



**POLICY AND PROCEDURE MANUAL
PHARMACY SERVICES**

SECTION: **CLINIC PHARMACY
OUTPATIENT SERVICES**
SUBJECT: **TELEPHONED PRESCRIPTIONS**

CODE: 2.05.4
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APPROVED Think Tran, Pharm.D.
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POLICY

As per hospital policy, telephone orders are discouraged and limited. In the rare and emergent situation that a telephone order is required to be transmitted to the Outpatient Pharmacy, the orders are to be received by registered pharmacists **only**. All legal and other pertinent information is to be included on prescription form (See Code: 2.02.0). The Clinic Pharmacy does not accept telephoned prescriptions for controlled medications.

PROCEDURE

1. Designated physicians or nurse practitioners - only Division Chiefs, Service Chiefs, and staff physicians or nurse practitioners registered with the State of California may telephone prescriptions to the Outpatient Pharmacy.
2. Telephone orders - these orders are to be accepted by registered pharmacists from physicians or nurse practitioners off Rancho grounds. With the exception of patients with refills, physicians located at R.L.A.N.R.C. are to route patients' prescriptions to the Pharmacy.
3. The registered pharmacist receiving the order will follow the spell-back/read-back format as follows:
 - a. Read back the medication name
 - b. Spell it
 - c. Pronounce the dose in single digits, e.g. one, five, zero, zero for 1500
 - d. Indicate the abbreviation W/R (for written/read back) on the bottom of the prescription

Reviewed: 7/25/14AN, 4/19/2022 TT

Approved By: *Ben Arndt*