes setting a new password, new pin, selecting three security questions and answers, and an image and key.

Please make note of your selections to ensure you have the correct information to log into the system.





Logging into VRISM

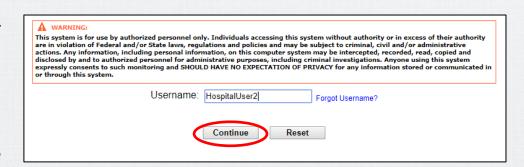


Link to VRISM login screen: https://vrism.tn.gov/vrism/

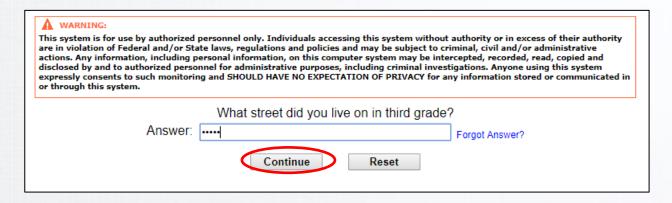
This is the VRISM login screen. Please note that on the left side of the screen you will see the mailing address and the VRISM Help Desk phone number. If you have any questions, you can call this number for assistance. You can start the four-step login process by clicking the blue "Login" button at the bottom of the screen.

Step One: Username

The first step is entering your username. This will be assigned to you after you submit a user agreement form. Please note that all fields in the login process are case-sensitive, so make sure to type in your information exactly as given to you.



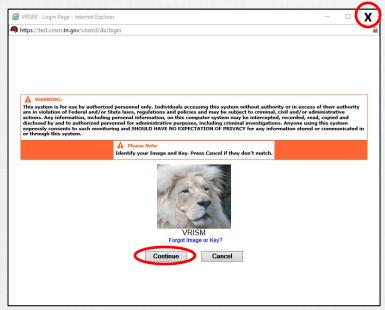
Step Two: Security Questions



Next, you will answer one of your three selected security questions. Once you have received your username and a link to set up your account, you will be able to personalize these questions. Please note that all fields are case-sensitive.

Step Three: Security Image and Phrase

The third step is verifying the image and phrase on the screen. These will also be personalized in the account activation process. If you get an image and phrase that are not the ones you set, please close this page and restart the login process.



Step Four: Password

The fourth step is entering in your password (personalized in the activation process) and pressing "Log In." If you are taken back to the first step, the username screen, try logging in again or, if the issue persists, contact the VRISM Help Desk at (855) 874-7686. HIPAA guidelines indicate that passwords should never be shared with other users.



Troubleshooting:

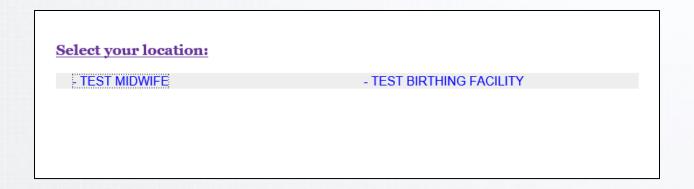
The login process works in a cascading manner; every step of the login process must be entered correctly in order to gain access to the VRISM system. Although the system will never tell you if you've entered something incorrectly, you will see information that you don't recognize on the subsequent screen.

For example, you might get a security question that you would not have chosen. This would mean that you entered your username incorrectly on the previous screen. Likewise, if you see an image and phrase that are not the image and phrase you selected, this means you've answered your security question incorrectly.

In the event this occurs, please restart the login process. If the issue persists, please contact the VRISM Help Desk for assistance at (855) 874-7686.

Users Assigned to Multiple Locations

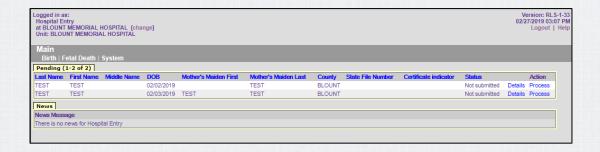
If a user works in multiple locations, they will need to select the location after logging in. This can be done by clicking the name of the desired location.



You can switch locations as needed by clicking "change" in the upper left corner of the screen below your name.

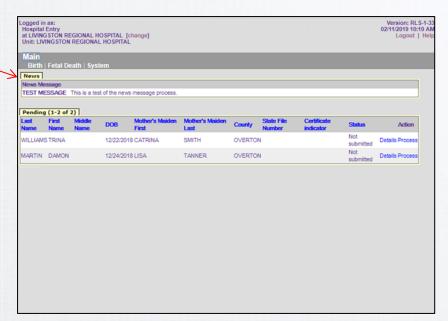
Logged in as: Harriet Fultz at HARRIET MIDWIFE [change] Unit: HARRIET MIDWIFE

If a user has only one location, it will open to the main screen.



VRISM Main Page and News Section

Once you have logged in (and selected location), you will see the main page.



If there are updates from the state they will be under the news tab. VRISM is continually being improved and updated, so please check this tab when you log in.

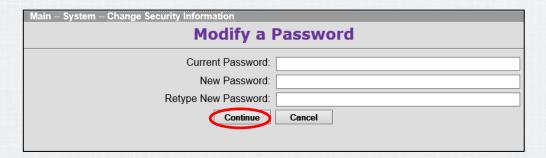
The upper left side of the screen will show your user information. If any of this information is incorrect, please contact the VRISM Help Desk (855-874-7686).

