LOUISIANA STATE UNIVERSITY HEALTH SCIENCES CENTER - SHREVEPORT

VERBAL AND/OR TELEPHONE PHYSICIAN’S ORDERS

Purpose:
To establish guidelines for accepting, transcribing and confirming verbal or telephone physician’s orders.

Policy:

1. Physician verbal and telephone orders shall be utilized only in situations where the ordering doctor is not available to write the order and delay will result in a compromise in patient care.

2. Physician verbal and telephone orders shall only be accepted by the following healthcare professionals. Orders shall be appropriate and within the professional’s scope of practice:

   Registered Nurses
   Registered Pharmacists
   Licensed Respiratory Therapists
   Certified/Registered EEG Technologists
   Physical & Occupational Therapists
   Licensed Dietitians
   Licensed Medical Technologists
   Licensed Medical Technicians (Clinical Lab)
   Licensed Radiologic Technologists
   Licensed Nuclear Medicine Technologists
   Licensed Radiation Therapists
   Physician Assistants

   Verbal orders for antineoplastic agents will not be accepted.

3. The verbal or phone order shall be documented by the professional who accepts the order and shall include:

   A. Name of Patient
   B. Date
   C. Time
   D. Instructions/order, including dose, frequency, route, quantity or duration, and age and/or weight of patient when appropriate
   E. Notation that order was a verbal or phone order
   F. First and last name of physician issuing the order
   G. Legal signature of healthcare professional receiving the order
4. The individual accepting the verbal order must record and then read back the order in its' entirety to the prescribing physician at the time the order is given.

5. Verbal and phone orders may be transcribed by any staff member authorized to transcribe other physician orders. When orders are transcribed by unlicensed staff, they shall be countersigned by a licensed staff member prior to implementation.

6. Nursing staff and other healthcare professionals are permitted to act upon verbal orders provided the orders contain the appropriate information and are within the scope of practice for said healthcare professional.

7. Verbal and telephone orders shall be signed or initialed by the prescribing practitioner as soon as possible, but not later than 72 hours.

8. Physician’s Assistants may accept verbal orders from their primary physician; the primary physician must countersign these verbal orders within 24 hours.

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Administrator

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Date

Approved Clinical Board: 10/19/99
Approved by Clinical Board: 7/17/01, 12/17/02

Written: 2/97
Revised: 5/97, 2/98, 4/98, 10/99, 4/01, 1/03