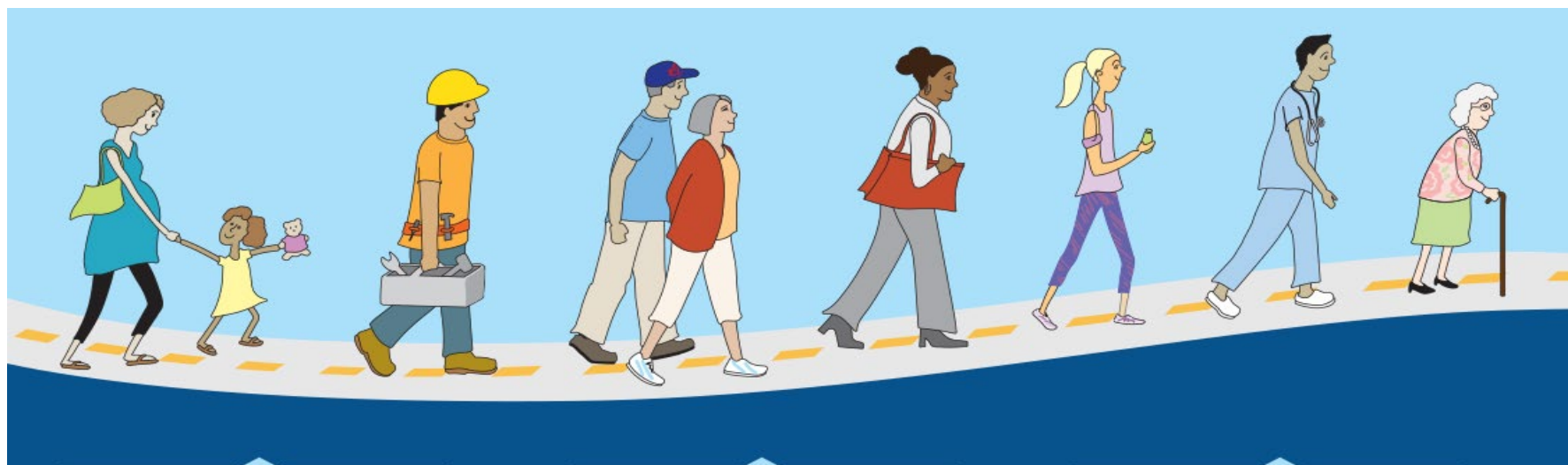


Your Health Care. Your Choice.

Make a health care plan to get the best possible care today and over your lifetime.



**Promoting
Everyday Wellness**

**Managing Health Needs
and Chronic Illness**

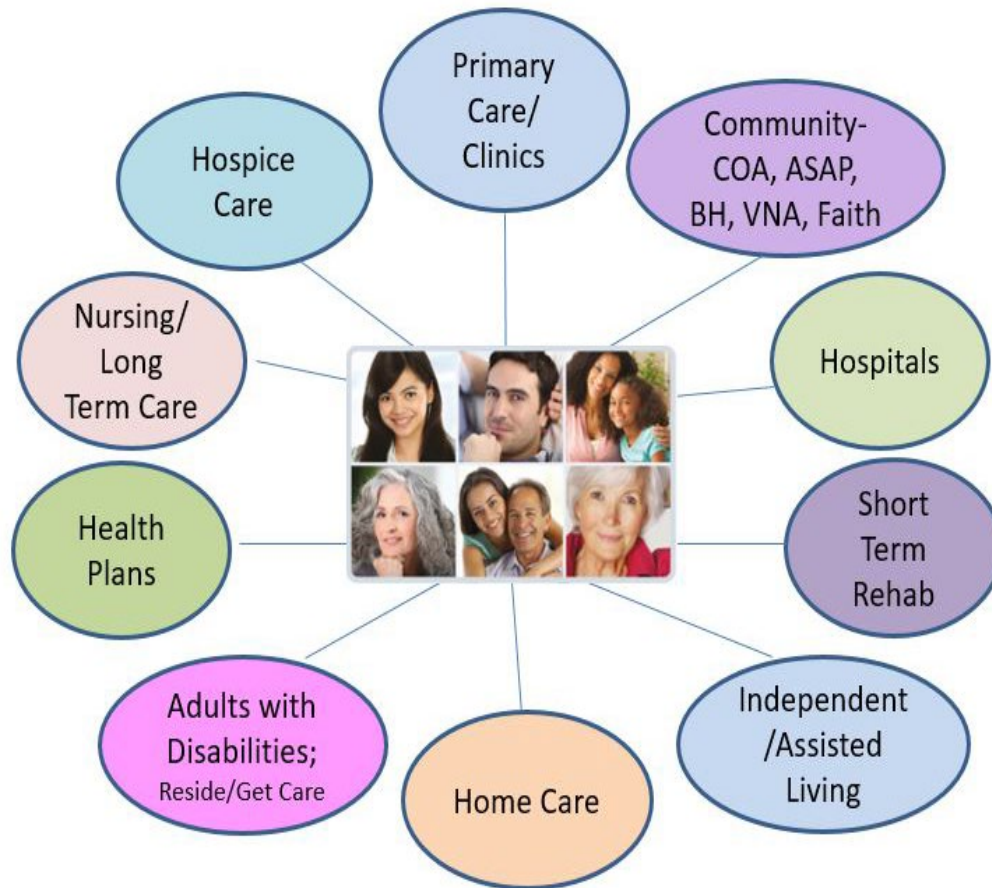
**Living With Serious
Advancing Illness**

