

**FLOYD MEDICAL CENTER
POLICY AND PROCEDURE MANUAL
PATIENT CARE SERVICES**



TITLE: Verbal/Telephone Orders	Policy No.: PCS-06-007
Purpose: To improve the effectiveness of communication between caregivers and improve patient safety by defining who may accept verbal/telephone orders and implementing a process for accepting verbal/telephone orders that requires verification “read-back” of the complete order by the person receiving the order.	Developed Date: Review Date: 10/97, 2/09, 4/15, 2/18, 1/21 Revised Date: 8/20, 5/03, 5/06, 1/12, 1/13, 8/14 Review Responsibility: Executive VP; Chief of Patient Services/CNO, Nursing Leadership, Director of Health Information Management; Executive Staff, Executive Committee of the Medical Staff
Reference Standards: DHR Rule 290-9-7-.18, RC.02.03.07, MM.04.01.01	

Policy:

Verbal/telephone orders shall be used only in situations where immediate written or electronic communication is not feasible and the patient’s condition is determined to warrant immediate action for the benefit of the patient. Only appropriately licensed individuals or credentialed medical assistants, as determined by the medical staff, may receive verbal/telephone orders, as set forth in this policy.

Healthcare providers are permitted to act upon verbal orders provided the orders contain the appropriate information and are within the scope of practice for said healthcare professional.

Verbal orders for **Chemotherapeutic medications will not** be accepted. (Exception: Methotrexate for use in Obstetric patients).

HOSPITAL AT LARGE

Authorized personnel who may accept verbal/telephone orders are identified as follows:

- ◆ Registered Nurses
- ◆ Advanced Practice Registered Nurses
- ◆ Licensed Practical Nurses
- ◆ Registered Pharmacists
- ◆ Licensed Pharmacy Interns acting under the direct supervision of a licensed Pharmacist
- ◆ Occupational Therapists
- ◆ Physical Therapists
- ◆ Speech Language Pathologists
- ◆ Registered and Certified Respiratory Therapists
- ◆ Registered and Certified Neurodiagnostic Technologists
- ◆ Registered Dietitians
- ◆ Licensed Medical Technologists
- ◆ Registered Imaging Services Technologists (Ultrasound, Nuclear Medicine, CT, Mammography, etc)
- ◆ Registered Vascular Technologists
- ◆ Physician Assistants

Non-Nursing personnel listed above, accepting verbal/telephone orders should only accept orders related to their specific patient care area of expertise.

EMERGENCY MEDICAL SERVICE

Emergency Medical Technicians, EMT CT's and Paramedics may accept physician orders via two-way radio and telephone from Medical Control (Emergency Care Center) Physicians for pre-hospital treatment of patients. They must have a physician signature on the patient care report for the medication and have the drug box refilled in the Pharmacy.

PHYSICIAN OFFICES

Credentialed Medical Assistants, Medical Laboratory Technologists (MLT), and Medical Technologists (MT) may accept verbal/telephone orders in the physician offices, under the direct supervision of a Licensed Independent Practitioner.

LABORATORY

Laboratory clerical staff and Certified Medical Technologists may accept verbal/telephone orders for outpatient laboratory procedures. For verbal/telephone orders received on outpatients in the front office, a written or faxed order must follow within 24 hours. Each verbal order is recorded on a log and checked off when written or faxed documentation is received. If necessary, follow-up phone calls are made to obtain the written or faxed order.

Procedure

ACTIONS	KEY POINTS
1. Healthcare providers, who accept verbal orders will access the patient information in the Floyd Electronic Medical Record (Cerner) system, enter the order as "R/V Verbal" type, select the physician who gave the order and complete the order entry. Providers should stay in communication with the entering clinician until the read back and verify (R/V) is complete and all electronic alerts are addressed. The Provider will be contacted again if any subsequent alerts appear.	1. The abbreviation "R/V" is to be used to indicate that the order was "read back and verified." In the action of this process, "reading back" and repeating" the order means giving the order back to the physician as it is prescribed, verbatim. When the "read back and verify" is documented in the patient's medical record, the Authentication of the verbal/telephone order shall be completed no later than thirty (30) days after the patient's discharge. In instances where the "read back and verify" is not documented in the patient's medical record, the Authentication of the verbal/telephone order shall be completed within forty-eight (48) hours, except where the patient is discharged within forty-eight (48) hours of the time the verbal/telephone order was given, in which case Authentication shall occur within thirty (30) days after the patient's discharge.

Approved by the Executive Committee of the Medical Staff: 10/13/14