



# Prince Sultan Military Medical City

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وزارة الدفاع  
MINISTRY OF DEFENSE

Medical City Wide Policy & Procedure	Dept.: Hospital Directorate	Policy No: 1-1-8062-05-025 Version No: 06		
Title: : Reporting and Documentation of Verbal and Telephone Order		JCI Code: IPSG		
Supersedes: 1-1-8062-05-025 Version No: 05; 21 February 2021	Issue Date:	Effective Date: 3 1 AUG 2023	Revision Date: 3 0 AUG 2026	Page 1 of 6

### 1. PURPOSE

- 1.1 To describe a process to communicate, verify and document verbal and telephone order.
- 1.2 To specify when verbal and telephone orders may be used, how such orders are verified and the documentation of such orders.
- 1.3 To reduce error associated with misinterpreted verbal and telephone communications.

### 2. APPLICABILITY

This policy applies to all clinical staff that is authorized to give and receive verbal/telephone orders.

### 3. RESPONSIBILITIES

- 3.1 It is the responsibility of all clinical staff who are involved in the giving or receiving of Verbal and Telephone Orders to comply with this policy.
- 3.2 The CQI&PS Department will audit compliance to the policy APPLICABILITY.

### 4. POLICY

- 4.1 All PSMC's staff must adhere to the approved situations in which verbal and telephone communications permitted which include the following:
  - 4.1.1 Verbal and Telephone (in an event of downtime) communication of orders shall be limited to urgent situations where immediate written or electronic communication is not feasible.
  - 4.1.2 During a sterile procedure wherein the physician is on scrub or in an emergency situation, in which a repeat-back is acceptable if the staffs' is unable to write it down.
- 4.2 All PSMC's staff are prohibited to proceed Verbal / telephone orders in the following situations:
  - 4.2.1 Physical Restraints
  - 4.2.2 Starting Patient Controlled Analgesia (PCA)
  - 4.2.3 Starting Narcotic or Psychotropic Medications



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4.2.4 Initiating TPN Therapy

4.2.5 Category of care (DNR/Code Status)

4.2.6 Withdrawal of Life Support

4.2.7 Chemotherapy

- 4.3 Verbal orders are disallowed when the prescriber is present and the patient's chart is available.
- 4.4 Verbal and telephone orders must be counter-signed, with code, bleep dated and timed by the prescribing provider or an authorized provider within time frame (see procedure 6.1.2.5).
- 4.5 Only authorized provider (Medical Staff) shall give Verbal or Telephone Orders
- 4.6 Only authorized healthcare professionals (e.g., nurses, technicians, and physicians) are allowed to receive Verbal/Telephone Orders.
- 4.7 Verbal orders are restricted to situations in which it is difficult or impossible for hard-copy or electronic order transmission, such as during a sterile procedure.

## 5. DEFINITIONS

### 5.1 Verbal Orders

Orders for medications, treatments, interventions or other patient care that are **dictated in person** by an authorized provider and an authorized recipient.

### 5.2 Telephone Orders:

Orders for medications, treatments, interventions or other patient care that are **dictated over the telephone** by an authorized provider and an authorized recipient.

### 5.3 Read Back:

A method used to ensure understanding of information being communicated. The process involves the receiver of a verbal or telephone orders **writing down** the orders or entering it into a computer and then **reading it back** and **receiving confirmation** from the individual who gave the orders. The individual accepting the orders must record and then read back the orders, in its entirety, to the authorized provider and request confirmation.



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#### 5.4 Authorized Provider:

Include all Medical Practitioners appointed to the Medical Staff of PSMMC. An authorized provider is defined as a provider responsible for the patient's care at the time the therapy is given to the patient and/or at the time the order is counter-signed.

#### 5.5 Authorized Recipients:

Include Physicians, Registered Nurses, Pharmacists, Respiratory Therapists, Laboratory Technicians, Physiotherapist and Registered Dieticians.

#### 5.6 Emergent Situation

Signifies that the patient's condition is life-threatening and requires immediate intervention.

