(A) Policy Statement

The University of Toledo Medical Center ("UTMC") recognizes that verbal/telephone orders may be needed to facilitate (timely) patient care. Practitioners' verbal/telephone orders on patients (admitted to) at UTMC may be accepted by authorized personnel as outlined in the procedure below. Verbal/telephone orders must be signed by the physician within 30 days.

(B) Purpose of Policy

To enhance safe practices around physician orders and ensure verbal/telephone orders are authenticated.

(C) Procedure

1. Verbal/telephone orders must be electronically authenticated by the practitioner within 30 days of the order. If a physician is off duty or away and thus cannot sign within the aforementioned time limit, a covering physician may sign the verbal/telephone order and assumes responsibility for his/her colleague’s order as being complete.

2. Verbal/telephone orders must include the date, time and name of the ordering practitioner and the name of the person writing or entering the order. The individual receiving the verbal/telephone order will read the order back to the practitioner in its entirety, following written or electronic transcription, including the name of the patient and the name of the ordering practitioner. The person taking the order will write either T.O or V.O with the paper order.

3. UTMC HOUSE STAFF, physicians, dentists, advance practitioners and physician assistants (PA) with prescriptive authority may give verbal/telephone orders.

4. Only the following personnel are authorized to accept verbal/telephone orders:
Registered Nurse  
Certified Nurse Practitioner  
Clinical Nurse Specialist  
Registered Pharmacist  
Registered Dietitian  
Clinic Medical Assistant or Licensed Practical Nurse  
Advanced Respiratory Care Practitioner  
Certified Respiratory Therapist  
Licensed Physical Therapist  
Licensed Occupational Therapist  
Licensed Speech Pathologist  
Licensed Clinical Psychologist

5. The above personnel may take and implement the verbal/telephone order within the scope of their practice, education, and licensure. The individual accepting the verbal/telephone order is responsible for alerting the medical staff to cosign the order. The person accepting the verbal/phone order will flag the unsigned paper order in the medical record.

6. Verbal/telephone orders will not be accepted for the following categories of physician orders:

- Chemotherapy treatment (except holding of treatment)
- PCAs (except minor changes or clarifications)
- Withdrawal of Life Support
- Hyperalimentation (except minor changes or clarifications)
- Intraspinal opioid orders

7. Verbal/telephone orders for patient restraints must comply with Policy #3364-100-53-12.

8. Verbal/telephone orders will comply with the Use of Abbreviations in Hospital policy #3364-100-70-11.

9. Verbal/telephone orders relating to medications shall include the name of the patient, date and time of the order, drug name, dosage, route, frequency, name of the ordering physician and, if applicable, indication for PRN use and duration.