

## **211.3 Verbal and telephone orders**

### **(a)**

A physician's oral and telephone orders shall be given to a registered nurse, physician or other individual authorized by appropriate statutes and the State Boards in the Bureau of Professional and Occupational Affairs and shall immediately be recorded on the resident's clinical record by the person receiving the order. The entry shall be signed and dated by the person receiving the order. Written orders may be by fax.

### **(b)**

A physician's oral and telephone orders for care and treatments, shall be dated and countersigned with the original signature of the physician within 7 days of receipt of the order. If the physician is not the attending physician, he shall be authorized and the facility so informed by the attending physician and shall be knowledgeable about the resident's condition.

### **(c)**

A physician's telephone and oral orders for medications shall be dated and countersigned by the prescribing practitioner within 48 hours. Oral orders for Schedule II drugs are permitted only in a bona fide emergency.

### **(d)**

Oral orders for medication or treatment shall be accepted only under circumstances where it is impractical for the orders to be given in a written

manner by the responsible practitioner. An initial written order as well as a countersignature may be received by a fax which includes the practitioner's signature.

**(e)**

The facility shall establish policies identifying the types of situations for which oral orders may be accepted and the appropriate protocols for the taking and transcribing of oral orders in these situations, which shall include: (1) Identification of all treatments or medications which may not be prescribed or dispensed by way of an oral order, but which instead require written orders. (2) A requirement that all oral orders be stated clearly, repeated by the issuing practitioner, and be read back in their entirety by personnel authorized to take the oral order. (3) Identification of all personnel authorized to take and transcribe oral orders. (4) The policy on fax transmissions.

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**(2)**

A requirement that all oral orders be stated clearly, repeated by the issuing practitioner, and be read back in their entirety by personnel authorized to take the oral order.

**(3)**

Identification of all personnel authorized to take and transcribe oral orders.

**(4)**

The policy on fax transmissions.