



LOS ANGELES COUNTY DEPARTMENT OF HEALTH SERVICES
HARBOR-UCLA MEDICAL CENTER

SUBJECT: VERBAL ORDERS

POLICY NO. 322A

CATEGORY: Health Information Management	EFFECTIVE DATE: 6/98
POLICY CONTACT: Jennie Ung, PharmD	UPDATE/REVISION DATE: 3/22
REVIEWED BY COMMITTEE(S): Pharmacy and Therapeutics	

PURPOSE:

To describe the process for documenting verbal orders for medications, procedures, and treatments during an emergency.

POLICY:

At Harbor-UCLA Medical Center, a verbal order is an order given by a provider to a staff person who is licensed and authorized to receive verbal medication orders in the direct presence of the provider.

DEFINITIONS:

- **Provider:** *Attending physicians, physicians in training, and mid-level practitioners (under standardized procedure and/or privileges permitting placing orders).*
- **Staff authorized to receive verbal orders:** *Registered nurse, respiratory care practitioner, and registered pharmacist.*

PROCEDURE:


Harbor-UCLA Medical Center must adhere to this procedure to ensure verbal orders during an emergency:

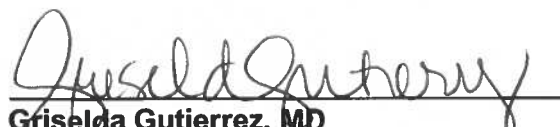
- I. Verbal orders are accepted from a provider only at the time of extreme emergency or during the course of treatment or surgical procedure.
- II. Prior to carrying out the order, the staff receiving the verbal order must repeat-back to the provider to confirm the order.
- III. Verbal orders must then be entered into the medical record and signed by the person receiving the order. The order must include the date, time, specific order, ordering physician's name, and the communication type selected as 'Verbal with Read Back'.

REVISED: 4/02, 1/04, 3/09, 8/14, 2/16, 3/19, 3/22

REVIEWED: 2/02, 4/02, 1/04, 8/14, 2/16, 3/19, 3/22

APPROVED BY:


 Anish Mahajan, MD
 Chief Executive Officer
 Chief Medical Officer


 Griselda Gutierrez, MD
 Associate Chief Medical Officer


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 Chief Nursing Officer



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- IV. Verbal orders should be countersigned in the medical record by the provider as soon as the procedure or emergency permits and before the provider leaves the patient except for an extreme emergency. This signature will be considered delinquent after forty-eight (48) hours.

Reviewed and approved by:
Medical Executive Committee 03/2022

A handwritten signature in cursive script that reads "Beverley A. Petrie".

Beverley A. Petrie, M.D.
President, Professional Staff Association