### PURPOSE

To ensure that accurate physician orders are obtained in accordance with applicable laws and regulations.

### Policy

Orders will be obtained from a licensed physician or allowed provider for care and services to be provided to home health and hospice patients.

Orders will be taken only by professional, licensed Ohio Living personnel.

A qualified individual will review each order or prescription before care is provided. The sole exception for verification will be with emergency orders or prescriptions where a delay for verification would likely result in an adverse result for the patient.

### PRocEDURE

1. An order or prescription will be verified when there is a question or discrepancy in the order/prescription and when the order is communicated by someone other than the physician or their agent. The order or prescription reviewed may be the original order, a facsimile copy if permitted by law, or the direct transcription of a verbal order.
2. All telephone orders or verbal orders will be “read back” to the physician to assure accuracy.
3. Orders will be documented in the patient’s EMR, dated and signed by the professional receiving the order.
4. Physician's order will be kept in the clinical record.
5. The transcribed verbal order will be delivered to the physician for signature if they do not sign electronically.
6. When the signed order is returned to Ohio Living it will be electronically transferred into the patient’s clinical record.
   1. All orders will be signed by the ordering physician prior to billing the final claim when required by the payer.
7. Any order that is received in writing should be referenced in a transcribed order in the patient’s EMR and the document will be attached to the chart. The transcribed order should not go out for signature.