

Chaplaincy Service

Our chaplaincy service is available on a 24 hour, 7 days a week basis. The team provide care and support for patients and relatives for those with or without religious belief. Based on wishes and preferences, they offer prayer, emotional support and comfort to families when someone close has died.

You will be offered the support of the chaplaincy team if a sudden death occurs in the emergency department.

Chaplains of various faiths and denominations can be contacted on request. Call the main hospital telephone number to contact a chaplain or a member of the pastoral care team.

Phone: (01) 803 2000

Social Work Department

Most people will find their own way through their journey of grief with support from family and friends. Some may find it helpful to meet with a counsellor / social worker. Others may join a support group of persons who have been bereaved.

You may contact the social work department for further information or support. The social work department may also guide you to a bereavement service in your area.

Please contact the social work department if you have been informed that there will be a post mortem and you have any questions relating to this process.

Phone: (01) 803 2267 or (01) 803 2310
Monday to Friday (9am - 4pm)

Contact Telephone numbers

HOSPITAL MORTUARY

Phone: (01) 803 2441 or (01) 803 2542
Monday to Saturday (8am to 4pm)
or out of hours contact the Switchboard on (01) 8032000

HEALTH RECORDS DEPARTMENT

Phone: (01) 803 2485
Monday to Friday (9am to 5pm)
Email: certs@mater.ie

CHAPLAINCY SERVICE

Phone: (01) 803 2000

SOCIAL WORK DEPARTMENT

Phone: (01) 803 2267 or (01) 803 2310
Monday to Friday (9am - 4pm)

DUBLIN DISTRICT CORONER'S COURT OFFICE

Phone: (01) 874 6684 or (01) 874 3006
Monday to Friday
Email: dublincoroner@justice.ie
Visit: www.dublincoronerscourt.ie

We endeavour to provide the highest standard of end of life care for our patients and their families. If you would like to provide us with feedback on your experience please contact our:

Patient Services Department.
Phone: (01) 8032206
Email: patientservices@mater.ie

Mater Misericordiae University Hospital,
Eccles Street, Dublin 7.
Telephone (01) 8032000
Website: www.mater.ie



DUBLIN ACADEMIC MEDICAL CENTRE

MATER MISERICORDIAE UNIVERSITY HOSPITAL

INFORMATION LEAFLET

When You Experience A Bereavement



Introduction

We, the staff of the Mater Hospital, wish to extend our sincere sympathy to you on your bereavement. This information leaflet is intended to help you understand some practical issues at this difficult time. We hope it answers some of the questions you may have.

What happens immediately after death?

In most cases, some time can be spent with the person who has died in the ward / unit. When you leave the hospital, the body of the deceased is brought to the hospital mortuary and cared for by our mortuary staff.

We advise you to contact your funeral director as early as possible. The funeral director will guide you through the next steps and assist you with funeral arrangements.

If you wish to visit the hospital mortuary and view the deceased, we recommend that you telephone in advance to ensure that a viewing can be facilitated. Please see contact details and times overleaf.

What happens if there is a postmortem?

A staff member will inform you if there is a possibility that a postmortem will take place.

A postmortem is an examination of the body of a person who has died in order to verify the cause of death and /or examine the effects of treatment.

A coroner is informed in all cases of sudden or unexpected death. If a coroner orders a post-mortem it must take place by law. In such circumstances a formal identification of the body of the deceased, with a member of an Garda Síochána present, will take place.

For more information on postmortems just ask a member of our staff for a leaflet titled '[Coroner's Post Mortem Examination - A Brief Guide](#)'.

Additional information is available from the Dublin District Coroner's Court office website: www.dublincoronerscourt.ie

How to get a death certificate?

Where a postmortem is not required our Health Records Department will issue a verification form to the contact person to verify personal details of the deceased. Once this form is returned a death notification form will be issued.

This notification form must be presented to the registrar in a civic registration office where you can register the death and obtain the death certificate.

If you require any assistance with regard to registration, please contact our Health Records Department

Phone: (01) 803 2485
Monday to Friday
Email: certs@mater.ie

NOTE: If the coroner requested a postmortem the final death certificate will not be available until the postmortem report is received by the coroner. An interim certificate will be provided by the coroner's office on request, which may be acceptable to banks, insurance companies and other institutions. The Dublin District Coroner's Court office must be contacted in this regard. Please see their contact details including email address overleaf. The final death certificate will be available on completion of the coroner's investigation.

Practical & Financial Information

Citizens Information Services

A booklet on dealing with practical matters following a death is available from the Citizens Information Services.

Phone: 0818 07 4000

Visit: www.citizensinformation.ie/death

Social Welfare

To get information on grants and benefits contact your local Intreo office. (Department of Social Protection)

Phone: 0818 405 060

Visit: www.welfare.ie

Health Service Executive (HSE)

Information leaflets about bereavement are available from the HSE.

Phone: 1800 700 700

Visit: www2.hse.ie/coping-with-difficult-situations/bereavement/

Irish Hospice Foundation

A range of information on bereavement is available from the Irish Hospice Foundation.

Phone: (01) 6793188

Website: www.hospicefoundation.ie