

**HACKETTSTOWN REGIONAL MEDICAL CENTER
NURSING POLICIES
PROCESSING OF PROVIDER ORDERS**

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Effective Date: 5/21/2009
Cross Referenced: old 8620.022c
Reviewed Date: 3/11/14
Revised Date: 8/2014

Policy No: 8620.022b
Origin: HRMC Division of Nursing
Authority: Chief Nursing Officer
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SCOPE

All RNs responsible for implementing provider orders

PURPOSE

To establish guidelines for reviewing/signing off the provider orders either when entered directly by the provider electronically and/or when the provider writes orders on paper.

DEFINITIONS

Paper Written- an order handwritten on paper by provider

Paper order forms- are a provider's order form, which is a one-sided blank form, or a pre-printed order form.

Electronic Orders- orders which have been electronically entered into the electronic health record (EHR) by the provider

Pharmacy Communication Form- a form used to take telephone orders for needed medications by a RN, pharmacist or respiratory therapist.

Planned Powerplans- an Electronic set of orders signed by the provider and waiting implementation when the patient reaches the designated unit/level of care.

POLICY

- All paper order forms are a permanent part of the patient record. The order sheet is placed on the chart in the Provider Order section.
- RN, pharmacist and/or a respiratory therapist may take a telephone order for medication and write the order on the Pharmacy Communication sheet. Pharmacy is responsible for entering all telephone medication orders into the patient's EHR.
- All Pharmacy Communication sheets are a permanent part of the patient record and are placed on the chart in the Provider Order section.
- The RN is responsible to initiate any "planned powerplan" signed by the provider that is appropriate for their level of care.
- The electronic order section of the chart is reviewed every 24 hours by the night shift to ensure all orders have been reviewed, powerplans initiated and to note that all paper orders have been electronically entered accurately.
- Review of provider orders is part of the shift to shift or unit to unit handoff communication.

PROCEDURE

A . Electronic orders

1. Providers enter orders electronically into appropriate patient EHR.
2. The RN reviews Care Compass or order page of the EHR to check for new orders.
3. In the order section of the EHR all orders that need to be reviewed will have an "eyeglass" icon.
4. When viewing orders from the Care Compass section of the EHR, an "orange ball" icon will display when new orders have been entered for the patient.
5. The RN will review all orders for their patient care assignment. The RN can electronically "note/sign off" the orders by selecting "mark as reviewed" from the Care Compass or "nurse

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review” from the orders section. This will date/time/sign the acknowledgement of orders.

6. If orders are entered by the Provider through a “planned” powerplan, the RN must first initiate the powerplan to activate the orders. If any alert or duplication of orders warnings pop up during the initiating of the powerplan, the RN must go through these with the provider before continuing.
7. Electronic communication order types can vary depending on the origination of the order. See AHC policy for communication types. i.e. Orders activated via a planned powerplan are entered as “initiate powerplan,” order entered to follow the heparin protocol is entered as “electronic, no co sign or protocol no co sign”, order written on paper is entered as “paper written”.

B. Paper written orders if necessary

1. All orders are written on the provider’s order sheet, dated, timed and signed in black ink. This form will have a patient label with the appropriate information placed in the space provided.
2. The flags on the chart signal a new order was written. All orders are transcribed as soon as possible by the unit secretary, LPN or RN.
3. Unit secretary, LPN or RN can enter provider paper orders into EHR, except any pharmacy orders will be entered by the Pharmacist. He/she will at the completion of the order bracket off section of orders completed and then sign off the order with the date, time, signature and title on the right side of the order sheet.
4. Pharmacy orders are scanned to the Pharmacy and then stamped faxed.
5. A RN must co-sign these orders after verifying the correct transcription by bracket off orders on the left hand side and writing the date, time, signature and title. The RN who signs first is responsible for verifying the accuracy of all orders entered into the computer by unit secretary, another nurse or pharmacist.
6. The unit secretary or RN checks the paper chart several times during the shift to note any new additional orders placed by the provider.

REFERENCES: