

Tuen Mun Hospital announces deceased body claiming incident

The following is issued on behalf of the Hospital Authority:

The spokesman for Tuen Mun Hospital (TMH) made the following announcement today (May 12) regarding an incident of claiming deceased bodies:

Two deceased bodies at TMH mortuary were suspected being swapped yesterday (May 11) afternoon. One body had already been cremated before TMH verified the incident.

TMH conducted investigation subsequently. According to the mortuary record, family members of the two deceased patients processed the body claiming procedures almost at the same time on yesterday morning. Funeral rituals at hospital farewell room was planned for one of the deceased patients and followed by cremation, while another deceased body would be transferred to funeral parlour for rituals. Mortuary staff was then being informed that the identification of the body at the funeral parlour was incorrect. An investigation was carried out by the hospital immediately.

TMH is very concerned about the incident. The hospital had contacted and met with the families involved in these two days to express the sincerest apologies and condolences. The hospital will offer necessary assistance to the families.

The incident has been reported to the Hospital Authority Head Office via the Advance Incident Reporting System. A root cause analysis panel will be set up to investigate the incident and review the procedure of handling deceased bodies. Four staff members concerned have ceased carrying out relevant duties.

Staff are reminded to prudently handle the process of body claiming and reinforce the identification of deceased bodies.