Hospice Staff Quick Reference

Working with Opal Cremation

> Opal Cremation 24/7 Care Team: **888-963-2299**

When a patient who chose Opal passes

1. **Pronounce the death** according to your hospice's procedures.
2. **Call Opal at 888-963-2299,** day or night. The family can call, or you can call on their behalf.
3. **Let the family know what to expect.** For a home death, our team typically arrives within 2 hours. From a facility, pickup usually happens within 24 to 48 hours.

What we'll ask for when you call

- The name and phone number of the family contact
- The name of the person who passed away
- The address for pickup
- Their approximate weight, so we can send the right team

What Opal handles from there

- Arrangements with the family, by phone
- Filing the death certificate and permits
- Cremation, and return of the ashes by pickup or shipping

Our all-inclusive direct cremation package is $1,295. No payment is due until after the cremation.

Referring a family in advance

- Families can call us anytime before a death to ask questions or fill out our Vital Information Form.
- You can also start a request on our website using the “Someone in my care” option.

More resources for hospice teams:
opalcremation.com/hospice-resources
Scan the code to open the page on your phone.