

TIP SHEET HOSPITAL INFORMATION SYSTEM (HIS)

VERBAL/TELEPHONE ORDERS

With the implementation of this new HIS system, prescribers should be entering all orders electronically as often as possible.

Verbal orders are **ONLY** permitted in urgent or emergency situations where the prescriber is preoccupied (e.g. CPR) and unable to document orders. 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.

Verbal or telephone orders for medications may be taken by a nurse or pharmacist. Nurse/Pharmacist to use communication type of "Verbal with Read Back" for verbal orders. Nurse/Pharmacist to use 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"

Menu	Ŧ	
Nurse View		
MAR		
MAR Summary		
Interactive View and	1&0	
Activities and Interventions		
Medication List	+ Add	
Orders	+ Add	
Documentation		
Results Review		
Appointments		

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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

ZZTEST, INI NF ICU - Add Order	- 0) ×
ZZTEST, INI NF ICU MRN:11001015 Admin Sex:Male DOB:18/Jul/194 *Code Status:Resuscitative Isolation: <no d<="" th=""><th>Allergies: banana, No KnowAttending:Test, IMO> IMO Loc:NF IC: NF2608; J 40 Age:84 years Data AvailablAlerts:No Alerts Documented Inpatient FIN: 22-002779 [Admit Dt: 2024-Jun-18 1</th><th>A 14:20:00</th></no>	Allergies: banana, No KnowAttending:Test, IMO> IMO Loc:NF IC: NF2608; J 40 Age:84 years Data AvailablAlerts:No Alerts Documented Inpatient FIN: 22-002779 [Admit Dt: 2024-Jun-18 1	A 14:20:00
Diagnoses & Problems	Search: Advanced Options V Type: 👘 Inpatient	~
Diagnosis (Problem) being Addressed this Visit		
🕂 Add 端 Convert Display: All		<u></u>
Annotated Display Code Dementia in Alzheimer's 2549310013 C 3 Problems Add Convert No Chronic Problems		
Display: All		
Annotated Display Name of Problem A		
Diabetes mellitus Diabetes mellitus 12		
×	٢	
	ZZTEST, INI NF ICU - 11001015	Done

3. Once order is found and selected, the Communication Type pop-up will show. Select the appropriate Communication Type for the situation. Click OK. Sign orders.

Ordering Physician	×
*Physician name	
	4
*Order Date/Time 08/Oct/2024 *Communication type	✓ 1012 ▲ EDT
Phone with Read B Verbal with Read B	ack (Cosign) ack (Cosign)
Written Clinical Interventio Initiate Plan	a
Downtime Back En Medical Directive IPAC Isolation Orde	ry :r
	OK Cancel

4. Once the order is signed and placed, an icon will be seen beside the order to notify the user that the order has yet to be co-signed. Once the order is co-signed, this icon will disappear.

**			
Electrolytes (Na, K, Cl, Ordered (Dispatched)	Blood, Routine, once, 15/01/2025 08:28:00, Track Order on	NHS Test02, Physician - Hos	2025-Jan-15 10:30
🗹 🐮 🦷 👘 Complete Blood Cou Ordered (Dispatched)	Blood, Routine, once, 15/01/2025 08:23:00, Track Order on	Sangha, Navjeet Singh, MD	2025-Jan-15 10:30
Complete Blood Count (CBC)	Blood, Urgent, once, 24/12/2024 11:16:00, Track Order on W	Test, IMO> IMO	2024-Dec-24 11:17
△ Inactive Netifications			
This order is yet to be cosigned by the ordering physician	Blood, Routine, once, 15/01/2025 08:24:00, Track Order on	NHS Test02, Physician - Hos	2025-Jan-15 10:30
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5. To see the status of the order, the user can right click the order, select **Order** Information and navigate to the **Validation tab** within that window. In this tab, the user can see the status that the required co-sign order is in.

Renew	2ZZTEST, JACOB - Order Information for: Complete Blood Count (CBC)		×
Modify	Task View Options Help		
a contraction of the second seco	±41 1.0 №?		
Сору	Original order entered and electronically signed by Thong. Brian on 24/Dec/2024 at 11:16 EST.		
Cancel and Reorder	Verbal with Read Back (Cosign) order by Test, IMO> IMO Laboratory Department		
Suspend	Complete Blood Count (CBC)		
Activate			
Complete	Details Additional Info History Comments Validation Results Ingredients Pharmacy		
Complete	Cosign		
Cancel/Discontinue	Cosign		
Void	Order 34/Dec/2024 11:17 EST Bouted treet IMO >> IMO		
Reschedule Task Times			
Document Intervention			
Document Intervention			
Cosign (No Dose Range Checking)			
Add/Modify Compliance			
Order Information			
Comments			
Results			
Reference Information			
P-i-4			
Print	· ·		
Advanced Filters			
Customize View			
	C2075 NUCNUDCEDNO2 15 In- 2	025 12:55	ECT

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