Changing Security Information

To change any previously set security information, click "System" and then "Change Security Information." Then click "Change" next to the information you would like to change.



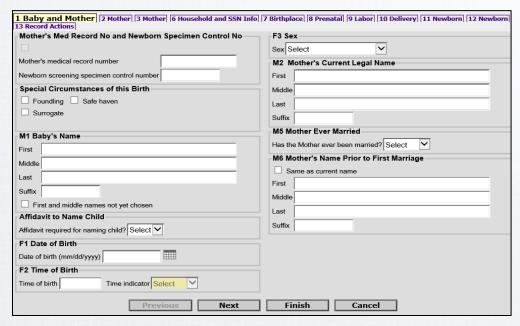
When you have selected a field to change, please fill out the prompt to change information and then press "Continue."



Single Births

Tab 1: Baby and Mother

Create a New Birth record by clicking: Main \rightarrow Birth \rightarrow Create \rightarrow New.



This will open the record to tab 1, or the Baby and Mother tab. Enter all required information. Please note that in order to move to the next page or save the record, at minimum, you must enter the baby's last name, date of birth, and sex.

Pursuant to TCA §§ 68-3-305, the last name must follow:

- (A) The surname of the natural father
- (B) The surname of the mother
- (C) The mother's maiden surname; or
- (D) Any combination of the surnames listed in subdivisions (A)-(C)

To move to the next tab, click "Next" at the bottom of the screen.

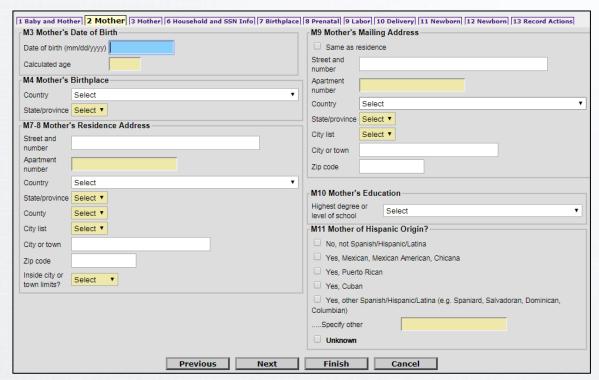
In order to *save* an unfinished record, click "Finish" at the bottom of the screen. The subsequent screen will show you information missing from the record. Scroll to the bottom of the screen and click the "Save (as Pending)" button.

The record will **not save automatically** and will time out after 15 minutes of inactivity, so it's strongly suggested that you save regularly.

For more information on saving, see page 31.

Tab 2: Mother





From the Mother's worksheet, enter or select dropdown information in:

M3 Mother's Date of Birth

M4 Mother's Birthplace

M7-8 Mother's Residence Address

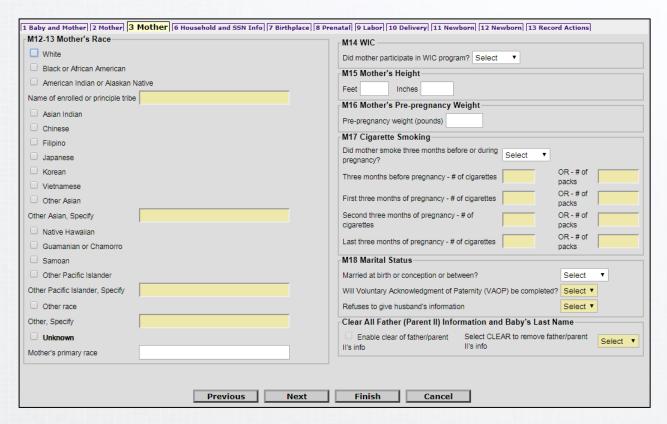
M9 Mother's Mailing Address

M10 Mother's Education

M11 Mother of Hispanic Origin

Then, click "Next."

Tab 3: Mother (continued)



From the Mother's worksheet, enter or select dropdown information in:

M12-13 Mother's Race

M14 WIC

M15 Mother's Height

M16 Mother's Pre-pregnancy Weight

M17 Cigarette Smoking

M18 Marital Status

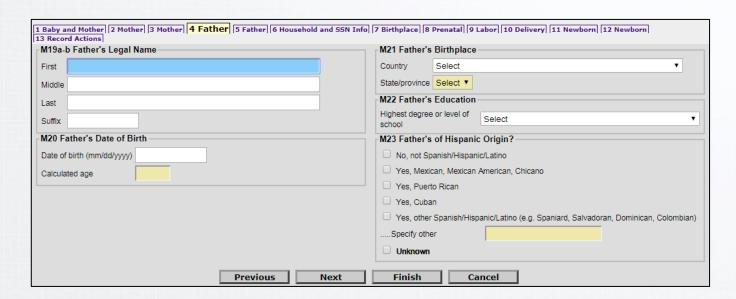
*Clear All Father (Parent II) Information and Baby's Last Name

*This field is only used if father's information has been previously keyed and needs to be removed.

Then, click "Next."

Note: Based on your answer to "Married at birth or conception or between?" will determine whether additional questions must be answered and the need to send documentation to the state, such as a signed Voluntary Acknowledgment of Paternity (VAoP). See page 36 for instructions to print the VAoP.

