



当亲人在医院去世时

常见问题的回答

我们对您失去亲人深表遗憾。我们知道这本小册现在可能很难读。

本手册回答您现在可能遇到的许多问题。手册内有您可能需要的电话号码和网络资源。

在医院去世的患者的家属和朋友会有些疑问。他们想了解去世后会发生什么，医院工作人员和家属需要做什么，和如何找到他们需要的资源。



我们对您失去亲人深表遗憾。

我们希望本手册能帮助您回答一些问题。您可能也会发现这些电话号码很有用：

华大医疗中心 (UWMC)

住院部.....206.598.4310

请告诉我们您将使用的殡仪馆或火化服务的名称。

尸检和死后服务/解剖病理

学.....206.598.4205

有关遗体的安置，尸检和其他事情的疑虑，请联系我们。

社工和护理协调部..... 206.598.4370

精神护理和健康部.....206.598.9174

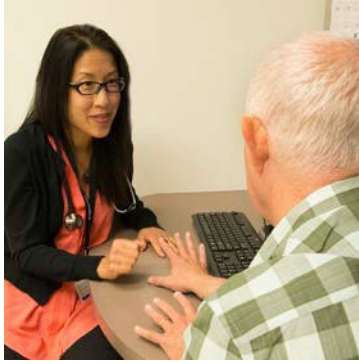
UWMC总机号码.....206.598.3300

海景医疗中心 (HMC)

住院部/护理行政主管.....206.744.3085

尸检和死后服务/解剖病理学.....206.744.3078

请告诉我们您将使用的殡仪馆或火化服务的名称。有关遗体的安置，尸检和其他事情的疑虑，请联系我们。



社工可以倾听和探讨一些有关于您需要完成的事和需要做的决定。

如果您想和社工见面，请告知您的护理人员或致电您医疗中心的社工部门（电话号码，请翻阅第一页）。

社工.....	206.744.8030
精神护理	206.744.3155
HMC 总机号码	206.744.3000

华盛顿大学医学系

遗体捐赠项目	206.543.1860
http://wbp.biostr.washington.edu	

华大BRaIN实验室.....	uwnp@uw.edu 206.897.6566
https://dlmp.uw.edu/research-labs/keene/braindonation	

社区资源

金郡法医部门 (KCME)	206.731.3232
www.kingcounty.gov/healthservices/health/examiner.aspx	

金郡人口统计部/死亡证书.....	206.897.5100
https://kingcounty.gov/depts/records-licensing/archives/research-guides/vital.aspx	

器官，组织，角膜捐赠机构

有关捐赠的基本信息	www.donatelifetoday.com
西北生命中心	877.275.5269
西北生命网健康中心	800.847.7831
SightLife 24小时捐赠协调热线	800.214.6356
华大BRaIN实验室	uwnp@uw.edu 206.897.6566

我们如何知道死因？我们可以询问死亡前的细节吗？

了解亲人的死因和导因可能有帮助。我们鼓励您和照顾您亲人的医生讨论一下相关信息。医生可以回答一些有关于死亡过程和死因。

请尽快告知您的护士您希望和医生谈一谈。如果医生此时不在医院，您的护士会告诉您如何能联系上他们。

另外一种找出死因的方法是尸检。请翻阅第五页和第六页了解更多关于尸检的事宜。

当亲人去世时，他们的家属需要做些什么？

医院工作人员会和死者亲属讨论有关于：

- 向捐赠机构了解他们的亲人是否能成为器官，组织或角膜捐赠者。
- 安排尸检。
- 和殡仪馆一起填写死亡证书。

死者家属或法代会决定：

- 他们是否想要尸检。这可能是死后好几天，但尸检必须在殡仪馆，葬地或火化前。可能还要考虑的安排时间的问题。记住，尸检有时是法律要求。（详情请翻阅第五页）
- 他们的亲人的遗体会去殡仪馆，葬地或火化场。这些决定可能是在死后好几天才决定。

在死者死后需要完成的一些法律程序在您的丧亲手册中有解释。手册“死亡后”和“葬礼计划”中解释了有关社保和军人福利，人寿保险，遗嘱和银行账户的处理相关事宜。“葬礼计划”还包括了有关选择地葬或火葬服务的一些基本信息。

