


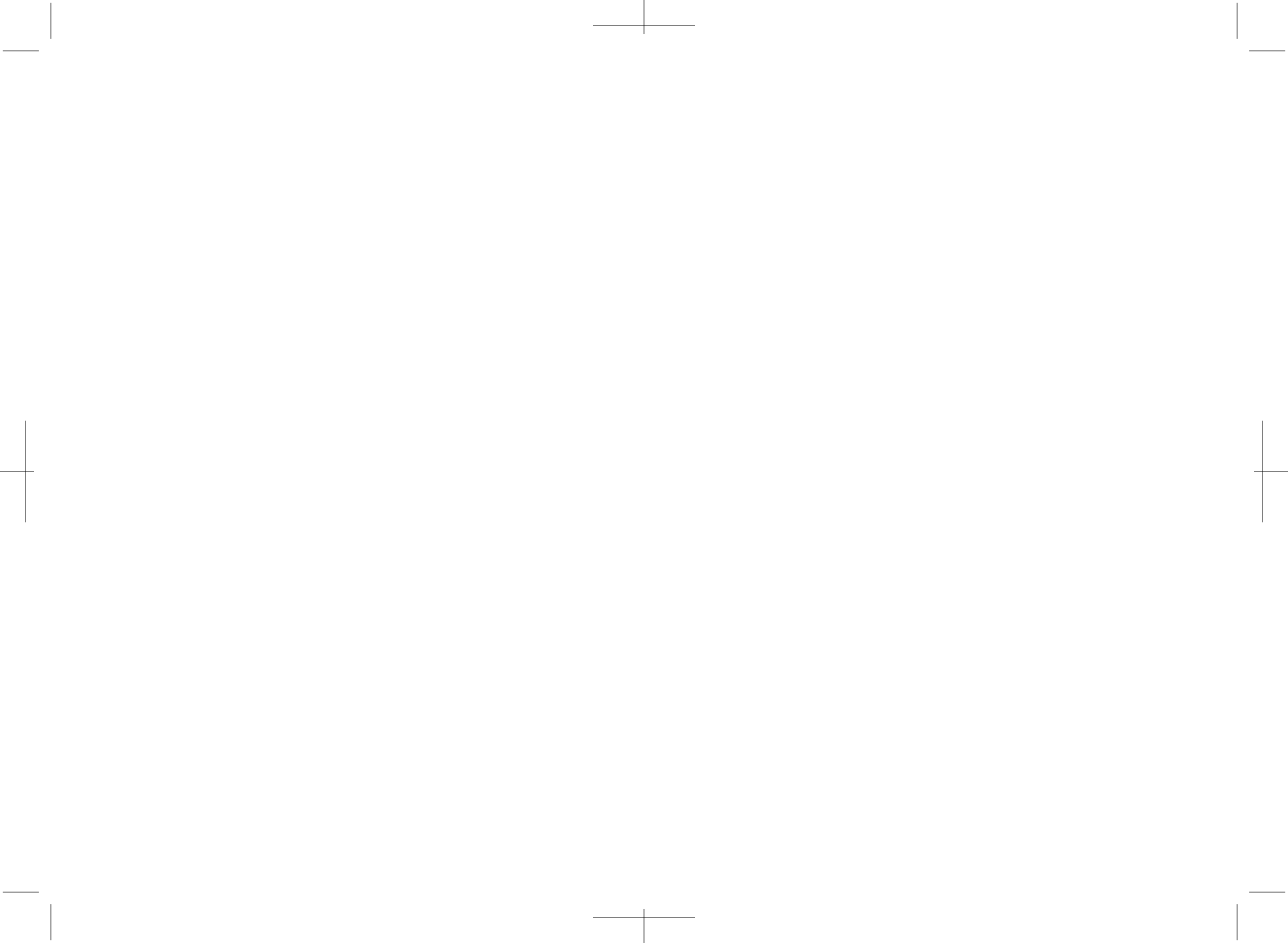


瑪麗醫院

QUEEN MARY HOSPITAL

身故病人親屬須知  
Important Notes for  
Relatives of  
the Deceased

 瑪麗醫院 Queen Mary Hospital	Pamphlet Topic & Department Code
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## Queen Mary Hospital Redevelopment Project (Phase 1)





## 瑪麗醫院 處理死亡文件及領取遺體程序



註: 瑪麗醫院殮房位於T座1樓「惜別間」。



# 瑪麗醫院 身故病人親屬須知

## 一般死亡個案

### 一. 領取死亡證明文件

- ◆親屬可致電本院「死亡證件辦事處」2255 3678查詢辦理死亡文件事宜。

#### 瑪麗醫院死亡證件辦事處

地址：瑪麗醫院S座2樓（參考附圖位置P.1）  
電話：2255 3678

辦公時間：星期一至星期五 上午9時至下午1時  
下午2時至5時  
星期六 上午9時至下午1時  
星期日及公眾假期休息

- ◆領取死亡證明文件時，親屬必須帶備下列身份證明：
  - 離世者之身份證明文件正本；及
  - 親屬之身份證明文件正本（擬日後到本院領取遺體之人士）
- ◆一般死亡個案，院方會發出下列死亡證明文件包括：
  - 《死因醫學證明書》「表格18」
  - 《醫學證明書(火葬)》「表格2」（如遺體屬火葬個案）
  - 《認領遺體證明書》
- ◆若個案須交死因裁判法庭處理，請參閱[附註一](第11頁)。
- ◆若個案須轉介作臨床剖驗，請參閱[附註二](第15頁)。

## 二. 一般死亡登記（不包括死因裁判法庭個案）

親屬須帶備以下文件前往「聯合辦事處-入境事務處死亡登記處」辦理死亡登記。

- 申請人之身份證明文件正本；
- 離世者之身份證明文件正本；
- 由本院簽發的《死因醫學證明書》「表格18」正本；
- 《醫學證明書(火葬)》「表格2」正本（如遺體屬火葬）

完成登記後，申請人會獲發《死亡登記證明書》「表格12」及《死亡登記核證副本》「BDR 16」（統稱“死亡證”）。

## 三. 申請火葬紙 或 土葬許可證

◆如將遺體火葬，須到同位於聯合辦事處的「衛生署港口衛生處」分別領取《火葬許可證》「表格3」及到同位於聯合辦事處內的「食物環境衛生署火葬預訂辦事處」，預訂火葬場火化時段。

◆如將遺體土葬，「入境事務處死亡登記處」會於辦理登記時發出《土葬准許證》「表格10」。

### 食物環境衛生署、入境事務處及衛生署組成的聯合辦事處

港島區辦事處	聯絡電話	地址
入境事務處死亡登記處	2961 8841	香港灣仔
火葬許可辦事處(香港)	2961 8843	皇后大道東213號
食物環境衛生署火葬預訂辦事處	2961 8842	胡忠大廈18樓
九龍區辦事處	聯絡電話	地址
入境事務處死亡登記處	2368 4706	九龍深水埗
火葬許可辦事處(九龍)	2150 7232	長沙灣道303號
食物環境衛生署火葬預訂辦事處	2150 7502	長沙灣政府合署1樓
辦公時間：星期一至星期五 上午9時至中午12時30分 下午2時至4時30分 星期六 上午9時至中午12時30分 星期日及公眾假期休息		