Tab 4: Father (If Applicable)



From the Mother's worksheet, enter or select dropdown information in:

M19 Father's Legal Name

M20 Father's Date of Birth

M21 Father's Birthplace

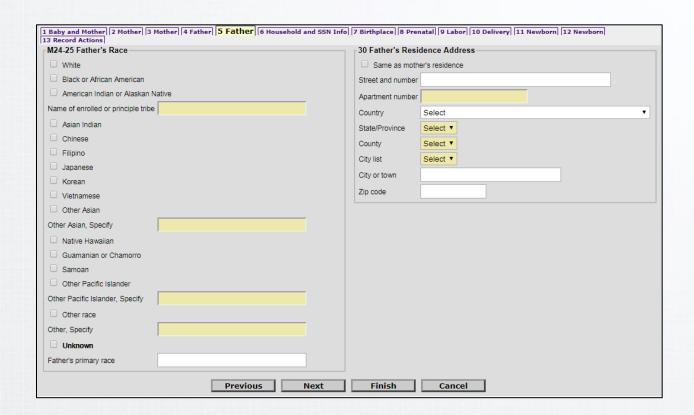
M22 Father's Education

M23 Father of Hispanic Origin

Then, click "Next."

Note: The Father tabs will only be necessary if the mother is married at the time of either conception or birth, or anytime between conception and birth, or if a VAoP will be completed.

Tab 5: Father (continued)



From the Mother's worksheet, enter or select dropdown information in:

M24-25 Father's Race **30** Father's Residence Address

Then, click "Next."

Tab 6: Household and SSN Info



From the Mother's worksheet, enter or select dropdown information in:

M26-27 Language and Income

M28 Permission Given to Request Social Security Number

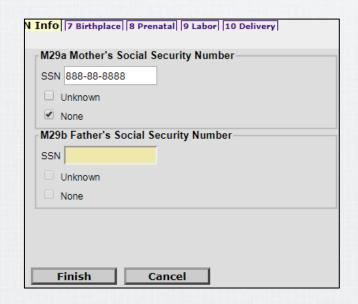
M29a Mother's Social Security Number

M29b Father's Social Security Number

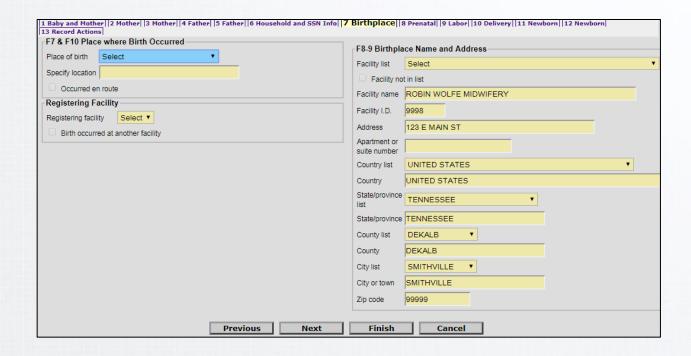
Then, click "Next."

If either of the parents do not have a Social Security number, please check the "None" box or enter all 8's This registers as "none" in the VRISM system.

If either parent's Social Security number is unknown, please check the "Unknown" box or enter all 9's.



Tab 7: Birthplace



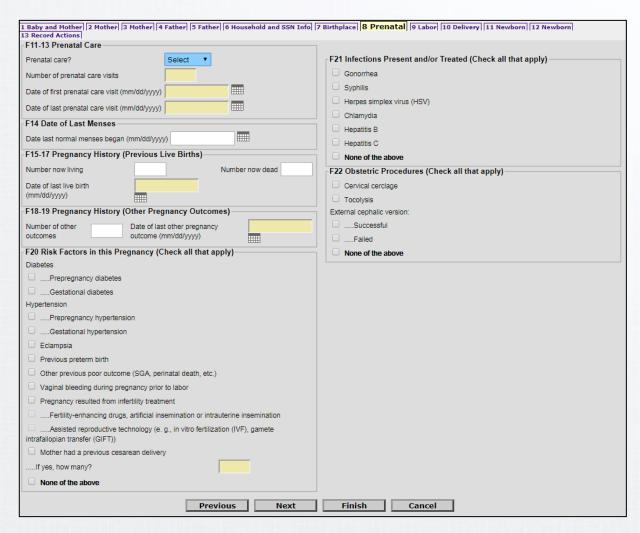
F7 & F10 Place where Birth Occurred and Registering Facility (if needed) **F8-9** Birthplace Name and Address (if needed)

Then, click "Next."

Note: If you're a birthing facility or midwife that is entering the birth record, the facility name and address information may already be populated for you since the system assumes the birth occurred at your facility location. Your facility name will also be shown as the Registering Facility.

Please be sure the information in F8-9 is correct if prepopulated. If not, please call the VRISM Help Desk (855-874-7686).

Tab 8: Prenatal



F11-13 Prenatal Care

F14 Date of Last Menses

F15-17 Pregnancy History (Previous Live Births)

F18-19 Pregnancy History (Other Pregnancy Outcomes)

F20 Risk Factors in This Pregnancy

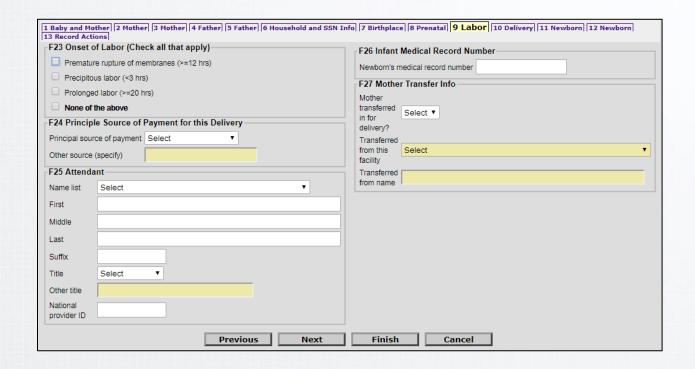
F21 Infections Present and/or Treated

F22 Obstetric Procedures

Then, click "Next."

