Welcome to the Martha’s Vineyard Hospital
Emergency Department

One Hospital Road
Post Office Box 1477
Oak Bluffs, MA 02557
508 693-0410
www.mvhospital.com

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We know a visit to the Emergency Department can be stressful and sometimes even scary. We realize your time is valuable and your concerns about your health or the health of a friend or loved one are very serious. Please do not hesitate to talk with a member of our staff about any concerns at any time. We are here to help.

Your Visit to the Emergency Department

Arrival & Evaluation:
- Upon arrival, you will be asked to complete a short form telling us why you are here. A medical specialist will evaluate the nature and severity of your illness and determine the order in which you will be treated.
- Patients with life-threatening conditions or arriving by ambulance will be treated first. Therefore, patients may not be seen in the order in which they arrive. This “triage” process ensures that patients at the most serious risk receive immediate care.
- Patients are strongly advised not to eat or drink before receiving care. It may delay or compromise lab tests or imaging evaluations necessary for diagnosis or treatment. Please ask first.
- Patients do not need medical insurance to receive care. Our Financial Services department will provide counseling and information about options available if you are uninsured or underinsured.
- We ask that patients do not leave the ER waiting area while they are waiting to be seen.

We try to keep waiting time as short as possible by:
- Utilizing a “fast-track” system to accommodate patients with less serious illnesses and injuries in a more timely fashion.
- Adding extra ER doctors, physician assistants and other support staff whenever demand grows beyond our ability to treat everyone in a timely manner.
- Utilizing our mobile, wireless computer registration system whenever possible to register patients at any time during their visit, even at bedside after treatment has begun.
- Utilizing a staff member as an intermediary to monitor the waiting area to assist patients in any way they can, and to keep everyone informed about the wait they can expect.

For Your Comfort & Convenience:
- Restrooms, vending machines and water fountains are located next to the double doors that lead to the Hospital Main Lobby.
- The MVH Cafe is located at the Windemere entrance, off the corridor connecting the Medical Office Building to the Hospital. It is open Monday through Friday from 7 am to 3 pm.
- A courtesy phone for local calls is located in the corner of the waiting area next to the entryway windows.
- If it is necessary to use a mobile phone, we ask our visitors to be sensitive to those around them.
- Wi-Fi is available free of charge.
- The reception desk staff will be happy to assist you with the MV Transit Bus and Steamship Authority schedules, and provide taxi service information and directions.

It is always your right to decline services if you so choose, though we strongly discourage leaving prior to receiving medical attention. Leaving without treatment can be a serious, perhaps life-threatening decision. However, if you decide to leave after registering for care, we ask that you notify a member of the Emergency Department staff.

We Value Your Feedback:
We are committed to providing the very best emergency care we can to all who call upon us. We can best do that by listening to the experiences of all our patients and discerning ways to serve you better. All patients treated at the ER will receive a survey to evaluate their care. We hope you will fill it out and return it to us. You can also let us know how we are doing at: www.mvhospital.com/contactus