#### 四. 預約及認領遺體

\*\*\*因應消防安全及避免影響他人，醫院範圍（包括「惜別間」及「追思閣」）一律禁止燃燒冥蠟及大音量的活動\*\*\*

- ◆病人離世後，遺體會被移送本院K座低層地下4樓「寧安閣」暫存，並於翌日轉移至T座1樓「惜別間」存放。親屬請到T座1樓「惜別間」認領遺體。

##### 瑪麗醫院 惜別間

地 址：瑪麗醫院T座1樓 (參考附圖位置P. 1)  
電 話：2255 4902（一般查詢）  
電 話：2255 4135（殮房主任）  
辦公時間：每日上午9時至下午1時 及 下午2時至5時  
（星期六、日及公眾假期照常辦公）

- ◆認領遺體前，親屬 / 辦事人 / 殯儀業人士必須於至少一天前的辦公時間內致電本院「死亡證件辦事處」（電話：2255 3678）預約認領遺體。
- ◆認領遺體時間為每日上午9時至中午12時45分；下午2時至4時45分，以先到先得方式編配，每十五分鐘為一預約時段；遲到或未有預約人士需致電於本院「死亡證件辦事處」（電話：2255 3678）重新登記輪候。
- ◆根據醫院管理局認領遺體規定，親屬 / 辦事人到達T座1樓「惜別間」時，須出示以下文件之正本。如未能出示下列文件正本，本院職員將不能為閣下辦理認領遺體手續。  
一般個案須出示之文件：
  - 《認領遺體證明書》正本
  - 《死亡登記證明書》「表格12」正本
  - 離世者之身份證明文件正本
  - 親屬/辦事人之有效身份證明文件正本



### 死因裁判法庭個案須出示之文件：

- 《認領遺體證明書》正本
- 《批准屍體埋葬/火葬證明書》「表格11」正本
- 離世者之身份證明文件正本
- 親屬/辦事人之有效身份證明文件正本

- ◆認領遺體時，請小心確認遺體是否與其身份相符，並核對附於遺體上識別手帶之死者資料是否正確。若有需要，可在親友的陪同下瞻仰遺體，以協助確認離世者遺體的身份。
- ◆親屬完成辦理認領遺體手續後，遺體會交由親屬委託之持牌殮葬公司處理。
- ◆領取《死因醫學證明書》「表格18」、《認領遺體證明書》及認領遺體須為同一名人士。
- ◆如需要授權其他人士認領遺體，請填寫《認領遺體證明書》之「授權書-代辦認領遺體手續」，並交由獲授權人辦理認領遺體。(參考附圖 P.7)
- ◆如遺失死者或認領遺體人士之身份證明文件，親屬必須盡快親身前往就近警署報失，並帶同報案證明書到本院「惜別間」辦理認領遺體手續。
- ◆若遺失《認領遺體證明書》或《死因醫學證明書》「表格18」或《醫學證明書(火葬)》「表格2」或《批准屍體埋葬/火葬證明書》「表格11」，在完成警署報失後，親屬必須帶同報案證明書到本院「死亡證件辦事處」尋求協助。
- ◆若遺失《死亡登記證明書》「表格12」或其他死亡文件，請前往相關的部門尋求協助。
- ◆惜別間存放遺體的空間有限，加上遺體長期存放會腐化，影響容貌、產生臭味及增加感染風險，請儘早領取遺體。有關遺體變化的資料，可參閱項目《五-遺體變化》。(P.8)



瑪麗醫院  
QUEEN MARY HOSPITAL  
認領遺體證明書  
BODY COLLECTION FORM

Form BCF (B)



死者姓名: \_\_\_\_\_ Deceased Name: \_\_\_\_\_  
[香港身份證] 號碼/代號 [HKID] No./ Pseudo ID.: \_\_\_\_\_ 性別/年齡 Sex / Age: \_\_\_\_\_  
出生日期 DOB: \_\_\_\_\_ (dd/mm/yyyy)  
死亡日期 / 時間 Date / time of death: \_\_\_\_\_ (dd/mm/yyyy hh:mm)  
遺體類別 Body category: \_\_\_\_\_

**認領遺體人士 The Person claiming the body**

本人現要求認領死者遺體，並確認沒有其他近親或人士會個別向醫院認領遺體。  
I hereby request to claim the body of the deceased and confirm that no other close relative or person will respectively request to claim the body from the hospital.

中文姓名: \_\_\_\_\_ 英文姓名: \_\_\_\_\_  
Name in Chinese Name in English  
身份證明文件號碼: \_\_\_\_\_ 與死者關係: \_\_\_\_\_  
Identity Document No. Relationship with the deceased

認領遺體人士簽署 Signature of the Person claiming the body 日期 Date

**死亡證件辦事處/病房  
Death Documentation Office/ Ward**



職員姓名及簽署  
Name & signature of staff

**重要事項 Important Notes**

認領遺體前，請先致電醫院進行預約（電話：22553678）。有關電話預約和認領遺體之辦公時間，請參閱認領遺體須知單張。遺體現存放於：香港薄扶林道102號瑪麗醫院殮房（電話：22554902）。認領遺體當日，請帶同以下文件之正本 (i) 死者之身份證明文件(ii) 死亡登記證明書（表格12）或 批准屍體埋葬 / 火葬證明書（表格11）（倘為死因裁判官個案）(iii) 認領遺體人士之身份證明文件及 (iv) 本認領遺體證明書。

Please call the hospital for appointment before identification and collection of the body (Tel: 22553678). Please refer to Information on Claiming of Body for the working hours of appointment booking and body collection. Location of body: Queen Mary Hospital Mortuary, 102 Pokfulam Road, Hong Kong (Tel: 22554902). When identifying and collecting the body, please bring the original of (i) Identity document of the deceased, (ii) Certificate of Registration of Death (Form 12), or Certificate of Order Authorizing Burial / Cremation of Body (Form 11) (For Coroner's case), (iii) Identity document of the Person claiming the body, and (iv) this Body Collection Form.

**授權書—代辦認領遺體手續 Authorization for body identification and collection**

本人，現授權(姓名) \_\_\_\_\_ ("獲授權人")身份證明文件號碼 \_\_\_\_\_  
代表本人辦理認領遺體手續。  
I, hereby authorize (Name) \_\_\_\_\_ ("Authorized person") Identity Document No. \_\_\_\_\_  
to represent me for body identification and collection.

認領遺體人士姓名 身份證明文件號碼 認領遺體人士簽署 日期  
Name of the Person claiming the body Identity Document No. Signature of the Person claiming the body Date

**認領遺體確認書 Confirmation of body identification and collection**

本人確認已核實死者的身份及領取其遺體。  
I hereby confirm that I have identified and collected the body of the deceased.

認領遺體人士/ 獲授權之人士姓名 身份證明文件號碼  
Name of the Person claiming the body/ Authorized person Identity Document No.

