

## Chaplaincy Service

Our chaplaincy service is available on a 24 hour, 7 days a week basis to pray and offer 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 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 wish to contact the social work department for further information or support. The social work department may also guide you to a bereavement service available 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](mailto: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)**

### CORONERS OFFICE

**Phone: (01) 874 6684 or (01) 874 3006**  
**Monday to Friday**  
Visit: [www.coronerdublincity.ie/faqs/index.htm](http://www.coronerdublincity.ie/faqs/index.htm)

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](mailto:patientservices@mater.ie)

Mater Misericordiae University Hospital,  
Eccles Street, Dublin 7.  
Telephone (01) 8032000  
Website: [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 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 are ready to 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 the 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 available overleaf.

## What happens if there is a postmortem?

A member of the medical or nursing staff 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 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 '[Coroner's Post Mortem Examination - A Brief Guide](#)'. 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:

**Phone: (01) 874 6684 or (01) 874 3006**

**(Monday to Friday)**

**Visit: [www.coronerdublincity.ie/faqs/index.htm](http://www.coronerdublincity.ie/faqs/index.htm)**

## 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 to the Health Records Department 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 (9am to 5pm)**

**Email: [certs@mater.ie](mailto:certs@mater.ie)**

**NOTE:** If the coroner requested a postmortem, the final death certificate will not be available until the coroner receives the postmortem report. 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

### Citizens Information Services

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

**Phone: 1890 777 121**

**Visit: [www.citizensinformation.ie/death](http://www.citizensinformation.ie/death)**

### Social Welfare

To get information on grants and benefits contact your local Social Welfare office.

**Phone: 1890 500 000**

**(Department of Social Protection)**

**Visit: [www.welfare.ie](http://www.welfare.ie)**

**Health Service Executive (HSE)** Information leaflets about bereavement are available from the HSE.

**Phone: 1890 777 121**

**Visit: [www.healthpromotion.ie/hp-files/docs/HPM00080.pdf](http://www.healthpromotion.ie/hp-files/docs/HPM00080.pdf)**

### Irish Hospice Foundation

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

**Phone: (01) 6793188**

**Website: <http://hospicefoundation.ie/what-we-do/bereavement/bereavement-leaflets/>**