

TIP SHEET

HOSPITAL INFORMATION SYSTEM (HIS)

VERBAL/TELEPHONE ORDERS

Our current policy expectation is that prescribers use Entry Point to enter all orders electronically except under exceptional circumstances. With the implementation of the new HIS system, and the removal of paper practitioner's order sheets, prescribers are expected to enter **all** orders electronically except under specific circumstances.

Verbal orders are **ONLY** permitted in urgent or emergency situations where the prescriber is physically occupied (e.g. CPR, sterile procedure) and unable to document orders. Telephone orders may be taken when the prescriber is not present and is unable to document the order using remote access to the hospital information system in a timely manner.

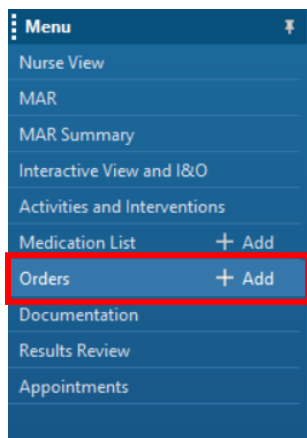
Verbal or telephone orders for medications may be taken by a nurse or pharmacist. Nurse/Pharmacist shall use the communication type of "Verbal with Read Back" for verbal orders. Nurse/Pharmacist shall use the communication type of "Phone with Read Back" for order received via telephone.

Nursing staff are guided to limit individual telephone/verbal orders provided by the Prescribers unless the situation is urgent, and the Prescribers does not have access to a computer. When it is necessary to receive a telephone order the nurse must access patient chart, enter order(s) and read back order(s) to the prescriber while the Prescribers is on the phone. Prescribers **MUST** remain on the phone while the order is being placed to address any discern alerts that would prevent the nurse from activating order(s) on the patient's chart.

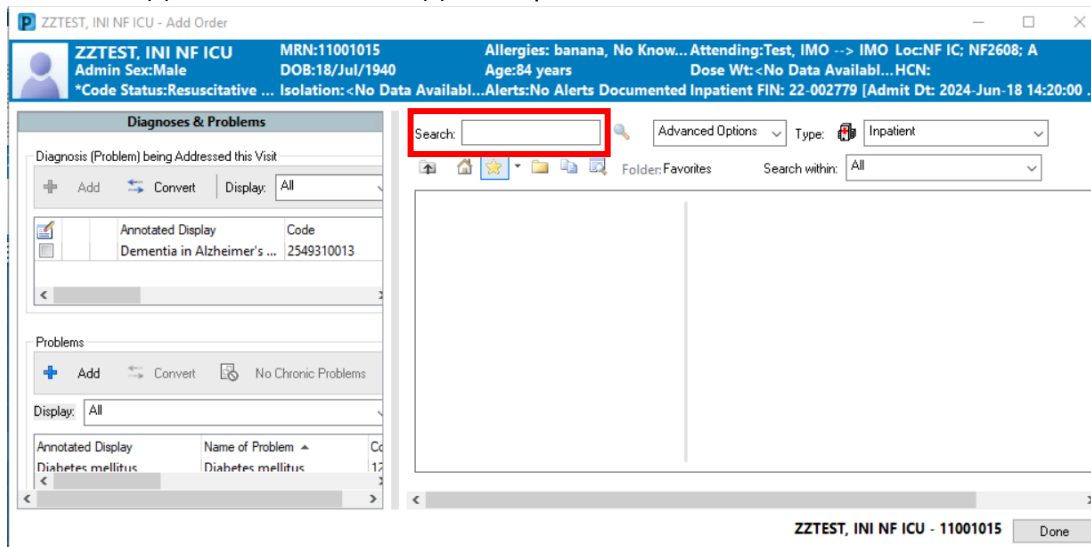
Telephone orders cannot be received by one nurse and then entered into patient's chart by another nurse.

Inpatient Nurse Process

1. Open the patient's chart and locate the Orders tab on the left menu bar. Click "+Add"



2. The Add Order page will appear. In the Search bar, search for the order the Prescriber is ordering. Enter order(s) and read back order(s) to the prescriber



3. Once the order is found and selected, the Communication Type pop-up will show. Enter the ordering MRP's name and select the appropriate Communication Type for the situation. Click OK. Sign orders.

