

UMass Memorial Medical Center

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Provider Procedure for completing a “Massachusetts Medical Orders for Life-Sustaining Treatment” (MOLST) Form utilizing a video or telephone visit

- 1) If you don't have a MOLST form, you can download on molst-ma.org;
- 2) Ideally, you ensure the patient and health care agent (HCA) or guardian are on the telehealth phone or video visit so that everyone can hear this important conversation. However, to complete the form, you only need to communicate with whoever is making the decision (patient or, if the patient lacks capacity, the HCA or guardian);
- 3) You also need a clinical staff member join and listen to your conversation – later they will be the “witness” for consent obtained by phone or video visit, which will be documented by the Provider due to the patient/HCA/guardian inability to physically sign*;
- 4) During your visit, you discuss goals, values and priorities and then match these to treatment options (see toolbox for conversation framework and decision aids);
- 5) You complete the MOLST form and sign for the patient/HCA/guardian with the phrase, “witnessed verbal consent,” and document the witness' name on the form and in your telehealth note;
- 6) You scan the MOLST form into Epic (or however you “file” this in your practice outside of UMass Memorial) AND place an ambulatory order for “DNR/DNI” if indicated by the patient/HCA/guardian;
- 7) You send the signed MOLST form to the patient, HCA and/or guardian by scanned email, fax or snail mail and ask them to keep this form in a visible place in case someone calls 911.

*If you can't have another staff member during your visit, you can instead make a brief follow-up call to the patient with this colleague to confirm your conversation and MOLST decision, and then complete the form.