認領遺體人士/ 獲授權之人士簽署 日期  
Signature of the Person claiming the body/ Authorized person Date

**殮儀公司確認接收遺體  
Confirmation of body received by  
funeral parlour**

殮儀公司印鑑  
Chop of funeral parlour



## 五. 遺體變化

所有遺體會被存放於低溫儲存格內。即使在低溫環境中，遺體亦會出現變化，存放時間愈長，變化愈大。家屬應盡早安排認領遺體，減少遺體的變化。常見的遺體變化如下：

### ◆ 體液滲出皮膚脫落

體液、排泄物和血液可能會從口鼻、肛門、尿道、皮膚或傷口滲出，水腫的病人或有機會因皮下體液滲出而導致皮膚脫落。

### ◆ 身體脫水

脫水現象會導致皮膚乾涸皺摺，失去圓潤。

### ◆ 肌肉僵硬或分解鬆弛

死後肌肉會隨時間出現不同程度變化，令關節繃緊或鬆弛。眼瞼和口腔或會因肌肉不同程度的影響而呈半張開狀態。

### ◆ 皮膚變色

體內的血液會局部積聚，身體局部位置或會呈紫紅色瘀斑。

### ◆ 細菌感染

一些生前受感染的遺體，細菌會滋生，影響膚色，也或會令遺體略為腫脹。當遺體存放時間超過兩個月時，皮膚表面或會滋生霉菌。

## 六. 其他事項

◆惜別間存放遺體的空間有限，加上遺體長期存放會腐化，影響容貌，亦會產生臭味，增加感染風險及造成衛生問題。基於尊重死者和感染控制，**如遺體長期存放，院方可能尋求食環署接收並處理**，請儘早領取遺體。

◆請勿將財物留在遺體身上，如有遺失或損毀，本院恕不負責。

◆本院惜別間提供的服務全屬免費。所有醫院管理局僱員，均不得接受任何金錢〔『包括利是』〕或禮物餽贈，亦不得就任何商營殯儀服務提供意見。

### ◆瞻仰遺體服務

病人於身故翌日後，親屬如欲瞻仰遺體，請攜帶死者及申請人之身份證明文件，於辦公時間內前往T座1樓「惜別間」申請。瞻仰時間每節為十五分鐘。預約請於辦公時間內致電「惜別間」(2255 4902)。

### ◆追思閣

本院T座1樓「惜別間」設有小禮堂「追思閣」，供親屬借用以舉行簡單「院出」儀式告別遺體，場地借用費全免，使用時限為一小時。親屬必須於辦公時間內致電「死亡證件辦事處」2255 3678 以先到先得方式預約登記。本院「追思閣」不會借用予未有預約登記者。基於安全考慮追思閣只能容納不多於三十人之簡單「院出」儀式。**本院「追思閣」嚴禁燃燒冥鎚。**

### ◆大學遺體捐贈計劃

遺體捐贈對醫療發展非常重要，此計劃讓市民於離世後把遺體捐贈大學作醫療教育及研究用途。

查詢請聯絡：香港大學李嘉誠醫學院 電話：3917 6334  
香港中文大學醫學院 電話：3943 6050  
瑪麗醫院死亡證件辦事處 電話：2255 3678



### ◆ 捐贈器官

若有意在病人離世後捐贈器官，可盡快向病房醫護人員查詢。  
市民若有意死後捐贈器官，可填妥器官捐贈冊子或於網頁  
登記 <http://www.organdonation.gov.hk>







## 附註一 死因裁判法庭個案須知及處理程序

### 一. 死因裁判法庭個案簡介

若病人在醫院去世，而其死亡個案涉及下列「死因裁判官條例」指明的「須予報告的死亡個案」，醫院必須將個案向死因裁判官呈報。

1. 死亡原因不明或不能確立致死的醫學原因。
2. 病人死亡前14日內不曾接受醫生診治（不包括在其死亡前被診斷為已患末期疾病的人）。
3. 因麻醉引致的死亡或接受全身麻醉而受影響的死亡；或於施行麻醉後24小時內死亡。
4. 手術引致的死亡或於接受手術後48小時內死亡。
5. 懷疑犯錯；疏忽引致的胎死腹中。
6. 於生產或人工流產 或 小產後30日內死亡。
7. 不明原因敗血病所引致的死亡。
8. 精神科病人於精神病醫院 或 根據精神健康法例第31或36章所授權的醫院中死亡。
9. 因意外或受傷引致的死亡，如涉及交通意外，意外受傷或跌倒等。
10. 因罪案或懷疑由罪案引致的死亡。
11. 因職業性疾病引致的死亡，例如肺塵埃沉著病，間皮瘤或工傷意外死亡。
12. 懷疑 或 有可能由自殺導致的死亡。
13. 在官方看管時死亡，如死者正受監護委員會之監護令保護或受執法機關看管之人士。
14. 警察或公務等人士在執行職務期間發生的死亡。
15. 在政府部門辦公室，例如警署等發生死亡事件。
16. 在註冊醫院、療養院或留產院之外的收費護理院發生的死亡。
17. 懷疑或涉及謀殺導致的死亡。
18. 懷疑或涉及藥物或毒品引致的死亡。
19. 懷疑或涉及虐待、飢餓或疏忽照顧引致的死亡。
20. 從外地運回香港的遺體。



病理科醫生會約見親屬討論個案，解釋剖驗事宜。親屬有權申請豁免屍體剖驗，有關申請將連同病理科醫學報告一并呈交死因裁判官考慮。

## 二. 死因裁判法庭個案處理程序

- ◆ 本院會聯絡親屬帶同離世者之身份證明文件，於預約當日前往T座1樓「惜別間」辨認遺體及會見病理科醫生。
- ◆ 抵達本院T座1樓「惜別間」後，職員會為親屬登記及確認文件。如將遺體火葬，請同時填寫[火葬申請表格]。  
**若遺體須運離本港，請通知殮房主任。**
- ◆ 隨後，警務人員會陪同親屬確認遺體及會見病理科醫生。會面期間，病理科醫生會向親屬詢問死者的病歷和臨終情況。
- ◆ 進行屍體剖驗與否，裁決權在於死因裁判官。若親屬申請豁免屍體剖驗，死因裁判官會因應病人臨床情況及親屬申請考慮是否剖驗屍體，並發出《屍體剖驗命令》或《批准豁免剖驗屍體》。
- ◆ 無論遺體剖驗與否，死因裁判官一般會在3個工作天內簽發《批准屍體埋葬/火葬證明書》「表格11」讓家屬辦理殮葬。親屬一般可於下一個工作天下午3時後，聯絡本院「死亡證件辦事處」（電話:2255 3678）查詢領取死亡文件。
- ◆ 家屬持《批准屍體埋葬/火葬證明書》「表格11」已可**辦理殮葬事宜**。而《死亡登記核證副本》（統稱“死亡證”）一般會在1至3個月內簽發。已呈報死因裁判官的個案，該文件須經死因裁判法庭裁決死因後方獲簽發，「生死登記總處」會發出信件通知親屬領取。親屬可致電「入境事務處之生死登記總處金鐘辦事處」查詢領取《死亡登記核證副本》。



