

# POLICY MANUAL

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**Subject:** Physician's Verbal & Telephone Orders    **Effective Date:** 11/20/90

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**Initiated By:** Cinde Stewart Freeman  
Chief Quality Office

**Approved By:** William C. Anderson  
Chief Medical Officer

**Review Dates:** 04/96, 08/02 DF, 07/08 DT, 01/10 NC    **Revision Dates:** 07/14/93 CSF  
02/11 NC, 04/12 NC, 03/13 NC, 2/14 NC                      06/22/99 CSF, 12/02 CSF, 11/08 NC

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## POLICY

A Registered Nurse or Licensed Practical Nurse may accept verbal orders when the physician is not personally able to write the order. Telephone orders shall be accepted from individuals on the list of authorized prescribers.

## PROCEDURE

1. The physician states the order to the nurse
2. The nurse enters the order into TIER, including, date, time, and the method (V.O. for voice order and P.O. for phone order. This is followed by the physician's name and the nurse's name, first initial, last name, and classification).
3. The nurse reads the order back to the physician verbatim.
4. The physician confirms the order.
5. The nurse completes a review and documents this in TIER including checking the Order Read Back box.
6. The physician completes a review and approval of all orders via TIER.
7. The above procedure is audited to ensure the process is being followed by the nursing staff.