

**POLICY & PROCEDURE**

**SUBJECT: Verbal Orders (Pt. Safety) ADM.230**  
**\*IHN\***

**DEPT: ADMINISTRATION**

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**EFFECTIVE Date: 03/18/2003**

**REVIEW Date: 05/06/2019**

**I. POLICY**

Management of non-written or verbal orders required from physicians to treat or evaluate patients at Inspira Health. Verbal orders are discouraged except in an emergency situation or when the physician is off premises.

**II. RESPONSIBILITY**

- A. Credentialed Medical Staff Personnel
- B. Nursing – RN only
- C. Pharmacy – Registered Pharmacists only
- D. Laboratory – Not applicable
- E. Rehabilitation Services - Physical Therapists, Occupational Therapist, Audiologist, Speech Therapist
- F. Dietary – Registered Dieticians only
- G. Radiology - RN, Radiology Technologist and RDMS
- H. Cardio Pulmonary – Licensed respiratory care practitioner’s only

**III. PROCEDURE**

- A. Each Discipline determines designated staff that may take verbal orders according to their Licensure governing body. These should be limited to telephone orders. Credentialed Medical Staff Personnel dictates verbal order via telephone and co-signs the order according to medical staff bylaws with signature, date and time.
- B. Verify the complete order or test result by having the person receiving the order **WRITE** down the order, then **READ IT BACK** to receive confirmation from the individual who gave the order. Receivers must document order was “**read back and verified**”.
- C. Include the following in the order:
  - 1. Date and time order obtained.
  - 2. Exact wording of the physician/prescriber
  - 3. Documentation of verbal order or telephone order
- D. Medication orders must include name of drug, dosage, route of administration, and frequency of administration.
- E. Spell medications to avoid confusion with look alike/sound alike medications.
- F. Anyone qualified to accept a verbal order, other than the nurse assigned to the patient, must inform the registered nurse assigned to the patient that a verbal order has been written, read back and verified.