

## What to do when death occurs

### Home

When a death occurs at home and your loved one is not under hospice care, please call 911 and a police officer will respond to the home.

If your loved one is under hospice care, please call the hospice nurse.

Ask the police officer or the nurse to contact **Conway-Markham Funeral Home & Cremation Services at New Hampton 641.394.4331, Elma 641.394.2461, or 866.394.4331**

The following questions will be asked:

- Caller's name and phone number
- Name of the deceased
- Address and directions to the home

Our staff will respond to the location of passing and receive your loved one into our care.

We will contact you and schedule a time that is convenient for you to meet with one of our funeral directors.

Cremation will only occur after the necessary written authorizations have been obtained.

### Coroner's Office

When death occurs and your loved one is in the care of the coroner, you will need to authorize them to release your loved one into our care.

We will contact you and schedule a time that is convenient for you to meet with one of our funeral directors.

Cremation will only occur after the necessary written authorizations have been obtained.

### Hospitals, Hospices, Nursing Homes

Contact the nurse or physician.

The nurse or physician will come to the room and make the pronouncement of death.

Ask the nurse to contact **Conway-Markham Funeral Home & Cremation Services at New Hampton 641.394.4331, Elma 641.394.2461, or 866.394.4331**. Our staff will respond to the location of passing and receive your loved one into our care.

We will call to schedule a time that is convenient for you to meet with one of our funeral directors.

Cremation will only occur after the necessary written authorizations have been obtained.

### Out of Area

Contact **Conway-Markham Funeral Home & Cremation Services at New Hampton 641.394.4331, Elma 641.394.2461, or 866.394.4331** and the Funeral Director will assist you.

*It is important to contact us prior to contacting another funeral provider. This may save time and minimize expenses.*

