

What you need to know now that your loved one has passed away



 Office d'éducation des patients du CUSM
MUHC Patient Education Office



This material is also available on the MUHC Health Education Collection (<http://infotheque.muhc.ca/>) MUHC Patient Education Office (www.muhcpatienteducation.ca).

This material was developed by the McGill University Health Centre Emergency Department.

Your loved one has died in the hospital. Please accept our sincere condolences at this time of need. We know this may be a difficult and confusing time. You might find the following information useful.

What happens now?

1. The doctor will sign the death certificate.
2. You may be asked if your loved one ever expressed a wish to be an organ or tissue donor. If yes and you want to proceed, the process and what needs to be done will be explained to you.
3. The body of your loved one will be moved to the morgue of the hospital. Once this occurs, if a family member wishes to pay their last respects, it will unfortunately have to wait until the viewing or funeral.
4. An autopsy (a special surgical exam to find out the cause of death) may be performed. Ask if you have any questions.

What should I do now?

- ▶ Ask the staff for your loved one's personal belongings, including their Medicare card. Bring these home with you.
- ▶ Contact the funeral home of your choice and give them the name of our hospital.

What happens after?

You will get a copy of the death certificate from the funeral home, not the hospital. The funeral home will help you complete the forms necessary for the declaration of death to various government agencies and explain what else you must attend to.

If you have insurance forms that need to be filled out, please contact the hospital Registrar's office.

If you need help or more information

- ▶ If you need psychological support, contact your family physician or local CLSC.
- ▶ If you need legal assistance, contact your lawyer, the Chamber of Notaries or the Bar of Montreal Referral Services.
- ▶ The government of Quebec has an excellent web site where you can find helpful information to guide you during this difficult time. Search "What to do in the event of death Quebec".

Notes