



"Lighting the way with better patient care."

**Anova**  
HEALTH CARE SYSTEM

Home Health • Hospice • Palliative • Home Care

## HOSPICE PATIENT AND FAMILY EDUCATION AND TRAINING

### TAKING CRUCIAL NEXT STEPS

*A checklist to help guide you*

#### WHO DO I CALL FIRST?

This is different for every scenario, see the suggestions below:

- ☐ If your loved one was on hospice, notify your hospice nurse or coordinator.
- ☐ If there has been an accident, emergency or if your loved one is not under a doctor's care, dial 911
- ☐ Call your family mortuary.

#### THE DECISIONS AHEAD:

- ☐ Call your local funeral service provider
- ☐ Select clergy or celebrant
- ☐ Clothing for your loved one
- ☐ Locate cemetery deed if possible
- ☐ Select time and location for ceremony
- ☐ Make musical selections
- ☐ Create the obituary – many families include a photo, place of birth, occupation, college degrees, memberships, military service, accomplishments, their legacy and surviving family.
- ☐ Decide on a number of Death Certificates your family will need. A Certified Death Certificate is needed by most financial, investment and insurance agencies. Generally, families order 6 to 12 copies.
- ☐ Select location for funeral luncheon

#### IMPORTANT DOCUMENTS TO LOCATE:

- ☐ Marriage License
- ☐ A Will or other document stating their wishes
- ☐ Social Security Card or Number
- ☐ Veterans discharge certificate (DD214)
- ☐ Citizenship Papers
- ☐ Disability and pension claims
- ☐ Safety Deposit Box

#### WHAT TO TAKE TO THE MORTUARY:

- ☐ Birth date and birthplace of your loved one
- ☐ Social Security Number
- ☐ Marital status
- ☐ Father's name
- ☐ Mother's maiden name
- ☐ Citizenship status
- ☐ Clothing for your loved one – full set
- ☐ Religious affiliation (if any)
- ☐ Education
- ☐ Occupation and title
- ☐ Any Pre-Arrangement paperwork
- ☐ Cemetery plot information
- ☐ Recent color photographs
- ☐ Personalized service items
- ☐ Life insurance information

#### WHO TO NOTIFY:

- ☐ Employer of your loved one
- ☐ Church or place of worship
- ☐ Social Security to stop payments
- ☐ Landlord
- ☐ Utility companies
- ☐ Attorney
- ☐ Accountant
- ☐ Bank
- ☐ Credit Card companies
- ☐ Executor of estate
- ☐ Title Company for Deed Changes
- ☐ Department of Veteran Affairs
- ☐ Medicare or other agencies as appropriate
- ☐ Insurance agents (life, health, etc.)
- ☐ Organizations (civic, unions, etc.)
- ☐ Automobile Insurance
- ☐ Doctor or Dentist offices

#### CHECK ON:

- ☐ Death benefits available from Life and Casualty insurance, Social Security, credit or trade unions, a fraternity, or the military.
- ☐ Employer benefits may include accrued vacation pay, retirement plan, deferred compensation, final wages or medical reimbursements.
- ☐ Debts and instalment payments including credit cards. Some may carry insurance clauses that will allow for cancellation.
- ☐ Refunds on insurance or cancelled subscriptions.

#### IMPORTANT RESOURCES:

- ☐ For Social Security Benefits, visit [www.ssa.gov](http://www.ssa.gov) or call 1-800-722-1213 between 7am and 7pm on regular business days. You may also choose to contact the Social Security Office located in your county of residence.
- ☐ For Veteran's Benefits, visit [www.va.gov](http://www.va.gov) or contact your local Veteran Affairs office.

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