### PURPOSE

To ensure that accurate physician (or other authorized licensed independent practitioner) orders are obtained in accordance with applicable law and regulation.

### POLICY

Orders will be obtained from a licensed physician (or other authorized licensed independent practitioner) for care and services to be provided to home health patients.

Orders will be taken by professional, licensed home health personnel and allowing for any nurse or therapist acting in accordance with state licensure requirements to receive verbal orders from a physician.

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

### PROCEDURE

1. An order 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 his/her agent. The order 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 will be received and processed in accordance with state and federal laws and regulations.
3. All telephone orders or verbal orders will be “read back” to the physician or designee to assure accuracy.
4. Orders will be documented in the Electronic Medical Record, dated and signed by the professional receiving the order. Orders may be hand-signed or electronically-signed with a complete signature and a title (occupation) or may be a secured computer entry by an identifier that is unique to the individual creating the entry.
5. If a written physician order is received, it will be transcribed into the patient’s chart in our EMR. The written physician’s order will be noted on the transcribed order and will be attached to the patient’s chart. A written physician’s order that is transcribed into the patient’s chart is not required to be sent for physician’s signature.
6. Verbal or telephone orders will not be voided unless the order was written in error or merged to another order. An example of this would be an order written on the wrong patient’s chart, under the wrong physician or a wrong medication was written by the clinician transcribing the order or add on orders being merged onto the plan of care.
7. Orders that are not carried out will be discontinued. If additional orders are required, they may be written on the same order after verbal or telephonic receipt from the physician.
8. The order will be sent to the physician for signature as appropriate.
9. Signed copies of the physician's orders will be kept in the clinical record.