



The Use of Verbal and Telephone Orders

The use of Verbal and Telephone Orders is governed by Federal, State, and Health System Guidelines.

The guidelines dictate that the use of verbal and telephone orders should be avoided except in unusual circumstances. The guidelines define the acceptable uses of verbal and telephone orders and the precise manner in which they are placed and executed.

Verbal and Telephone orders at FHS will be allowed in specific circumstances:

- During Surgery, Procedures, or emergent situations such as Trauma, Codes, and Disaster Situations
- When a computer or the Internet connection is unreliable or unavailable i.e driving in your car
- When a Nurse initiates the request for an order over the telephone.
- In the middle of the night.

Verbal and telephone order can only be accepted by FHS staff authorized to accept verbal and telephone orders, including Registered Nurses, LPN's, CRNA's , Licensed Pharmacists, Physician Assistants, and PA's.

The Verbal and Telephone Orders must be READ Back to the Physician and Authenticated by the Physician to make sure the ORDER has documented the Correct Doctors Name, the Correct Patients Name, the Correct Medication, dose, route, frequency, and indication if it is a stat order.

The Verbal or Telephone Order must be signed by the Physician within 48 hours.