



HOSPITAL MEDICAL MANAGEMENT UNIT FOR HEALTH AND HYGIENE FUNCTIONS AND RISK PREVENTION	<b>MUCS 02</b>
Information note in the event of death of a relative	Rev. 3 of 21/07/2025 Page 1 of 3

With due respect for your grief, we are providing some information.

- ◆ The deceased's body will remain in the ward for approximately two hours after death; during this period – if so desired – a chaplain may be present upon request.
- ◆ The relative's clothing and personal belongings left behind in the ward must be collected on the same day or in any event within 24 hours of death.
- ◆ Any non-valuable personal belongings (e.g., clothing, glasses, garments, etc.) left in the ward may be disposed of 15 days after the date of death.
- ◆ During the transfer to the mortuary, the remains will be accompanied exclusively by transport staff.
- ◆ **The deceased's body may be viewed at the mortuary on the day of the funeral, usually one hour before the funeral departs.**
- ◆ **Dressing the deceased is the responsibility of the Undertakers' Firm you intend to use. Everything necessary for dressing the deceased must therefore be delivered directly to the Undertakers' Agency you have appointed for the funeral.** Any beautification of the body (makeup, etc.) must be requested by the family from the Undertakers' Firm. It is the responsibility of the appointed Undertakers' Firm to carry out all necessary assessments (condition of the corpse, possibility of decomposition processes being activated, etc.).
- ◆ Documentation relating to the Mortuary Department, including the "Regulations for Dressing the Body", can be found on the "Deceased - Funeral Services" page at the link "<https://www.aovr.veneto.it/defunti-onoranze-funebri>"
- ◆ For the blessing of the body on the day of the funeral, in the absence of a priest from their own parish, the Hospital Chaplains are available at the request of the relatives (☎ Borgo Trento = 045 8122110; ☎ Borgo Roma = 045 8124314).
- ◆ A list of contact details for the religious representatives of the most common denominations is available in the hospital wards and at the Mortuary (note 11422 of 10/03/2011).



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**☎ Telephone Numbers ☎**

	<b>Borgo Trento Hospital</b>	<b>Borgo Roma Hospital</b>
Medical Management	045 8122179 045 8121930	045 8124202
Mortuary	045 8122168	045 8124320

**Mortuary Cell Operational Hours**

Morning	Afternoon
7:30 to 12:00	13:00 to 15:45

**Lastly, it is important to note that:**

- The choice of Undertakers' Firm is strictly up to the relatives.
- Staff at the Azienda Ospedaliera Universitaria Integrata Verona **ARE PROHIBITED FROM PROVIDING NAMES AND ADDRESSES OF COMPANIES THAT PROVIDE FUNERAL SERVICES.**
- Staff at the Azienda Ospedaliera Universitaria Integrata Verona **ARE PROHIBITED FROM RECEIVING ANY FORM OF REMUNERATION FOR SERVICES PROVIDED.**
- No Undertakers' Firm, on whatever ground, may offer its services within the hospital grounds. Should this occur, offending in the first place the relatives' grief and breaching Article 7 "Common Provisions for Companies Engaging in Funeral and/or Tombstone Services" of the Mortuary Police Regulations for the Municipality of Verona, please promptly notify the Hospital Medical Management.
- If the body lies in the mortuary for more than thirty days, without being requested by family members or other entitled persons, an appropriate report will be forwarded to the Mortuary Police Offices for the relevant measures in compliance with the provisions of the Municipal Mortuary Police Regulations approved by City Council Resolution under serial no. 56 of 2 October 2014 and with subsequent implemented provisions laid down by Article 1(6) of the



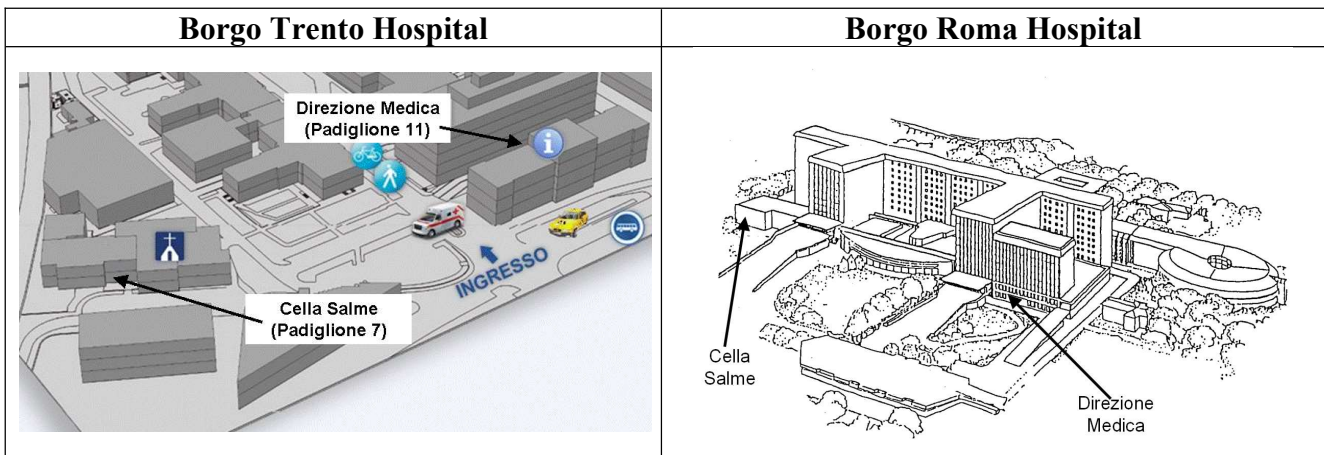
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aforementioned regulations approved by City Council Resolution under serial no. 55 of 20 February 2018.\*

- In the event of information regarding “institutional funerals”, please contact the Verona Mortuary Police at 045.8029920 or by email at [poliziamortuaria.agec@agec.it](mailto:poliziamortuaria.agec@agec.it).

The Verona Mortuary Police offices are located in Viale dei Caduti Senza Croce 2-4, 37132 Verona. Opening hours are Monday to Friday, 8:00 to 13:00.

\*Article 1, paragraph 6, letter c – Article 1.1: “The Municipality or other entity managing the Service is obliged to arrange the burial of deceased persons who died in the Municipality of Verona, or those expressly designated by the Municipality of Verona, on specific grounds, for whom no one has expressed interest within 30 days of death.”



**This document is also affixed at the entrance to the Mortuary Cell**