- ◆ 按照「死因裁判官條例」規定，病理科醫生擬備的體屍剖驗報告須直接提交死因裁判官。完成屍體剖驗報告所需的時間，取決於個案複雜程度及其他額外化驗進度而有所影響。
- ◆ 如有特別理由需要《死亡事實證明書》或《屍體剖驗報告副本》，請向死因裁判法庭查詢及申請。

### 三. 「死因裁判官條例」(Cap 504) 指明的遺體檢查

- ◆ 死因裁判官有法定權力下令驗屍。
- ◆ 進行遺體檢驗，不會影響瞻仰遺容及一般殯葬禮儀。
- ◆ 個別解剖個案，有需要時會保留部份組織作進一步檢查以確定死因。在特殊情況下，有需要保留部份器官作詳細檢查。
- ◆ 如需要保留腦部作詳細檢查，一般需時2至3星期，因此腦部可能未能放回遺體內，腦部將依照醫院處理人體部份之標準程序進行火化。





### 死因裁判法庭

地址：九龍深水埗通州街501號西九龍法院大樓A座9樓  
電話：3916 6204 傳真：2568 1735

辦公時間：星期一至星期五 上午8時45分至中午1時  
下午2時至下午5時30分  
星期六、星期日及公眾假期休息

### 香港警務處（港島區）西區分區警署報案室

地址：香港德輔道西280號  
電話：3660 6600 傳真：2858 9065

### 入境事務處之生死登記總處金鐘辦事處 (只辦理死因裁判官個案之死亡登記)

#### 金鐘辦事總處

地址：香港金鐘道66號金鐘政府合署低座三樓  
(港鐵金鐘站C1出口)  
電話：2867 2784

辦公時間：星期一至星期五 上午8時45分至下午4時45分  
星期六 上午9時至上午11時30分  
星期日及公眾假期休息







## 附註二 臨床解剖個案須知

- ◆ 臨床解剖能讓醫生評估治療成效，作醫學教育和培訓用途，亦幫助了解疾病，對今後治療具重要意義。
- ◆ 若主診醫生認為病人的死亡個案值得作臨床解剖檢驗，會向病人親屬解釋臨床解剖的目的並簽署「驗屍同意書」。
- ◆ 主診醫生會因應家屬意願及個案需要而決定作完整解剖檢驗或局部解剖檢驗（例如：胸腔，腹腔或只檢驗個別器官）。
- ◆ 若親屬不同意剖驗或有其他問題，可向醫生提出，主診醫生會按個別情況考慮。
- ◆ 臨床解剖一般會安排在2至3個工作天內完成，本院會盡量配合避免影響家屬辦理殮葬事宜。親屬可致電本院「死亡證件辦事處」（電話：2255 3678）或本院殮房主任（電話：2255 4135）查詢有關安排。



### 附註三 政府及非政府機構的支援

◆**綜援受助人若離世**，社會福利署會發放一筆設有上限的殮葬津貼，供親屬辦理喪事（包括支付火葬費用），詳情可向社會福利署查詢（熱線：2343 2255）。

◆**家庭經濟支柱離世** 家人（特別是家庭經濟支柱）意外或突然離世，會使一家人生活出現困難，有需要人士可向社會福利署尋求協助（熱線：2343 2255）。

◆**非政府機構支援服務**

本港一些非政府志願機構亦提供**哀傷輔導**及**後事支援**服務，協助你及你的家人處理親人離世的事宜。

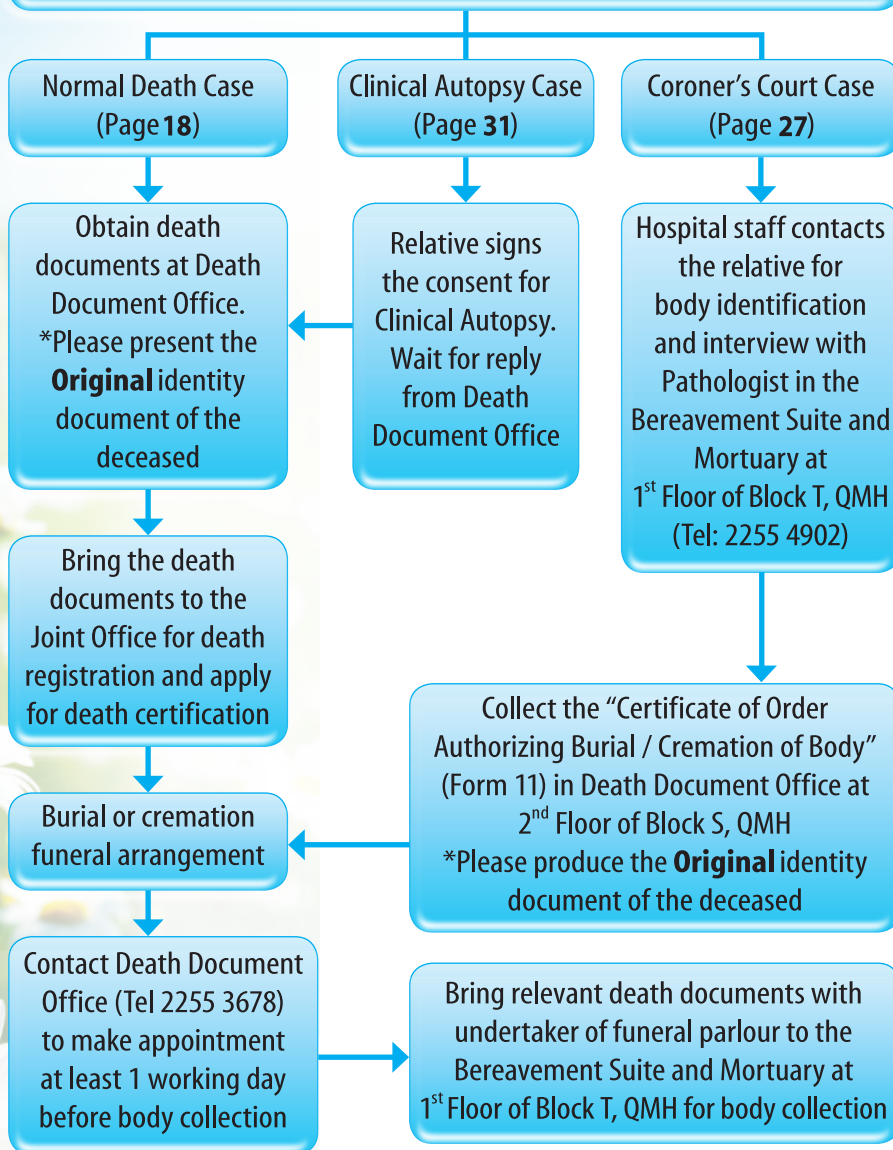
提供服務的非政府志願機構名單（只供參考）

機構名稱	電 話	網 址
善 寧 會	2725 7693 (哀傷輔導)	<a href="http://www.hospicecare.org.hk">www.hospicecare.org.hk</a>
曠 明 會	2361 6606 (哀傷輔導)	<a href="http://www.cccg.org.hk">www.cccg.org.hk</a>
聖公會聖匠堂 「護慰天使」 計劃	2362 0268 (哀傷輔導及後事支援)	<a href="http://www.decc.holycarpenter.org.hk">www.decc.holycarpenter.org.hk</a>
香港撒瑪利亞 防止自殺會	2389 2222 (24 小時支援)	<a href="http://www.sbhk.org.hk">www.sbhk.org.hk</a>