www.honoringchoicesmass.com

Honoring Choices MA (HCM) Statewide Partner Network

Shared mission: Equal access to health care planning

HCM Partners help adults across the care continuum
Dignity Alliance MA is a Alliance Partner.



- Standardize process & tools
- 3.5 million conversations
- Provide/connect adults to care
- Co-host consumer webinars
- Co-host staff/professional webinars
- Align policies & programs for timely, equitable care.

2026 Statewide Cross Continuum Partner Network

Standardize reliable, accurate information for equal access to care planning
Use/refer to HCM Process, free documents and tools; we support initiatives.

- **MHA MA Health & Hospital Association and Cross-Continuum Partners *Simple Step Campaign***
- **MA Department of Public Health (DPH)**
 - *Partnered with MHA & HCM statewide Health Care Proxy Campaign*
- **MA Executive Office of Aging & Independence (AGE)**
 - *Support **MA Councils on Aging, Mass Aging Access**; new MA POLST Program*
- **MA Probate and Family Court, Office of Adult Guardianship & Conservatorship Oversight**
- **MassNAELA** - MA Chapter of Elder Law Attorneys; **Community Health Care Proxy Clinics**
- **Alzheimer's Association, Massachusetts/NH Chapter**
- **Older Adult Behavioral Health Network**, MA Association of Mental Health
- **Ariadne Labs, Serious Illness Conversation Guides and Program**



Mission

1. Inform and empower adults to make a health care plan.
2. Support care professionals to engage adults in planning conversations and connect adult to community care.
3. Work in shared leadership to impact policy and program change.

1. Inform and empower adults to make a health care plan
Start with a simple conversation.

Who's Your Agent?® Program

Structured Approach to Health Care Planning

Consumer and Care Professionals use the same tools.



Getting Started Tool Kit

Start with a *simple conversation* to complete a **Health Care Proxy and Personal Directive**.

Next Steps Tool Kit

Build on conversations and add documents to manage chronic illness and live well with serious illness.

Who's Your Agent?[®] Program

Consumer Webinars and Staff Training Webinars

Getting Started and Next Steps Tool Kits and 5 MA Planning Documents

GETTING STARTED
TOOL KIT



Health Care Proxy
Legal



Personal Directive (Living Will)
Personal

NEXT STEPS
TOOL KIT



Durable Power
of Attorney
Legal



Comfort Care/
Do Not Resuscitate
Medical Order



Medical Orders for Life
Sustaining Treatment
Medical Order

Getting Started Tool Kit

It's as easy as 1-2-3!

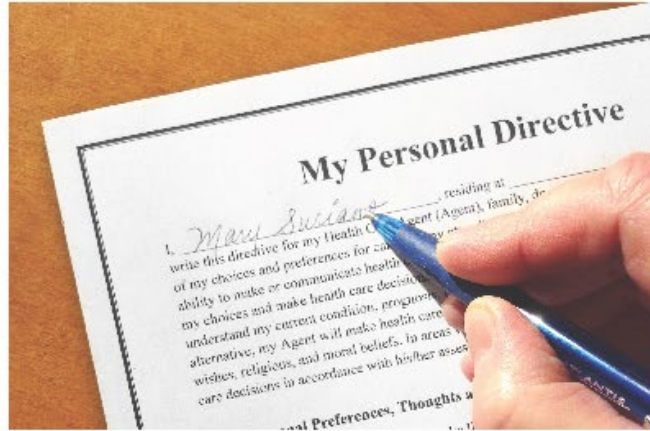
1 Who's Your Agent?

Choose a Health Care Agent in a Health Care Proxy.



2 What Matters To Me?

Write down your care choices in a Personal Directive.



3 Talk About Your Care.

Talk with your care providers to match care to your choices.



