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*With Sympathy*

*from  
Kwong Wah Hospital*

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醫院管理局  
HOSPITAL  
AUTHORITY



The grief of losing our beloved ones is painful and hard to articulate. On behalf of Kwong Wah Hospital, we would like to express our condolences to you. Should you need any information regarding medical details of your deceased relative, we are always ready to help. Provided herewith the information regarding application for death certificates and related issues.

## Application for Death Certificates

**Patient has been certified 'Death from natural cause'**

**Decide 'Burial' or 'Cremation'**

### Death document issued by hospital

~ **Apply for the 'Medical Certificate of the Cause of Death' (Form 18)**

Address: Records and Death Documentation Office, B2/F, Kwong Wah Hospital,  
25 Waterloo Road, Yaumatei, Kowloon, Hong Kong

~ If you choose cremation, please also apply for the 'Medical Certificate (Cremation) (Form 2)

**Documents required : Deceased's ID card, applicant's ID card and this sympathy card**

Office hours: Monday - Friday 8:45am-1:00pm and 2:00pm-5:30pm

Saturday 9:00am-1:00pm

Closed on Saturday, Sundays and Public Holidays

Tel: 4658 2821

### Burial

Apply for the 'Certificate of Registration of Death' (Form 12) and the 'Burial Permit' (Form 10) from **Hong Kong Island Deaths Registry** or **Kowloon Deaths Registry**

Documents required :

- Deceased's ID card & Applicant's ID card
- Medical Certificate of the Cause of Death (Form 18)

*(Address on next page)*

### Cremation

- 1) Apply for the 'Certificate of Registration of Death' (Form 12) from **Hong Kong Island Deaths Registry** or **Kowloon Deaths Registry**

Documents required :

- Deceased's ID card & Applicant's ID card
- Medical Certificate of the Cause of Death (Form 18)
- Medical Certificate (Cremation) (Form 2)

- 2) Apply for the 'Cremation Permit' (Form 3) from the **Port Health Office** of the Department of Health. (Tel: 2150 7232).

- 3) Accompanied by the representative of a licensed undertaker, the applicant can book a cremation session at a crematorium at the **Cremation Booking Office** of the Food and Environmental Hygiene Department (FEHD). (Tel: 2150 7502)

*(Address on next page)*

### Collection of Deceased Body

1. **Please made a prior appointment via telephone booking (Tel: 4658 6194) with our Death Documentation Office for body collection.**
2. Please bring the deceased's ID card, applicant's ID card, Body Collection Form and the 'Certificate of Registraton of Death' (Form 12) to collect the body from hospital mortuary (Basement 2/F, Kwong Wah Hospital).
3. Upon verification, the applicant together with staff of the undertaker can arrange the body to leave hospital.

## Remarks

### Natural death

Generally, the 'Medical Certificate of the Cause of Death' (Form 18) will be issued within 3 working days after the date of death. Our staff would explain to the next of kin if the 'Medical Certificate of the Cause of Death' could not be issued in the above time frame for unusual condition.

### Post-mortem case

Under certain circumstances, post-mortem would be requested by physician. Relatives may raise objection if needed. Pathologist will issue a preliminary post-mortem report within one working day after autopsy performed, and physician will issue the 'Medical Certificate of the Cause of Death' (Form 18) accordingly.

### Coroner's case

If a death case is referred to the Coroner, the identification of body at the hospital mortuary and related procedure will be arranged by the police. For details, please follow the instructions from our staff of Death Documentation Office.

### Ritual room service

Ritual room is provided for the next of kin to perform memorial service to the deceased who died in our hospital. The ritual room is located in the mortuary (Basement 2/F, Kwong Wah Hospital). If necessary, it could be booked together with Body Collection Appointment. Use of ritual room, subject to availability, is free of charge.



## Point-to-note

The above services provided by the hospital e.g. application for death certificate, collection of dead body and ritual room services are free of charge.

No hospital staff is permitted to accept any gratuity or gift. Should any staff attempt to solicit gratuity in any form from you, please report it to our 'Patient Relations Officer'(Tel: 3517 5019) or the Independent Commission Against Corruption (ICAC) (Tel: 2526 6366).

## Important Notice

To: Relatives of Deceased

Hospital commits to handle deceased bodies in a respectful and accountable manner. In order to avoid overcrowding in the hospital mortuary, relatives are requested to collect the deceased bodies as soon as possible. If the number of bodies stored in mortuary exceeds the storage capacity, as a provisional contingency measure, hospital will arrange and temporarily store two bodies with same sex in one compartment. Or, the bodies will be transferred to mortuary of another public hospital for storage.

Thank you very much for your kind understanding.

## Addresses and Office Hours of Deaths Registries

**Hong Kong Island Deaths Registry, the joint office set up by the Food and Environmental Hygiene Department and Department of Health**

Address: 18/F, Wu Chung House, 213 Queen's Road East, Wan Chai, Hong Kong

Tel : 2961 8841

**Kowloon Deaths Registry, the joint office set up by the Food and Environmental Hygiene Department and Department of Health**

Address: 1/F, Cheung Sha Wan Government Offices, 303 Cheung Sha Wan Road, Cheung Sha Wan, Kowloon

Tel : 2368 4706

**Office Hours :**

Monday - Friday: 9:00 am - 12:30 pm and 2:00 pm - 4:30 pm

Saturdays : 9:00 am - 12:30 pm

Closed on Sundays and General Holidays

**Patient Gum Label**  
(Without Patient ID Number)

Date of death :

Time of death :