Note: If the answer to any of the fields in sections F15-19 is none, zero (0) must be keyed in the applicable boxes.

Tab 9: Labor



F23 Onset of Labor

F24 Principle Source of Payment for this Delivery

F25 Attendant

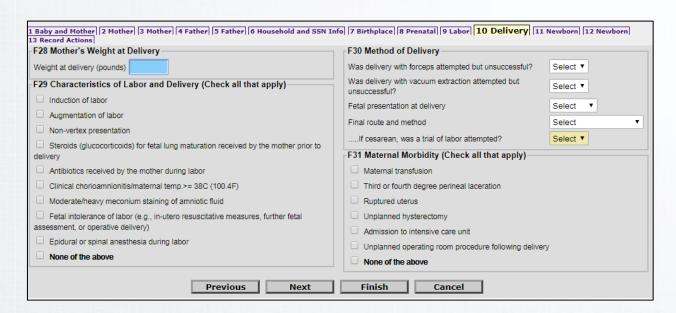
F26 Infant Medical Record Number

F27 Mother Transfer Info

Then, click "Next."

Note: In section F25, enter the attendant's information manually or select from the list. In section F27, if mother was transferred in for delivery, select the name of facility from which she was transferred. If the facility is not in the list, you must enter the information manually.

Tab 10: Delivery



F28 Mother's Weight at Delivery

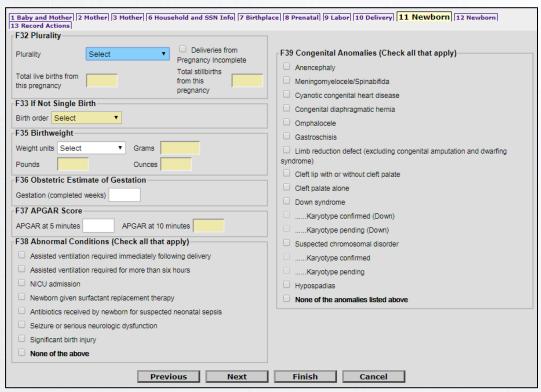
F29 Characteristics of Labor and Delivery

F30 Method of Delivery

F31 Maternal Morbidity

Then, click "Next."

Tabs 11-12: Newborn



From the Facility worksheet, enter or select dropdown information in:

- **F32** Plurality
- F33 If Not a Single Birth
- F35 Birthweight
- **F36** Obstetric Estimate of Gestation
- F37 Apgar Score
- F38 Abnormal Conditions
- **F39** Congenital Abnormalities

Then, click "Next."

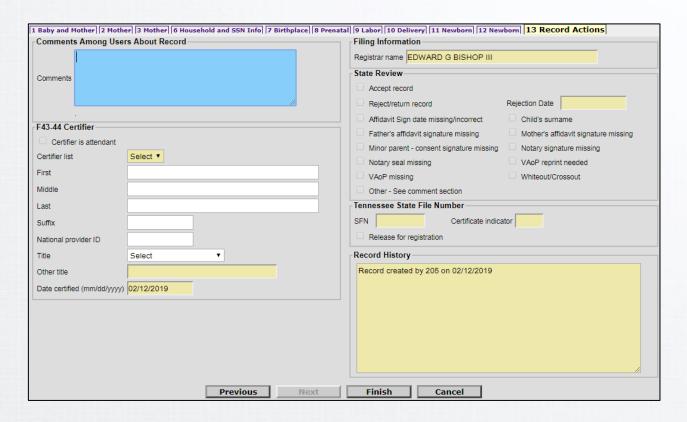


From the Facility worksheet, enter or select dropdown information in:

- F40 Infant Transferred Within 24 Hours of Delivery
- F41 Infant Living at Time of Report
- F42 Breastfed

Then, click "Next."

Tab 13: Record Actions

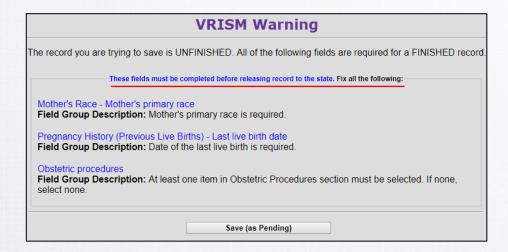


F43-44 Certifier

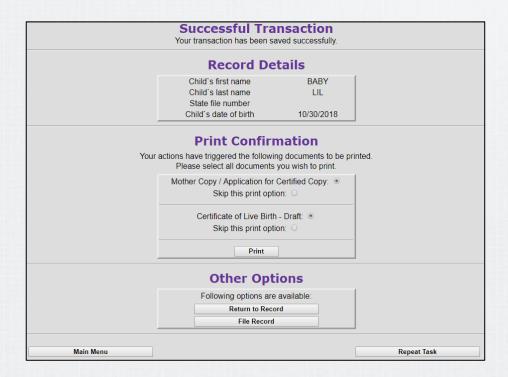
National provider ID, Title, and Date Certified are required.

