



Woods Hole, Martha's Vineyard and Nantucket Steamship Authority

CERTIFICATION OF MEDICAL NEED FOR PREFERENTIAL BOARDING

Please note: This form is NOT related to the Steamship Authority's Medical Travel Program.

I, _____, hereby certify that I am a physician or other health care professional licensed in the following State: _____
and that the following individual, _____,
is under my care and traveling on the following date: _____
departing from the following ferry terminal: _____
for the following medical reason: _____

and has an urgent need to travel on the Steamship Authority's ferry without additional delay because (check one or both options below)

the individual is in severe pain, distress or discomfort:

failure to provide the individual with preferential boarding would create a potential _____
for deterioration or instability in his/her physical condition or would otherwise
jeopardize his/her care _____

License # _____

Signature _____

Address _____

Telephone Number _____

Email Address _____



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Summary of the Authority's Policies Governing When Customers' Vehicles May Be Boarded on a Preferential Basis

I. Emergency Transportation Policy.

An ambulance or a customer's vehicle may be boarded on a preferential basis if it needs to be transported due to an "emergency situation," in accordance with the provisions of the Authority's Emergency Transportation Policy, Section 4.3 of Part A, entitled "Terms and Conditions of Travel." For the purposes of this policy, an emergency situation exists **only** in the following circumstances:

- A. An ambulance or a customer's vehicle needs to be transported from the island to the mainland without delay for emergency medical care which is not available on the island; or
- B. A customer's vehicle needs to be transported from the island to the mainland without delay so that the patron can attend to a death or an unexpected serious illness or injury of a member of the patron's immediate family on the mainland.

II. Preferential Boarding of Certain Customers Traveling on Standby.

Even though a customer's travel needs may not rise to the level of an "emergency situation," there are still other limited circumstances in which the Authority allows the preferential boarding of certain customers' vehicles traveling on standby ahead of the vehicles of other standby customers. Those circumstances are as follows:

- A. The following customers traveling on standby are eligible for preferential boarding of their vehicles ahead of other standby customers:
 1. Individuals with disabilities who are traveling on a standby basis and who must travel with their vehicles due to their disabilities are eligible for preferential boarding of their vehicles.

2. Individuals who are traveling for medical reasons are eligible for preferential boarding of their vehicles ahead of other standby customers, but **only** if (a) they have an urgent need to travel without additional delay because they are in severe pain, distress or discomfort; or (b) the failure to provide them with preferential boarding would create a potential for deterioration or instability in their physical condition or would otherwise jeopardize their care.

NOTE: Individuals traveling on standby for routine medical or dental care are not eligible for preferential boarding of their vehicles. Eligible customers may obtain “preferred spaces” for this purpose in accordance with the provisions of Part F, entitled “Special Reservation Programs,” Section 3.5.

- B. The determination of whether a customer’s vehicle should receive preferential boarding shall be made by:
 1. the Supervisor on duty at the Mashpee Reservations Office, when preferential boarding is being requested during the Mashpee Reservations Office’s regular business hours; or
 2. the Terminal Agent, when a Supervisor on duty at the Mashpee Reservations Office is not available.
- C. The determination of whether a customer’s vehicle should receive preferential boarding shall be made in accordance with the provisions of Part A, entitled “Terms and Conditions of Travel,” Section 5.3. In order to make this determination, the Supervisor or Terminal Agent, as the case may be, may require verification from the customer or the customer’s attending physician or health care facility of the customer’s need for preferential boarding, in such form as determined by the Supervisor or Terminal Agent.

III. Medical and Dental Appointments.

Even when customers traveling for medical or dental appointments are not eligible for preferential boarding of their vehicles under the Authority’s Emergency Transportation Policy or the Authority’s policy allowing the preferential boarding of certain customers traveling on standby, they may still be able to obtain reservations for their travel plans as follows:

- A. In the event a customer who is eligible for a “preferred space” needs to make a reservation for the purpose of traveling off-island for a medical or dental appointment, and no reservations are then available to the general public for the date or time needed by the customer, the customer may reserve a “preferred space” for this purpose in advance of the time that they otherwise become available for

booking in accordance with the provisions of Part F, entitled “Special Reservation Programs,” Section 3.5.

- B. The customer’s reservation for a medical or dental appointment may include a return segment to the island after his or her medical or dental appointment. In the event the customer’s appointment finishes earlier or later than expected (or the customer is delayed in traffic) and the customer wishes to return to the island on a different trip than his or her reserved trip, the customer should contact the Mashpee Reservations Office and ask to speak to the Supervisor on duty. If space is available, the Supervisor shall change the customer’s reservation to the customer’s desired trip at no charge. If no space is available, the Supervisor shall determine whether the Authority should allow the preferential boarding of the customer’s vehicle ahead of other standby customers in accordance with the provisions of Part A, entitled “Terms and Conditions of Travel,” Section 5.3. In order to make this determination, the Supervisor may require verification from the customer or the customer’s attending physician or health care facility of the customer’s need for preferential boarding, in such form as determined by the Supervisor.

Otherwise, the Authority will not provide any priority in boarding for customers traveling for medical or dental appointments who do not have reservations and who are not eligible for the preferential boarding of their vehicles under the Authority’s Emergency Transportation Policy or the Authority’s policy allowing the preferential boarding of certain customers traveling on standby. As standby customers (including eligible customers for the “Blue Line” when travel on a standby basis is available on the Martha’s Vineyard route on for customers who are eligible for preferred reservations), their vehicles generally will be boarded onto vessels after vehicles with reservations, as space becomes available and in the order that such standby vehicles arrive and check in at the terminal of departure.

Approved: September 25, 2012