

## Policy on Documenting Verbal/Telephone Orders and/or Facsimile Orders 2015

Verbal/telephone orders and facsimile orders will be documented in the medical record. Verbal/telephone orders are limited to urgent/emergent situations in which the practitioner is not immediately available. The practitioner giving the order shall authenticate (sign, date and time) the order within two (2) calendar days of the original order. When such practitioner is not available within the two (2) calendar day period specified, the order shall be signed by another practitioner authorized to give the order.

Special note: Verbal orders for subcutaneous insulin may be given by an Endocrinologist only and accepted by a nurse using the verbal order write-down/read-back procedure. Verbal orders cannot be given or accepted for digoxin or chemotherapy.

### Procedure for verbal/telephone orders:

Upon receiving a verbal/telephone order the professional or allied health professional will immediately write the order down (using the format outlined below) on a physician's order form in its entirety and then read the order back to the practitioner to verify the order verbally. The professional receiving the verbal/telephone order will flag it with a "Please Sign Date & Time" sticker to draw attention that it needs to be authenticated by the practitioner or placed in the electronic medical record.

The practitioner giving the order shall authenticate the order within two (2) calendar days of the original order (e.g., an order written anytime on 08/10/2009 must be authenticated by midnight 08/12/2009). When such practitioner is not available within the two (2) calendar day period specified, the order shall be signed by another practitioner authorized to give the order, provided that the practitioner agrees with the order content. If there is any question regarding the verbal order, the practitioner being requested to sign the order will contact the practitioner who gave the order to clarify the question raised.

### Facsimile transmission of orders for CHKD

A facsimile order must be on an approved CHKD form, pre-printed prescription form or physician letterhead. The document must contain the patient's full name, date of birth, date, time and signature of the ordering practitioner. Once patient identification is verified the medical record number will be transcribed or imprinted onto the facsimile and placed in the medical record.

#### A Clinical Practice of EVMS Medical Group

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#### LOCATIONS:

SENTARA NORFOLK GENERAL HOSPITAL RIVER PAVILION 600 GRESHAM DRIVE, SUITE 1100 NORFOLK, VA 23507 TEL 757.388.6200 FAX 757.388.6201  
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### Format for Verbal/Telephone Orders

- Date/Time of order/call
- Order
- Statement that the order was read back and acknowledged (may use abbreviation R & A)
- Telephone order or voice order with practitioner's full name
- Name and professional/allied health professional receiving order.