Death Notification Checklist

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

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

# Administration staff responsibilities

|  |
| --- |
| 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

|  |  |
| --- | --- |
| [ ]  | 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:** |