Then, click "Finish."

If any required fields haven't been completed they will appear on the screen as links that you can follow to correct the record. If you'd like to continue saving an unfinished record, please click "Save (as Pending)" at the bottom of the screen.

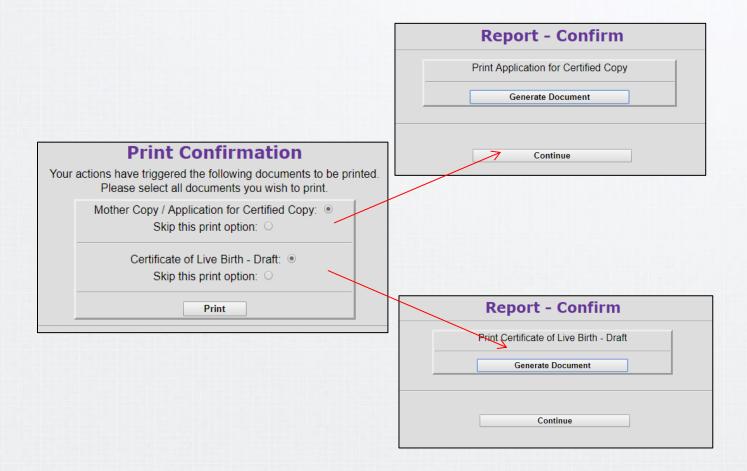


If all required fields have been entered, you will see a Successful Transaction screen.



All documents listed are defaulted to print. If you don't want to print, select "Skip this print option." Otherwise, click "Print" when all desired documents have been selected. Then select "Generate Document" on the following screen. This will generate a printable PDF.

Next, select "Continue" to move to the next document or return to the *Successful Transaction* screen to file the record with the State.

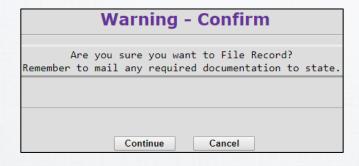


It is **strongly advised** to print the draft copy of the birth certificate to show the family and verify information.



To file a record, start by clicking the "File Record" button under the "Other Options" tab on the Successful Transaction screen.

You will then be reminded to mail any additional documentation (such as a VAoP or an AoS) to the State. If you are ready to file the record, click "Continue." From this point forward, you will not be able to make changes to the record.



OR

When a record has successfully been filed, you will see an updated *Successful Transaction* screen with a State File Number (SFN).



If documentation must be received by the State before the record is filed, an SFN will not be assigned.



Please note that if a VAoP is being processed and the father of the child has not signed the form at the time of the infant's discharge, the father's information must be removed and the birth certificate must be filed. (Father's information can be cleared with checking a box on Tab 3.)

If the parents choose to add the father by VAoP, they will need to contact a local health department or the State Office of Vital Records (OVR).

All documentation must be mailed within <u>five days</u> of the birth in order to complete the registration in accordance with TCA §§ 63-3-301.

Multiple Births

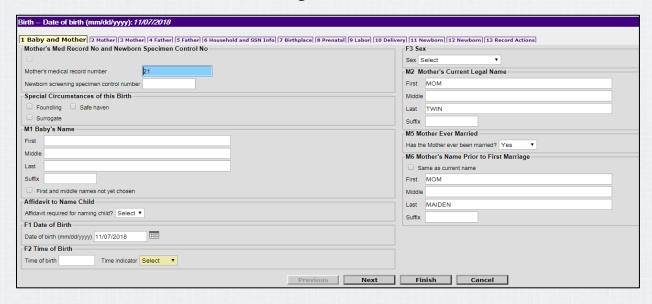
The first step to file a record for a multiple birth event is to enter a single birth record, as outlined in the previous section. The Plurality field (F32) on tab 11 must reflect the multiple births in order to link the second record to the first keyed record.

Continuing Multiple Records from the Successful Transaction Page

After filing the first record, click "Continue Multiple." This allows you to start the next birth record for an event with multiple births.



Enter or select information on all pages, starting with the Baby and Mother tab. Please note that information that is the same for each baby will be copied to the new record. (Ex: Mother's Current Legal Name.)



Adding Multiple Records from the Main Menu

If you are not ready to start the next record from the *Successful Transaction* page, you have the option to start the next multiple birth record through a menu option. Following these steps will tie all multiples together and prevent additional entry of information that is the same for each multiple record.

Step 1: From the Main menu, click Birth → Create → Multiple → From Live Birth



Step 2: Enter information to locate the record that was already entered into the system and click "Search." (Not all fields are required to search. Suggested search parameters are Last Name and Date of Birth.)



Step 3: Click "Details" when record is located.

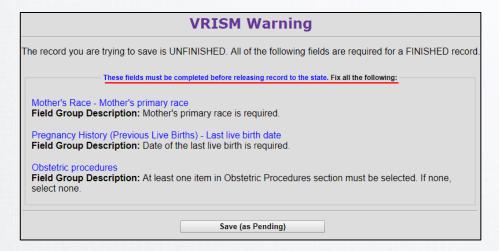
- **Step 4:** Confirm that you have the correct record from the *Record Details* page and click "Continue" at the bottom of the page.
- **Step 5:** If all multiple events **have not** been entered, you will be given the "Multiple Events Option." In this case, you should click on the "Continue Multiple" button to start the next record.



