

General Information/Time Frame Letter

McDermott's Funeral & Cremation Service understands that this is an incredibly stressful time for you and your family 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 Death Certificates are issued by the Southern Nevada Health District. The vital information provided by the Informant is entered into Nevada's Electronic Death Registry System (E.D.R.S.) by McDermott's staff and directed to the M.D./D.O./A.P.R.N./Coroner. After the M.D./D.O./A.P.R.N./Coroner electronically signs and adds whatever they deem to be the cause(s) of death, the record is forwarded to the Southern Nevada Health District. If they approve of the cause(s) listed, they issue a Burial Transit Permit to us to move forward with the disposition and they register and print off the Death Certificates. This process, like our cremation process, **USUALLY** takes **APPROXIMATELY 7-14 BUSINESS DAYS* FROM DATE OF FINALIZATION OF ARRANGEMENTS (Decedents over 200 lbs. can take APPROXIMATELY 21 WORKING DAYS*)**. **IT IS NOT FROM DATE OF PASSING.** (If the Coroner's office is handling the case, Death Certificates could take up to 8-12 weeks if any toxicology or autopsy results are pending. This does NOT affect the time frame for disposition unless we are shipping the decedent out of the State or country where Death Certificates are required.)

Usually, the next business day after the Burial Transit Permit is registered, the Certified Death Certificates can be ordered, online, 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 Thursday from 8am until 4:00pm. If you have contracted with us to order your Death Certificates, our Staff will coordinate delivery, mailing, or pickup of your Death Certificates once we have them in our possession. If we are mailing the Death Certificates, (a) we incur a Disbursement Fee (\$20) on ALL CERTIFICATE ORDERS, (b) we mail all Certificates through USPS by First Class Mail, or, (c) if requested, by USPS Express Mail (\$50) with the US Postal Service, and (d) we ONLY mail them to the Informant, the Receiving Mortuary (if they are handling our charges), or, in the case of an Insurance Assignment, to the Insurance Company. ***THESE TIME FRAMES ARE NOT GUARANTEED.**

Cremation:

Cremation of the deceased cannot take place before we obtain (1) signature from a person legally able to control the disposition (**Nevada Statute NRS 451.650 states that, if there are multiple next of kin, we only need to get a signature from ONE of them. However, if there is a dispute among the persons legally in control of the disposition, we will put all proceedings on hold until the dispute(s) are rectified or a Court Order has been obtained. In that event, storage fees may apply.**), (2) a Burial Transit Permit from the Southern Nevada Health District, and (3) payment in full or assignment of payment (Insurance, Other Source, etc.) has been approved by McDermott's Staff. We cannot obtain the permit until the M.D./D.O./A.P.R.N./Coroner electronically signs off and adds cause(s) of death (or, "Pending" in the case of the Coroner). **Once we obtain the vital statistics, AND have the necessary authorizations in writing, AND payment in full (or approval of Insurance Assignment, Other Source, etc.), we can then start our process. NOTHING begins (Picking up from outside Mortuary, processing of Permit, ordering Death Certificates, etc.) until all three (3) of these things have been finalized.** We do everything in our power to expedite this process. It usually takes **approximately 2-7 BUSINESS days*** from the day the arrangements are finalized to receive the Burial Permit and **approximately 7-14 BUSINESS days*** to receive the Death Certificates. **(FYI: If payment arrangements have NOT been finalized or approved by McDermott's Staff, the time frame won't BEGIN until it is)** The main factor in the time frame are: (a) how long it takes for the M.D./D.O./A.P.R.N./Coroner to sign off on the Burial Transit Permit. ***THESE TIME FRAMES ARE NOT GUARANTEED.**

Travel Arrangements:

WE RECOMMEND THAT NO SERVICES OR TRAVEL PLANS BE SCHEDULED UNTIL McDERMOTT'S STAFF HAS CONFIRMED RECEIPT OF NECESSARY DOCUMENTS (BURIAL TRANSIT PERMIT, DEATH CERTIFICATES, CONSULATE DOCUMENTS, ETC.) If you are travelling out of the country with the cremated remains, it may take even longer depending on the receiving 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. Consulate approval can take days to months, depending on the country. **ALL SHIPPING OF CREMATED REMAINS IS DONE BY USPS EXPRESS MAIL. McDERMOTT'S IS NOT RESPONSIBLE, AND WILL ISSUE NO REFUNDS, FOR CREMATED REMAINS LOST IN THE MAIL ONCE TURNED OVER TO USPS*.**

****Time frames, business hours, and access to the Health District may be affected by Covid-19 restrictions. McDermott's Staff is not responsible if disposition, Death Certificates, and/or delivery are delayed or can not be carried out due to these restrictions. McDermott's also reserves the right to cancel or refuse ID Viewings and/or embalmed viewings or shipouts should the safety of McDermott's Staff be threatened or problems from the pandemic should worsen. Should such policies become necessary, McDermott's Staff will inform the family and, if those services were paid for, reimburse the family for any canceled services. ****

Phone 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
- National Personnel Records (To Research Military Records for DD-214).....1-314-801-0800
- Southern Nevada Health District (280 S. Decatur Blvd., LV, NV 89107).....(702) 759-1011

Signature of Next of Kin/Informant: _____ Date: _____

By signing above, I realize that none of the time frames represented have been GUARANTEED and that McDermott's Staff are NOT responsible for updating me throughout the process and that, while McDermott's Staff will, generally, contact me when the process has been completed, it is, ultimately, MY responsibility to check with them as to the status the process. I acknowledge that I have read the above letter and agree with the time frames mentioned and promise not to harass, intimidate, threaten, or otherwise harm McDermott's Staff if these time frames are not met. I also acknowledge that I am responsible for any storage charges that arise, once I've been notified of completion of the process, due to my not picking up the cremated remains or providing a date, time, and place for delivery.