## Queen Mary Hospital Procedure for Collection of Body by the Relative

Relative contacts Death Document Office (Tel: 2255 3678) for arrangement



**Note: QMH Mortuary is located in the 'Bereavement Suite and Mortuary' at 1<sup>st</sup> Floor of Block T**



## Queen Mary Hospital

### Information Notes for Relatives of the Deceased

#### Normal Death Case

##### 1. Collect Hospital Death Documents

- ◆ An appointment should be made during office hour with Death Document Office (Tel: 2255 3678) for the collection of death documents.

#### **Queen Mary Hospital Death Document Office**

**Address:** 2/F, Block S, Queen Mary Hospital (Map attached)  
**Telephone:** 2255 3678

**Office Hours:** Monday to Friday 9:00 a.m. to 1:00 p.m.  
2:00 p.m. to 5:00 p.m.  
Saturday 9:00 a.m. to 1:00 p.m.  
**Closed on Sundays and Public Holidays-**

- ◆ Please present the following identity documents to Death Document Office:
  - **Original** Hong Kong identity document of the deceased; and
  - **Original** Hong Kong identity document of the relative who will collect the deceased's body.
- ◆ For normal death case, Death Document Office will normally issue the following documents:
  - "Medical Certificate of the Cause of Death" (Form 18)
  - "Medical Certificate (Cremation)" (Form 2) if the body is to be cremated
  - "Body Collection Form"
- ◆ **If it is a Death Reportable to the Coroner's Court, please refer to "Note 1 - Information of the Coroner's Court Case" (P.27).**
- ◆ **If a clinical post-mortem examination is requested, please refer to "Note 2 - Information of Clinical Post-mortem Examination" (P.31).**





## 2. Application for Death Certificate

For the application of Death Certification, the applicant should present the following **Original** documents to Death Registry of Immigration Immigration Department in the Joint Office for death registration and application for death certification.

- **Original** *Hong Kong Identity Document of the deceased; and*
- **Original** *Hong Kong Identity Document of the applicant; and*
- **Original** *"Medical Certificate of the Cause of Death" (Form 18)*
- **Original** *"Medical Certificate (Cremation)" (Form 2) if the body is to be cremated*

Upon the completion of death registration, a "Certificate of Registration of Death" (Form 12) and a "Certified Copy of an Entry in the Deaths Register" (BDR 16) (commonly known as "Death Certificate") will be normally issued.





### 3. Application for Cremation Permit / Burial Permit

- ◆ For cremation case, the application of “Cremation Permit” (Form 3) at Port Heath Office of Department of Health is required. Subsequently, the applicant should apply a cremation session at Cremation Booking Office of Food and Environmental Hygiene Department (FEHD). Both offices are located at the Joint Office.
- ◆ For burial case, the applicant will normally receive a “Burial Permit” (Form 10) at the Death Registry of Immigration Department.

<u><b>The Joint Office of the Food and Environmental Hygiene Department, Immigration Department and Department of Health</b></u>		
<b>Hong Kong Island Office</b>	<b>Telephone:</b>	<b>Address</b>
Deaths Registry of Immigration Department	2961 8841	18/F, Wu Chung House, 213 Queen's Road East, Wan Chai, Hong Kong.
Cremation Permit Office (Hong Kong)	2961 8843	
Cremation Booking Office of Food and Environmental Hygiene Department	2961 8842	
<b>Kowloon Office</b>	<b>Telephone:</b>	<b>Address</b>
Deaths Registry of Immigration Department	2368 4706	1/F, Cheung Sha Wan Government Offices, 303 Cheung Sha Wan Road, Kowloon.
Cremation Permit Office (Kowloon)	2150 7232	
Cremation Booking Office of Food and Environmental Hygiene Department	2150 7502	
<b>Office Hours:</b> Monday to Friday 9:00 a.m. to 12:30 p.m. 2:00 p.m. to 4:30 p.m. Saturday 9:00 a.m. to 12:30 p.m. <b>Closed on Sundays and Public Holidays</b>		





#### 4. Collection of Body

**\*\*\*For Fire Safety reason and to avoid disturbances to the people, burning activities and activities with loud volume are strictly prohibited in the hospital area\*\*\***

- ◆ After the patient passes away, the body will be transferred to 'The Haven' at LG4 of Block K for temporary storage before transferring to the 'Bereavement Suite and Mortuary' at 1<sup>st</sup> Floor of Block T on next day.

For body collection, please go to 'Bereavement Suite and Mortuary'.

##### **QMH Bereavement Suite and Mortuary**

Address: 1/F, Block T, Queen Mary Hospital

Telephone: 2255 4902 (For General Enquiry)

Mortuary Officer: 2255 4135

Office Hours: Every day 9:00 a.m. – 1:00 p.m. &  
2:00 p.m. – 5:00 p.m

(Including Saturdays, Sundays and Public Holidays)

- ◆ Relatives / Authorized Representatives / Staff of Funeral Parlor are required to make an appointment at least one working day before body collection. Please phone Death Document Office on 2255 3678 during office hours.
- ◆ The hours for body collection are between 9:00am – 12:45pm and 2:00pm – 4:45pm every day. Body collection is based on a "first-call-first-serve" principle, and each session is 15 minutes. Late comers need to re-book for the body collection via Death Document Office (Tel: 2255 3678).
- ◆ According to Hospital Authority Body Collection Policy, relatives or authorized representatives should bring the following original documents to the mortuary for body collection. The body will NOT be released if the required original documents are not presented.



