



Medical Preferential Load Program Rules and Regulations

WSF customers and health care providers, please review the following before submitting an online application.

The Washington State Ferries Medical Preferential Load program provides exemption from the standard “first-come first-served” policy when a customer has a medical condition where an extended wait on the dock would cause detrimental risks to their health. When sailings are on overload and there are long wait times at the terminal, a customer with Medical Preferential status will sail on the next available sailing. **This assures space on the vessel but does not entitle the user to first on/first off positioning. Passenger and vehicle fares still apply.**

- A customer qualifies for the Medical Preferential Loading program if they have a medical condition where an extended wait on the dock would cause detrimental risks to their health. Only the customer’s licensed health care provider can certify the customer qualifies for the program by submitting an application, or by designating a clinic administrator to submit an application. The program is not intended for regular travel, general medical appointments, non-urgent dental appointments, routine exams, immunizations, or any other medical check-up.
 - Customers in labor should call 911 to be transported on the ferry via ambulance when possible. WSF does not have medical staff aboard vessels, and ambulance medical professionals can provide the patient and child the best possible care.
 - Midwives are authorized to enroll their patients in the Medical Preferential Loading program. If you are a midwife having trouble requesting an application with your email address, contact Customer Service at 1-888-808-7977 or 206-464-6400, or email wsfmedpref@wsdot.wa.gov.
- Only licensed health care providers (MDs, RNs, PAs, Midwives and affiliated positions), or their designated clinic administrators can submit new and renewal applications to meet the program requirements and must enter the provider’s license number on the application for verification.
 - To request an application from the website, the health care provider must enter their professional email address.
 - If you are a health care provider having trouble requesting an application with your email address, contact Customer Service at 1-888-808-7977 or 206-464-6400, or email wsfmedpref@wsdot.wa.gov.
- The licensed health care provider or designated administrator must fill in all required fields on the application; incomplete applications cannot be submitted.
 - If the customer is a minor, an approved guardian must be entered on the application, and the guardians’ ID will be verified at the terminals.
 - The customer is responsible for working with their health care provider to fill in the required fields on the application.
 - If an application was submitted with an error, email wsfmedpref@wsdot.wa.gov.
- Customers have three options to enroll in the Medical Preferential Load program:
 - Single-Day Travel:** By submitting a single-day application, the health care provider certifies the customer has a medical condition and requires Medical Preferential Loading

for one day. This application is valid on the entered day of travel only.

Multiple-Day Travel (30): By submitting a multiple-day application, the health care provider certifies the customer has a medical condition and requires multiple days of travel for a month. This application is valid for a fixed 30 days from the entered start date.

- **Annual Travel:** By submitting an annual travel application, the health care provider certifies the customer has a medical condition and requires Medical Preferential Loading for multiple days of travel per month for the duration of the annual travel application. This application is valid for a fixed 365 days from the entered start date.
- Confirmation emails are automatically sent to the customer and health care provider when the application is submitted.
 - A **printed** copy of the confirmation email with a matching ID is required from the customer at the terminals to verify they are authorized for Medical Preferential Loading.
 - The customer can either print the confirmation email themselves or receive a printed copy from their health care provider.
 - Terminal personnel verify the customer is on the terminal's list of authorized program users, then provide directions for loading.
 - Expired confirmation emails will not be accepted at the terminals.
 - A new application must be submitted by a health care provider when the confirmation email has expired to re-enroll for Medical Preferential Loading.
- **Arrival times:**
 - For the San Juan Islands, customers are required to arrive thirty (30) minutes before sailing time. Due to limited sailings in the San Juans, customers who arrive before the vessel has departed but after the gate is closed will not be able to board. Early arrival is mandatory to facilitate setting up for vessel load.
 - For all other routes, customers are required to arrive at least twenty (20) minutes prior to sailing time.
 - These arrival times do not account for queued vehicle traffic in the terminal ticket lanes. The arrival time is when the customer checks-in with the ticket agent.
 - WSF will try to load late arrivals if space and time permits but will not hold vessels or delay sailings to accommodate late arrivals.
- **Vehicles:**
 - Vehicles larger than standard-size (under 22 feet in length) are considered for preferential loading on a case-by-case basis with a confirmation email due to space allocation on the vessel. This includes recreational vehicles and vehicles with tows.

Title VI Notice to Public

It is Washington State Department of Transportation policy to ensure that no person shall, on the grounds of race, color, national origin, or sex, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its federally funded programs and activities. Any person who believes his or her Title VI protection has been violated, may file a complaint with WSDOT's Office of Equal Opportunity. For additional information regarding Title VI complaint procedures and/or information regarding our nondiscrimination obligations, please contact OEO's Title VI Coordinator: Oscar Cerda 360- 705-7082.

Americans with Disabilities Act (ADA) Information

WSDOT is committed to providing equal access to its facilities, programs and services for persons with disabilities. The material contained in this document can be made available in an alternate format by emailing the WSDOT Diversity/ADA Affairs team at wsdotada@wsdot.wa.gov or by calling toll free: 855-362-4ADA (4232). Persons who are deaf or hard of hearing may make a request by calling the Washington State Relay at 711.