

Bereavement Administration Process

Process

- Collect death notices(white and pink copies) from Mortuary
- Take pink copies to Cashier's Office (for any valuables held by cashier who will notify us later in the morning of any they have. If there are, write Cashiers in Red on Patient Information Sheet.
- Write each death alphabetically in the Register with ED patients in Red (We don't normally deal with these)
- Write out a pack for each patient (excluding ED) - note less than 24 hr stays. Packs should be completed by 10.00 a.m. when families start to ring in.
- File ED notices
- Ring each ward clerk to confirm they are aware of deaths on their ward and ask if they know when the medical certificate will be done.
Note the time you have contacted the ward on the Deceased Patient Information Sheet in the pack - update with each chase up call you make.
- After 10.00 a.m. families will begin to call (it is highly unlikely that you will have the medical certificate by this time)
- Please ask /confirm (write on Deceased Patient Information Sheet in pack)
 - Telephone number, including mobile
 - Relationship to the deceased
 - Funeral Director
 - Burial or Cremation
 - If cremation ask if pacemaker fitted
 - If yes, say there will be some additional paperwork (insert a pacemaker consent form into the pack)
 - Circle Yes or No on information sheet

Say we are awaiting medical certificate as Dr is doing ward rounds. As soon as certificate is issued we will be in touch to make an appointment for them to collect it.

If people are persistent do not make them promises of an early completion just to appease them.

When talking to relatives be aware that this must at all times be professional. Do not use endearments e.g. calling people love, darling, sweetheart etc.

Issue of medical Certificate

When medical certificate is issued the Ward Clerk will bring it, the notes and possibly patient's property to the Bereavement Office.

Check the following:

- Doctor has printed as well as signed name and this is legible

- Has put medical qualifications e.g. MBBs AND gmc Number
- If qualified overseas should give University, Country and year of qualification
- Ringed one each of 1,2,3 or 4 and A,B or C
- If Part A - 3 and 4 must be ringed (* see below)
- Cause of death looks o.k. - check with notes (see list of unacceptable things e.g. falls)
- No abbreviations have been used regarding cause of death

If you are not happy with cause of death bleep the doctor and advise him/her to discuss with coroner's officers.

- * A Part A means our doctor has referred the case to the coroner's officers and they have agreed that a medical certificate can be issued by the hospital. The coroner's office will issue the A as confirmation that the death has been referred, and the cause agreed. Coroner sends Part A to Registrar, who must receive A before relatives can register.

If it's a Part A

- Photocopy medical certificate
- Email to Coroner's office at the crescent (313297)
- Write Part A in Register
- Write Part A on white envelope and death notice in pack
- Proceed, as below but remember family can't register until Registrar has A from coroner's office.

When certificate has been checked and you are happy with everything

- Take a photocopy of the Med. Cert for the Medical Notes
- Complete the GP letter with cause of death and send by Courier
- Write across front of Medical Notes in black marker pen DECEASED and year
- File Green copy of death notice and the copy of medical certificate in the front of the Medical Notes
- Write on the photocopied Med Cert inside the Medical Notes
GP letter sent / date/and Part A when required.
- Trace Medical Notes to Mortuary
- Complete the Audit Form for Mortuary and attach to front of Medical Notes
- Update Register (e.g. disposal, notes traced etc.)
- Leave Notes on end of desk for collection by Mortuary staff
- If a Cremation form completed copy the GMC number in pencil onto either the bottom of Med Cert, or on the white envelope
- Enter cause of death, name of doctor and whether it's part A on iPMS under deceased icon

Property

When Ward Clerk returns patient's property to Bereavement Office it will be in a green bag, labelled with patient's name and a list of the property.

- Sign the Ward Clerk's property book and write "unchecked".
- Keep the Green copy of the property list and put it in the relevant pack
- Enter in our Property Book including the number of bags (make sure the entry is dated)

- Attach a wristband (with the entry number and patient's name) on patient's property bag.
- If the Cashier is holding valuable property for the patient they may have brought a green property form in - if so, put it in the relevant pack.
- Write 'Property' and/or 'Cashier' on the Patient Information Sheet in the pack

Contact family to make an appointment to collect the paperwork

- Mention no parking charges - display bereavement booklet
- Go to main reception who will direct them
- Record time, name and name of deceased on Appointments pad
- Put pack in the 'rack'
- Tell Reception (52929) who to expect and when

At an interview

- Check Patient Information Sheet for record of any valuables left with the Cashier - collect valuables immediately prior to interview with relatives
- Return all property (green bags and valuables) to relatives at interview (get a signature)
- Ensure the room is open and light on before collecting family
- Collect family from waiting area by chapel. Introduce yourself, seat and greet family appropriately
- Show them the medical certificate and check it's what they were expecting
- Complete first half of Release form and ask their name and address and ask them to sign the Release - allows us to release deceased to your funeral director
- Put medical certificate into the white Register Office envelope and seal it.
- Explain the process i.e. contact the Register office to make appointment to register the death
- If it's a Part A (ticked on white envelope) please remind family to check that Registry office have paperwork from Coroner's office before making appointment.
- Say Registrar will give them a green form to take to their funeral director.
- Keep both copies of the release form (white and blue) to enable release of deceased to funeral director
- Deceased will be released to funeral director as soon as crem forms completed - or for burial, as soon as can be arranged.
- If they ask how many Death Certificates will be required. Advise that where monies are involved they will require a certified copy but local banks and building societies take to them, they will copy and return to you.

After the interview

- Put White copy of Release form in plastic folder for collection by Mortuary staff
- Blue copy is stapled to the deceased patient information sheet and filed in lever arch file

Viewings

- Should the family request a viewing, ask if they are willing to wait until the certificate is ready for collection to save them two visits to the office, but if they are not prepared to wait, go ahead and arrange it.
- Explain limited time to view i.e. 15 mins. We can't prepare deceased in any way - they will be as they were on the ward.
- Arrange with Mortuary on 32400
- Tell Reception who you are expecting and that it is a viewing (i.e. they keep them in reception and you go down and collect them)
- When family arrive - check that mortuary are ready then collect family
- Greet family and explain the process, i.e. going to Level 4 viewing room etc.
- Ring outside bell on L4 and explain to family that you will be entering a waiting room
- Explain you will identify "Mr Bloggs" and then come and collect them

Coroner's Post Mortem

When a death is reported to the Coroner's office and they decide on a Post Mortem

- Check with Coroner that they have definitely taken over the case
- Write up and trace out the Medical Notes as before and leave for collection by Mortuary staff. No Audit form needed
- If you have had contact with the family, ring and advise them the Coroner has taken over the case, especially when you know the Coroner's office won't be able to contact them for some time due to workload. Offer them the Coroner's phone no. (439679/81) in case they want to contact them direct.
- There may be property to collect - arrange a convenient time with relatives or inform them it can go with the deceased to the funeral home
- We have no further involvement