地葬或火葬我们该做什么？

西雅图地区有很多的殡仪馆和火葬场。有些人根据地区或亲友的建议选择殡仪馆或火葬场。

医院不提供丧葬，地葬或火葬服务。我们也不会提供有关于其他机构或他们的服务的相关建议。但是，我们会通过资源来帮助您做决定。请翻阅丧亲手册中的《葬礼计划》。

在您决定了丧葬，地葬或火葬后，请联系我们告知殡仪馆或火葬场名称。

• **华大医疗中心患者:**

- 致电住院部 206.598.4310或死亡后服务部206.598.4205。
- 殡仪馆或火葬场工作人员也会致电华大医疗中心住院部或死亡后服务部来安排搬运遗体。
- 华大医疗中心社工部和护理协调部或死亡后服务部可以帮助您安排特殊事件，比如把遗体运出本州或本国，或寻找一个直接火化服务。

• **海景医疗中心患者:**

- 联系死亡后服务部 206.744.3078。
- 殡仪馆或火葬场工作人员也会致电海景医疗中心住院部或死亡后服务部来安排搬运遗体。
- 海景医疗中心社工部或死亡后服务部可以帮助您安排特殊事件，比如把遗体运出本州或本国，或寻找一个直接火化服务。

什么是直接火化?

直接火化意味着遗体在火化前不会做防腐处理（保存）或任何准备。葬礼或追悼会仍然可以举行。了解有关直接火葬的更多信息，请在互联网上搜索“火葬服务”。

我们如果无法负担殡仪馆费用怎么办?

如果担心花费问题，可以询问社工一些低成本葬礼的建议。

如果我们想要将我们亲人的遗体捐赠给科学研究怎么办?

为科学目的捐赠遗体只能在特定条件下进行。华盛顿大学生物结构（解剖）系的遗体捐赠计划将接受部分遗体捐赠。

了解该计划是否接受他们至亲的遗体捐赠，家属必须在工作日上午 8 点至下午 4:30 致电 206.543.1860。由于捐赠需要迅速进行，因此家属应在死亡发生后尽快致电 遗体捐赠项目组。

如果捐赠不被接受，家属需另外安排处理遗体的事宜。遗体捐赠项目不提供尸检服务。

您可以在死前申请遗体捐赠。了解详情，请访问 www.uwmedicine.org/school-of-medicine/about/willed-body-program。

另一种为科学做出贡献的方式是允许我们的解剖病理学部门进行尸检。尸检有助于为主治医生、医学生、临床医学和病理学住院医师以及其他医疗保健人员和学生提供培训。

如果我们想要捐赠我们至亲的脑组织怎么办?

多数人都知道有关器官捐赠对挽救生命的影响，但是少数人知道捐赠脑组织的用途有多大。有无脑病史的个体脑组织捐赠对医学研究都很重要。捐赠有助于研究人员了解正常大脑和受神经退化性变（缺少特定脑细胞）或创伤性脑损伤影响的大脑之间的差异。

检验医学和病理学系的生物储存库和综合神经病理学 (BRaIN) 实验室为医学研究人员收集脑组织。这些研究人员研究大脑的功能。家属将收到一份关于他们亲人的大脑结果的报告。

家属可以和 BRaIN 实验室安排捐赠亲人的脑组织，并与 遗体捐赠项目安排捐赠遗体的其余部分。了解更多信息，请访问

<https://dlmp.uw.edu/research-labs/keene/braindonation>。

会有人和我们讨论器官和组织捐赠的相关事宜吗？

华大医疗与当地捐赠机构合作。这些机构包括西北生命中心，西北生命网健康中心，和SightLife。我们将医院内发生的所有死亡事件都告知这些机构。

在决定某人是否可以成为器官、组织或角膜捐赠者时，需要考虑许多问题。如果患者可以：

- 组织或角膜捐赠者，我们将与他们的合法近亲讨论捐赠事宜。我们将在死后几个小时内联系此人。
- 作为器官捐赠者，我们必须在停止呼吸机之前告知他们的家人有关捐赠事宜。

了解有关捐赠的更多信息，家属可以致电本手册第2页《器官、组织和角膜捐赠机构》下列出的机构之一。

什么是尸检？

尸检是有时在死后进行的医疗程序。它可以帮助找到死因。它还可以帮助诊断导致患者症状的疾病。尸检由接受过病理学（疾病研究）特殊培训的医生进行。

我们提议在患者死亡时进行尸检。该程序不向家属收取任何费用。我们相信尸检可以帮助家属了解亲人的死亡和疾病。尸检结果还可以帮助教育医疗保健提供者，并帮助改善其他患者的医疗和诊断。

