



# Woods Hole, Martha's Vineyard and Nantucket Steamship Authority

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## **Preferential Boarding of Individuals with Immediate Medical Needs Traveling via Standby**

**This is NOT part of the Reduced Medical Rate Program**

The Authority allows the preferential boarding of vehicles of individuals traveling on a standby basis due to their disabilities or immediate medical needs, in accordance with the guidelines set forth in Part A, Section 5.3, of the Authority's Customer Policies and Procedures Handbook.

**This is intended for a one time urgent medical travel need and NOT for repeated medical travel**

### **Who Qualifies**

- Individuals who are traveling for urgent medical reasons or their immediate family members or caregivers who are responsible for transporting them off-island or on-island. Due to:
  - the individual is in severe pain, distress or discomfort, and/or needs medical attention.
  - failure to provide them with preferential boarding would create a potential for deterioration or instability in the individual's physical condition or would otherwise jeopardize their care.
- Individuals with disabilities who are traveling on a standby basis. An individual with a disability may need to travel with his or her vehicle for a number of reasons, including but not limited to the need to travel with a motorized wheelchair or an adequate oxygen supply or other equipment that the individual needs due to the individual's disability.

**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, "Special Reservation Programs," Section 3.5.*

### **Preferential Boarding Requirements**

- Fill out the Preferential Boarding Certificate and present or submit upon request.
- They must contact the Mashpee Reservations Supervisor on duty or the Terminal Agent, if the reservations office is closed.
- The Supervisor or Terminal Agent shall then discuss with the individual, physician the alternatives for transportation and boarding that are available.
  - Possible alternatives for transportation and boarding may include the following:
    - Placing the individual's vehicle at a preferential place in the standby line. This does not guarantee the front of the standby line.
    - Boarding the individual's vehicle within a designated time period.

The Supervisor or Terminal Agent, in his or her discretion, can require the verification of any information submitted prior to, at the time of, or after the individual's arrival at the terminal. They will be required to record the name, address and telephone number of the individual needing preferential boarding, as well as the person making the request.

For detailed information of this policy please visit [www.steamshipauthority.com/about/forms](http://www.steamshipauthority.com/about/forms)



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## **CERTIFICATION OF MEDICAL NEED FOR PREFERENTIAL BOARDING**

**This form is NOT part of the Reduced Medical Rate Program**

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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
- the 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

Medical Professional: \_\_\_\_\_

Signature: \_\_\_\_\_

License #: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Email: \_\_\_\_\_

### **Completed Certifications can be sent to:**

Mashpee Reservation Supervisors

Daily from 7:30 am – 4:00 pm

Email: [Supervisors@SteamshipAuthority.com](mailto:Supervisors@SteamshipAuthority.com).

Phone: (508) 477-8600 | Fax: (508) 477-8717 or by

If the Mashpee Reservation Office is closed please call the appropriate ferry terminal:  
Woods Hole Ticket Office (508) 548-3788, Hyannis Ticket Office (508) 771-4000,  
Vineyard Haven Ticket Office (508) 693-0367, Nantucket Ticket Office (508) 228-0262

For detailed information of this policy please visit [www.steamshipauthority.com/about/forms](http://www.steamshipauthority.com/about/forms)