

# DESERT MEMORIAL

## General Information Letter

Desert Memorial understands that this is a very stressful time for you and wish to ease the burden as much as possible. We also realize that you have just received an overwhelming amount of information, not only from us, but from other agencies as well. Listed below is information on commonly asked questions and helpful telephone numbers that may be of use to you. If, at any time, you have questions, please feel free to contact us at (702) 382-1000.

### Death Certificates:

Certified copies of Death Certificates are issued by the Southern Nevada Health District after the Original Death Certificate is signed by the attending physician. After the doctor signs, we file the Original Death Certificate with the Health District. If the Clark County Coroner's office is handling the case, it could take even longer as the Death Certificates will not be available until their investigation is complete.

Usually, the next business day after we file the Original Death Certificate is when the certified copies of the Death Certificates can be obtained from the Southern Nevada Health District at 280 South Decatur Boulevard, Las Vegas, NV 89107. Their phone number is (702)759-1011. They are open Monday through Friday from 8am until 4:30pm.

### Cremated Remains:

A cremation cannot take place before we obtain (1) signatures from **ALL** required next of kin, (2) a cremation permit from the Southern Nevada Health District, and (3) payment in full or assignment of payment (Insurance, Other Source, etc.). We cannot obtain the permit until the doctor signs the Death Certificate. Once we obtain the permit, and have all the necessary signatures and payment in full, we can then schedule a cremation. We do everything in our power to expedite this process. It usually takes between **7 and 14 business days** from the day the arrangements are finalized to return the cremated remains to the family depending on how long it takes for the Doctor to sign the Original Death Certificate and how many permits have already been filed (we cremate chronologically so as to be fair to all our families). Cremated remains that are to be mailed are prepared and shipped usually within a day or two from being received from our Crematory and they are shipped via U.S. Express Mail generally arriving 1-3 days after the shipping date.

### Burials/Ship Outs:

Burials and/or ship outs will not be scheduled until the Burial/Transit Permit has been received from the Southern Nevada Health District. Before that can happen, we have to (a) type the Death Certificate and deliver it to the Doctor/Coroner for signature, (b) pick it up once signed and, assuming it is signed correctly AND has sufficient causes(s) of death, (c) deliver it to the Health District. **We recommend that no services or travel arrangements be made until confirmation from Desert Memorial that we have the permit in our possession.** If we are shipping out of the country, it may take even longer depending on that country's requirements. In many cases, Certified Death Certificates, Apostilles, Non-Contagious Disease letters, translation of documents, as well as approval by that country's Consulate General may be required before the shipping can take place.

### Numbers Which May Be of Use to You:

- Clark County Coroner's Office (1704 Pinto Lane, LV, NV 89106).....(702) 455-3210
- Clark County Social Services (1600 Pinto Lane, LV, NV 89106)..... (702) 455-4072
- Clark County Public Administrator (515 Shadow Lane, LV, NV 89106).....(702) 455-4332
- Veteran's Administration Office.....Local: (702)-636-3000 OR 1-800-827-1000
- Social Security (Call once you receive the Death Certificate).....1-800-772-1213
- Southern Nevada Veteran's Memorial Cemetery.....(702) 486-5920