

The Mount Sinai Health System has **Patient Relations offices** at each of the hospital campuses. You may reach Patient Relations by email or by phone.

Mount Sinai Beth Israel:

MSBIPatientRep@mountsinai.org or
212-420-3818

Mount Sinai Brooklyn:

MSBPatientRep@mountsinai.org or
718-951-3005

New York Eye and Ear Infirmary of Mount Sinai:

PatientRelations@nyee.edu or
212-979-4637

Mount Sinai Hospital:

MSHPatientRelations@mountsinai.org or
212-659-8990

Mount Sinai Morningside:

MSMPatientRelations@mountsinai.org or
212-523-3700

Mount Sinai Queens:

MSQPatientRelations@mountsinai.org or
718-267-4310

Mount Sinai South Nassau:

516-632-3414

Mount Sinai West:

MSWPatientRelations@mountsinai.org or
212-523-7225

You may contact the **Admitting Department** as follows:

Mount Sinai Beth Israel: 212-420-4749

Mount Sinai Brooklyn: 718-252-3000

New York Eye and Ear Infirmary of

Mount Sinai: 212-979-4306

The Mount Sinai Hospital: 212-241-1900

Mount Sinai Morningside: 212-523-2260

Mount Sinai Queens: 718-267-4211

Mount Sinai South Nassau: 516-632-3000

Mount Sinai West: 212-523-6400

Free and Low-Cost Bereavement Support Resources in the Community

Please scan the QR code for more information.



VNS Health: For more information about VNS Health support groups, please call **212-609-1900**, and review the quarterly bereavement newsletter and calendar of groups and workshops.



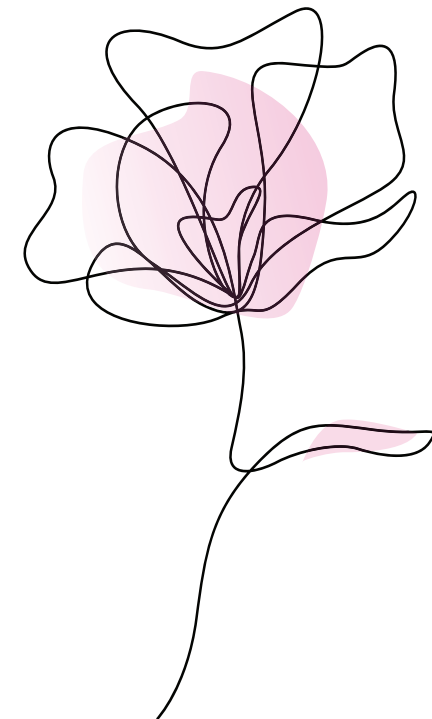
MJHS Health System: For more information or to inquire further about the support services available, please call **212-844-5754** between 8:30 am to 4:30 pm, Monday through Friday.



Calvary Hospital: All support groups are offered at a nominal fee. For more information, please call **718-518-2281**, or email at: calvarybereavement@calvaryhospital.org.

What to Do After Losing a Loved One

We are here to support you during this difficult time.



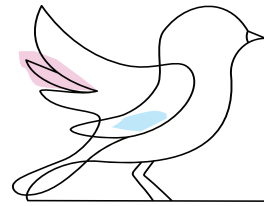
We extend our deepest condolences for your loss. In this guide, we offer answers to common questions you may have during this time.

What happens at the hospital?

We ensure your loved one's body receives special care, known as postmortem care. Your loved one's body can remain on the patient care unit for up to 4 hours. Upon leaving the patient care unit, they will be taken to either the hospital morgue or directly to a funeral home. If you plan to have a funeral home pick up your loved one, please request that they arrive within this 4-hour window. The funeral home will coordinate directly with the hospital to ensure they are brought to the funeral home.

The patient's next-of-kin will be asked if they want an autopsy performed. Autopsies may be performed at the request of the patient's next-of-kin or at the direction of the New York City Office of the Chief Medical Examiner. If you have questions about your loved one receiving an autopsy, please speak with a member of your care team.

If you decide you would like to have an autopsy performed after your loved one's body has been transported to the funeral home, please contact the Admitting Department. Please refer to the back page for contact information for each hospital's Admitting Department.



How do I make funeral or burial plans?

There are several options, depending on your beliefs and preferences.

Your loved one may have had requests about their funeral. You may also want to talk with family or friends about the options that will be best for you and will honor your loved one. Options include, but are not limited to, burial, mausoleum, and cremation.

Once you contact a funeral home, they will guide you through the process.

What if I have concerns about expenses?

If there is an autopsy, it will be performed by the hospital at no cost. The funeral home director can provide information regarding funeral costs. Hospital social workers may be able to suggest possible resources to assist with funeral expenses. Residents of New York State eligible for Medicaid Benefits can contact the HRA Office of Burial Claims at **718-473-8310** for additional support.

If you receive Social Security benefits, a small burial assistance benefit is available to a spouse or dependent child. For more information, contact **800-772-1213** or visit www.ssa.gov

How do I obtain the death certificate?

Certified death certificates are necessary for life insurance and benefit purposes. The Mount Sinai supervising physician or designee certifies the cause of death, and this information is recorded on the death certificate. Once it is certified by the physician, you may obtain the death certificate from your chosen funeral home. The necessary documentation will be handled with care and sensitivity.

Mount Sinai Resources

The Department of Social Work is available to assist families in coping with the loss of a loved one. To speak with a hospital social worker, please ask a nurse or staff member to have the social worker paged.

The Center for Spirituality and Health is staffed by chaplains who provide religious, spiritual, cultural, and emotional support. These services are available to all patients and loved ones, regardless of belief or identity. To reach a chaplain at any hour, please call **212-241-7262**.

A quiet space is available should you need. A security team member at any security desk can help guide you to the hospital's chapel or meditation room.

