

*Wish your soul be comforted
with peace and consolation!*



基督精神 醫護全人

With Christian Love We Care
With Excellence We Serve

Service hotlines

General Enquiry	2379 9611
Death Certification Office	3949 3572
Medical Social Service Department	3949 4086
Hospital Chaplaincy	3949 4691

Farewell your Beloved!

Guidelines on taking care of the deceased

130 Hip Wo Street, Kwun Tong, Kowloon, Hong Kong
Tel : 3949 4000



醫院管理局
HOSPITAL
AUTHORITY



基督教聯合醫院
UNITED CHRISTIAN HOSPITAL

We send forth our deep condolences

for your loss.

And please do take good care of yourself !

Points to note on after-death services at United Christian Hospital

1. All services on issuing documents, keeping and retrieving the body of the dead are free of charge.
2. Hospital staff is prohibited from receiving any award or money. According to Prevention of Bribery Ordinance, any offender is liable to be prosecuted.
3. According to Prevention of Bribery Ordinance, anyone giving money rewards or gifts to hospital staff is also liable to be prosecuted.
4. If there is any suggestion, complaint or problems arising, please contact the Patients Relations Officer. (Office is located in Rm A, 7/F, Blk K, Tel. No.:3949 4080).
5. Anyone comes across hospital staff demanding gifts or money rewards directly or indirectly, may report immediately to our Patients Relations Officer, or one may notify the Commissioner of Independent Commission Against Corruption (ICAC).

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(Applicable when reporting to Coroner's Court is required)

It is very sad that your beloved has passed away and an inquiry on the cause of death is required. The Coroner has been notified and investigation will be taken according to the Law of HKSAR and an autopsy may be needed. The following is for your reference:

I. Police will be notified, and relatives will be contacted for investigation.**II. Identifying the deceased**

Police will make arrangement for the relatives to identify the deceased and apply for permit of burial or cremation via the Medical Officer of Hospital Pathology Department.

The following documents are required:

- (1) Original copy of the deceased's identification document
- (2) Original copy of the responsible relative's identification document

III. Collecting the body and application for burial permit

The Coroner may, if considered necessary, order a post-mortem examination and an inquiry. This takes about five working days.

The following documents must be presented:

- (1) Original copy of identification document of the deceased
- (2) Original copy of relative's identification document

Relatives will then be invited to Death Certificate Office located at Basement 1 of Sir Run Run Shaw Building (S-B1) to collect the following documents:

- (1) Body Collection Form
- (2) Certificate of Order Authorizing Burial/Cremation of Body
- (3) Guidelines of Recommended Precautions of Dead Bodies

IV. Making funeral arrangements**V. Making appointment for cremation (For cremation)**

Application can be made at the Hong Kong Island / Kowloon Deaths Registry.

The following documents must be presented:

- (1) Certificate of Order Authorizing Burial/Cremation of Body [Form 11]
- (2) Original copy of the deceased's identification document
- (3) Original copy of the responsible relative's identification document

VI. Collecting the body of the deceased

A 'Body Collection Appointment Booking' service has been implemented at the Hospital. After completing all formalities, please call 3949 3572 or approach the Death Certification Office during office hour (please refer to Section 3) to make an appointment (free of charge) for body collection as soon as possible.

The mortuary is located at the B3 floor of block S. Relatives should bring along the original copy of the following documents:

- (1) Body Collection Form
- (2) The deceased's identification document
- (3) Responsible relative's identification document
- (4) Certificate of Order Authorizing Burial/Cremation of Body [Form 11]

VII. Implementing the funeral arrangements

* Relatives could apply for an exemption of autopsy through the Medical Officer of Hospital Pathology Department. However, the Coroner's Court holds the final decision