Honoring Choices MA Health Care Proxy

Download, free documents:

- English
- Spanish -Español
- Portuguese - Português
- Vietnamese - Tiếng Việt
- Russian - Русский
- Chinese, Traditional 繁體中文
- Chinese, Simplified 简体中文
- Arabic – عربي
- Khmer - ភាសាខ្មែរ
- Albanian – Shqip
- Haitian Creole - Kreyòl Ayisyen
- Swahili -Kiswahili
- Nepali - नेपाली
- Tagalog –Tagalog
- Polish – Polski
- Cape Verdean Creole - Kabuverdianu

Massachusetts Health Care Proxy

1. I, _____ Address: _____,
appoint the following person to be my Health Care Agent with the authority to make health care decisions on my behalf. This authority becomes effective if my attending physician determines in writing that I lack the capacity to make or communicate health care decisions myself, according to Chapter 201D of the General Laws of Massachusetts.

2. My Health Care Agent is:

Name: _____ Address: _____
Phone(s): _____; _____; _____

3. My Alternate Health Care Agent

If my Agent is not available, willing or competent, or not expected to make a timely decision, I appoint:

Name: _____ Address: _____
Phone(s): _____; _____; _____

4. My Health Care Agent's Authority

I give my Health Care Agent the same authority I have to make any and all health care decisions including life-sustaining treatment decisions, except (list limits to authority or give instructions, if any):

_____.

I authorize my Health Care Agent to make health care decisions based on his or her assessment of my choices, values and beliefs if known, and in my best interest if not known. I give my Health Care Agent the same rights I have to the use and disclosure of my health information and medical records as governed by the Health Insurance Portability and Accountability Act of 1996 (HIPAA), 42 U.S.C. 1320d. Photocopies of this Health Care Proxy have the same force and effect as the original.

5. **Signature and Date.** I sign my name and date this Health Care Proxy in the presence of two witnesses.

SIGNED _____ **DATE** _____

6. Witness Statement and Signature

We, the undersigned, have witnessed the signing of this document by or at the direction of the signatory above and state the signatory appears to be at least 18 years old, of sound mind and under no constraint or undue influence. Neither of us is the health care agent or alternate agent.

Witness One

Signed: _____

Print Name: _____

Date: _____

Witness Two

Signed: _____

Print Name: _____

Date: _____

7. Health Care Agent Statement (Optional):

We have read this document carefully and accept the appointment.

Health Care Agent _____ Date _____

Alternate Health Care Agent _____ Date _____

"I Have a Health Care Proxy" Wallet Card

Helps medical personnel call your Health Care Agent
New: Fill-in on line then print.



***"I Have a Health Care Proxy.
In an emergency, please call
my Health Care Agent!"***

- **Write in Name & Phone Numbers**
- For Information ONLY
- Must have a valid Health Care Proxy
- Available in 6 languages

Please call my Health Care Agent if I need help.

MY NAME _____

MY AGENT'S NAME _____

AGENT'S PHONE NUMBERS _____

MY ALTERNATE AGENT'S NAME _____

ALTERNATE AGENT'S PHONE NUMBERS _____

Who's Your Agent?® Program Informational Wallet Card; not a legal document. _____

What if you are not able to choose a Health Care Agent?



“No Agent? That’s OK. Start with a Personal Directive.”

“The most important thing is that we know your choices for care in a medical emergency. You can write down your care choices in a Personal Directive.”



- Adult has no one available to appoint as an Agent;
- Adult has limits to decision-making ability; cannot complete a Health Care Proxy;
- Adult & family prefer to start with a conversation using the *Personal Directive*.

Quick Start

It's easy and quick to complete a Health Care Proxy.
Download **individual multilingual documents** and tool kits.



1. Choose a Health Care Agent

- Watch the Video: *Choosing a Health Care Agent*



2. Complete a Health Care Proxy

- Download free Health Care Proxy documents, 16 languages.
- Make a ‘I Have a Health Care Proxy’ Wallet Card, 7 languages



3. Share your Health Care Proxy

- Give a copy to your Health Care Agent.
- Give a copy to your clinician to scan into your medical record.

Not able to choose a Health Care Agent? That's Okay.
Compete a **Personal Directive or Living Will** document.

NEW: Adult and Supportive Person Care Planning Tool Kit

Adults choose a trusted supportive person to help make a personal plan.



Adults make some or all care decisions and indicate personal preferences with a supportive person.

