

## Chaplaincy Service

Our chaplaincy service is available on a 24 hour, 7 days a week basis to offer comfort, emotional and spiritual support 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 or in any area of the hospital.

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

**Tel: 01 803 2000 (main hospital)**

## 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 can contact the social work department for further information or support. If they cannot offer a service they will guide you to a bereavement service available in your area.

**Tel: 01 803 2267 / 2310  
Mon - Fri (9am - 4pm)**

## Contact Telephone numbers

### HOSPITAL MORTUARY

**Tel: 01 803 2441  
Mon - Fri (8am - 4pm)**

**Tel: 01 803 2000**

### HEALTH RECORDS DEPARTMENT

**Tel: 01 803 2485  
Mon - Fri**

### CHAPLAINCY SERVICE

**Tel: 01 803 2000**

### SOCIAL WORK DEPARTMENT

**Tel: 01 803 2267 / 2310  
Mon - Fri (9am- 4pm)**

### CORONERS OFFICE

**Tel: 01 874 6684 / 3006  
Mon - Fri**

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**.

**Tel: 01 803 2206  
Email: [patientservices@mater.ie](mailto:patientservices@mater.ie)**

Mater Misericordiae University Hospital,  
Eccles Street, Dublin 7  
Telephone: 803-2000 Fax: 803-2404  
Email: [mmh@mater.ie](mailto:mmh@mater.ie) Web: [www.mater.ie](http://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 time.

## What Happens immediately after death?

In most cases, 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.

Contact should now be made with a funeral director who will assist and advise you on the next steps and funeral arrangements.

If you wish to visit the hospital mortuary you must telephone in advance to ensure that a viewing can be facilitated.

**Tel: 01 803 2441**  
**Mon - Fri (8am - 4pm) or**  
**Tel: 01 803 2000 (main hospital)**

## If there is a postmortem

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

The treating doctors may ask for your consent to carry out a **hospital post-**

**mortem**, to gain further information regarding the illness or effect of treatment.

A coroner is informed in all cases of sudden or unexpected death. If a coroner orders a postmortem 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 **'Information about Postmortem Examinations for Relatives'**. An additional information leaflet titled **'The Role of the Coroner in Death Investigation'** is available from the coroner's office.

### Coroner's office contact details:

**Tel: 01 874 6684 / 3006 Mon - Fri**  
**Visit: [www.coronerdublincity.ie](http://www.coronerdublincity.ie)**

## How to get a death certificate?

Where a postmortem is not required our Health Records Department will issue a verification form to the documented next of kin 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 civil 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

**Tel: 01 803 2485 Mon - Fri**  
**Email: [certs@mater.ie](mailto:certs@mater.ie)**

**NOTE:** If the coroner requested a post-mortem 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 coroner's office must be contacted in this regard. The final death certificate will be available on completion of the coroner's investigation.

## Practical & Financial Information

A detailed information booklet on dealing with practical matters following a death is available from **Citizens Information Services (CIS)**.

**Tel: 1890 777 121**  
**Visit: [www.citizensinformation.ie/categories/death](http://www.citizensinformation.ie/categories/death)**

For information on grants and benefits that may be available contact your local **Social Welfare** office.

**Tel: 1890 500 000**  
**Visit: [www.welfare.ie](http://www.welfare.ie)**