

**POLICY AND PROCEDURE MANUAL  
PHARMACY SERVICES**

SECTION: **INPATIENT PHARMACY SERVICES**

SUBJECT: **VERBAL/TELEPHONE ORDERS-MEDICAL STAFF (MEDICATIONS)**

CODE: 3.03.0

DATE: 12/7/87

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POLICY

1. Verbal/telephone orders for medication from providers are only accepted by the Registered Nurse or Registered Pharmacist under the following circumstances and are to follow the write-back/read-back format.
  - a. Verbal orders: in an emergent or urgent situation in which harm to the patient would be imminent if the order were not implemented immediately and for which the physician is no longer available to write the order.
  - b. Telephone orders:
    - (1) A patient problem requires immediate attention for which the physician cannot be on the nursing unit in a timely manner to intervene and
    - (2) waiting until the physician is available to write the order would cause harm to the patient or unnecessary or costly in initiating treatment
  - c. Write-back/read-back - read back the medication name; spell it; and pronounce the dose in single digits, e.g. one, five, zero, zero for 1500.
2. Before an attending practitioner, fellow, resident or intern-on-call goes off -duty, she/he is to make unit rounds to sign her/his verbal or telephone orders.
3. Also, reference PSA Policy and Procedures on Verbal Orders and Nursing P & P #209

Reviewed: 7.29.2014 ll, 12/28/2018bdk, 4/19/2022 TT

Approved By: 