Practical & Financial Information

HSE Civil Registration Service Information
Information on how to obtain a Death Certificate and the location of local Civil Registration Offices is available at:
Phone: 1850 24 1850
Web: www.civilregistrationservice.ie

Citizens Information Services (CIS)
A detailed information booklet entitled Information for those affected by bereavement containing practical information on matters following a death is available from the Citizens Information Services.
Phone: 1890777121
Web: www.citizensinformation.ie/death

Health Service Executive (HSE)
The HSE offer a number of information leaflets on bereavement. These leaflets are available on their information website. Alternatively you can telephone the HSE Info Line and they will direct you to the relevant information and supports in your area.
Phone: 1850 24 1850
Web: www.hse.ie/eng/services/publications/Mentalhealth/Bereavement/

Social Welfare
For information on benefits and supports that may be available to you contact your local Social Welfare Office or the main office at:
Phone: 1890500 000
Web: www.welfare.ie

Irish Hospice Foundation
A range of information on bereavement is available from the Irish Hospice Foundation.
Phone: (01) 6793188
Web: www.hospicefoundation.ie/bereavement-2/

Useful contact numbers & information:

Social Work Department
Phone: (01) 4162217/8 or (01) 4162565
Monday - Friday (8.30am - 4.45pm)

Quality and Safety Office
Phone: (01) 4162674
Monday - Friday (9am - 1pm and 2pm - 4.30pm)

Hospital Mortuary
Phone: (01) 4162238
Monday - Friday (8am - 4pm)

Chaplaincy Department
Phone: (01) 4103659 or (01) 4162023
Monday - Friday (8am - 5pm)
Chaplain on duty
Phone: (01) 410 3000

Coroners Office (Dublin)
Phone: (01) 8746684
Monday - Friday (9am - 6pm)
Email: coroners@dublincity.ie
Web: www.coroners.ie

We endeavour to provide the highest standard of end-of-life care to our patients and their families. If you would like to provide us with feedback on your experience of care at end of life in our hospital please contact:

Hospice Friendly Hospitals Programme
Phone: (01) 4103703
Monday - Friday
Email: endoflife@stjames.ie

St. James’s Hospital
James’s Street, Dublin 8
Phone: (01) 4103000
Web: www.stjames.ie

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Introduction
We, the staff of St. James’s 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 and offer you help and advice.

What happens immediately after death?
In most circumstances, some time can be spent on the ward with your loved one. 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. At this time we ask you to take your loved ones belongings home with you.

We advise you to contact your funeral director as early as possible. The funeral director will provide advice and make all necessary arrangements with you. You can also contact the hospital mortuary staff for advice before you make arrangements with your funeral director.

If you wish to visit the hospital mortuary and view the deceased we recommend that you telephone the mortuary staff in advance to ensure that a viewing can be facilitated.

Hospital Mortuary
Tel: (01) 4162238
Monday - Friday (8am - 4pm)

Directions to the hospital mortuary:
On foot
The mortuary is located near the James’s Street entrance/exit to the hospital. Opposite the hospital’s LUAS stop are steps leading up to the mortuary pedestrian entrance. Wheelchair access is located beside the steps.

Driving
Leaving the hospital grounds at James’s Street entrance/exit turn right onto James’s Street. Take the next right onto Basin Street Lower. Take the next right onto Ewington Lane. The 1st open gate on the left leads you into the mortuary car park, where you can park your car on the upper level.

Registering a person’s death
In Ireland it is a legal requirement to record and register every death with a Civil Registration Office. In order to register a death you will need to get a completed Death Notification Form from the hospital. In St. James’s Hospital these forms are issued by the Quality and Safety Office (Contact details below) except where a Post-Mortem examination is planned. Once you have the Death Notification Form you must register the death in any Civil Registration Office convenient to you. The Civil Registration Office will provide the Death Certificate. Details of local Civil Registration Offices is available on page 5 of this leaflet.

Quality and Safety Office (at St. James’s Hospital)
Phone: (01) 4162674
Monday – Friday (9am - 1pm and 2pm - 4.30pm)

What happens if there is a Post-Mortem examination?
A Post-Mortem 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 member of the medical or nursing staff will inform you of the need for a Post-Mortem examination. For more information about the Post-Mortem examination, please ask a member of staff for a leaflet entitled Guide to the work of the Coroner.

A Bereavement Social Worker is then assigned to your family and will make direct contact with you on the next working day. The Bereavement Social Worker will explain the Post-Mortem examination and answer any questions you may have. You will be provided with an information leaflet about Post-Mortem examinations and you will be informed about the possibility of organ retention. The Bereavement Social Worker will also write to you outlining these details and will enclose contact details which you can follow up any time.

In the event of a Post-Mortem taking place, the hospital cannot issue a Death Notification Form. Please be aware that it may take some time for the final report of a Coroner’s Post-Mortem to be completed. In the meantime an Interim Death Certificate will be provided by the Coroner’s office on request by the family.

Coroner’s Office (Dublin)
Phone: (01) 8746684 / Web: coroners@dublincity.ie
Monday - Friday (9am - 6pm)

Chaplaincy Department
The Chaplaincy Team provide a 24 hour, 7 days a week service. This service offers emotional and spiritual support and comfort or religious ministry to families at any time, day or night. Ministers of various faiths and denominations can be contacted via the Chaplain on duty.

Chaplaincy Department
Phone: (01) 4103659 / 4162023
Monday – Friday (8am - 5pm)

Chaplain on duty (24 Hours - 7 Days)
Phone: (01) 410 3000

Social Work Department
Most people find their own way through the bereavement journey with support from family and friends. Some people find it beneficial to talk with a Social Worker or Counsellor or join a Bereavement Support Group. The Bereavement Social Worker in St. James’s Hospital can guide you to a bereavement service in your area. The Social Work Department can provide further practical information and support.

Social Work Department
Phone: (01) 4162217/8 or (01) 4162565
Monday - Friday (8.30am - 4.45pm)

Bereavement Social Worker
Phone: (01) 4284676
Monday - Friday (8.30am - 4.30pm)