

**POLICY AND PROCEDURE MANUAL  
PHARMACY SERVICES**

SECTION: **UNIT DOSE MEDICATION UNITS**  
SUBJECT: **TELEPHONE ORDERS**

CODE: 4.05.0  
DATE: 12/28/84  
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APPROVED: Tinh Tran, Pharm.D.  
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POLICY

In an emergency situation, a nurse or physician may telephone a medication order to the Inpatient Pharmacy and the pharmacist will verify the telephone order via the write back/read back procedure. The pharmacist will review the order against the patient's profile in the pharmacy information system. If the telephone order appears appropriate, the medication is sent. If there is a question about the order, the pharmacist will speak directly to the requesting nurse or call/page the physician for clarification before the medication is sent.

The order will be verified by a pharmacist via the electronic health record (EHR) once the order is entered.

Reviewed: 5/1/14bj, 11/15/2018bdk, 4/19/2022 TT

Approved By: 