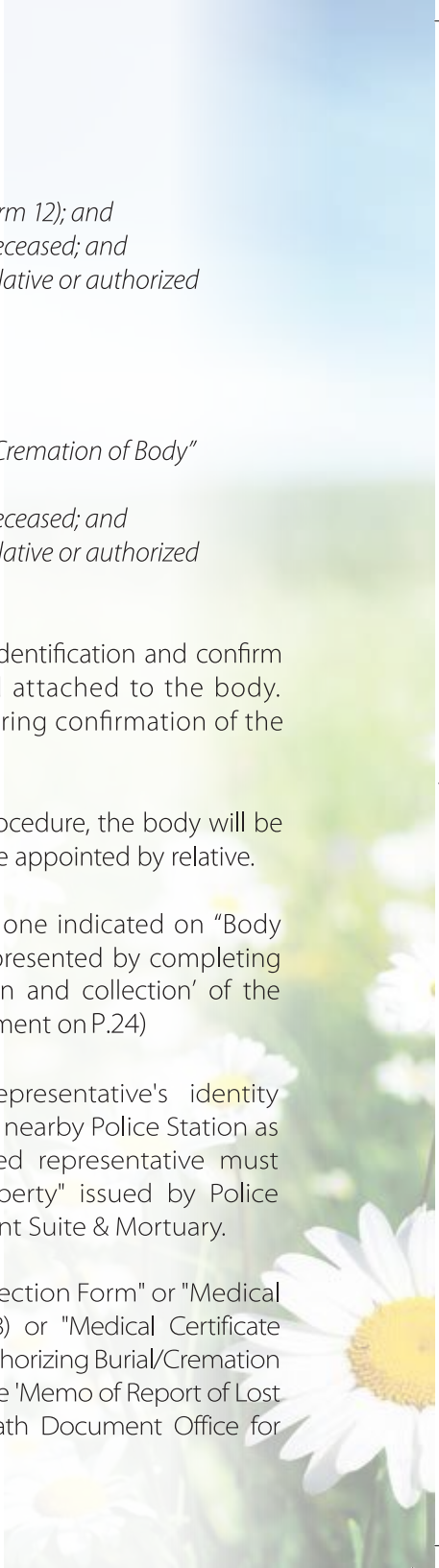


### **For Normal Death Case:**

- **Original** "Body Collection Form"; and
- **Original** "Certificate of Registration of Death" (Form 12); and
- **Original** Hong Kong Identity Document of the deceased; and
- **Original** Hong Kong Identity Document of the relative or authorized representative.

### **For Coroner's Court Case:**

- **Original** "Body Collection Form"; and
- **Original** "Certificate of Order Authorizing Burial/Cremation of Body" (Form 11); and
- **Original** Hong Kong Identity Document of the deceased; and
- **Original** Hong Kong Identity Document of the relative or authorized representative.

- ◆ Relative will be invited to conduct the body identification and confirm the identification information of wristband attached to the body. Relatives can be accompanied by friends during confirmation of the identity of the deceased.
  - ◆ After the completion of body identification procedure, the body will be released to the licensed funeral parlour who are appointed by relative.
  - ◆ If the person collecting the body is not the one indicated on "Body Collection Form", an authorization must be presented by completing the **AUTHORIZATION** for body identification and collection' of the "Body Collection Form". (Please see the attachment on P.24)
  - ◆ If the deceased's or body collection representative's identity document is lost, relatives must report to the nearby Police Station as soon as possible. Relatives or an authorized representative must present the 'Memo of Report of Lost Property' issued by Police Station during body collection at Bereavement Suite & Mortuary.
  - ◆ If the lost documents involved the "Body Collection Form" or "Medical Certificate of the Cause of Death" (Form 18) or "Medical Certificate (Cremation)" (Form 2) or "Certificate of Order Authorizing Burial/Cremation of Body" (Form 11), the relative must present the 'Memo of Report of Lost Property' issued by Police Station at the Death Document Office for seeking assistance.
- 





- ◆ If the lost documents involved the "Certificate of Registration of Death" (Form 12) or other death documents, the relative should seek assistance from relevant departments.
- ◆ The body storage capacity of Bereavement Suite & Mortuary is limited. The body will decay, which will affect appearance and increase infectious risk, upon longer duration of stay. Please collect the body as soon as possible. Please see item 5 'Body Changes After Death' for the details of body changes (P.25).



瑪麗醫院  
QUEEN MARY HOSPITAL  
認領遺體證明書  
BODY COLLECTION FORM

Form BCF (B)



死者姓名: \_\_\_\_\_ Deceased Name: \_\_\_\_\_  
[香港身份證] 號碼/代號 [HKID] No./ Pseudo ID.: \_\_\_\_\_ 性別/年齡 Sex / Age: \_\_\_\_\_  
出生日期 DOB: \_\_\_\_\_ (dd/mm/yyyy)  
死亡日期 / 時間 Date / time of death: \_\_\_\_\_ (dd/mm/yyyy hh:mm)  
遺體類別 Body category: \_\_\_\_\_

**認領遺體人士 The Person claiming the body**

本人現要求認領死者遺體，並確認沒有其他近親或人士會個別向醫院認領遺體。  
I hereby request to claim the body of the deceased and confirm that no other close relative or person will respectively request to claim the body from the hospital.

中文姓名: \_\_\_\_\_  
Name in Chinese

英文姓名: \_\_\_\_\_  
Name in English

身份證明文件號碼: \_\_\_\_\_  
Identity Document No.

與死者關係: \_\_\_\_\_  
Relationship with the deceased

認領遺體人士簽署 Signature of the Person claiming the body \_\_\_\_\_ 日期 Date \_\_\_\_\_

**死亡證件辦事處/病房  
Death Documentation Office/ Ward**



職員姓名及簽署  
Name & signature of staff \_\_\_\_\_

**重要事項 Important Notes**

認領遺體前，請先致電醫院進行預約（電話：22553678）。有關電話預約和認領遺體的辦公時間，請參閱認領遺體須知單張。遺體現存放於：香港薄扶林道102號瑪麗醫院殮房（電話：22554902）。認領遺體當日，請帶同以下文件之正本 (i) 死者之身份證明文件(ii) 死亡登記證明書（表格12）或 批准屍體埋葬 / 火葬證明書（表格11）（倘為死因裁判官個案）(iii) 認領遺體人士之身份證明文件及 (iv) 本認領遺體證明書。

Please call the hospital for appointment before identification and collection of the body (Tel: 22553678). Please refer to Information on Claiming of Body for the working hours of appointment booking and body collection. Location of body: Queen Mary Hospital Mortuary, 102 Pokfulam Road, Hong Kong (Tel: 22554902). When identifying and collecting the body, please bring the original of (i) Identity document of the deceased, (ii) Certificate of Registration of Death (Form 12), or Certificate of Order Authorizing Burial / Cremation of Body (Form 11) (For Coroner's case), (iii) Identity document of the Person claiming the body, and (iv) this Body Collection Form.

**授權書—代辦認領遺體手續 Authorization for body identification and collection**

本人，現授權(姓名) \_\_\_\_\_ (“獲授權人”) 身份證明文件號碼 \_\_\_\_\_  
代表本人辦理認領遺體手續。  
I, hereby authorize (Name) \_\_\_\_\_ (“Authorized person”) Identity Document No. \_\_\_\_\_  
to represent me for body identification and collection.

認領遺體人士姓名 \_\_\_\_\_ 身份證明文件號碼 \_\_\_\_\_ 認領遺體人士簽署 \_\_\_\_\_ 日期 \_\_\_\_\_  
Name of the Person claiming the body Identity Document No. Signature of the Person claiming the body Date

**認領遺體確認書 Confirmation of body identification and collection**

本人確認已核實死者的身份及領取其遺體。  
I hereby confirm that I have identified and collected the body of the deceased.

認領遺體人士 / 獲授權之人姓名  
Name of the Person claiming the body/ Authorized person

身份證明文件號碼  
Identity Document No.