- Developed with adults, families, professionals Minuteman Arc, dementia & mental health groups.
- 3-step guide for adults and supportive person to make a personal plan
- Fill-in *Personal Care Plan* uses words and pictures to show care choices and preferences
- Supports decision making abilities; determines supports & accommodations needed; avoid guardianship and conservatorship.
- To Access:
 - Download a Paper Document (PDF) OR,
 - Make a Digital Document- adapt the PDF to fill in electronically and copy & paste in pictures.

2. Provide **Health Care Planning Ambassador Webinars** to health care & community professionals.

Enhance staff knowledge and skills-

- to engage adults in simple planning conversations
- and connect adults to care in their community.

7000+ Health Care Planning Ambassadors and growing!

Staff training to start early and routine planning conversations.

Ambassadors can confidently help adults-

- engage simple planning conversations
- make a personal care plan
- safeguard rights and independence
- provide/connect to community care

Ambassadors include-

- Mass Aging Access- All ASAP Professionals
- Community Transition Liaison Program (CTLP)
- Community Health Workers- Berkshire, Cape Cod and Franklin Co.
- BILH Primary Care Social Workers
- MGB Care Continuum Managers
- DDS Northeast Team
- AHEC Nursing & Medical Students
- Aging Life Care Advocates statewide
- Medical Translators Statewide
- Housing Staff & Professionals

Guardianship, Conservatorship and Alternatives



Honoring Choices webpage includes-

- What is Guardianship? Role of a Guardian
- What is Conservatorship? Role of a Conservator
- First Consider Alternatives: 5 Question Checklist
- Things to Know about the Legal Process- how to get started
- Resources
 - Align with MA Probate and Family Court, Office of Adult Guardianship & Conservatorship Oversight (OAGCO)



MA Probate and Family Court's Office of Adult Guardianship and Conservatorship Oversight (OAGCO)

- Oversight of guardians & conservators
- Alternatives and restoration of rights for adults
- **Free online educational modules for all**
- **Ombudsperson Service Program – The public can ask a question!**
 - Send an email at **OAGCO@jud.state.ma.us**
 - Attend a monthly Zoom session on the third Wednesday, 12–2pm

Read more at [www. https://www.mass.gov/office-of-adult-guardianship-and-conservatorship-oversight-oagco](https://www.mass.gov/office-of-adult-guardianship-and-conservatorship-oversight-oagco)

3. Work in shared leadership to impact policy and program change.

- Dignity Alliance MA is a Partner. Support all DAM members
- Support Joint Projects
- Promote work in monthly newsletter

Coming soon ... 13th Annual Health Care Decisions Spring Celebration

March- June 2026

Statewide Cross Continuum Partner Network

Standardize reliable, accurate information and
co-host consumer and professional events.

- MHA- MA Health & Hospital Association and Cross-Continuum Partners
- MA Department of Public Health
- MA Executive Office of Aging & Independence
- MA Probate and Family Court, *Office of Adult Guardianship & Conservatorship Oversight*
- MassNAELA
- Alzheimer's Association, Massachusetts/NH Chapter
- Older Adult Behavioral Health Network, MA Association of Mental Health
- Ariadne Labs, Serious Illness Conversation Guides and Program

Resources for the Who's Your Agent?[®] Program

Every person can make a personal care plan



Health Care Planning Process

Conversations	Planning Tools
Name a Health Care Agent	Health Care Proxy
Talk to your important people about your care preferences	Personal Directive Durable Power of Attorney
Talk to health care professionals about goals & priorities	Conversation Guides for chronic or serious illness
MOLST conversation	MOLST Medical Order
End-of-life talk	Care and Comfort

WALZ and Thomas T. Journal of Palliative Medicine, March 2017, 30(3):273-279

Start with the Step by Step Planning Process



Who's Your Agent?[®] Program
Getting Started Tool Kit - Your Step-By-Step Kit

The Getting Started Tool Kit
 Start a simple conversation. Make your own plan.
 It's as easy as 1-2-3!

1. **Who's Your Agent?** Make an important decision about your health care preferences.
2. **What happens if I don't?** What happens if you don't make a health care plan?
3. **Talk About Your Care** Talk with your loved ones. Be sure to share your wishes.

Use Our Free Getting Started Tool Kit



I Have A Health Care Proxy
 In an emergency, please call my Health Care Agent.

International water card. Not a legal document. See inside for details.

PERSONALIZE AND UPDATE YOUR PLAN OVER TIME

Personalize and Update Your Plan Over Time

Honoring Choices Massachusetts

www.honoringchoicesmass.com

- Free, multi-lingual planning documents, video, tools
- Co-host a Consumer Webinars
- Co-host Health Care Planning Ambassador Training for staff
- Tailor Tools and Collaborate on Joint Projects

Contact Ellen DiPaola, President & CEO
edipaola@honoringchoicesmass.com