

Frequently Asked Questions

Find answers here to frequently asked questions about what you can expect if you are to visit the MGH Emergency Department.



- **HOW LONG WILL I WAIT?**

When you arrive at the Emergency Department, experienced and skilled triage nurses review your symptoms, medical history, and vital signs to begin to determine the nature and urgency of your condition and best treatment area in our department for your needs.

Patients are treated as soon as possible based on the severity of their condition.

All Emergency Departments in Boston and across the US are unfortunately experiencing longer waits. Since our first priority is caring for patients with life threatening emergencies, there may be longer waiting times for other patients. Our ED is committed to quality and safety for all patients. Please know that we will do our best to reduce your waiting time and to reassess and monitor your condition. If your symptoms change or you have questions, please contact a nurse.

- **CAN MY FAMILY STAY WITH ME?**

The Emergency Department has a family-centered care approach, and we make every attempt to have family members stay with the patients depending on the acuity of the patient and needs of the treatment area.

- **WILL I BE CHARGED FOR THIS VISIT?**

Each patient's insurance is different and you should contact your insurance provider for information. Co-payments may be required by your insurance. The Emergency Department treats all patients, regardless of their ability to pay.

- **CAN I USE MY CELL PHONE?**

Cell phones can be used in most areas of the Emergency Department. Please be sensitive to the needs of patients and staff if making calls.

- **DO YOU VALIDATE PARKING?**

Parking can be validated at the office in the parking garage.

- **WHERE CAN I GET SOMETHING TO EAT?**

The hospital's cafeteria is located in the White Building basement and is open from 6AM to 11PM. Coffee Central, in the Gray Building corridor, is open 24 hours. There are cafés in the Wang Ambulatory Care Center and Cox Building's entrance with daytime hours. There is also a gift shop by the Ellison Building elevators. Finally, there are vending machines available in several locations throughout the hospital.