



General Information Letter

McDermott's Funeral & Cremation Service 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) 431-6161.

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, specifically, any toxicology, 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 4:00pm. If you have contracted with us to order you Death Certificates, our Staff will coordinate delivery of your Death Certificates once we have them in our possession.

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 **approximately 7 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, how many permits have already been filed (we cremate chronologically to be fair to all our families), and the approximate weight of the Decedent. ***Decedents with a weight of 250 lbs. or more may take up to 14 BUSINESS days to complete. Decedents over 400 lbs. will not be transported as they cannot be cremated by McDermott's.*** 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.

Travel Arrangements:

We recommend that no services or travel arrangements be made until confirmation from McDermott's Cremation Service that we have the permit in our possession. If up are travelling 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
- 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