Telephone / Verbal Order Documentation Process

When you receive an order for a patient, you would document that change in the appropriate area of Allscripts: Medications, Problems (Goals/Interventions) Frequency, Diagnosis and General Clinical.

Once your order has been recorded, you would choose the following problem under the National Patient Safety Goals for your particular discipline. There is a National Patient Safety Goal Checklist is for each discipline.

Add a Row in the interventions window

Select 107 – Verbal order read back

Click on the ellipsis (…) to bring up the text box and enter the information regarding who you spoke to, the date, etc.
Document who you spoke with and the date. Click OK

This problem should be started and ended on the same day for your discipline. This will allow you to choose it again the next time the physician is contacted and orders are received. The information entered here does not have to have the verbal order repeated because it will add to the order when printed. If the intervention was not ended prior to your current order then the Intervention will need to be ended the day before in the problems screen and then re-added so it can be chosen.

*See example below of how this will appear on the order.*