認領遺體人士 / 獲授權之人簽署  
Signature of the Person claiming the body/ Authorized person

日期  
Date

**殮儀公司確認接收遺體  
Confirmation of body received by  
funeral parlour**

殮儀公司印鑑  
Chop of funeral parlour



## 5. Body Change After Death

- ◆ All bodies are kept in the refrigerator with low temperature. Even so, body changes are inevitable after death. The longer storage, the more severe the changes. Relatives are reminded to collect the body as soon as possible to minimize these changes.

### Leakage of body fluid and skin peeling

Gastric fluid or lung fluid may come out from the mouth and nostrils, and the faeces and urine may also pass out. In sutured surgical wounds, blood and body fluid may leak. The skin of oedematous body is fragile and easily peels off.

### Body dehydration

Bodies may become dehydrated after storage in mortuary. The skin may become wrinkled with loss of turgor.

### Muscle stiffening and softening due to decomposition

The body muscles will shorten, stiffen or soften after several days of storage, affecting the joint movement. If the controlling muscles of the eyelids or mouth are involved, the eyes and mouth may be opened.

### Body color change

Purple-red coloration may occur in the dependent portion of the body, due to setting of blood under gravity. Petechiae may be found secondary to rupture of vessels.

### Infection

If the body was infected before death, there may be bacterial overgrowth causing skin color change, especially in the lower abdomen manifested as green discoloration. Bacterial overgrowth may also cause swelling of the body. If the body has been stored for over 2 months, the body surface may show fungal overgrowth.



## 6. Additional Information

- ◆ The body storage capacity of Bereavement Suite and Mortuary is limited. Long duration of stay will affect the body appearance, generate hygiene issue, odour as well as increasing infection risk. For those long-stay bodies, the Hospital Authority may seek FEHD for arrangement of body collection to prevent infection. Hence, please arrange for body collection at your earliest convenience.
- ◆ Relatives are advised not to leave any valuables with the deceased, as the hospital will not be responsible for their loss or damage.
- ◆ Hospital mortuary services are free-of-charge. All hospital employees (including mortuary staff) are prohibited from receiving any money or gifts. They are also not allowed to advise on funeral services.

### ◆ Viewing Body

Relatives can view the body in the Bereavement Suite and Mortuary beginning on the next day after death. Please produce the identity document of the deceased during office hour for application. Each session of viewing time is limited to 15 minutes. For appointment scheduling, please call Bereavement Suite and Mortuary during office hours. (2255 4902)

### ◆ Farewell Room

The Farewell Room is located on the 1/F, Block T of Queen Mary Hospital. It is free-of-charge and operates on a first-come-first-served basis, 1 hour each session. Relatives can hold a simple funeral ceremony in this room during office hour before transferring out the body. Any ignition or burning of joss sticks or joss paper in hospital area is strictly prohibited. Reservation of Farewell Room is necessary -please contact Death Document Office on 2255 3678. For safety reasons the number of attending relatives is limited to 30 persons.

### ◆ Body Donation Program

Body donation is valuable for medical education and research is welcomed. For enquiry, please contact:

- Li Ka Shing Faculty of Medicine, HKU Tel: 3917 6334; or,
- Faculty of Medicine, CUHK Tel: 3943 6050
- Death Documentation Office, QMH Tel: 2255 3678

### ◆ Organ donation

For organ donation, relative can contact ward staff as soon as possible. Relatives who wish to donate organs after death can complete the registration form in organ donation promotional leaflet or register online via Organ Donation Website: <http://www.organdonation.gov.hk>.





## **Note 1 - Information of the Coroner's Court Case**

### **1. Reportable Deaths to the Coroner**

Under the Coroners Ordinance (Cap 504), Hospital has the statutory obligation to report a Reportable Death to the Coroner. The following is a summary list of the Reportable Deaths under the Coroners Ordinance:

- A. The medical cause of the death cannot be accurately stated.
- B. No doctor has attended the person within 14 days prior to his death (excluding those being diagnosed as having a terminal illness).
- C. An anaesthetic caused the death; or death under the influence of a GA or death within 24 hours after the administering at a GA.
- D. An operation caused the death; or the death occurred within 48 hours after a major operation.
- E. Still birth with suspected foul play or neglect.
- F. Death occurred within 30 days after childbirth; or abortion; or a miscarriage.
- G. Death resulting from Septicaemia of unknown cause.
- H. Death of Mental patient in a mental hospital; or in a hospital as a subject of an order under section 31 or 36 of the Mental Health Ordinance.
- I. An accident or injury caused the death, including traffic accident, burn, fell & slip, etc.
- J. A crime or suspected crime caused the death.
- K. An occupational disease caused the death, including Pneumoconiosis, Mesothelioma or occupational accident, etc.
- L. The death might be caused by suicide.
- M. The death occurred whilst in official custody, including patient under guardianship order.
- N. The death occurred during the course of the discharge of his duty by a policeman, etc.
- O. The death occurred in a Government department such as a police station, etc.
- P. The death occurred in fee-receiving institutions of care other than in a registered hospital, nursing home or maternity home.
- Q. The death was caused by homicide.
- R. The death was caused by the administering of a drug or poison.
- S. Ill-treatment, starvation or neglect caused the death.
- T. The dead body has been brought into Hong Kong.





Pathologist will arrange an interview with the relative to discuss the circumstances surrounding the death and explain the Coroner's procedure and the post-mortem examination. If the relative wishes to apply for waiver of the post-mortem examination, the application will be submitted by pathologist to the Coroner for consideration.

## **2. Procedure of Coroner's Case**

- ◆ Staff of Pathology Office will make arrangement with the relative to attend Bereavement Suite and Mortuary for identification of body and interview with the pathologist. Please bring the identity documents of the deceased according to the instruction given by the staff of Pathology Office.
- ◆ In the Bereavement Suite and Mortuary, the relative needs to register and state whether the body is to be buried or cremated. If the body is to be cremated, please also complete the Application of Cremation.  
**Please inform Mortuary Officer if the body is to be exported.**
- ◆ After registration, the relative will be asked to identify the body and attend an interview with the pathologist together with police officer. The pathologist will discuss with the relative on the medical history of the deceased and the circumstances surrounding the death.
- ◆ The Coroner holds the authority to issue an order of autopsy or waiver of autopsy. If relative wishes to apply for waiver of the autopsy, the Coroner will consider the application on individual basis and decide whether issue the "Order to Make An Autopsy" or Waiver of Autopsy".
- ◆ The Coroner will usually issue the "Certification of Order Authorizing Burial/Cremation of Body"(Form 11) within 3 working days for relative to arrange the funeral matters. Relative can normally obtain the death documents after 3:00 pm on the next working day. Please contact the Death Document Office (Tel: 2255 3678) before collecting the death documents.