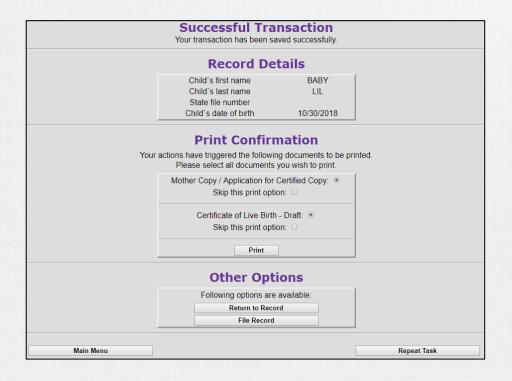
- **Step 6:** Once you click on "Continue Multiple," the Baby and Mother tab will open. Please enter or select information on all pages. Please note that information that is the same for each baby will be copied to the new record.
- **Step 7:** Complete this process by printing and filing the records accordingly. For further instructions on filing and printing records, please see page 32 (printing) and page 33 (filing).

Saving a Record

If any required fields haven't been completed they will appear on the screen as links that you can follow to correct the record. If you'd like to continue saving an unfinished record, please click "Save (as Pending)" at the bottom of the screen.



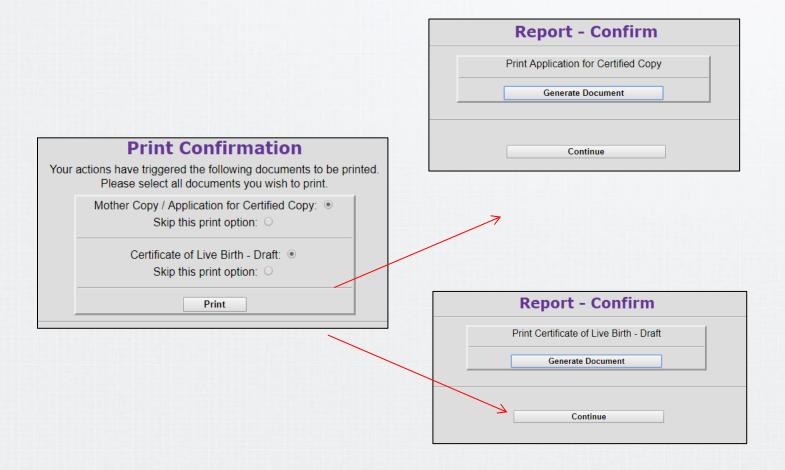
If all required fields have been entered, you will see a Successful Transaction screen.



Printing a Record

All documents listed are defaulted to print. If you don't want to print, select "Skip this print option." Otherwise, click "Print" when all desired documents have been selected. Then select "Generate Document" on the following screen. This will generate a printable PDF.

Next, select "Continue" to move to the next document or return to the *Successful Transaction* screen to file the record with the State.



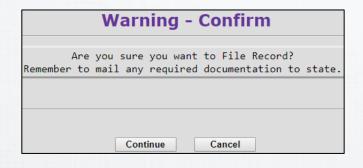
It is **strongly advised** to print the draft copy of the birth certificate to show the family and verify information.

Filing a Record



To file a record, start by clicking the "File Record" button under the "Other Options" tab on the Successful Transaction screen.

You will then be reminded to mail any additional documentation (such as a VAoP or an AoS) to the State. If you are ready to file the record, click "Continue." From this point forward, you will not be able to make changes to the record.



When a record has successfully been filed, you will see an updated *Successful Transaction* screen with a State File Number (SFN).



If documentation must be received by the State before the record is filed, an SFN will not be assigned.



Please note that if a VAoP is being processed and the father of the child has not signed the form at the time of the infant's discharge, the father's information must be removed and the birth certificate must be filed. (Father's information can be cleared with checking a box on Tab 3.)

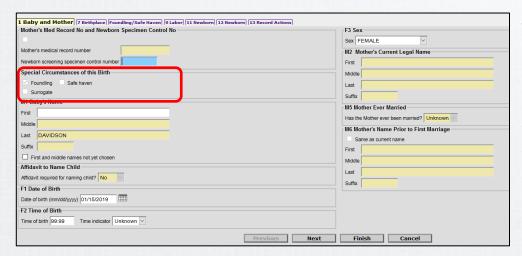
If the parents choose to add the father by VAoP, they will need to contact a local health department or the State Office of Vital Records (OVR).

All documentation must be mailed within <u>five days</u> of the birth in order to complete the registration in accordance with TCA §§ 63-3-301.

Foundling/Safe Haven Births

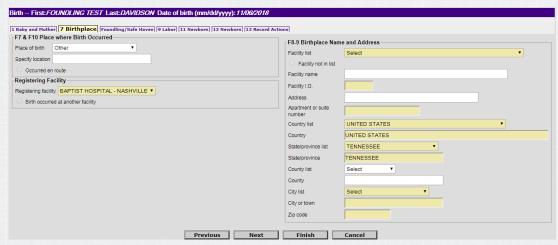
The first field on tab 1 is for *Mother's medical record number*. Since this is most likely unknown, please press Tab to navigate past it, and then click "OK" to move to the next field.

