



Direzione Medica Ospedaliera

HOSPITAL FUNERAL SERVICE GUIDE

Via Cornaro, 2 Padova

 **049 821 3960**

 **serviziofunebre.aopd@aopd.veneto.it**

Presentation

Dear user,

This guide aims to provide you with some useful information on the Hospital Funeral Service (SFO) of the University Hospital of Padua (AOUP).

SFO is a service of the Hospital Medical Management. It is operated by a Coordinating Nurse and by qualified healthcare operators belonging to the professional profiles of technical operators providing assistance .

The service is inspired by the following principles:

- respect for the pain of families
- respect for the funeral rites
- respect for the legislation in force and for transparency of information

The mission is to ensure management of the corpse from the moment it is received until its exhibition in the burial chamber.

The corpses that are accepted at the Funeral Service can come either from a hospital (AOUP in Via Giustiniani, Ospedale S. Antonio or Istituto Oncologico Veneto) or from outside a hospital (home, public street), so hereunder we will provide you with specific information depending on where the corpse is heading from.

In the ward

The person who passes away in a hospital remains in the death ward for approximately two hours, in order to allow family members to be next to the deceased and bid him farewell.

All the activities envisaged in the company's specific Operating Instruction will be carried out at the ward.

The regional legislation (*Law No. 18 of 4 March 2010*) stipulates the possibility of transferring the corpse during the monitoring period: if the family members are interested in this type of transfer, all they need to do is to report it to the Funeral Undertakers (IOF) of their choice on which they will confer their mandate.

At Home

Those family members who desire and/or need to transfer their loved one from his home can attend to that by conferring a specific mandate on a Funeral Undertaker (IOF).

The deceased must arrive at the Funeral Service:

- ◇ adequately prepared and ready to be laid inside the coffin (he must have no jewellery and/or personal effects)
- ◇ accompanied by ad hoc forms already in the possession of the Funeral Undertakers (IOF) and in any event downloadable from the Internet website of the University Hospital of Padua.

Please bear in mind that the acceptance of deceased persons from their homes is regulated by a specific agreement with the Municipality of Padua: persons who died at home in other Municipalities will be accepted at the Hospital Funeral Service so long as places remain available.

Corpses available to the Judicial Authority

The bodies of individuals who died within the territory pursuant to events for which a criminal charge could be laid (e.g. accidents, injuries, etc.) are transferred to the Funeral Service upon instruction by the law-enforcement officers intervened and/or the Public Prosecutor's Office of Padua.

In these instances, the deceased arrive as they were found within the territory, and the Public Prosecutor's Office must first send a clearance for the burial before the following activities may be embarked upon:

- ⇒ preparation of the body
- ⇒ visits to the corpse
- ⇒ execution of the funeral

AT THE HOSPITAL FUNERAL SERVICE

The following services are ensured at the Funeral Service by the AOUP staff:

Corpses at hospital

- Collection from the wards
- Identification by checking the identifying bracelet
- Storage for monitoring
- Transfer for diagnostic/autopsic findings
- Removal of electrically powered devices (pacemaker), if need be
- Execution of conservative treatments necessary for transfer abroad
- Preparation of the corpse
- Arrangement in the coffin
- Exhibition of the coffin in the burial chamber

Corpses from outside hospital

- Reception
- Preparation and application of identification bracelet
- Storage for monitoring
- Transfer for diagnostic/autopsic findings
- Removal of electrically powered devices (pacemaker), if need be
- Execution of conservative treatments necessary for transfer abroad
- Exhibition of the coffin in the burial chamber

Preparation of the deceased by the Funeral Service staff envisages:

- cleaning the body, if necessary and feasible
- shaving the beard
- dressing
- laying the corpse inside the coffin

Family members are kindly invited to provide clothes and any scarves and/or caps facilitating the dressing.

The Funeral Service staff does not collect jewellery and/or personal effects other than those strictly linked to the preparation of the body (clothes, dentures and wings): additional objects may be applied at the time of exhibiting the body in the burial chamber by the family members and under their supervision.

Clothes and whatever necessary to the preparation of the body at the Funeral Service must be delivered by the family members or the undertaker mandated by them, at least 24 hours before the exhibition of the coffin at the following times:

WORKING DAY from 07h30 to 16h30

HOLIDAY from 10h00 to 16h30

For corpses coming from outside a hospital, preparation and laying inside the coffin is done as a rule by the funeral undertaker mandated by the family members in specific dedicated premises inside the Hospital Funeral Service, on the day preceding the exhibition.