要进行尸检，我们必须得到华盛顿州法律授权的人的批文方能进行尸检。该人必须填写“华大医学批文/尸检授权”表格，并且必须有人见证他们的签名。此表格按优先顺序列出了根据华盛顿州法律有权同意进行尸检的每个人的名单。批文/授权也可以通过电话获取。

在丧亲手册中的《尸检》解释了有关该程序的更多信息。了解更多信息，您还可以致电尸检和死后服务（请参阅第1页上的电话号码）。

尸检会在没有要求的情况下完成吗？

除非华盛顿州法律授权的人同意进行尸检，否则华大医疗机构绝对不会进行尸检。

由于死亡类型或死亡细节，法律有可能要求进行尸检。这包括因吸毒过量、受伤和事故造成的死亡。

法律要求我们向金县法医办公室（KCME）报告这些类型的死亡。如果法医参与其中，尸检可能在KCME办公室进行。

如果KCME病理学家决定必须进行尸检，法律允许他们这样做。他们不需要得到家人的许可。但是，KCME将尝试联系家属，讨论尸检的必要性。

KCME尸检是不收取任何费用的。您可以致电206.731.3232联系KCME办公室。

亲属可以要求尸检吗？

可以。通常，我们会询问死者家属尸检许可。如果您没有被询问，家属可以要求进行尸检。

要进行尸检，华盛顿州法律授权人必须授权尸检。如果此人不同意，或者我们无法找到此人，我们将不能进行尸检。

如果此人同意，他们可以指定可检查的身体部位，在做决定时，此人可能会与主治医生或病理学家（研究疾病及其原因的医生）交谈。

死者会在医院病房停留多久？

我们知道您可能想在您爱的人死后和他们呆一会。尸体需要在死后几个小时从病房搬出。护理人员会与您讨论此事。

一旦尸体离开病房后，会去哪？

尸体将被送到医院的一个安全的冷藏区——太平间。尸体可在太平间保存几日，直到家属做出殡仪馆或火化场所的决定。机构进行埋葬或火化。家属做出选择后，殡仪馆或机构的工作人员会安排搬迁遗体。

我们可以给我们所爱的人拍照吗？

是的，您可以在死者的病房里拍照。如果您想在医院拍照，请咨询您的护士或社工。他们可以帮助您。

您也可以选择在殡仪馆准备好亲人的遗体后拍照。

家人来自外地，想要探视尸体。他们可以在医院查看尸体吗？

死后几个小时，尸体将从病房运到医院太平间。可以在太平间探视尸体，但必须提前安排：

- UWMC 患者：致电 206.598.4205 联系死后服务部，或致电 206.598.4370 联系社会工作和护理协调部。
- HMC 患者：致电 206.744.3085 联系护理行政部，或致电 206.744.3078 联系死后服务部。

通常，在医院太平间探视尸体只能在正常工作时间安排。许多家庭选择在他们选择的殡仪馆举行葬礼。

我们爱的人的财物怎么办？

如果死亡发生时家属在场，我们会要求他们带上死者的所有物品。如果有留下任何物品，我们会将物品贴上患者姓名标签并将它们送到住院部。家属可以在那里领取。当殡仪馆工作人员来医院搬运遗体时，他们还可以允许殡仪馆承办人领取遗物。

谁填写死亡证明？

医院工作人员将填写死亡证明上的“死亡原因”部分。殡仪馆，埋葬或火化服务机构的工作人员将与家人交谈，以填写死亡证明的“个人资料”部分。没有此信息，无法提交或申请死亡证明。

我们如何获得死亡证明的副本？

您可以从您的殡仪馆主任那里获得认证过的死亡证明副本。您也可以从金郡人口统计部购买副本。致电 206.897.5100 或访问他们的网站

<https://kingcounty.gov/depts/health/vital-statistics.aspx>。

还有其他有用的资源吗？

我们还有些在死亡发生后对家属可能有帮助的手册。有些已经在您的丧亲手册中。

您还可以在网上找到这些手册

<https://healthonline.washington.edu>。使用搜索词“悲伤”：

- 《死亡后：未来几天和几周的指南》
- 《丧亲支持服务：资源、支持小组和书籍》
- 悲伤指南：哀悼失去亲人》

疑虑？

如果您对选择殡仪馆，火化服务，尸检，死亡证书或其他相关事宜，联系我们医疗中心的死后服务部

华大医疗中心患者：致电 206.598.4205，要求和解剖病理学的工作人员或医生谈话。

海景医疗中心患者：致电 206.744.3078.



