



Information for families following a bereavement

Informatie voor nabestaanden

You have just experienced the death of someone close to you. We are very sorry for your loss, and we know that this can be a difficult and distressing time. There will be a lot of information to process and many questions to answer. There are also practical matters to be arranged. This leaflet provides a summary of the information, which you can read after your conversation with the doctor or nurse.

Caring for your loved one in the hospital

The ward nurse will normally provide the final care of the deceased in the hospital. This includes laying your loved one properly in bed, closing their eyes, replacing dentures and removing IVs, tubes and any other devices. After you and your family have said your goodbyes, the deceased will be taken to the Spaarne Gasthuis mortuary.

Contacting the funeral home

If the deceased has a funeral insurance plan, you should contact the insurer. You will choose the funeral home to handle the funeral together with the next of kin. You must instruct the funeral director to transfer the deceased to the chapel of rest. If the deceased had any specific wishes or if you would like things arranged differently, discuss the matter with your funeral director.

Personal effects

To avoid any misunderstandings regarding the loss of the deceased's personal belongings, we ask that a surviving relative collects any personal effects from the nursing ward. This could include the deceased's clothing, jewellery, wallet with contents, and mobile phone.

If the personal effects are transferred to the mortuary with the deceased, the nurse will log the items on the transfer form. In that case, you or the funeral director will receive the belongings at the mortuary. You or the funeral director must sign for the transfer.

The mortuary in Haarlem Zuid

Spaarne Gasthuis has a mortuary at the Haarlem Zuid location. Patients who died at another Spaarne Gasthuis location will be transferred to Haarlem Zuid. This allows us to guarantee proper care for the deceased patient and give you, the bereaved, personal attention. Transporting your loved one to the mortuary from another Spaarne Gasthuis location is free. Any other services provided by the mortuary are subject to a fee. Please refer to the "Mortuary Costs" chart on the last page of this brochure.

The deceased will remain in the mortuary at Spaarne Gasthuis Haarlem Zuid until the funeral home transfers them to the location of the chapel of rest. You cannot pick up the deceased from our Haarlem Noord or Hoofddorp locations.

Care and visiting your loved one in our mortuary

If you opt for the Spaarne Gasthuis mortuary to be the chapel of rest, the mortuary staff will take care of the deceased. You can visit the mortuary.

Service and personal attention to the bereaved are paramount to us, and we ensure there is a mortuary staff member present when you visit. Please arrange visits in advance. To do so, contact the department via the hospital reception desk at +31 23 224 0000.

Personal wishes

If you, the bereaved, have personal wishes regarding makeup, specific clothing, jewellery or other items, please discuss the matter with your funeral director.

Ritual and religious acts

The mortuary has facilities to perform religious and ritual acts. The funeral home will make an appointment with the mortuary to this end.

Non-natural death

Non-natural death means a person has died from a non-natural cause. For example, a death following a traffic accident, fire or crime.

In the case of a non-natural death, the deceased's cause of death will be investigated through an autopsy by the forensic medical examiner and possibly by the police. The forensic medical examiner will turn over the death-related documents to the public prosecutor. The public prosecutor must release the deceased's body before the municipality of death can issue a permit for burial or cremation. The funeral director needs the burial or cremation permit to arrange the funeral service. Visiting the only permitted after the prosecutor has released the deceased's body.

A lot to arrange and decide

Shortly after a death, many practical matters must be taken care of. You may find it difficult to focus on these things right now, but we ask for your attention to these issues nonetheless:

- **Tissue or organ donation**

The doctor has discussed organ and tissue donation with you. This involves removing organs or tissues from the deceased for transplantation. For more information, please see:

- the Dutch Transplant Foundation, www.transplantatiestichting.nl
- The national donor registry, www.donorregister.nl

- **Autopsy**

The attending physician will ask your permission to perform an autopsy/postmortem examination. You can read more about this in the “Autopsy” leaflet, which you can request from your attending physician or the ward nurse.

- **Donation to science**

Anyone who wishes to donate their body to science must register their intent to donate with a university during their lifetime. It is not possible to register your loved one after their death. Your loved one will have received a confirmation from the university after applying. The handwritten declaration must be present with the deceased at the hospital. If the deceased is an organ donor and has opted to donate their body to science, only the corneas can be used for organ donation, and the autopsy cannot be performed.

Pacemaker/ICD removal

If the deceased has a pacemaker or ICD, the device will be removed in the hospital because the crematorium will not cremate a deceased person with a pacemaker or ICD. These devices are always removed to meet environmental guidelines, even if your loved one will be buried. There are costs associated with removing the pacemaker or ICD. The rate is included on the last page of this brochure.

The deceased is not insured and you cannot pay for the funeral

If the deceased did not have insurance to cover their funeral costs, these costs will be borne by the next of kin. If you are unwilling or unable to pay these costs, the mortuary clerk will refer you to the municipal council’s special arrangements office.

Costs for using the mortuary

Spaarne Gasthuis Haarlem will charge the costs of using the mortuary through the funeral director. In the event of an out-of-hospital death, you will be charged directly. If your loved one dies in the hospital, a flat daily rate applies from three hours after death. The calculation applies per calendar day or period. The cost of the mortuary’s services and caring for your loved one is not covered by the regular hospital fee. The costs are also not covered by health insurance. However, they are covered by a funeral insurance plan.

Questions

If you have any questions after reading this leaflet, please talk to the ward nurse. You may also contact the mortuary staff by phone at +31 23 224 3442 or through the hospital’s general telephone number: +31 23 224 0000.

Mortuary opening hours

- Monday to Friday 08:00–16:00
- Weekends and holidays 10:00–14:00
- Visits are only possible by appointment (call +31 23 224 3442)

Grief support

- Your family doctor or clergyman
- The Spaarne Gasthuis spiritual care service is available through the general telephone number +31 23 224 0000
- National Support Centre for Grief Counselling +31 33 461 6886
www.landelijksteunpuntrouw.nl
- Bereavement Care Foundation +31 23 844 8201
info@stichting-nabestaandenzorg.nl
www.stichtingnabestaandenzorg.nl
- Association for Parents of a Deceased Child, regional representative North Holland, email: info@oudersoverledenkind.nl
- Over the Rainbow Foundation +31 23 233 4141
processing loss with children and young people
www.achterderegenboog.nl
- Bretels Foundation +316 415 568 89
For young families who have lost a parent
www.stichtingbretels.nl
- Administrative relief www.JMFF.nl

Mortuary rates

If the deceased stays for less than 3 hours at the mortuary, there are no costs involved.

- Day rate: € 130
(Per 24 hours from the time of death and including preparations for visits)
- Cooling costs:
Period rate (3 days):
Without visits € 350
With visits € 420
Period rate (5 days): € 535
- Weekend transfer (weekend surcharge for opening mortuary). € 75
- Pacemaker or ICD removal: € 55
- Use of a human remains pouch € 45
- Use of substitute clothing if no other clothing is available. € 35
- Use of plastic undergarments. € 30
- Care of deceased in mortuary:
With family. € 90
Without family by the funeral director or mortuary staff € 75
- Cultural rites:
Including use of autopsy room, max. 2 hours € 460
- In the case of death outside Spaarne Gasthuis, a surcharge will be applied to the above rates. € 120

Mortuarium

Bezoekadres: Amerikaweg 2, 2035 RA Haarlem
(023) 224 3442 en buiten kantooruren (023) 224 0000
mortuarium@spaarnegasthuis.nl / www.spaarnegasthuis.nl