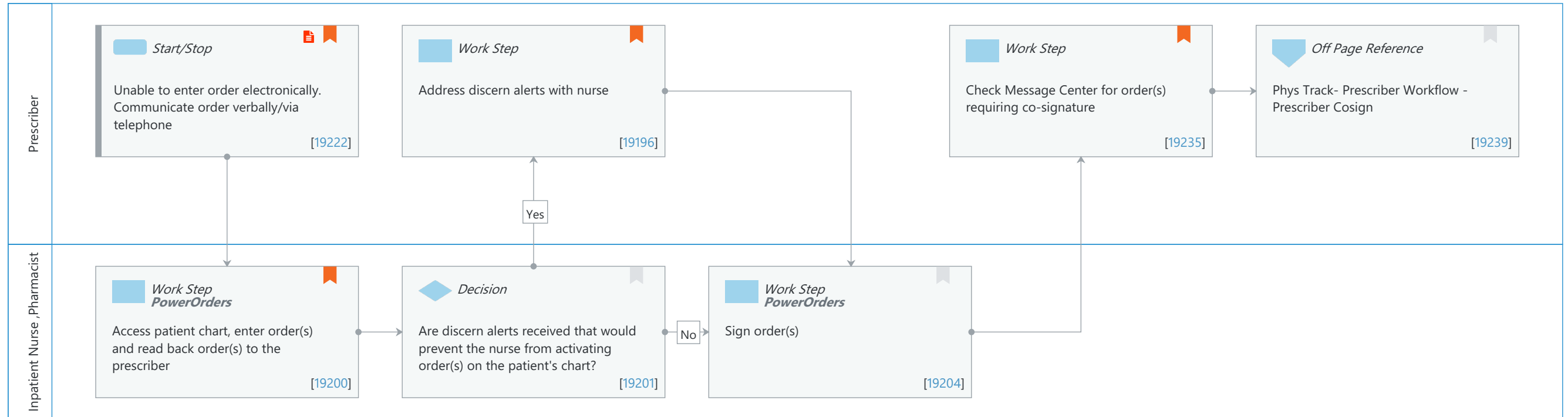


## Future State: Phys Track- Acute Care - Verbal/Telephone Entry

Cerner Workflow ID: 545 (v. 17.0)

Client Workflow ID: 197

Last updated by Tina Van Egmond, Feb 11, 2024 10:46pm (UTC -4 hours)



## Future State: Phys Track- Acute Care - Verbal/Telephone Entry

Cerner Workflow ID: 545 (v. 17.0) Client Workflow ID: 197

Last updated by Tina Van Egmond, Feb 11, 2024 10:46pm (UTC -4 hours)

**Workflow Details:**

Workflow Name: Phys Track- Acute Care - Verbal/Telephone Entry

Workflow State: Future State

Workstream: Ongoing Assessment and Treatment

Venue: Acute Care

Post Acute

Critical Care

Client Owner:

Cerner Owner:

Standard: Yes

Related Workflow(s):

Tags:

**Workflow Summary:**

Service Line:

Related Solution(s): PowerChart

Project Name: Niagara Health System:OPT-0297674:NIAG\_CD Niagara HIS RFP

TestBuilder Script(s):

Cerner Workflow ID: 545 (v. 17.0)

Client Workflow ID: 197

Workflow Notes:

Introduced By: WS 6

Validated By: WS 7

**Swim Lane:**

Role(s): Prescriber [Custom]

Department(s):

Security Position(s): Physician - Hospitalist

**Start/Stop [19222]**

Description: Unable to enter order electronically. Communicate order verbally/via telephone

Step Impact: Policy/Procedure

Comments: 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

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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.

\*Follow up: policy needs to be updated with more context on when telephone/verbal orders are and are NOT permitted.

**Work Step** [19196]

Description: Address discern alerts with nurse

Value Impact: Patient Safety

**Work Step** [19235]

Description: Check Message Center for order(s) requiring co-signature

Comments: Prescribers can use the "Select All" function to Approve or Refuse all orders in their inbox at once. Right click on all selected orders to approve or refuse. If you do use this workflow, ensure you expand the Details column so you can see all relevant order details before approving or refusing.

Alternatively, using the Ok and Next button is another recommendation for another expedited workflow.

**Off Page Reference** [19239]

Workflow Link: Phys Track- Prescriber Workflow - Prescriber Cosign

**Swim Lane:**

Role(s): Inpatient Nurse  
Pharmacist

Department(s):

Security Position(s):

**Work Step** [19200]

Description: Access patient chart, enter order(s) and read back order(s) to the prescriber

Method: PowerOrders

Comments: Use communication type of "Verbal with Read Back" for verbal orders.

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Use communication type of "Phone with Read Back" for order received via telephone.

Communication types can be audited for prescriber CPOE compliance.

**Decision [19201]**

Description: Are discern alerts received that would prevent the nurse from activating order(s) on the patient's chart?

**Work Step [19204]**

Description: Sign order(s)

Method: PowerOrders

**Facilities:**

Facility Name: Niagara Health System (All five acute hospitals) and Hotel Dieu Shaver

Status: Approved

Facility Cerner Owner: Baker,Chrissy M

Facility Client Owner: Van Egmond, Tina

Authorize Date: Jan 25, 2024

Facility Comments: