

## **What can we expect at the time of death?**

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### **What to do immediately**

If you suspect that your Loved One has died, **do NOT call 911. Contact NorthShore Hospice through the 24 hour patient line: (847) 475-3002** and a registered nurse will come to your home or the Community Care Facility where your loved one lives.

At that time, she will record the time of death, dispose of narcotic medications and make the following procedural calls for you:

1. Funeral home or cremation society that you have chosen (it is important that you have a plan in place prior to the time of death)
2. Coroner if the death occurs in Lake or McHenry County
3. The medical equipment company to remove what is no longer needed
4. Your primary care physician and the rest of your NorthShore Hospice team

### **Personal Reactions to Expect:**

- You may ask the funeral home or cremation society to delay arriving until family and friends have gathered.
- You will likely feel overwhelmed and unsure of what to do at this time no matter how much you prepared or planned.
- You may want to bathe your loved one or put some particular clothing on them.
- You may want to say prayers, sing songs, play favorite music or take some time individually or collectively to say good bye
- Cultural and religious traditions important to your family will be honored to the best of our ability. Please inform the Hospice Team in advance of any personal desires for the end of life that are meaningful to you and your loved ones.

### **What to do next:**

After the body is removed you will want to meet with the funeral home or cremation society to complete any unfinished details for the funeral or memorial service. Once you have a plan in place you will want to notify relatives and friends. The funeral director will also assist you in submitting an announcement to the newspaper and in securing a number of certified copies of the death certificate (15 or more) which will be needed for some immediate and long-term tasks including:

1. changing the deed on any property owned
2. changing the title/ownership of any vehicles owned
3. transferring assets in banks and other financial institutions
4. changing the primary name on credit cards
5. executing a will
6. getting distributions from life insurance policies
7. canceling voter registration
8. securing government death benefits for survivors

Most of these tasks can be done over a protracted period of time. Your primary focus during the days and weeks surrounding the death of a loved one is to grieve. If you would like a hospice chaplain or team member to participate in the service, please contact them as soon as possible. Hospice team members make every effort to attend the services of their patients.

**For information about the availability of bereavement support services please call: (847) 982-4364.**