



Ambulatory Clinic Policy and Procedure

Title: ORDERS, RECEIVING AND NOTING	Policy Number: EP 3.15
Regulation Reference:	Effective Date: 3/2017

Policy Statement:

It is the policy of Texas Tech University Health Sciences Center El Paso (TTUHSC El Paso) to accurately transcribe orders and to implement the orders correctly and efficiently. Order transcription may be done by a Registered Nurse (RN) or Licensed Vocational Nurse (LVN).

Scope and Distribution:

This policy applies to all TTUHSC El Paso ambulatory clinic operations.

Procedure:

1. Who May Give or Write Orders – Only licensed independent and mid-level providers (attending physician, consultant, fellow, resident, physician assistant, or nurse practitioner) may give or write orders. Orders written by students, authorized as part of their education program, will not be honored by the nursing staff or ancillary personnel unless validated/countersigned by a licensed physician.

2. Verbal and Telephone Orders will be accepted in emergencies or when it is not practical for the physician to write the order. Orders must be given to an RN or LVN.
 - a. The RN or LVN should record the order into the medical record, indicating the ordering provider that will eventually sign the order. Writing the order temporarily in paper for convenience is acceptable.
 - b. The RN or LVN should read back what has been written to the ordering provider, validating the accuracy of the order.
 - c. A medication verbal order and documentation should include:
 - 2) Patient weight (when appropriate)
 - 3) Drug name
 - 4) Dosage form
 - 5) Exact strength or concentration
 - 6) Dose frequency and route
 - 7) Purpose indication (as appropriate)
 - d. A non-medication verbal order and documentation should also include diagnosis and priority.
 - e. As directed by HSC Operating Policy 52.05 orders may not be communicated via text messaging or secure text messaging.

3. Registered Nurse or Licensed Vocational Nurse
 - a. Reviews orders and identifies those needing immediate attention
 - b. Documents final validation of orders by signing them (as appropriate to clinic documentation) and routing them to the ordering provider for signature.



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- c. The order should be signed by the physician or practitioner as soon as possible.
- 4. Medical Assistants (MA) and Nurse Assistants (NA) can, at the verbal request of physicians, prepare orders in the medical record by completing information in the appropriate paper or electronic form for physician review and signature. These forms are not an active order until signed by the physician.
- 5. Verbal orders for medication prescription by phone are to follow policy EP 4.5.

Policy Number: EP 3.15	Original Approval Date: 9/2013
Version Number: 2	Revision Date: 3/2017
Signatory approval on file by: Juan Figueroa, M.D. Clinical Operations Committee, Chair Director of Clinical Operations Texas Tech University Health Sciences Center El Paso	