



# WHAT TO EXPECT WHEN YOU VISIT AN EMERGENCY DEPARTMENT

**During the current COVID-19 surge, Massachusetts hospitals are facing capacity and staffing challenges, but our goal remains to ensure top-notch health care to every individual in the Commonwealth.**

We pledge to work with every hospital to ensure that every patient gets the excellent care they need. **If you or a member of your family is ill and visits a hospital emergency department and a clinician determines you need to be hospitalized, you may be offered one of three options:**

1. you will be cared for at that hospital for the duration of your stay;
2. you will be transferred to another hospital; or
3. you will be cared for at that hospital initially; and then transferred to a specialized, fully staffed COVID-19 treatment facility in either Lowell or Worcester.

**If you are transferred to another hospital or treatment facility, we will work with you to be sure any cost or co-pay is minimal wherever you are ultimately admitted:**

- you will receive excellent care, in a facility that has the capacity required to care for you;
- you will have access to interpreter services if you need;
- you will be able to communicate with your family and loved ones; and
- your health care providers will ensure you have transportation back home when you are well enough to be discharged.

**Our goal in Massachusetts is to assure world class health care to every individual in the Commonwealth.**

To learn more visit: [URL HERE](#)

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