

Point-to-note

The above services provided by the hospital e.g. application for death certificate, collection of dead body and ritual room services are free of charge.

No hospital staff is permitted to accept any gratuity or gift. Should any staff attempt to solicit gratuity in any form from you, please report it to our 'Patient Relations Officer' (Tel: 3517 5019) or the Independent Commission Against Corruption (ICAC) (Tel: 2526 6366).

Important Notice

To: Relatives of Deceased

Hospital commits to handle deceased bodies in a respectful and accountable manner. In order to avoid overcrowding in the hospital mortuary, relatives are requested to collect the deceased bodies as soon as possible. If the number of bodies stored in mortuary exceeds the storage capacity, as a provisional contingency measure, hospital will arrange and temporarily store two bodies with same sex in one compartment. Or, the bodies will be transferred to mortuary of another public hospital for storage.

Thank you very much for your kind understanding.

Addresses and Office Hours of Deaths Registries

Hong Kong Island Deaths Registry, the joint office set up by the Food and Environmental Hygiene Department and Department of Health

Address: 18/F, Wu Chung House, 213 Queen's Road East, Wan Chai, Hong Kong
Tel : 2961 8841

Kowloon Deaths Registry, the joint office set up by the Food and Environmental Hygiene Department and Department of Health

Address: 1/F, Cheung Sha Wan Government Offices, 303 Cheung Sha Wan Road, Cheung Sha Wan, Kowloon
Tel : 2368 4706

Office Hours :

Monday - Friday: 9:00 am - 12:30 pm and 2:00 pm - 4:30 pm

Saturdays : 9:00 am - 12:30 pm

Closed on Sundays and General Holidays

Patient Gum Label

Date of death :

Time of death :

With Sympathy

*from
Kwong Wah Hospital*

The grief of losing our beloved ones is painful and hard to articulate. On behalf of Kwong Wah Hospital, we would like to express our condolences to you. Should you need any information regarding medical details of your deceased relative, we are always ready to help. Provided herewith the information regarding application for death certificates and related issues.

Application for Death Certificates

Patient has been certified 'Death from natural cause'

Decide 'Burial' or 'Cremation'

Death document issued by hospital

~ Apply for the 'Medical Certificate of the Cause of Death' (Form 18) from our Records and Death Documentation Office (12/F, Central Stack)

~ If you choose cremation, please also apply for the 'Medical Certificate (Cremation)' (Form 2)
Documents required : Deceased's ID card, applicant's ID card and this sympathy card

Office hours: Monday - Friday 9:00am-1:00pm and 2:00pm-5:00pm

Saturday 9:00am-1:00pm

Closed on Sundays and General Holidays

Tel: 3517 6150

Burial

Apply for the 'Certificate of Registration of Death' (Form 12) and the 'Burial Permit' (Form 10) from **Hong Kong Island Deaths Registry** or **Kowloon Deaths Registry**

Documents required :

- i. Deceased's ID card & Applicant's ID card
- ii. Medical Certificate of the Cause of Death (Form 18)

(Address on next page)

Cremation

1) Apply for the 'Certificate of Registration of Death' (Form 12) from **Hong Kong Island Deaths Registry** or **Kowloon Deaths Registry**

Documents required :

- i. Deceased's ID card & Applicant's ID card
- ii. Medical Certificate of the Cause of Death (Form 18)
- iii. Medical Certificate (Cremation)' (Form 2)

2) Apply for the 'Cremation Permit' (Form 3) from the **Port Health Office** of the Department of Health. (Tel: 2150 7232).

3) Accompanied by the representative of a licensed undertaker, the applicant can book a cremation session at a crematorium at the **Cremation Booking Office** of the Food and Environmental Hygiene Department (FEHD). (Tel: 2150 7502)

(Address on next page)

Collection of Deceased Body

1. Please made a prior appointment via telephone booking (Tel: 3517 6194) with our **Death Documentation Office for body collection**
2. Please bring the deceased's ID card, applicant's ID card, Body Collection Form and the 'Certificate of Registraton of Death' (Form 12) to collect the body from hospital mortuary (G/F, Yu Chun Keung Memorial Medical Centre)
3. Upon verification, the applicant together with staff of the undertaker can arrange the body to leave hospital.

If you need help in coping with the grief or other related problems, we would be pleased to offer you expert assistance in various aspects. The details of information are listed below:

Department (Location)	Services	Telephone number	Service hours
Medical Social Service (6/F Tsui Tsin Tong Outpatient Building)	~ Bereavement counseling ~ Information on funeral service ~ Financial and social support	3517 2900	Monday - Friday 8:45am - 1:00pm 2:00pm - 5:15pm Saturday 9:00am - 12noon Closed on Sundays and General Holidays
Department of Clinical Psychology (1/F, Central Stack) (Doctor's referral is required)	~ Assessment and psychotherapy for complicated bereavement	3517 5487	Monday - Friday 9:00am - 1:00pm 2:00pm - 5:45pm Closed on Saturdays, Sundays & General Holidays
Chaplaincy Service (Christian)	~ Spiritual care ~ Religious support ~ Bereavement counseling ~ Emotional support	3517 5406 3517 5203 7288 7752 (pager)	Monday - Friday 10:00am - 1:00pm 2:00pm - 6:00pm Saturday 9:00am - 1:00pm On-call staff is available on Saturdays and Sundays afternoon. Closed on General Holidays
Catholic Pastoral Care Service	~ Emotional support ~ Spiritual care ~ Religious services ~ Bereavement counseling	3517 2187 7311 5913 (pager)	Monday - Friday 8:30am - 12:30nn 1:30pm - 5:30pm Closed on Saturdays, Sundays & General Holidays

Non-government organizations providing bereavement support service include **the Jessie & Thomas Tam Centre** (Tel: 2725 7693) and **the Comfort Care Concern Group** (Tel: 2361 6606)

Remarks

Natural death

Generally, the 'Medical Certificate of the Cause of Death' (Form 18) will be issued within 3 working days after the date of death. Our staff would explain to the next of kin if the 'Medical Certificate of the Cause of Death' could not be issued in the above time frame for unusual condition.

Post-mortem case

Under certain circumstances, post-mortem would be requested by physician. Relatives may raise objection if needed. Pathologist will issue a preliminary post-mortem report within one working day after autopsy performed, and physician will issue the 'Medical Certificate of the Cause of Death' (Form 18) accordingly.

Coroner's case

If a death case is referred to the Coroner, the identification of body at the hospital mortuary and related procedure will be arranged by the police. For details, please follow the instructions from our staff of Death Documentation Office.

Ritual room service

Ritual room is provided for the next of kin to perform memorial service to the deceased who died in our hospital. The ritual room is located in the mortuary (G/F, Yu Chun Keung Memorial Medical Centre). If necessary, relative could contact the staff of Death Documentation Office (Tel: 3517 6194) for booking. Use of ritual room, subject to availability, is free of charge.