Only check one of the boxes in the "Special Circumstances of this Birth" section if it applies to the baby's record; otherwise, leave the checkboxes unchecked. Limited data will be required on the record if a box is checked in this section.



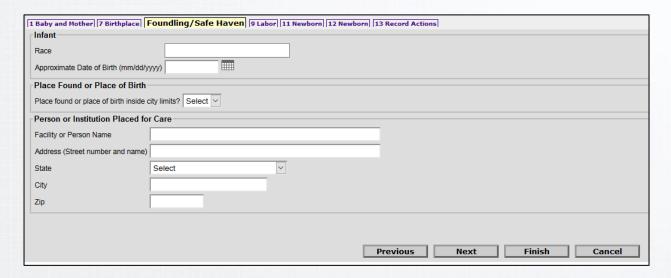
The county of birth will be entered as the baby's last name; you will then enter the date found as the date of birth and four 9's (99:99) for an unknown time of birth. Click next and you will be taken to Tab 7, Birthplace.

Select the place of birth as "other" from the list and enter the specified location. For fields F8-F9 *Birthplace Name and Address* fields, enter the facility name and address, select county and city from the list, and enter zip code. Then, click "Next."



On the Foundling/Safe Haven tab, fill in all information under *Infant*, *Place Found* or *Place of Birth*, and *Person or Institution Place for Care*.

Then, click "Next."

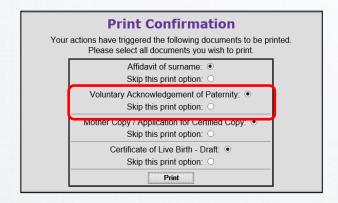


Continue on additional tabs as you would for a birth without special circumstances. Please enter information in all open fields.

Printing a Pre-Populated VAoP

If the parents are not married or have not been married within 300 days prior to birth and they would like the father's name to appear on the birth certificate, it is necessary to complete a Voluntary Acknowledgment of Paternity (VAoP).

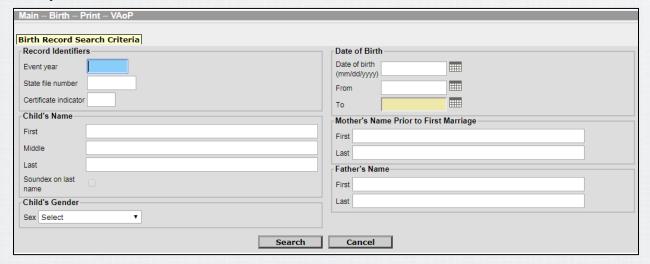
The VAoP can be printed from the Successful Transaction screen after saving a record.



The pre-populated VAoP can also be printed from the Main menu screen.

Follow these steps to access a VAoP with the pre-populated information from the electronic birth record.

Step 1: From the Main menu, click Birth→ Print → VAoP

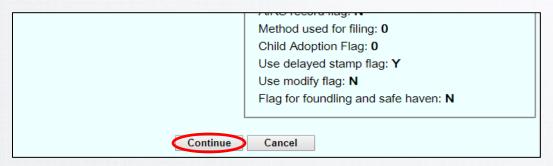


Step 2: Enter information to locate the record that was already entered into the system and click "Search." (Not all fields are required to search. DOB and last name are suggested search parameters.)

Step 3: Click "Details" when record is located.



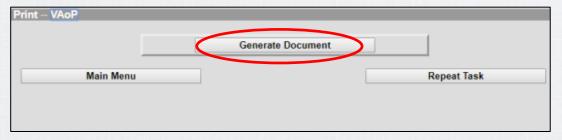
Step 4: Confirm that you have the correct record from the *Record Details* page and click "Continue" at the bottom of the page.



Step 5: Click "Generate Document" to produce the printable PDF file with pre-populated information from the birth certificate.

If you have any questions about completing the VAoP process, please call the TN VAoP Hotline at:

1-800-457-2165.



Step 6: The completed VAoP must be mailed to:

Office of Vital Records.
710 James Robertson Parkway
Andrew Johnson Tower, 1st Floor
Nashville, TN 37243

All documentation must be mailed within <u>five days</u> of the birth in order to complete the registration in accordance with TCA §§ 63-3-301.

Duplicate Records

Whenever you start a record, VRISM uses the information entered to determine if the record may already exist. After the information has been completed on the first page and another page is opened, the system will inform you if any potentially matching records have already been started and saved.



Click "(Details)" to view additional information for each listed record.

If you are **sure** that none of the listed records are the same as the one you are entering, click the "Ignore and Continue Entry" button to return to where you were on the birth form.

OR

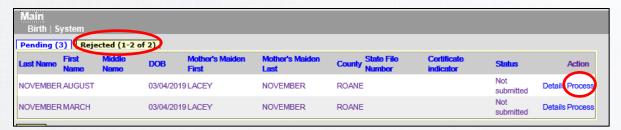
If you are **not sure** if you want to continue to work on a listed record or create a new one, click the "Abort Entry of Record" button to return to the Main menu.