When a Loved One Dies in the Hospital

Answers to common questions

We are very sorry for your loss. We know that this handout may be hard to read right now.

This handout answers many of the questions you may have at this time. It also gives phone numbers you may need and website resources.

Families and friends of a patient who has died in the hospital have questions. They want to know what happens after the death, what hospital staff and family members need to do, and how to find the resources they need.



We are very sorry for your loss.

We hope this handout answers some of these questions. You may also find these phone numbers helpful:

University of Washington Medical Center (UWMC)

Admitting..... 206.598.4310

Please call us with the name of the funeral home or cremation facility you will be using.

Autopsy and After Death Services/Anatomic Pathology...206.598.4205

Please call us with questions about disposition, autopsy, and other issues.

Social Work and Care Coordination..... 206.598.4370

Spiritual Care & Wellbeing 206.598.9174

Main UWMC number..... 206.598.3300

Harborview Medical Center (HMC)

Admitting/Nursing Administrative Supervisor..... 206.744.3085

Autopsy and After Death Services/Anatomic Pathology...206.744.3078

Please call us with the name of the funeral home or cremation facility you will be using. You can also ask us questions about disposition, autopsy, and other issues.



A social worker can listen and talk with you about some of the things that will need to be done and decisions that will need to be made.

If you would like to meet with a social worker, please talk with the nursing staff or call the Social Work department for your medical center (see phone numbers on page 1).

Social Work.....	206.744.8030
Spiritual Care.....	206.744.3155
Main HMC number.....	206.744.3000

University of Washington School of Medicine

Willed Body Program..... 206.543.1860
<http://wbp.biostr.washington.edu>

UW BRaIN Laboratory.....uwnp@uw.edu | 206.897.6566
<https://dlmp.uw.edu/research-labs/keene/braindonation>

Community Resources

King County Medical Examiner (KCME) 206.731.3232
www.kingcounty.gov/healthservices/health/examiner.aspx

King County Vital Statistics/Death Certificates206.897.5100
<https://kingcounty.gov/depts/records-licensing/archives/research-guides/vital.aspx>

Organ, Tissue, and Cornea Donation Agencies

General information on donation.....www.donatelifetoday.com
 LifeCenter Northwest877.275.5269
 LifeNet Health Northwest.....800.847.7831
 SightLife 24-Hour Donor Coordinator.....800.214.6356
 UW BRaIN Laboratory.....uwnp@uw.edu | 206.897.6566

How do we find out the cause of the death? Can we ask for details about the time before the death?

It can be helpful to know the cause of a loved one’s death and what led up to the death. We encourage you to talk about this with the doctor who managed your loved one's care. The doctor can answer questions about the dying process and what may have caused the death.

As soon as you can, please tell your nurse that you would like to speak with the doctor. If the doctor is not at the hospital at the moment, your nurse can tell you how to reach them.

Another way to find out the cause of death is to have an autopsy done. Please see pages 5 and 6 to learn more about autopsies.

When a loved one dies, what does their family need to do?

Hospital staff will talk with the family of the deceased about:

- Working with donation agencies to find out if their loved one can be an organ, tissue, or cornea donor

- Having an autopsy done
- Working with the funeral home to fill out the death certificate

Family members or the legal representative of the deceased will decide:

- If they want an autopsy to be done. This can be several days after the death, but the autopsy must be done before a funeral, burial, or cremation. There may be scheduling issues to think about. Note that an autopsy is sometimes required by law (see page 5).
- Where their loved one's body will go for a funeral, burial, or cremation. This decision can be made several days after death.

Some of the legal tasks that must be done after a death are explained in the handouts in your Bereavement Packet. The handouts "After a Death" and "Planning a Funeral" explain what needs to be done about Social Security and veteran's benefits, life insurance, wills, and bank accounts. "Planning a Funeral" also includes basic information about choosing a funeral or cremation service.

What do we do about burial or cremation?

There are many funeral homes and cremation facilities in the Seattle area. Some people choose a funeral home or cremation facility based on its location or advice from family or friends.

