


<b>Name of Policy:</b> <u><a href="#">Clarifying Medical Care</a></u>	  <b>Effective Date:</b> 3/16/2021 <b>Initial Effective Date:</b> 6/1978
<b>Policy Number:</b> 3364-110-04-05	
<b>Department:</b> Nursing Service	
<b>Approving Officer:</b> AVP Patient Care Services/CNO	
<b>Responsible Agent:</b> AVP Patient Care Services/CNO	
<b>Scope:</b> The University of Toledo Medical Center (UTMC)	
<input type="checkbox"/> New policy proposal	<input type="checkbox"/> Minor/technical revision of existing policy
<input type="checkbox"/> Major revision of existing policy	<input type="checkbox"/> Reaffirmation of existing policy

### (A) Policy Statement

Nursing staff must follow appropriate lines of communication when clarifying or questioning medical care. Physician orders include both written and verbal orders.

### (B) Purpose of Policy

The registered nurse (RN) is responsible for clarifying any orders believed to be:

1. Inaccurate or incomplete
2. Not properly authorized
3. Not current or valid
4. Harmful or potentially harmful to the patient
5. Contraindicated

### (C) Procedure

1. Efforts to resolve the problem should occur at the lowest level possible. Open, complete, and timely communication between caregivers is essential for patient safety.
2. The RN must clarify the order in question with the prescribing practitioner. If the issue is not resolved, the RN must notify the attending physician.
3. If the RN is unable to resolve the problem through the physician chain of command, the RN must report the problem to the unit Nursing Director, Patient Care Supervisor or Medical Director through the House Supervisor as appropriate.
4. Document in the medical record that the practitioner was notified of the decision not to follow the physician order and the reason for not doing so. An occurrence report may be initiated if appropriate.

References:

January 5, 2021 from <http://codes.ohio.gov/oac/4723-4-06>

Ohio Board of Nursing Decision Making Model. Pub. No: OBN-103 available at. [http://nursing.ohio.gov/wp-content/uploads/2019/10/decision-making-model20191007\\_14055357.pdf](http://nursing.ohio.gov/wp-content/uploads/2019/10/decision-making-model20191007_14055357.pdf) Last January 5, 2021

<p><b>Approved by:</b></p> <p><i>/s/</i> _____</p> <p>Monecca Smith, MSN, RN        AVP Patient Care Services/Chief Nursing Officer        Review: Policy &amp; Standard Committee: 9/13, 2/15, 4/18, 3/21        Revision Completed By:        Nancy Gauger, MSN, RN</p> <p style="text-align: right;">_____ Date</p>	<p><b>Review/Revision Date:</b></p> <p>1979 1988 6/18/2008        1980 1989 8/31/2010        1981 1990 9.1.2013        1982 1993 2.27.15        1983 1/95 4/16/2018        5/1984 1999 3/15/2021        1985 4/2001        1986 3/2002        1987 2/2005</p>
<p><b>Next Review Date:</b> 3/2024</p>	
<p><b>Policies Superseded by This Policy:</b> 4-05</p>	