SPECIFIC CASES

In the event of death for infectious-propagating diseases and of persons subjected to metabolic radiotherapy, the laws and regulations in force and the company procedures aimed at limiting the associated risks will be applied. Accordingly, the implementation methods relating to the preparation, the possibility of performing funeral rites envisaging special treatments of the corpse (e.g. washing, bandaging, etc.), the exhibition of the body in the burial chamber, and how to access the burial chambers themselves, will be notified from time to time to the mandated funeral undertakers (IOF).

DIAGNOSTIC FINDINGS AND AUTOPSY

Under some circumstances, a diagnostic feedback might be necessary to gather useful information on the death: such procedure may be requested from the ward doctor or from the general practitioner.

In this case, the family members will be informed of it in order to share its importance and, as stipulated by the rule, request the presence of a doctor of their choice.

In the event of death connected to a possible criminal offence, it might be up to the Public Prosecutor's Office to instruct an autopsy, to be performed by medical staff tasked by it.

ORGANISATION OF FUNERAL PRACTICES

Identification of the funeral undertaker who will perform the Funeral Service is at the sole discretion of the family members of the deceased or those legally qualified in that respect: the Funeral Service staff is not authorised to provide any directions about the choice of funeral undertaker.

The funeral undertaker mandated by the family members is responsible for all the administrative practices pertaining to the Funeral Service.

The company regulations and the relevant forms are available on the company's Internet website.

VISITS TO THE CORPSES

The visit to the deceased takes place at the time of their exhibition in the burial chamber until the funeral procession sets off with the bier according to the timetable set out in the next paragraph.

Nevertheless, specific needs might be assessed from time to time.

EXHIBITION OF DECEASED IN THE BURIAL CHAMBER

The deceased are exhibited in a burial chamber on the very day of closure/ departure according to the time slots stipulated with the Municipality of Padua:

EXHIBITION TIME

07h30 – 09h00

for departures of funerals carried out before 09h00

09h01 – 11h30

for departures of funerals carried out from 09h01 to 11h30

11h31 – 16h00

for departures of funerals carried out after 11h31

Timely exhibition of the deceased in a burial chamber is guaranteed only in the event that clothes and box have been delivered at least 24 hours before the coffin is exhibited.

BURIAL CHAMBERS

13 premises in total are found at the Funeral Service for exhibition of the deceased, of which three are:

- room for the performance of non-Catholic funeral rites
- child's room
- mortuary chapel (use of it for a fee is allowed by application to the secretary of the Hospita Medical Management sent by e-mail to dir.ospedaliera@aopd.veneto.it).

For safety reasons, candles and/or other open flames may not be introduced into the burial chambers. The burial chambers can be set up with a small table with drape, flowers and related supports and coffin box protection mats.

ADDITIONAL SERVICES AVAILABLE

The mortuary area comprises:

- ▲ parking lot reserved for those who take part in funerals
- ▲ waiting rooms
- ▲ toilets

HOW TO ARRIVE

The Hospital Service is situated in Via A. Cornaro, 2 in Padua

BY CAR

From the A4 highway (Milan-Venice): you are recommended to turn off in Padova Est, take Viale Venezia towards Stanga, and follow the signs for “Hospital” and “city centre”.

From the A13 highway (Bologna-Padua): you are recommended to turn off in Padova Sud, proceed towards “centre”, and follow then the “Hospital” and “city centre” signs.

GPS coordinates corresponding to Via A. Cornaro no. 2:

Latitude 45°24'12.1" N and Longitude 11°53'16.1" E



UFFICIO RELAZIONI CON IL PUBBLICO

Offre **informazioni, indicazioni** sull'organizzazione dell'Azienda,
riceve **richieste o segnalazioni, elogi, suggerimenti** e fornisce indicazioni sull'**accoglienza
dei parenti dei malati**.

L'ufficio è aperto presso il **Piano Rialzato del Monoblocco**
Azienda Ospedale-Università Padova, Via Giustiniani 2 - 35128 Padova
dal lunedì al venerdì dalle 9.00 alle 14.00;

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