#### 5.7 Urgent Situation

Signifies that the patient's condition is potentially life-threatening and requires timely assessment and possible intervention.

## 6. PROCEDURES:

### 6.1 Verbal and telephone orders:

#### 6.1.1 Receipt of Orders:

6.1.1.1 Verbal and telephone orders from Medical Staff will be accepted and entered in the Physicians Order Sheet by Authorized Recipients.

6.1.1.2 The staff member taking the order shall record the order ("**WRITE DOWN**") and read the order back ("**READ BACK**") to the Medical Staff and request confirmation ("**CONFIRM**").

6.1.1.3 Both parties will pronounce numerical digits separately – saying for example, "one six" instead of sixteen.

#### 6.1.2 Documentation

6.1.2.1 All verbal and telephone orders must transcribed the complete order, dated, timed and signed by the authorized recipient carrying out the order in the patient's medical record.



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6.1.2.2 The authorized recipient must document that the transcribed verbal or telephone order was **read back and confirmed** to the authorized provider.

6.1.2.2.1 In an event that **repeat-back is used instead of read back** during a sterile procedure or in an emergency situation, the receiver of the order requires documenting the order as soon as there is an opportunity to do so and countersigned by the authorized prescriber.

6.1.2.3 The authorized recipient may abbreviate “read back and confirmed” with the initials “**RB.**” (**RB=** Read Back) **RB** indicates that the person receiving the verbal or telephone order has read the verbal or telephone order back to the person giving the result and received confirmation of accuracy.

6.1.2.4 Due to the risk for medication errors associated with verbal/telephone communication of orders, it is expected that the authorized provider and authorized recipient must communicate and transcribed the generic name of the medication, dose, time, route and rate.

6.1.2.5 Verbal and telephone orders must be counter-signed, with code, bleep dated and timed by the prescribing provider or an authorized provider.

6.1.2.5.1 In an event of downtime, the physician must co-signed / countersign the telephone order as soon as computer access is possible (no later than 24 hours)

6.1.2.5.2 The physician must countersign the verbal order before leaving the area.

6.1.2.6 Telephone order for medication is valid only for 24 hours.

## 6.2 Monitoring and Compliance:

### 6.2.1 Telephone Order



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Compliance with countersignature of telephone orders. Full compliance defined as legibly signed, dated and timed within 24 hours will be monitored.

6.2.1.1 Nurse in-charge shall inform the physician or the team regarding the telephone order the following day during the doctor's round.

6.2.1.2 In an event that the physician or the team refuses to sign, to submit an incident report.

**6.2.2 Verbal Order**

Compliance with counter signature of verbal orders. Full compliance defined as legibly signed, dated and timed prior to the physician before leaving the area/unit will be monitored

6.2.3 Data on compliance with the process of telephone and verbal orders noted above will be collected by the Quality Coordinators and reported quarterly to the Quality and Patient Safety Department.

**7. REFERENCES**

7.1 CBAHI Standards Manual. 3<sup>rd</sup> edition 2016: QM.25.

7.2 Improving the Safety of Telephone or Verbal Orders - Patient Safety Advisory. [http://patientsafetyauthority.org/ADVISORIES/AdvisoryLibrary/2006/Jun3\(2\)/Pages/01b.aspx](http://patientsafetyauthority.org/ADVISORIES/AdvisoryLibrary/2006/Jun3(2)/Pages/01b.aspx) (accessed 05.06.14)

7.3 Joint Commission International Accreditation Standards for Hospitals, 7th Edition, 1 January 2021 - International Patient Safety Goal: IPSG #2 ME 1-3.



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## 8. CONTRIBUTING DEPARTMENT/S

- 8.1 International Patient Safety Goals (IPSG) Team
- 8.2 Medical Administration
- 8.3 Executive Nursing Affairs
- 8.4 Pharmaceutical Services Department

Compiled by: International Patient Safety Goals (IPSG) Team	Signature: 	Date: 22/8/2023
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