

**VIRGINIA DEPARTMENT OF HEALTH
THE DIVISION OF VITAL RECORDS
FACILITY USER ADMINISTRATOR ACCESS AGREEMENT**

Purpose

This Agreement between DVR and the Facility sets forth guidelines for establishing a Virginia Vital Events and Screening Tracking System (VVESTS) Facility User Administrator (FUA). Any Facility with five or more staff persons who require access to VVESTS must appoint an FUA for their Facility. The FUA is given the authority to establish and maintain user accounts based on the roles within the Facility.

Scope

The Division of Vital Records is the official repository of vital events occurring in the Commonwealth of Virginia. The scope of this agreement is limited to the Facilities using VVESTS to file vital events. VVESTS modules pertaining to vital records include the Electronic Birth Certificate (EBC) and the Electronic Death Registration System (EDRS). The appointed FUA has the capability of creating and managing accounts in both of these systems. Access to VVESTS shall be provided to only those users who have a documented and approved business need.

Definitions

As used in this Agreement:

“DVR” – means Division of Vital Records

“Facility” – means a business (i.e. a funeral home establishment, hospital, or physicians’ office) or any other entity that may be responsible for the filing of a vital event (birth, death, marriage, divorce, fetal death, and induced termination of pregnancy)

“Facility User Administrator (FUA)” – means the person who is responsible for setting up user accounts within a Facility.

“Password” – means the code or codes required for a User to obtain access to an application or system

“Registrant” – means the person whose information is registered and filed in the vital records system(s)

“User” – means a person who is appropriately authenticated and authorized to access or use the VVESTS application

“User ID” – means the username used to access the VVESTS application

“Virginia Department of Health (VDH)” – means Virginia Department of Health and all Offices under the Agency

“Vital Records/Events” – means certificates or reports of births, deaths, fetal deaths, marriages, divorces, and induced terminations of pregnancies

“VVESTS” – means the Virginia Vital Events and Screening Tracking System

VDH/DVR Responsibilities

VDH/DVR shall:

- Provide the Facility with a Facility User Administrator Manual and Facility User Administrator Access Form
- Provide the necessary Confidentiality Agreement and User Access forms for VVESTS
- Train the designated FUA
- Approve VVESTS accounts for the FUA and individual users
- Provide technical system support and help desk support during normal business hours; Monday – Friday, 8:00AM – 5:00PM
- Provide VVESTS availability to users 24 hours per day, 7 days per week; except for prior scheduled maintenance and unexpected interruptions of service
- Notify the Facility at least 2 days in advance before any scheduled system downtime, and as soon as possible for emergency downtime
- Provide the Facility with VDH/DVR contact information (i.e. telephone number and email)
- Log access, review, and otherwise use information stored on or passing through VVESTS in order to manage and enforce security

- Have the right, as part of an audit, to obtain copies of and review all VVESTS access user agreements and authorization forms for the FUA and individual users

Facility Management Responsibilities

Facility Management shall:

- Designate a VVESTS FUA that is employed within the Facility, ensure the FUA fully understands his or her responsibilities, and complete the appropriate paperwork. Ensure all appropriate completed forms allowing access and authorization for the FUA and individual users are maintained and made available to VDH/DVR upon request for audit purposes
- Ensure the Facility has implemented up-to-date and complete security measures such as screen savers (locked with passwords), virus protection, etc.
- Identify users and user roles of all staff approved for a VVESTS account
- Notify VDH/DVR immediately if a change in the FUA designee occurs

Facility User Administrator (FUA) Responsibilities

Facility User Administrator shall:

- Read the Facility User Administrator Manual and attend FUA training
- As approved by Facility Management, ensure VVESTS users complete user access and confidentiality forms before creating user accounts in VVESTS
- Maintain user accounts in VVESTS based on roles within their Facility, including deactivation of accounts of users who have separated from the Facility or whose job function no longer requires such access, password resets, etc.
- Provide the first line of support for any VVESTS users' account issues associated with the Facility
- Ensure all security concerns or violations are reported to both the FUA and the VDH/DVR
- Maintain user access and confidentiality forms for at least three years after the deactivation of a user account

AUTHORIZED SIGNATURES

Virginia Department of Health – Division of Vital Records

Signature: _____

Printed Name: _____

Title: _____

Date: _____

Facility Management

Signature: _____

Printed Name: _____

Title: _____

Date: _____

Facility Name: _____

Facility Address: _____

Facility User Administrator

Signature: _____

Printed Name: _____

Title: _____

Date: _____