Pastoral Care Service

Our Pastoral Care Service offer confidential, emotional and spiritual support to the bereaved, as per families wishes. They are available to be present with families at time of death and after. They can facilitate end of life prayer/ritual if requested from the bereaved. Sacramental Ministry and religious emblems are provided.

Contact details of all faith representatives are available.

A hospital family room is available for bereaved relatives and friends. Nursing & Pastoral Care staff are available to accompany you to this room.

Social Work Department

The Social Work Department are available to families and may also guide you to a bereavement support service in your area. Please contact the Social Work Department, number overleaf, if you wish to access further practical information and support.

CONTACT TELEPHONE NUMBERS

Hospital:
Phone: (021) 427 1971

Medical Records Department:
Phone: (021) 493 5347
Monday to Friday (08.30hrs - 16.30hrs)

Pastoral Care Service:
Phone: (021) 493 5303

Social Work Department:
Phone: (021) 493 5327 / 493 5502

Intreo Social Welfare Office:
For information on benefits and supports that may be available to you please contact your local Social Welfare Office or the main office at
Phone: (0818) 405060 Web: www.welfare.ie

Citizen's Information Services:
Phone: (0818) 076950
www.citizensinformation.ie

Civil Registration Office Cork:
Phone: 021 427 5126 / 021 492 1708

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:

Patient Liaison Officer:
Phone: (021) 493 5622

End of Life Care Coordinator:
Phone: (021) 493 5031

HospiceFriendly HOSPITALS

Mercy UNIVERSITY HOSPITAL

INFORMATION for BEREAVED RELATIVES & FRIENDS



When someone close to you dies in the Mercy University Hospital what happens next...

Introduction



We the staff of the Mercy University Hospital (MUH) wish to extend our sincere sympathy to you on your bereavement. We will try in whatever way possible to support you and hope this leaflet will help you in the initial stages of your loss.

What happens immediately after death?

Following the death of your loved one they will continue to be treated with dignity and respect by the staff of the MUH. You will be facilitated to spend time with your loved one and are able to assist staff in providing care after death if you so wish. Religious and cultural support will be facilitated.

If a post mortem examination is required

A post mortem examination is a medical examination carried out on the body after death, by a specialist medical doctor known as a pathologist.

A post mortem is an examination to confirm the cause of death and /or examine the effects of treatment.

Family members will be informed by hospital staff if a post mortem examination is required.

The Coroner is informed in all cases of sudden or unexpected death. If a Coroner orders a post mortem it must take place by law, and you will be asked to formally identify your loved one with a member of an Garda Síochána present. If a post mortem examination is required, this will take place in Mortuary of the Cork University Hospital. A member of staff will provide you with an additional information leaflet on a Coroner's Post Mortem.

Mortuary Services at the Mercy University Hospital

When you are ready to leave the hospital, your loved one's body will be brought to the hospital mortuary and cared for by the mortuary staff.

Visiting to the mortuary may be facilitated by prior appointment only. Designated hospital staff are available to accompany you should you wish to visit.

Mortuary visiting may be organised by contacting the ward Nurse Manager.

Funeral Arrangements

Once you contact your chosen funeral director they will liaise with the hospital. They will assist with all funeral arrangements and notifications of death.

Death Certificate

Where a post mortem is not required our Medical Records Department at the Mercy University Hospital will issue a Death Notification form. The Death Notification form is sent by registered post to the Next of Kin as recorded in the patient's healthcare records, this **may take up to a number of weeks** from the date of death. Information on how to register the death at the Civil Registration Office at Adelaide Street, T12XKC4 and how to obtain the Death Certificate is also included.

If you require any assistance regarding registration of the death, please contact the **Medical Records Department**.

If a patient is sent for a Coroner's post mortem, the Coroner will issue a Death Certificate.

