

22772 Centre Drive, Suite 130
Lake Forest, CA 92630, FD 2241
Main (949) 382 - 7782
Fax (949) 600 - 8466
www.PacificCremationServices.com



What to Expect

At First

When our services are needed, the nurse, hospice or family member will call our office and report the death. We will dispatch our care team and they typically arrive within 60-90 minutes. Your loved one will be transported directly to the mortuary. If the death occurs in a hospital, we will need a release to be signed by the legal next of kin.

Within Hours

You'll want to notify close friends and relatives. If this process is too painful for you, it's absolutely okay to ask a trusted family member or friend to help you. If paperwork was not signed or prepared in advance, we will need to set an appointment to do so. Our office is available for appointments Monday through Friday from 8 am to 5 pm. This process can also be done through email or fax.

Within the First Few Days

We will coordinate the legal paperwork with the attending physician, local health department and electronically file the information with the state registrar to obtain the required permit for the cremation to be scheduled. This process can take 3-6 days and can be expedited if necessary. Social Security is also electronically notified when the death certificate information is filed to the state registrar. Your appointment with one of our Arrangement Counselors should take place within these first few days following the death.

What to Bring and Expect When We Meet

When we meet to discuss your arrangements, we will have some questions that may be beneficial to consider in advance:

- Will anyone wish to see your loved one prior to cremation?
- Which of our three simple plans will work best for your family?
- Would you like to provide photos and an obituary for our online tribute?

We will also need general information about your loved one:

- Full legal name and home address
- Social security number
- Date & place of birth
- Father's name and birth state or foreign country
- Mother's name, maiden and birth state or foreign country
- Veteran's discharge papers (DD-214), if applicable
- Highest education
- Occupation and approximate number of years in occupation
- Names and relationships of survivors
- Insurance policy information if using to pay for funeral expenses
- Bring a copy of Advance Health Care Directive or Power of Attorney for Healthcare (if existing)
- Please also bring a recent, color photograph of your loved one

We hope to use this time together to discuss your ideas and preferences and learn of your loved one's life story.

Final Step

After the cremation is complete, we will contact you to coordinate the return of your loved one's cremated remains and to notify you when certified copies of the death certificate have arrived.