



Rancho Los Amigos National Rehabilitation Center

ADMINISTRATIVE POLICY AND PROCEDURE

SUBJECT: PHYSICIANS' VERBAL/TELEPHONE ORDERS

Policy No.: B819
Supersedes: April 5, 2019
Revision Date: July 28, 2022
Page: 1 of 2

PURPOSE

To describe the process for documenting verbal/telephone orders during an emergency.

POLICY

Verbal/telephone orders are defined as orders communicated verbally or by telephone from a physician to an authorized health care provider (i.e. registered nurse or respiratory care therapist).

PROCEDURE

- A. ACCEPTABLE ORDERS: Verbal/telephone orders are accepted from a physician only in the case of an extreme emergency, during a surgical or technical procedure, or when the physician is immediately unavailable to enter the order and a delay in obtaining or executive orders would be detrimental or harmful to the patient's health.
- B. UNACCEPTABLE ORDERS: Unacceptable orders include the following:
1. Do not resuscitate (DNR)
 2. Renewal or resumption of previously entered orders
 3. Admission orders
 4. Transfer orders
 5. Discharge orders
 6. Any "intravenous push" (IVP) medications with sedative or analgesic effect
Note: Exception for monitored units e.g. ICU/PCU/TELE/PACU/OR
 7. Any patient-controlled analgesia (PCA) devices
- C. Prior to executing the order, the health care provider who is receiving the order must repeat it back to the physician exactly as it has been written and request verbal confirmation of its accuracy.
- D. Once the order is confirmed, the individual receiving the order must enter the order in the electronic health record and request co-signature of the physician who delivered the initial verbal/telephone order.
- E. The co-signature will be considered delinquent if not completed within 48 hours.
1. Physicians who are taking time off work must ensure that all verbal/telephone orders have been co-signed prior to taking time off work.

EFFECTIVE DATE: January 1, 1982

COUNTY OF LOS ANGELES • DEPARTMENT OF HEALTH SERVICES

APPROVED BY:

REFERENCES: Joint Commission on Accreditation of Healthcare Organizations: 2006 Comprehensive Accreditation Manual for Hospitals: The Official handbook (CAMH). Oakbrook Terrace Illinois, 2003.
 Title 22: Sections 70263(g) and 71233(g): Barclays Official California Code of Regulations, San Francisco, CA, 94111
 California State Legislation: AB2899 "Verbal Orders for Drugs"

MA:CM April 8, 2013
GS August 4, 2016, April 5, 2019