

**OLIVE VIEW-UCLA MEDICAL CENTER
POLICY & PROCEDURE**

NUMBER: 1037

VERSION: 6

SUBJECT/TITLE: VERBAL/TELEPHONE ORDERS

POLICY: Verbal/Telephone orders are to be given only when having to wait for a written order would impair the care of the patient. Olive View-UCLA Medical Center staff will use verbal/telephone orders only under appropriate circumstances, and will follow specific procedures in receiving verbal/telephone orders, in order to minimize errors. Verbal/telephone orders must be limited to urgent/emergent situations where immediate written communication is not feasible.

PURPOSE: To define the proper procedure in receiving and documenting a verbal/telephone order.

DEPARTMENTS: NURSING, PHYSICIAN STAFF, PHARMACY

DEFINITIONS:

PROCEDURE:

1. Physicians issue verbal/telephone orders. Registered Nurses and Pharmacists may take verbal/telephone orders.
2. The following medications are **not** permitted to be received as verbal/telephone orders:
 - a) Antineoplastic agents.
 - b) Research drugs.
 - c) Anticoagulants (e.g. heparin, enoxaparin, rivaroxaban, warfarin, etc.) ordered outside of procedural areas.
4. Elements that must be included in verbal/telephone orders for medications include:
 - a) Two (2) patient identifiers (Patient Name and Birthdate, or Patient Name and MRN).
 - b) Drug name.
 - c) Dosage form (e.g., tablets, capsules, inhalants).
 - d) Exact strength or concentration.
 - e) Dose, frequency, and route.
 - f) Quantity and/or duration.
 - g) Purpose or indication.
 - h) Specific instructions for use.
 - i) Name of prescriber and telephone number, when appropriate.

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5. Telephone/verbal orders must be read back to the prescriber in their entirety after documented in the electronic medical record. For purposes of this policy, “read back” includes:
 - a) Two (2) patient identifiers.
 - b) Repeat the name of the drug.
 - c) Repeat the dosage order.
 - d) Request or provide correct spelling.

6. A provider, who is a member of the patient care team, will sign telephone/verbal orders in the electronic medical record as soon as possible and no later than 48 hours after the order is written.

References: 42CFR Section 482.24 and 22CA ADC Section 70263 ISMP Medication Safety Alert. May 18, 2017, Vol (22), Issue (10)	
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