

HELPFUL INFORMATION

FOLLOWING THE PASSING OF YOUR LOVED ONE

We extend our sincere condolences following the passing of your loved one at the hospital. We hope the following information will be useful during this difficult time.

What happens next?

- A member of the treating team will complete the required medical documentation related to the death and will let you know about the next steps. The funeral home will use it to produce the death certificate.
- The treating doctor will tell you if they think an autopsy is needed. An autopsy is a medical exam to determine the cause of death.
- In some circumstances an autopsy is required by law, and the death must be reported to the coroner. If this applies, a member of the treating team will explain the next steps.

What should I discuss with the treating doctor or nurse as soon as possible?

- The body of your loved one is being taken to the hospital morgue. Tell the treating team if your loved one had religious or cultural preferences surrounding death.
- You may be asked if your loved one wanted to be a tissue donor. If you want to know more about donation, tell the treating team.
- If your loved one had plans to donate their body to science, please let the treating team know as soon as possible.

What you need to do today

- Before leaving the hospital, ask the staff for your loved one's personal effects, including their Medicare card. Bring these home with you.
- Contact the funeral home of your choice and give them the name of our hospital. If you need more than **48 hours** (2 days) to decide, please speak with a member of our team. Once you have chosen a funeral home, they will arrange to transport the body of your loved one.

The funeral home will help you fill out the paperwork for the death certificate and will explain what to do next.

If you have life insurance forms that need to be filled out, please call our **Registrar's Office** during business hours:

- **Montreal General Hospital:** 514-934-1934, ext. 42238
- **Royal Victoria Hospital or Montreal Chest Institute** (Glen site): 514-934-1934 ext. 31605
- **The Neuro (Montreal Neurological Institute-Hospital):** 514-398-1901
- **Lachine Hospital:** 514-637-2351, ext. 77232

Additional resources are available at muhc.ca/medical-records or by scanning:



If you need help or more information

- If you need immediate support with your grief, ask the treating team to call **Spiritual Care Services**. This service is available to provide immediate grief support Monday to Friday, from 8:00 a.m. to 8:00 p.m., and on weekends from 8:00 a.m. to 4:00 p.m.
- You can also contact your family doctor or local CLSC. Info-social (dial 811) is also available 24/7.
- If you need legal assistance, contact the Chamber of Notaries, the Bar of Montreal Referral Services, or your lawyer.
- The government of Quebec's website has helpful information to guide you during this difficult time. Search for "What to do in the event of death – Quebec" to access helpful information and available resources.

EXIT CHECKLIST

Before you leave the hospital, please ask a member of the team to complete this section with you to ensure you have all the information you may need :

- ☐ Hospital site: _____
- ☐ Primary contact for questions: _____
- ☐ Phone number to call if questions arise: _____
- ☐ Nurse / unit contact, if applicable: _____
- ☐ Your loved one's personal belongings: _____
- ☐ Other: _____
- _____
- _____
- _____
- _____

*Please don't hesitate to ask questions
or seek clarification before leaving the hospital.*