

Choosing a Communication Type when Entering Electronic Orders

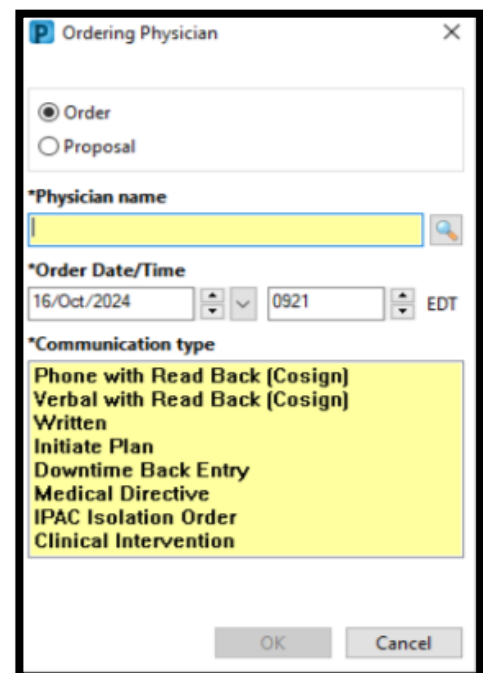
All patient care orders and interventions are to be entered into the Hospital Information System (HIS) to ensure a complete patient chart.

Orders and/or interventions that require a Prescriber order (i.e. delegated acts) must be entered by the Prescriber, whether on site or remotely. In the exceptions where the Prescriber is unable to enter the order (i.e. CPR, scrubbed for procedure), a verbal or telephone order can be entered into the HIS on their behalf as per NH policy. When a verbal or telephone order is taken, the applicable communication type is to be selected (i.e. Telephone order = Phone with Read Back) to ensure the order will route to the Prescriber for co-signature.

There are multiple instances where an order and/or intervention must be entered into the HIS by another Health Care Provider that either does not require a Prescriber order, or has already been ordered by the Prescriber through an alternate method (i.e. Medical Directive, PowerPlan in planned state).

When ANY order/intervention is entered into the HIS under any circumstance, the 'Ordering Physician' box will appear (see right). A Prescriber name must be entered and the appropriate communication type must be selected. If an intervention is being entered that does not require a Prescriber order, the Most Responsible Prescriber (MRP) name must still be entered in order to place the order.

Note: Each discipline has a unique list of communication types available based on their role/location and what orders they are required to enter into the HIS



COMMUNICATION TYPES

Communication Types & Application for Use		
Communication Type	Application for Use & Description	Route for Co-signature?
Phone with Readback	To be selected when entering a telephone order received by a Prescriber. Telephone orders may be taken when the prescriber is not present, and is unable to document the order personally using remote access to the applicable hospital information system in a timely manner.	Yes
Verbal with Readback	To be selected when entering a verbal order received by a Prescriber. Verbal orders are ONLY permitted in urgent or emergency situations where the prescriber is preoccupied (e.g. CPR) and unable to document the order personally.	Yes
Written	<p>a) To be selected when entering an order into the HIS that is part of a Powerplan or within another order placed by the Prescriber. This order should have parameters outlined for when the order is to be entered (e.g. 'Nurse to Order'...blood culture when temperature is greater than 38°C).</p> <p>b) To be selected when entering an order for which there is a corresponding signed order on the patient's paper chart (e.g., paper requisition, post-downtime re-entry of signed paper orders).</p>	No
Downtime Back Entry	To be selected when entering orders after a downtime has occurred.	No
Initiate Plan	To be selected when initiating a PowerPlan that is in a planned state.	No
Per Policy	To be selected only by certain profiles (e.g. Registered Dietitians, Ward Clerks) where tasks have been designated from NH policy. This option is NOT to be used by Nursing.	No
Medical Directive	To be selected when entering order(s) on initiation of an NH Medical Directive.	No
Clinical Intervention	To be selected when entering an order that is not a delegated act requiring a Prescriber order. Clinical interventions are practices and/or procedures that are implemented based on clinical judgement in alignment with NH policies.	No
Interprofessional Consult	To be selected when an Interprofessional Consult is required based on a Prescriber order or clinical judgement in alignment with NH policies.	No
IPAC Isolation	To be selected when an isolation order is placed on a patient based as required. Only the IPAC team can discontinue an IPAC isolation order.	No