

## Electronic Death Registration (EDR)

Vital Statistics  
Service Nova Scotia



### Funeral Homes – Fact Sheet

#### Accessing EDR

*How do I gain access to EDR and how do I log in?*

- EDR will be available starting at **9am on November 17, 2025**.
- Link to access EDR: [Vitalware EDN Service](#)
- You can access EDR through this URL from any connected device – laptop, desktop computer, tablet, or phone.
- You will need an email address that has been registered with Vital Statistics as either a Funeral Home Admin or as a Division Registrar of Death, and the same email address must have a valid My NS Account. You can set up a My NS Account at any time directly from the EDR login.

#### Notifications

*How do you know when a record has been assigned or is ready to be worked on?*

- New records created by a healthcare staff or medical attendant appear first on your Pending Registrations tab. Once the MCD has been signed, the record appears in your Open Registrations list and is available for you to work on.
- When a record is assigned to your funeral home you will receive an email notification at the main contact email that has been provided to Vital Statistics.
- When an MCD has been completed and signed on a record assigned to your funeral home, you will receive an email notification as well.

#### Paper MCDs

*Will there continue to be paper MCDs and what do I do if I receive one?*

- There will continue to be paper MCDs during the transition period until all physicians are using EDR. If one is received, the funeral home can create the digital record as is the current process and send the paper MCD to Vital Statistics.

### **Editing Records**

*If someone else started the record and assigned it to my funeral home, what do I do with it?*

- Funeral Homes are responsible for the information on the electronic record except for the cause of death details. If someone else has started the record and there is an error, for example a misspelled name, the funeral admin or director can update it as needed. The only data that cannot be changed by the funeral home staff is the cause of death information.
- You can also reassign the record to another funeral home if the family changes their mind or the wrong funeral home was originally assigned.

### **Cremation and Ship-out Approvals**

*How do I obtain a cremation or ship-out approval on a registration in EDR?*

- Until the Medical Examiner's office is integrated into EDR, the current process will be followed to obtain approvals.
- To approve cremations and ship-outs the Medical Examiner's office needs the cause of death information. These details can be printed from EDR using the Print Out button.

### **Retrieving Remains**

*How do I provide proof of MCD completion if the record is digital?*

- A print out from EDR, or a digital version (for example on a phone) will be accepted by hospital staff such as morgue/ lab staff and security as proof of MCD completion.


### **Messaging**

*When should I use the messaging within EDR?*

- To send a correction or additional information to Vital Statistics, we encourage you to use the messaging feature in EDR. You can initiate a message on the Messages tab for any record that has been submitted to Vital Statistics.

## EDR Support

*How do I get help with EDR?*

- From within EDR, use the  button to get direct access to the EDR Support website and our email address.
- The [EDR Support Website](#) has training recordings, and soon will also have user guides, video tutorials, and self-paced online learning modules (LMS).
- Questions or requests for help should be emailed to:  
[Help.Vitalware@novascotia.ca](mailto:Help.Vitalware@novascotia.ca)  
This inbox is monitored during regular business hours, and someone will respond to you as soon as possible.