

Community Health Network, Inc.
MEDICAL STAFF POLICIES & PROCEDURES

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| <input checked="" type="checkbox"/> Community Hospital East | <input checked="" type="checkbox"/> Community Hospital South |
| <input checked="" type="checkbox"/> Community Hospital North | <input checked="" type="checkbox"/> Community Heart and Vascular Hospital |

TITLE: DOCTOR'S ORDERS – Verbal/Telephone

PURPOSE: To establish a hospital policy concerning who may

1. Receive and relay doctors verbal/telephone orders
2. Establish a procedure for recording the source of verbal/telephone orders written on the Order Sheet
3. Establish a procedure for repeating and verifying verbal/telephone orders.
4. Establish a process for signing verbal/telephone orders.

POLICY:

1. 1. Verbal Orders and Telephone Orders are not permitted for initiating chemotherapy. They are permissible only to stop or reduce dosage of chemotherapy. Verbal Orders and/or Telephone Orders for restraints must be signed by the physician within 24 hours of the time the RN initiates the restraint.
2. Regarding orders related to code status (May refer to CLN 2051 Cardiopulmonary Resuscitation-Directive for Care-Code Status Sheet for more information):
 - a. Code Status TOs must be signed by the physician within 24 hours
 - b. Code Status VO for changes in the level of resuscitative care are **not** allowed
3. Doctors orders may be received and relayed by hospital employed certified respiratory therapists, registered nurses, licensed practical nurses, pharmacists, registered dieticians, social workers, registered staff members in the rehabilitative departments, lab and xray personnel (authorized by the hospital pathologists and hospital radiologists), physical therapists, occupational therapists, speech, cardiopulmonary (staff authorized by Cardiopulmonary Team Leaders at CHN), behavioral care clinical staff, audiology, doctor's authorized employed personnel and physicians. Orders taken by the above personnel must pertain to their department specialty.
 - a. Residents or fellows, employed by/on an official rotation with CHI may receive and relay orders.
4. Prior to completion of the VO (Verbal order)/TO (telephone order), the person receiving the order must repeat the entire order and obtain verification that the orders are correct as repeated.
5. The source of the verbal (V.O.)/telephone (T.O.) orders should be recorded on the Order Sheet. as follows:
6. All RAV verbal/telephone orders must be co-signed by the physician, or his/her designee, at the time of chart completion at discharge or chart completion.

Originated:	06/89 (E/N); 12/02 (CHVH); 11/16/05 (S)
East/North Medical Executive Council Approval:	10/19/00; 6/21/05; 4/21/09; 1/17/12, 3/19/13, 01/17/2017
South Medical Executive Council Approval:	02/13/06; 4/13/09; 10/8/12, 02/14/2017
Board of Directors Approval:	06/03/02; 7/11/05; 02/13/06; 6/1/09; 4/08/13, 03/13/2017

CHVH Medical Executive Approval:	01/23/03; 03/27/06; 4/27/09
CHVH Board of Managers Approval:	01/27/03; 04/24/06; 5/26/09