The hospital does not provide funeral, burial, or cremation services. We also do not give advice about other facilities or their services.

After you have decided about funeral, burial, or cremation, please call us with the name of the funeral home or cremation facility:

- **For UWMC patients:**
 - Call Admitting at 206.598.4310 or After Death Services at 206.598.4205.
 - The funeral home or cremation facility staff will also call UWMC Admitting or After Death Services to arrange to move the body.
 - UWMC Social Work and Care Coordination or After Death Services can help you with special issues, such as moving the body out of the state or country, or finding a direct cremation service.
- **For HMC patients:**
 - Call After Death Services at 206.744.3078.
 - The funeral home or cremation facility staff will also call HMC After Death Services to arrange to move the body.

- HMC Social Work or After Death Services can help you with special issues, such as moving the body out of the state or country, or finding a direct cremation service.

What is direct cremation?

Direct cremation means that the body is not *embalmed* (preserved) or prepared in any way before it is cremated. A funeral or memorial service can still be held. To learn more about direct cremation, search for “Cremation Services” on the internet.

What if we cannot afford a funeral home?

If money is a concern, ask to talk with a social worker for ideas on lower-cost funerals.

What if we want to donate our loved one’s body to science?

Donating a body for scientific purposes can be done **only** under certain conditions. The Willed Body Program at the Department of Biological Structure (Anatomy) at the University of Washington will accept **some** bodies for donation.

To see if the program will accept their loved one’s body for donation, families must call 206.543.1860 weekdays from 8 a.m. to 4:30 p.m. Because the donation needs to happen quickly, families should call the Willed Body Program as soon as they can after the death occurs.

If the donation is not accepted, the family will need to make other arrangements for taking care of their loved one’s body. The Willed Body Program does not provide autopsy services.

You can apply to become a body donor before death occurs. To learn more, visit www.uwmedicine.org/school-of-medicine/about/willed-body-program.

Another way to contribute to science is to give our Anatomic Pathology department permission to do an autopsy. Autopsies help provide training for attending doctors, medical students, residents in clinical medicine and pathology, and other healthcare providers and students.

What if we want to donate our loved one’s brain tissue?

Many people know about the life-saving impact of organ donation, but less people know how helpful brain tissue donations are. Brain tissue donations from individuals with and without a history of brain disease are both important for medical research. Donations help researchers learn about differences between the normal brain and those affected by *neurodegeneration* (the loss of specific cells in the brain) or a traumatic brain injury.

The Biorepository and Integrated Neuropathology (BRaIN) Laboratory in the Department of Laboratory Medicine and Pathology collects brain tissues for medical researchers. These researchers study how the brain functions. Families will receive a report about the findings from their loved one's brain.

Families may arrange with the BRaIN lab to donate their loved one's brain tissue and with the Willed Body Program to donate the rest of the body. To learn more, visit <https://dlmp.uw.edu/research-labs/keene/braindonation>.

Will someone talk with us about organ and tissue donation?

UW Medicine facilities work with local donation agencies. These agencies include LifeCenter Northwest, LifeNet Health Northwest, and SightLife. We tell these agencies about all deaths that occur in the hospital.

Many issues are considered in deciding if someone can be an organ, tissue, or cornea donor. If the patient can be:

- A tissue or cornea donor, we will talk with their legal next of kin about donation. We will contact this person within a few hours after the death.
- An organ donor, we must talk with their legal next of kin about donation **before** breathing support is stopped.

If the patient is already a registered donor, we will tell this to the family when we talk about donation.

To learn more about donation, family members may call one of the agencies listed under "Organ, Tissue, and Cornea Donation Agencies" on page 2 of this handout.

What is an autopsy?

An autopsy is a medical procedure that is sometimes done after death. It can help find the cause of death. It can also help diagnose the disease that caused the patient's symptoms. An autopsy is done by a doctor with special training in *pathology* (the study of disease).

We offer to have an autopsy done whenever a patient dies. There is no charge to the family for the procedure. We believe that an autopsy can help the family understand their loved one's death and disease. The autopsy results can also help educate healthcare providers, and help improve medical treatment and diagnoses for other patients.

For an autopsy to be done, we must receive consent from the person authorized by Washington state law to give consent for an autopsy. That person must fill out the “UW Medicine Consent/Authorization for Autopsy” form, and their signature must be witnessed. This form has a list of everyone who is authorized to give consent for an autopsy under Washington state law, in order of priority. The consent/authorization may also be given over the phone.