Rejected Records

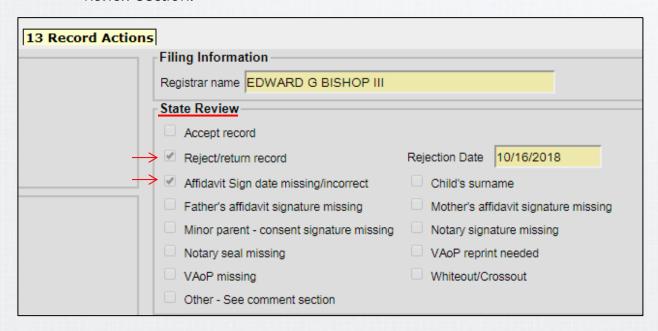
Viewing a Rejected Record

Step 1: Click on the Rejected tab from the main menu.

Step 2: Click on "Process" to access the record.



Step 3: Open tab 13, Record Actions, and check the reason selected in the *State Review* section.



Note: If *Other* is checked, another reason should be specified in the comments box on the same tab.



Re-filing Rejected Records

Add or modify the information as needed and click "Finish." Then click "File Record" on the *Successful Transaction* page and continue with the filing process.

If documentation needs to be adjusted, it will be mailed back to you and should be mailed back to the OVR within two days.

Successful Transaction Your transaction has been saved successfully.				
Record Details				
	Child's first name Child's last name State file number Child's date of birth	BABY LIL 10/30/2018		
Other Options				
Following options are available: Return to Record File Record				
Main Menu			Repeat Task	

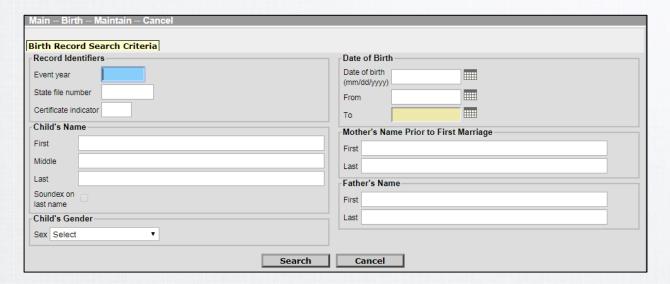
Note: Depending on why a record was rejected, you may not have to make any changes to the record. You may only need to re-print a VAoP of AoS, complete the form with all required information, and return it to the State within **two days**.

The time frame is a legal requirement, and is not extended based on records needing to be refiled. Your compliance with this time frame is both **mandatory** and **greatly appreciated**.

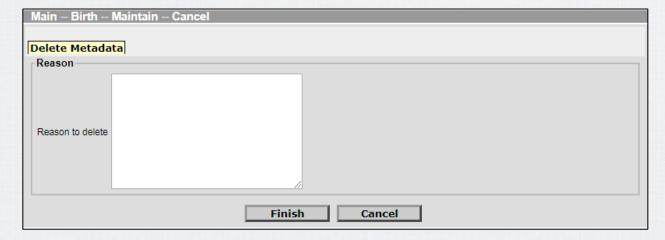
Cancelling an Unregistered Record

Records may need to be removed from the database before they are registered. This might be due to a duplicate entry of the same record. This can be done by cancelling the record.

From the Main menu, click Birth \rightarrow Maintain \rightarrow Cancel. Enter information to locate the desired record. (Not all fields are required to search.)



Click "Details" to the far right of the name on the selected record.



Enter a brief description as to why you are removing the record from the database in the *Reason to delete* field. Then click the "Finish" to confirm.

Frequently Asked Questions

"We have a new employee in our office. Can I just let them use my account to log into the system?"

No, please have them complete a VRISM Access User Request & Agreement here: https://apps.health.tn.gov/VRISMUserAgreement/UserAgreement/UserAgreement. Once they have been registered, an email will be sent to their email address with their login information.

"When I'm logging in, I get a question I never set up. How do I answer the question?"

<u>Do not answer</u> the question if you do not recognize it. Simply close the login window and click Login again on the VRISM Main Page. If this problem persists, ensure that you are entering your login information correctly; it is case sensitive (use shift key, not caps lock). You may also click the reset button when prompted to enter your username. If you have difficulty, please contact the help desk.

"How can I save my work?"

It is important to keep in mind that <u>clicking "Finish" takes you to a screen to save the record.</u> The record should still be in your queue (it may be in another tab on your screen). If it is not in your queue, it is because it was completed/registered with the State. You may search for the record through the search menu option, but you will no longer be able to make changes to the record.

"Can I use VRISM in Google Chrome, Edge or Mozilla?"

The VRISM system works best with Internet Explorer, which is the preferred choice. It also works well with Safari.

"How long do I have to file the record with the State?"

All documentation must be mailed within five days of the birth in order to complete the registration in accordance with TCA §§ 63-3-301. If documentation needs to be adjusted, it will be mailed back to you and should be returned to the OVR within two days.

"How should the VAoP process be completed if the father is incarcerated?

The mother will have two days to have the father sign the document, have it notarized, and returned to the hospital. This will give the State the appropriate time needed to process the application and file the birth in accordance with the timeframe allotted in TCA §§ 63-3-301.

VRISM Assistance

For questions regarding the <u>registration of birth records</u>, such as VAoPs, legal name requirements, rejected records, and more, contact:

Registration Unit (615) 645-1117

For questions regarding <u>VRISM</u> technical support, such as signing in or resetting security information, contact:

VRISM Help Desk 855.874.7686 · health.vrism@tn.gov

The Help Desk is open from 8:00 am-4:30 pm CST, Monday-Friday, and other times can be arranged with prior notice.

For further information, our online training can be viewed here: https://tnhealthdept.github.io/VRISM-EBRS-Training/

