

CONNECTICUT VALLEY HOSPITAL
Nursing Policy and Procedure Manual

SECTION F: MEDICATION POLICIES AND PROCEDURES
CHAPTER 23: MEDICATION MANAGEMENT

POLICY & PROCEDURE 23.5: RECEIVING TELEPHONE ORDERS

Standard of Practice:

The Registered Nurse will ensure that all telephone orders from Physicians/APRNs are accurately received.

Standard of Care:

The patient can expect to receive treatment as accurately ordered by the Physician/APRN.

Policy:

Physician/APRN telephone orders shall be accurately recorded by the Registered Nurse on the Physician's Order Sheet. Telephone orders should be reserved for appropriate situations and not merely used for staff convenience. Generally these orders should be reserved for situations where the prescriber is not physically on the unit, or where the chart is not available and when delay in giving the order will have a negative impact on patient care.

Procedure:

1. The Registered Nurse who receives a Telephone Order from the Physician/APRN documents the order on the Physician's Order Sheet, including the date, time, and Physician's/APRN's name.
2. The Registered Nurse repeats back the name of the drug, dosage, route of administration, and frequency to the Physician/APRN. The Registered Nurse will request that the ordering Physician/APRN provide the correct spelling of medications and that numbers, in relation to dosage, be spelled out to ensure accuracy.
3. The Registered Nurse receives confirmation from the Physician/APRN that the Order read-back is accurately transcribed.
4. If the Order is confirmed as accurate, the Registered Nurse flags the Order (blue for Ambulatory Care Orders and green for Psychiatric Orders) for the Physician's/APRN's signature, date, and time in the chart. This needs to occur within 24 hours.
5. If the Order is confirmed as inaccurate, the Registered Nurse restarts the entire process.

23.5 Receiving Telephone Orders
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