A handout called “The Autopsy” explains more about the procedure. It is in your Bereavement Packet. To learn more, you can also call Autopsy and After Death Services (see phone numbers on page 1).

Is an autopsy ever done when it is not requested?

An autopsy is never done at a UW Medicine facility unless permission is given by the person authorized by Washington state law to give consent for autopsy.

An autopsy may be required by law because of the type of death or details about the death. This includes deaths from drug overdoses, injuries, and accidents.

The law requires us to report these types of death to the King County Medical Examiner’s Office (KCME). If the Medical Examiner becomes involved, an autopsy may be done at the office of the KCME.

If KCME pathologists decide that an autopsy must be done, the law allows them to do so. They do not need to get permission from the family. But, the KCME will try to contact the family to talk about the need for the autopsy.

There is no charge for a KCME autopsy. You can call the KCME Office at 206.731.3232.

May the family or loved ones ask for an autopsy?

Yes. Most times, we ask the family of a patient who has died for permission to do an autopsy. If you have not been asked, family members may request that an autopsy be done.

For an autopsy to be done, the person who is authorized by Washington state law to give consent **must** authorize the autopsy. We will not do an autopsy if this person does not give consent, or if we cannot find this person.

If this person gives consent, they can specify what parts of the body may be examined. This person may want to talk with the attending doctor or *pathologist* (a doctor who studies diseases and their causes) when making that decision.

How long will the body stay in the patient's hospital room?

We know that you may want time with your loved one after death. The body will need to be moved from the patient room a few hours after the death. Nursing staff will talk with you about this.

Where does the body go once it leaves the patient's hospital room?

Bodies are taken to a secure, refrigerated area in the hospital, called the *morgue*. Bodies can be kept in the morgue for several days, until the family has chosen a funeral home or agency for burial or cremation. After the family makes this choice, staff from the funeral home or agency will arrange to move the body.

May we take photos of our loved one?

Yes, you may take photos in the deceased's hospital room. Please talk with your nurse or social worker if you wish to take photos in the hospital. They can help you with this.

You may also choose to take photos after your loved one's body has been prepared by the funeral home.

Family is coming from out of town who want to view the body. Can they view the body at the hospital?

A few hours after the death, the body will be moved from the patient room to the hospital morgue. It is possible to view the body in the morgue, but this must be arranged ahead of time:

- **For UWMC patients:** Call After Death Services at 206.598.4205, or Social Work and Care Coordination at 206.598.4370.
- **For HMC patients:** Call the Nursing Administrative Supervisor at 206.744.3085, or After Death Services at 206.744.3078.

Most times, viewing of the body in the hospital morgue can be scheduled only during regular work hours. Many families choose to have this viewing done at the funeral home they have chosen.

What happens to our loved one's belongings?

If family members are present when the death occurs, we ask them to take all the patient's belongings with them. If any items are left behind, we will label them with the patient's name and send them to Admitting. The family may pick up the belongings there. They can also

give their funeral director permission to pick up the belongings when funeral home staff come to the hospital to move the body.

Who fills out the death certificate?

Hospital staff will fill out the “Cause of Death” section on the death certificate. Staff from the funeral home or burial or cremation service will talk with the family to complete the “Personal Data” section of the death certificate. The death certificate cannot be filed or certified without this information.

How do we get copies of the death certificate?

You can get certified copies of the death certificate from the funeral director you are working with. You can also buy copies from the King County Vital Statistics Department. Call 206.897.5100 or visit their website at www.kingcounty.gov/healthservices/health/vitalstats.aspx.

Are there other resources that will be helpful?

We have more handouts that may be helpful to families after a death occurs. Some of these are included in your Bereavement Packet.

You can also find these handouts online at

<https://healthonline.washington.edu>. Use the search word “grief”:

- “After a Death: A guide for the days and weeks ahead”
- “Bereavement Support Services: Resources, support groups, and books”
- “A Guide Through Grief: Mourning the loss of a loved one”

Questions?

If you have questions about choosing a funeral home, cremation services, autopsy, death certificates, or other related issues, call the After Death Services for your medical center:

For UWMC patients: Call 206.598.4205 and ask to speak with a staff member or doctor in Anatomic Pathology.

For HMC patients: Call 206.744.3078.