Additional notes

1. Application for cremation must be handled by a Licensed Undertaker. Reservation of the cremation service can be obtained at the Joint Offices of the Department of Health and the Food and Environment Hygiene Department located at Cheung Sha Wan or Queen's Road East.
2. It is compulsory that the person collecting the Form 11 should be the same person as to collect the body of the deceased. Otherwise, the former should issue a written letter to authorize another person to collect the body. Undertakers who are not relatives of the deceased will not be allowed to collect the body on the grounds that they cannot identify the deceased.
3. The Coroner usually takes one to six months to determine the cause of death. If the cause of death is determined by the Coroner and made known to the Registrar, the death will be registered within one week and the family members of the deceased will be notified by letter.
The Births and Deaths General Register Office Address:
3/F, Low Block, Queensway Government Offices, 66 Queensway, Hong Kong
Tel: 2867 2784
4. If a copy of Autopsy Report is required, relatives should apply through the Coroner's court. The application procedures are as follows:
(I) Application form for Autopsy Report can be downloaded from the Judiciary's website (https://www.judiciary.hk/en/court_services_facilities/ccf.html)
(II) Or contact the Coroner's court for the relevant application form
Address of the Coroner's court: 9/F, Tower A, West Kowloon Law Courts Building, 501 Tung Chau Street, Sham Shui Po, Kowloon, Hong Kong
Telephone: 3916 6204
Completed application form should be faxed to the Coroner's court (Fax no.: 2568 1735).
The applicant will be notified by the Coroner's court to collect the Autopsy Report.
Application fee should be referred to the latest official announcement by the Government for update.
5. A hospital Ceremony Hall is available free of charge for simple funeral rites.

Risk Categories	Category 1
Color of Identification Label	Blue
Infectious Diseases	None or not listed in Category 2, 3
To be put in the body bag	Not necessary #
To view the deceased's face without physical contact in funeral parlor	Allowed
Embalming	Allowed with PPE *
Body and make-up equipment in funeral parlor	Allowed with PPE
Method of body disposable	Burial or Cremation

* If the body of the deceased enters Hong Kong via airport, land and sea immigration control points, and which with unclear history or suspected infectious disease, it should be put in the body bag of not less than 150 µm thick.

* Including disposable gloves, apron and surgical mask.

Risk Categories	Category 2
Color of Identification Label	Yellow
Infectious Diseases	1. Human Immunodeficiency Virus (HIV) infection 2. Hepatitis C 3. Creutzfeldt-Jacob Disease (CJD) (body without necropsy) 4. Severe Acute Respiratory Syndrome (SARS) 5. Avian influenza 6. Middle East Respiratory Syndrome (MERS) 7. Coronavirus disease (COVID-19) 8. Other infectious diseases notified by the physician, infection control officer or microbiologist
To be put in the body bag	Must
To view the deceased's face without physical contact in funeral parlor	Allowed
Embalming	Not allowed
Body and make-up equipment in funeral parlor	Allowed with PPE
Method of body disposable	Cremation is advisable

DEATH REGISTRATION APPLICATION

ADDRESS, TELEPHONE NUMBER AND OFFICE HOURS

3

Risk Categories	Category 3
Color of Identification Label	Red
Infectious Diseases	1. Anthrax 2. Plague 3. Rabies 4. Viral Haemorrhagic Fevers 5. Creutzfeldt-Jacob Disease (CJD) (Body with necropsy) 6. Other infectious diseases notified by the physician, infection control officer or microbiologist
To be put in the body bag	Must
To view the deceased's face without physical contact in funeral parlor	Not allowed
Embalming	Not allowed
Body and make-up equipment in funeral parlor	Not allowed
Method of body disposable	Cremation is advisable

Organization	Tel. Numbers	Office Hours
United Christian Hospital		
1. Death Certification Office Basement Level 1, Sir Run Run Shaw Main Building (S-B1)	3949 3572	Mondays to Fridays 9:00am to 5:00pm Saturdays 9:00am to 1:00pm Closed on Sundays & Public Holidays
2. Mortuary Basement Level 3, Sir Run Run Shaw Main Building (S-B3)	3949 4010	Mondays to Sundays 8:00am to 1:00pm 2:00pm to 5:00pm
3. Pathology Department 2/F, Sir Run Run Shaw Main Building (S-2/F)	3949 4313 (Coroner's cases)	Mondays to Fridays 9:00am to 1:00pm 2:00pm to 5:00pm
Government Deaths Registries		
1. Government Deaths Registries	2824 6111 (General enquiries)	Mondays to Fridays 9:00am to 12:30pm 2:00pm to 4:30pm
2. Kowloon Death Registry 1/F, Cheung Sha Wan Government Offices, 303 Cheung Sha Wan Road, Kowloon	2368 4706 (Death registration) 2150 7502 (Cremation booking) 2150 7232 (Cremation permit)	Saturdays 9:00am to 12:30pm Closed on Sundays & Public Holidays (Except for Admiralty Office)
3. Hong Kong Island Death Registry : 18/F, Wu Chung House, 213 Queen's Road East, Wan Chai, Hong Kong	2961 8841 (Death registration) 2961 8842 (Cremation booking) 2961 8843 (Cremation permit)	
4. Births and Deaths General Register Office 3/F, Low Block, Queensway Government Offices, 66 Queensway, Hong Kong (Only death registration referred by Coroner's Court will be handled in this office during Mondays to Saturdays)	2867 2784	Mondays to Fridays 8:45am to 4:45pm Saturdays 9:00am to 11:30am Public Holidays 10:00am to 12:30pm (only for registration of deaths from natural causes) Note : information listed above is subject to revision of the Government offices.