- ◆ Relative needs to produce the “Certification of Order Authorizing Burial/Cremation of Body” (Form 11) for funeral arrangement. Please be reminded that the “Certified Copy of an Entry in the Deaths Register” (BDR 16 ) (commonly known as “Death Certificate”) is usually issued within 1 to 3 months, when the Coroner has concluded the inquiry of the death. For any enquiries relating to this certificate, please contact the Births and Deaths General Register Office at 3/F, Low Block, Queensway Government Offices (Tel: 2867 2784).
- ◆ As stipulated in the Coroners Ordinance, autopsy reports prepared by pathologists are to be submitted to the Coroner directly. The time taken to complete an autopsy report depends on the complexity of the case and the additional analysis/investigations. Anyone who wishes to obtain a copy of the autopsy report must apply directly to the Coroner.
- ◆ If for some special reasons a document to certify the fact of death is required, relative may apply to the Coroner for a **“Certificate of the Fact of Death”**.

### **3. Post-mortem Examination on Coroner’s case**

- ◆ The Coroner has the statutory authority to order an autopsy.
- ◆ Performance of an autopsy does not interfere with an open casket funeral service that has undergone usual dressing-up and cosmetic handling.
- ◆ During autopsy, part of the tissue will be retained for further analysis. In special situations, some organs may need to be kept for detailed examination.
- ◆ Examination involving the brain may take at least 2 to 3 weeks to complete. The brain of the deceased may not be returned to the body. As such, the brain will follow the standard procedures on handling body parts in hospital for incineration.

### **Coroner's Court**

Address: 9/F, Tower A, West Kowloon Law Courts Building,  
501 Tung Chau Street, Sham Shui Po, Kowloon  
Tel: 3916 6204 Fax: 2568 1735

Office Hours: Monday to Friday 08:45 a.m. to 1:00 p.m.  
02:00 p.m. to 5:30 p.m.

**Closed on Saturday, Sundays and Public Holidays**

### **Hong Kong Police Force (Hong Kong Island)** **Western Division – Report Room**

Address: 280 Des Voeux Road West, Hong Kong  
Telephone: 3661 1618 Fax: 2858 9065

### **Births and Deaths General Register Office,** **Immigration Department**

(For registration of deaths referred by the Coroner)

Address: 3/F, Low Block, Queenway Government Offices,  
66 Queensway, Hong Kong  
(MTR Admiralty Station - Exit C1)

Telephone: 2867 2784

Office Hours: Monday to Friday 8:45 a.m. to 16:45 p.m.  
Saturday 9:00 a.m. to 11:30 p.m.

**Closed on Sundays and Public Holidays**

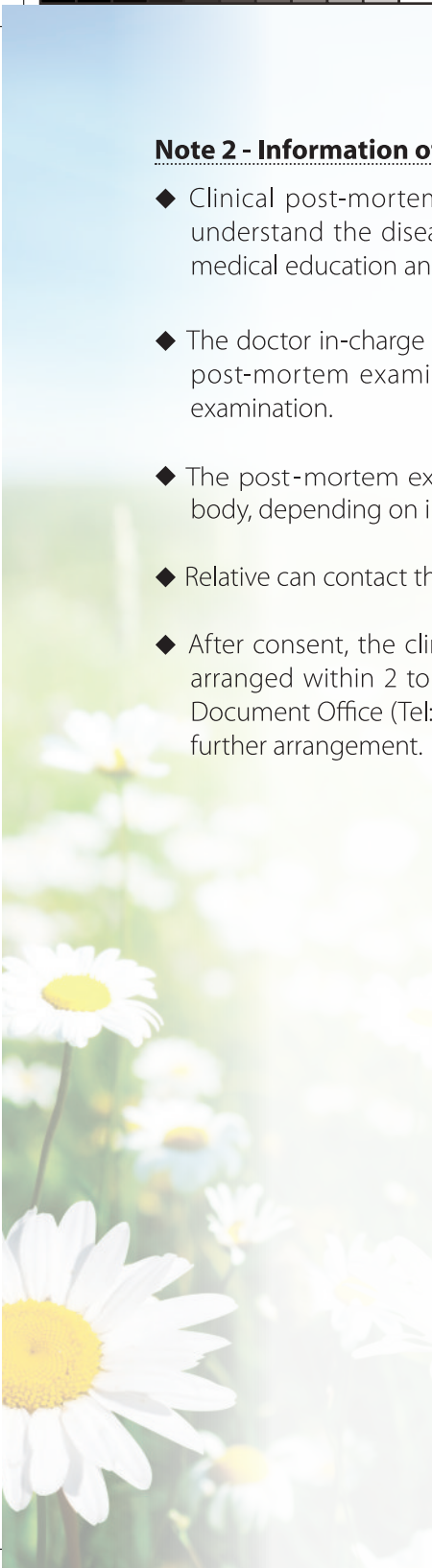
### **QMH Bereavement Suite and Mortuary**

Address: 1/F, Block T, Queen Mary Hospital  
Telephone: 2255 4902 (For General Enquiry)  
Mortuary Officer: 2255 4135  
Office Hours: Everyday 9:00 a.m. to 1:00 p.m. &  
2:00 p.m. to 5:00 p.m.



## **Note 2 - Information of Clinical Post-mortem Examination**

- ◆ Clinical post-mortem examination allows medical practitioners to understand the disease and evaluate the treatment. It is valuable in medical education and research.
- ◆ The doctor in-charge will explain to the relatives the purpose of clinical post-mortem examination. Relative needs to sign the consent for examination.
- ◆ The post-mortem examination may be full or limited to part of the body, depending on individual situation and relative's wishes.
- ◆ Relative can contact the attending doctor for any enquiries.
- ◆ After consent, the clinical post-mortem examination will normally be arranged within 2 to 3 working days. Relative can contact the Death Document Office (Tel: 2255 3678) or Mortuary Officer (Tel: 2255 4135) for further arrangement.





### **Note 3 - Social support services provided by government and Non-government organizations (NGO)**

#### ◆ **Recipients of Comprehensive Social Security Assistance (CSSA)**

There is a limited special grant by Social Welfare Department (SWD) for the relatives to arrange funeral matters (including cremation charges). Please approach SWD for details (hotline: 2343 2255).

#### ◆ **Death of the Breadwinner**

The accidental or sudden death of a family member (in particular the breadwinner) will bring great trauma to the surviving family. Relative in need may contact SWD for assistance (Hotline: 2343 2255).

#### ◆ **Social Supporting services provided by Non-government organizations (NGOs)**

Below are some local NGOs that provide **bereavement and counseling services** and **funeral support** for the bereaved families (for reference only):

Local NGOs	Telephone	Website
Society for the Promotion of Hospice Care	2725 7693 (bereavement counseling services)	<a href="http://www.hospicecare.org.hk">www.hospicecare.org.hk</a>
The Comfort Care Concern Group	2361 6606 (bereavement counseling services)	<a href="http://www.cccg.org.hk">www.cccg.org.hk</a>
SKH Project of "The Paraclete Care and Comfort Angel" of Holy Carpenter Church	2362 0268 (bereavement counseling services & funeral support)	<a href="http://www.decc.holycarpenter.org.hk">www.decc.holycarpenter.org.hk</a>
The Samaritan Befrienders Hong Kong	2389 2222 (24 hours hot line)	<a href="http://www.sbhk.org.hk">www.sbhk.org.hk</a>