

TIP SHEET

HOSPITAL INFORMATION SYSTEM (HIS)

VERBAL/TELEPHONE ORDERS

With the implementation of this new HIS system, prescribers should be entering all orders electronically as often as possible.

Verbal orders are **ONLY** permitted in urgent or emergency situations where the prescriber is preoccupied (e.g. CPR) and unable to document orders. Telephone orders may be taken when the prescriber is not present and is unable to document the order personally using remote access to the applicable hospital information system in a timely manner.

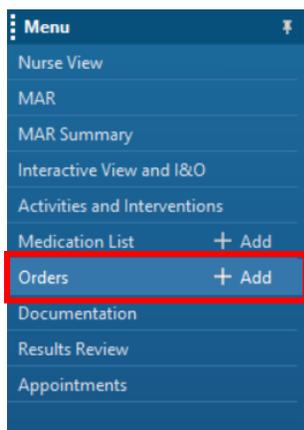
Verbal or telephone orders for medications may be taken by a nurse or pharmacist. Nurse/Pharmacist to use communication type of "Verbal with Read Back" for verbal orders. Nurse/Pharmacist to use communication type of "Phone with Read Back" for order received via telephone.

Nursing staff are guided to limit individual telephone/verbal orders provided by the Prescribers unless the situation is urgent, and the Prescribers does not have access to a computer. When it is necessary to receive a telephone order the nurse must access patient chart, enter order(s) and read back order(s) to the prescriber while the Prescribers is on the phone; Prescribers **MUST** remain on the phone while the order is being placed to address any discern alerts that would prevent the nurse from activating order(s) on the patient's chart.

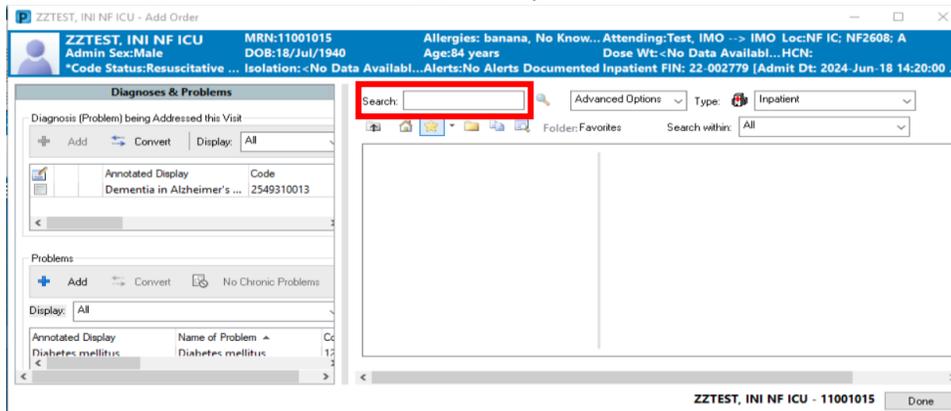
Telephone orders cannot be received by one nurse and then entered into patient's chart by another nurse.

Inpatient Nurse Process

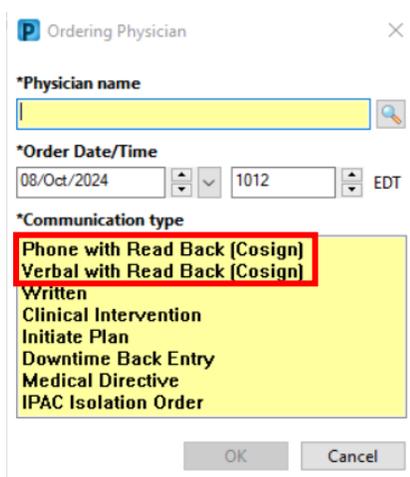
1. Open the patient's chart and locate the Orders tab on the left menu bar. Click "+Add"



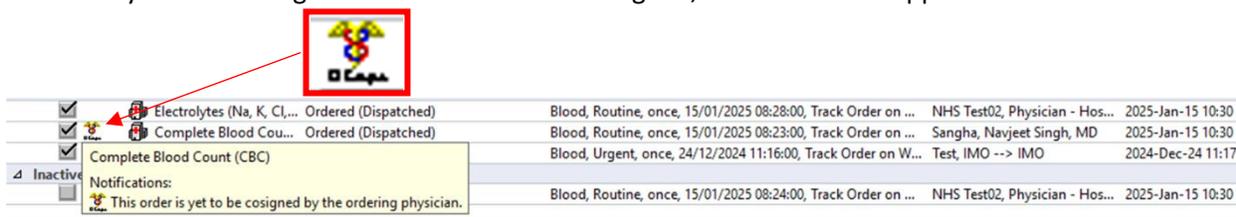
2. The Add Order page will appear. In the Search bar, search for the order the Prescriber is ordering. Enter order(s) and read back order(s) to the prescriber

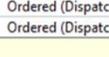


3. Once order is found and selected, the Communication Type pop-up will show. Select the appropriate Communication Type for the situation. Click OK. Sign orders.



4. Once the order is signed and placed, an icon will be seen beside the order to notify the user that the order has yet to be co-signed. Once the order is co-signed, this icon will disappear.



<input checked="" type="checkbox"/>	 Electrolytes (Na, K, Cl,... Ordered (Dispatched)	Blood, Routine, once, 15/01/2025 08:28:00, Track Order on ...	NHS Test02, Physician - Hos...	2025-Jan-15 10:30
<input checked="" type="checkbox"/>	 Complete Blood Cou... Ordered (Dispatched)	Blood, Routine, once, 15/01/2025 08:23:00, Track Order on ...	Sangha, Navjeet Singh, MD	2025-Jan-15 10:30
<input checked="" type="checkbox"/>	Complete Blood Count (CBC)	Blood, Urgent, once, 24/12/2024 11:16:00, Track Order on W...	Test, IMO --> IMO	2024-Dec-24 11:17
<input type="checkbox"/>	Inactive			
<input type="checkbox"/>	Notifications:  This order is yet to be co-signed by the ordering physician.	Blood, Routine, once, 15/01/2025 08:24:00, Track Order on ...	NHS Test02, Physician - Hos...	2025-Jan-15 10:30



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5. To see the status of the order, the user can right click the order, select **Order** Information and navigate to the **Validation tab** within that window. In this tab, the user can see the status that the required co-sign order is in.

The screenshot displays a software interface for a hospital information system. On the left, a context menu is open, listing various actions such as 'Renew', 'Modify', 'Copy', 'Cancel and Reorder', 'Suspend', 'Activate', 'Complete', 'Cancel/Discontinue', 'Void', 'Reschedule Task Times...', 'Document Intervention...', 'Cosign (No Dose Range Checking)...', 'Add/Modify Compliance', 'Order Information...', 'Comments...', 'Results...', 'Reference Information...', 'Print', 'Advanced Filters...', and 'Customize View...'. The 'Order Information...' option is highlighted with a red box. A red arrow points from this option to the 'Validation' tab in the main window. The main window title is 'ZZZTEST, JACOB - Order Information for: Complete Blood Count (CBC)'. It shows a 'Cosign' window with the following details: 'Order 24/Dec/2024 11:17 EST' and 'Routed to Test, IMO --> IMO'. The 'Validation' tab is also highlighted with a red box. The bottom status bar indicates 'C3076 | NHSNURSERNO2 | 15-Jan-2025 | 13:55 EST'.