Organization	Tel. Numbers
Public Mortuaries and Funeral Services	
Body collection 1. Fu Shan Public Mortuary	2606 9333
Cemeteries, Cremation and Funeral Services 1. Food and Environmental Hygiene Department	2365 5321 (KLN) 2570 4318 (HK)
2. The Chinese Permanent Cemeteries	2511 1116
Tung Wah Group of Hospitals Funeral Parlors 3. International Funeral Parlor 4. Diamond Hill Funeral Parlor 5. Other Licensed Undertakers of Burials Premises Information website : http://www.fehd.gov.hk/english/cc/lu.pdf	2303 1234 2326 0121
Community Resources	
1. Social Welfare Department 24-hour Hotline	2343 2255
2. Traffic Accident Victims Assistance Team	2832 4615-6
3. Labour Department Enquiry Hotline	2717 1771
4. Legal Aid Department Hotline	2537 7677
5. The Criminal Injuries and the Law Enforcement Injuries Compensation Board	2892 5220
6. Jessie & Thomas Tam Centre	2868 1211
7. The Comfort Care Concern Group	2361 6606

Additional notes : The information listed may be modified subject to said organization's decision.

	Charges
1. Death Registry (Death Certificate)	\$140
2. Interment :	
• Permanent Cemetery (Private)	Varied Charges
• Impermanent Cemetery (Government Rent cemetery)	Please refer to the website: http://www.fehd.gov.hk/tc_chi/cc/info_charge.html
3. Cremation :	
• for adults	About \$1,300
• for children	About \$650 to \$950
• Urn Place	About \$2,900
• Mica Urns can be purchased from funeral homes, coffin shops or stone factories.	\$600 to thousand, subject to preference
4. For other funeral services, please contact related organizations for enquiries.	_____
5. To spread cremains in commemorated gardens or seas (FEHD provides free ferry service)	Free of Charge
Additional notes: For details of the fees, please visit the website of the Food and Environmental Hygiene Department at: http://www.fehd.gov.hk/english/cc/index .html All related services provided by the Hospital including issuance of documents, handling and collecting of the body of the deceased are free of charge.	

Funeral is an occasion when family and friends gather together to memorialize the deceased. In this light a respectful attitude is far more meaningful than the actual ritual. Yet selection of ritual should reflect the religious beliefs of the deceased, be it Christianity, Catholicism, Taoism, Islam or Buddhism, and so on. The hospital Chaplaincy may be called upon for advice (Hotline No. : 3949 4691).

The expenses for funeral arrangement depend on the actual needs and financial situation. For those with financial difficulty, Medical Social Service department (Tel.No.: 3949 4086) may be consulted for assistance. If the deceased was a beneficiary of Comprehensive Social Security Assistance, relatives may acquire the funeral services from non-profit-making organizations and burial grants from Social Welfare Departments. Burial allowance may be applied for at Local Social Security Field Unit. Relatives shall bring along the charges quotation, documents of CSSA and their own identification document upon application.

Funeral issues

- Upon collection of the Medical Certificate of the Cause of Death issued by the Hospital, relatives should decide among themselves the details of the funeral and contact funeral homes or coffin shops directly.
- General commercial funeral services:
 - Services include preparation of coffin, make up, funerary photo, simple sacrifices, ceremony hall, cemetery site, and hearse and simple wood craft jobs, etc. Fees vary; it's advisable to make enquiries in detail.
 - In general, there are no facilities of mortuaries or ceremony halls at Coffin shops.
 - Information on commercial funeral services can be obtained from the PCCW classifications of yellow pages.

- Non-profit-making Funeral Services:
 - International Funeral Parlour governed by Tung Wah Group of Hospitals (8 , Cheong Hang Road, Hung Hom, Tel. No.: 2303 1234)
 - Diamond Hill Funeral Parlour (181 Po Kong Village Road, Diamond Hill, Tel No. : 2326 0121)
 - Compassionate Funeral Service : Referral of social workers is required, service includes: preparation of coffin, make up, funerary photo, simple sacrifices, ceremony hall, cemetery site, and hearse and simple wood craft jobs, etc
- The Hospital Ceremony Hall can be on loan for simple funeral rituals free of charge but not for rituals on vigil overnight. If it is desired, the relative who is responsible for collecting the body of the deceased should call 3949 3572 or contact the Death Certification Office during office hours (see Section 3) to make appointment for collection of the body and reservation of the Ceremony Hall at the same time as soon as possible. The Ceremony Hall CANNOT be used without prior booking.
- Our hospital does not provide funeral service of any kind, please contact other related organizations for enquiries.

