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## Massachusetts e-MOLST Web Portal

### Frequently Asked Questions

#### **1. What is the MA e-MOLST Web Portal?**

The MA e-MOLST Web Portal offers Massachusetts health care providers and their seriously ill, high risk and frail patients, an effective communication approach to engage in proactive care planning conversations and document patient care choices via a web portal. The web portal helps health care providers start a serious illness conversation using the Ariadne Labs Serious Illness Conversation Guides, complete an electronic MA MOLST form (Medical Orders for Life-Sustaining Treatment), and offers links to information to help patients complete an Honoring Choices MA Health Care Proxy (available in 10 languages).

#### **2. Who can use the MA e-MOLST web portal?**

The web portal can be used by health care providers such as a Physician, Nurse Practitioner, and Physician Assistant, all authorized as signing clinicians on the MA MOLST form. The web portal also allows a signing clinician to authorize their care team members (nurses, social workers, care managers etc.) to initiate planning conversations with a patient, in alignment with their care facilities' protocols and procedures. For example, an authorized care team member can sign into the web portal and begin a conversation with a patient about a Health Care Proxy, and use the Serious Illness Conversation Guides to initiate informational discussions. A health care provider must pre-register to establish a web portal account.

#### **3. How do health care providers establish a user account to get started?**

It's simple to establish a user account. Just send your full name, licensure/role, institution, work address, work email, and phone number to: [masssupport@vyncahealth.com](mailto:masssupport@vyncahealth.com). You will receive an email invitation to create a password and log in within 2 business days.

#### **4. How does the MA e-MOLST web portal work?**

As a registered web portal user, a health care provider can start a care planning conversation with a patient, Health Care Agent and Guardian via telehealth or in-person as follows:

- Sign into the web portal and search for your patient. If your patient is not already in the portal, click the button to add a new patient.
- Health care providers can choose to do the following:

- Click on the Serious Illness Conversation Guides (SICG) tab for a step-by-step communication approach to understand patient goals, values and choices, and [then translate patient information to an e-MOLST form](#); **OR**,
- Click on the e-MOLST tab if you have already initiated a serious illness conversation with a patient/ legal advocate, and he/she chooses to complete a MOLST form (it's voluntary).
- Ask your patient, "Do you have a Health Care Agent?". Offer to help update or complete a Health Care Proxy. While this can not be done remotely at this time, information on how to complete a Health Care Proxy and downloadable free documents in 10 languages are available from Honoring Choices MA [here](#).
- If the patient chooses to complete an e-MOLST, the clinician and patient can sign digitally using their smartphone, tablet or computer or select the option to document witnessed verbal consent. See FAQ #6 and #7 for additional information on signing using these methods.
- Download the completed MOLST form and send a copy to the patient/advocate.
- Document patient choices in the EMR; upload the completed e-MOLST to the EMR.
- Revisit conversations and revise e-MOLST form as needed on the web portal.

View these **helpful videos** and **Tip Slide Deck**

- [Video](#) of clinician completing a MOLST as a signing clinician
- [Video](#) of clinician signing a MOLST completed by another clinician on his care team
- "Using the MA eMOLST Web Portal Tips Slide Deck" [here](#)

## **5. Are digital or e-signatures authorized for e-MOLST forms?**

Yes. The state has authorized the use of digital or e-signatures specifically for the e-MOLST form on this web portal.

## **6. How does a patient, Health Care Agent and Guardian digitally sign an e-MOLST form?**

When the signing clinician (Physician, Nurse Practitioner, Physician Assistant) and patient are done completing the e-MOLST form, the clinician will be prompted to help the patient/ legal advocate provide a digital signature either using their smartphone/tablet or via email. If the clinician or patient/legal advocate runs into challenges with the digital signature, the signing clinician can also use witnessed verbal consent to complete the form. See FAQ #7 for more information on the witnessed verbal consent process.

## **7. What is witnessed verbal consent for MOLST? How does it work?**

As of April 9, 2020, and for the duration of the COVID-19 State of Emergency, the state has suspended the standard requirement of a patient's written consent signature on a MOLST form and allows for witnessed verbal consent by signing clinicians and a witness, to be reliably honored by all EMS personnel and licensed practitioners in hospitals, long-term care facilities and across all health care settings. This offers an important remedy for clinicians and patients where face-to-

face MOLST conversations are not possible. Clinicians can initiate proactive planning conversations via telephone or virtual means with high risk patients, their Health Care Agents and Guardians, to discuss goals of care and complete or revise a MOLST form using witnessed verbal consent. On the eMOLST signature page, there is a selection that allows signing clinicians to document witnessed verbal consent. Each health care provider must follow the requirements set out in the Emergency Update to the EMS Protocol 7.3. to create a valid MOLST form. [Read more here](#). In the event that the COVID-19 State of Emergency is rescinded, witnessed verbal consent may no longer be allowed to take the place of a patient's written consent signature. Check the Honoring Choices website for up to date information [here](#).

### **8. Is the MA e- MOLST Web Portal different than an e-registry?**

Yes. The e- MOLST web portal is *not designed to be* an **electronic registry** but a digital completion tool. Forms will be stored and saved in the portal, so if another clinician logs in to complete a new MOLST, they will be able to see any forms previously completed on this platform or uploaded to the platform. However, EMS and other providers will NOT be checking the portal in a medical emergency. As such, you should continue to use your previous workflows and practices for storage and use of MOLST forms.

### **About the MA e-MOLST Web Portal**

The MA e- MOLST Web Portal is sponsored by the Massachusetts Coalition for Serious Illness Care in partnership with Ariadne Labs and Honoring Choices Massachusetts. Health care providers can use the web portal at no cost with the authorization of their respective organizations and in accordance with their organization's policies and procedures. Users and viewers agree to use the MA e-MOLST Web Portal at their own risk.

#### List of Resources:

#### [MA Coalition for Serious Illness Care](#)

- [Access to the Web Portal](#)

#### [Ariadne Labs](#)

- [Serious Illness Conversation Program and Guide](#)
- [Covid-19 Serious Illness Conversation Guide](#)

#### [Honoring Choices Massachusetts](#)

- [Multi-lingual Health Care Proxy](#) in 10 languages
- [Multi-lingual MOLST forms](#)
- [Webinars to Educate Care Providers and Staff](#)
  - ***“Start Seamless Proactive Conversations from Simple to Serious Illness.”***  
Educate your care teams to confidently start simple planning conversations with the Honoring Choices Getting Started Tool Kit, and flow into more complex conversations with Ariadne Labs Serious Illness Conversation Guide.