Death Notification Checklist

This is an optional template that you can amend with your own procedure.

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| **Patient name:** | |
| **DOD:** | |
| **NHI:** | **Notified by:** |

# Administration staff responsibilities

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| Update patient details in PMS: | | |
|  | Change enrolment status to deceased. | |
|  | Enter date of death in patient register. | |
|  | Remove any recalls and deal with any patient tasks. | |
|  | Determine what is to be done if there is an outstanding account balance. | |
|  | Create a staff task to inactivate patient once all the PMS interactions are concluded (e.g. reports written, claims paid, account transferred or paid in full). | |
| Check the deceased’s next-of-kin in the PMS: | | |
|  | Ensure the deceased has been removed as the listed next-of-kin for family members who are patients at the practice. | |
|  | Add an alert to ask for new next-of-kin details when those patients are next at the practice. | |
| Other items: | | |
|  | Manage storage of patient notes. | |
|  | Check patient access to the portal has been removed. | |
|  | If appropriate, send a sympathy card to the patient's family/whānau. Ask staff who worked with the patient to write in the card, if possible. | |
| **Completed by:** | | **Date:** |

# Clinician’s responsibilities

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|  | Check whether a death certificate needs to be issued. If cremation required, both death certificate and cremation certificate need to be completed promptly. | |
|  | If relevant, remove from any funded programmes, first ensuring all claims have been made. | |
| **Completed by:** | | **Date:** |