Funeral Arrangements

- Notify relatives and friends of the date and time of the funeral ceremony
- Choose the funerary picture of the deceased and encoffining clothing and funerary goods
- Arrange the cemeteries or urn sites
- Prepare other accessories and simple clothing for relatives for the ceremony

Procedures of transportation of the body to hometown for burial

1. If relatives would like to bury the deceased at hometown, licensed undertakers should be approached to sort out the related regulations and formalities. (Transportation of dead body is only applicable for the cases of natural death and those who had been admitted to a hospital for more than 24 hours.)
2. When collecting the Death Certificate at the Death Registry, relatives should declare the intention to transport the body out of HKSAR and apply for a Permit for Removal of Dead Body from Hong Kong.
3. Go to the police station or relevant officials of the hometown with the Death Certificate to apply for appropriate "Import Approval document".
4. When "Import Approval documents" are ready, relatives should contact the funeral parlors to make arrangement of transportation. (Fee depends on travelling distance.)
5. Same procedures apply when transporting the body of the deceased to any other countries outside Hong Kong. The most important issue before making transportation arrangement is to obtain valid dead body importing approval documents from the target country.

To bring the cremains to hometown

1. Taking the cremains by land to mainland China (e.g. by train or coach) requires no special preparation except the presentation of true copies of the Cremains Documents and Cremation Permit for inspection at Hong Kong Customs and Excise Department .
2. Taking any other route such as by sea or plane, responsible relative should apply, in person, for an Authorization Document for exporting cremains at the Cemeteries and Crematoria Office of the Food and Environmental Hygiene Department before leaving HK with the cremains. True copies of Certificate of Cremation/Burial and the Death certificate must be presented upon application.
3. In general, it takes about three working days for processing the Authorization Document for exporting cremains.
4. It is mandatory to acquire for the Authorization Document for exporting cremains when taking cremains to other countries or regions regardless of transportation mode.

Kowloon Cemeteries and Crematoria Office of the Food and Environmental Hygiene Department

Address : Upper ground floor , 6 Cheong Hang Road,
Hung Hom , Kowloon

Office Hours :

Mondays to Fridays : 9:00 am to 1:00 pm
2:00 pm to 5:00 pm

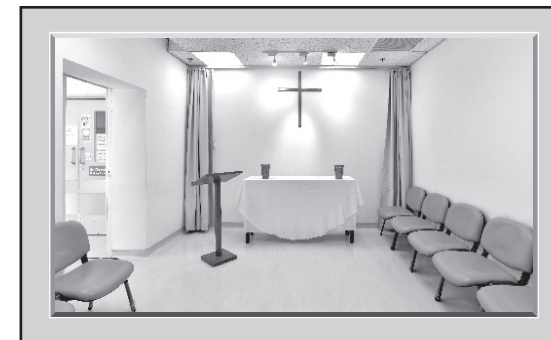
Saturdays : 9:00 am to 12:00 noon
Sundays and Public Holidays : Closed
Tel : 2365 5321

* Accuracy of the above information subject to
announcement of the organization.

<http://www.fehd.gov.hk/english/forms/Fehb148.html>

(Loan service available for relatives of deceased in-patients only)

The Ceremony Hall, located at Basement Level 3, Sir Run Run Shaw Main Building, is open to the relatives of deceased in-patient to hold an ordinary encoffining ritual and/or memorial ceremony.



Relatives are free to choose Christian or other religious memorial ceremony rituals. Yet, in view of fire prevention, incenses or candles burning is not allowed.

If the hall is required, relative who is responsible for claiming the body should make reservation as soon as possible at Death Certificate office during office hours (see Section 3) via 3949 3572 or in person while booking for claiming of the body. Please note that reservation is mandatory to use the Ceremony Hall.

Service hours of Ceremony Hall 9:00 am to 12:30 pm
2:00 pm to 4:00 pm
(vigil ritual is not allowed)

The free service of the Ceremony Hall is not endowed by government funding. Donation is most welcome anytime.

* The hall has been renovated with the donation by the CWM/ Nethersole Fund in 2010