

Telephone/Verbal Order
HHS-117

1. The Telephone/Verbal Order Sheet is designed to allow the clinician the ability to give patient instructions/orders by phone.
2. Telephone and verbal orders should only be accepted under unusual circumstances; and must be taken by an RN, LPN, Registered Dietitian, Certified Nutritionist, or Nutritionist, or Registered Dental Hygienist.
3. All telephone calls to a physician regarding a patient's care should be documented in that patient's medical record. The documentation should reflect that this T.O. (Telephone Order) was by telephone with the patient's physician, reason for the call, action taken and the date/time call was made or received.
4. Verbal orders regarding a patient's care should be documented in the patient's medical record. The documentation should reflect that this V.O. (Verbal Order) was a direct order from the patient's clinician, reason for the order, action taken and the date/time that order was given and implemented.
5. The Telephone/Verbal Order must include:
 - a. Patient's name, ID# and HID/LOC #(LHDs may use the "L" label)
 - b. Signature/title of the Health Professional receiving the order
 - c. Date and Time the order was received
 - d. Orders must include:
 - i. Name of the medication/product
 - ii. Strength, dosage, and frequency of the medication/product
 - iii. Quantity of medication/product
 - iv. Method of administration
 - v. Special instructions
 - vi. Physician/Clinician's original signature within 10 days
6. Ensure that telephone or verbal order is read back and verified. Document in the medical record that the telephone order has been verified.
7. This form should be retained in the patient's medical record with documentation on the CH-3a Service Record to include:
 - a. Client's name
 - b. Name of medication/product
 - c. Quantity of medication/product
 - d. Method of administration
 - e. Special instructions/counseling for the patient
8. A separate form should be completed for each patient.
9. HHS-117 must be filled out completely.