



My loved one just died...What do I need to do first?

We lose a piece of us when a loved one passes away. Whether they transitioned expectedly or unexpectedly, the loss can be insurmountable. This guide is to help you. However, you can always call us and we will walk with you during this process.

Who do I notify? First call the funeral home

If the death occurs in a hospital or medical facility: the facility staff will most likely walk with you on the first call to the funeral home.

If death occurs while the patient is under the care of hospice: Your first call will be to your hospice nurse. The hospice nurse will assist you with the first call to the funeral home.

If death has occurred and you are notified that the deceased is being held at a medical examiner's office: Let the medical examiner know your funeral home choice and they will contact them. Or, call the funeral home yourself and we will be happy to help you.

If death occurs unexpectedly outside of the care of medical staff, we advise you to call 911. The responding personnel will assist you.

Then begin contacting family, closest friends and other important people

You will need to notify friends, family, clergy, doctor(s), etc. We recommend you limit the number of calls you make. It will be so beneficial if you get help from family and friends with making any additional calls.

Following initial notifications, contact these:

- If applicable, place of employment and/or organization. You'll want to check on insurance benefits, accrued leave and other benefits you may be entitled to.
- Life insurance company to determine insurance benefits.