

When a Patient Passes

A Practical Guide for Healthcare Professionals

Clearview Cremation helps families navigate the first steps after a loss with clarity, speed, and compassion — while coordinating directly with your team so you do not need to manage logistics.

The Most Important Immediate Step

If a passing is imminent or has just occurred, the only immediate action families need to take is to make sure the medical team has their chosen funeral home's contact information documented in the patient's file.

For families choosing Clearview: Clearview Cremation | (855) 704-3344

Once this information is in the chart, families can feel reassured knowing a Clearview team member answers 24/7 and can begin coordination whenever your team is ready.

If the patient is still living, the most important thing is for loved ones to remain present and spend meaningful time together.

If death has already occurred, the priority is simply ensuring the facility knows who to call.

What Happens Next

① The Family Selects a Funeral Home

Families may already have a provider in mind, or they may ask for guidance. If they are unsure, healthcare professionals often encourage families to choose a provider with:

- ☑ Transparent pricing with no hidden fees
- ☆ Strong reviews and trusted local reputation
- ☑ Clear, responsive communication
- ♡ A process that feels simple and supportive

② The Funeral Home Begins Coordination

Once selected, a healthcare professional typically contacts the funeral home to relay release information so transfer can be arranged promptly.

The following information is typically requested:

- Patient full name
- Date of birth
- Date and time of passing
- Weight
- Physical location / room number
- Attending physician name and contact information
- Next of kin name and contact information
- Any precautions or infectious concerns

③ The Funeral Home Guides the Family Through Arrangements

Some funeral homes require in-person meetings. Clearview allows arrangements to be completed remotely through simple digital forms, by phone, or in person depending on family preference. Most families are able to complete the initial digital paperwork in just a few minutes.

④ Required Filings and Authorizations Are Completed

The funeral home coordinates required filings with:

- State vital records (for certified death certificates)
- County medical examiner (when applicable)
- Social Security Administration

⑤ Disposition and Return

Cremation or burial is scheduled after proper approvals are received. Clearview includes secure delivery of the urn and death certificate.

Your Role

You Should

- Support the family emotionally
- Encourage selection of a funeral home
- Reassure families that the funeral home will guide next steps

You Do Not Need To

- Coordinate logistics after release
- Manage funeral paperwork
- Follow up after transfer

Once a funeral home is selected, they handle the process directly with the family.

Why Healthcare Teams Trust Clearview

- Family-owned and independently operated
- A Clearview team member answers 24/7
- Rapid coordination with hospitals, hospices, and facilities
- Clear pricing families can review immediately
- Remote paperwork completed from home in minutes
- Compassionate communication throughout the process

Common Questions Healthcare Professionals Ask

What should I tell the family first?

Encourage them to choose a funeral home when ready and ensure that provider's phone number is placed in the patient's file so the medical team knows who to call.

Does the family need to decide immediately?

No. Families usually have time to speak together and decide before coordination begins.

How quickly is transfer arranged?

Clearview begins coordination immediately, with transport into our care typically arranged within 60–90 minutes depending on case specifics.

What if the family feels overwhelmed?

Reassure them that only the most important first step matters initially — choosing a funeral home and ensuring the facility has that information.

What if the case involves the Medical Examiner?

The funeral home coordinates directly and guides the family through required release steps. Clearview uses a simple one-page digital authorization form designed to keep the process easy for families.

About Clearview Cremation

- ✓ \$1,500 all-inclusive cremation
- ✓ \$1,595 pre-planning option (fully revocable and refundable)
- ✓ Flexible 0% payment plans available
- ✓ Fully licensed Florida funeral establishment
- ✓ Family-owned and independently operated
- ✓ Serving families across Florida in English and Spanish



Questions Families Often Ask

Helpful Guidance for Conversations at the Bedside or Shortly After Loss

Immediate Questions

What do I need to do right now?

If your loved one is still living but expected to pass soon, the most important thing is simply to spend time together and make sure the medical team has your chosen funeral home's contact information.

If your loved one has already passed, the only immediate step is ensuring the facility knows who to call when they are ready.

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Will someone come pick them up?

Yes. Once a healthcare professional contacts the funeral home and release information is shared, transfer is promptly coordinated regardless of time of day.

What if I am not ready to make many decisions?

That is very normal — the funeral home will guide each step one at a time and focus first only on what is most important.

Process and Timing

How long does everything usually take?

Most arrangements take approximately 5–10 business days from beginning to end depending on physician completion, authorizations, and required filings.

Why does cremation take several days?

Several legal steps must occur before cremation can proceed, including physician documentation, state review, and medical examiner authorization when applicable.

Florida law also requires a minimum 48-hour waiting period before cremation can occur.

What if physician paperwork is delayed?

The funeral home monitors this closely and follows up directly so families do not need to manage it themselves.

Paperwork

What paperwork is required?

Families typically complete:

- Demographic information for the death certificate
- Authorization for cremation and disposition
- Service agreement
- Preferences for urn and death certificates

Some providers like Clearview allow this to be completed digitally in minutes, with families able to make arrangements remotely from a phone or computer at home.

Cost and Choosing a Funeral Home

How much does cremation cost?

Funeral home pricing varies widely. Clearview offers an all-inclusive package for \$1,500 with no hidden fees, often significantly below traditional funeral home pricing.

How should families choose a funeral home?

Encourage families to look for:

- Transparent, all-inclusive pricing
- Strong reviews and trusted local reputation
- Clear, responsive communication
- Independently and locally owned, offering personal guidance

Death Certificates

How do death certificates work?

The funeral home prepares and submits them for filing, then orders as many certified copies as the family requests. One certified death certificate is included, and additional certified copies can be ordered if needed.

How many are usually needed?

Needs vary by estate complexity. Many families request several copies.

When are they available?

Timing depends on physician completion and county processing, but certified copies are often available within a few business days. Clearview provides PDF scans as soon as possible.

Remote and Out-of-State Situations

Can everything be done remotely?

Yes — arrangements can be completed fully remotely or in person.

What if family members are out of state?

The funeral home can still coordinate everything, including secure delivery of cremated remains and documents.

What can families do in advance?

Pre-planning means making arrangements in advance so loved ones have clarity and fewer decisions to make later.

This can be done formally by setting up prearrangements ahead of time — with or without payment in advance — or, when a passing is expected in the near term, simply by making sure the healthcare team has the chosen funeral home's information documented in the patient's file.

In many near-term situations, this simple step provides peace of mind and ensures coordination can begin smoothly whenever needed.

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Is payment required upfront?

No. Payment is not required upfront unless a family specifically wishes to complete formal prearrangements in advance. When a loved one is nearing the end of life, we typically encourage families to focus first on being present together rather than completing paperwork. In those situations, arrangements can usually be finalized afterward, with payment handled later in the process. Flexible 0% interest payment plans are available when helpful.

Helpful Language You Can Use

"You do not need to figure everything out right now. The most important thing is simply making sure the facility knows who to call. After that, the funeral home will guide each step."

