

Long-Term Care Survey Alert

Training Tool: Share These Phone Order 'Learning Points'

Don't accept phone orders without following these tips:

Verbal/Telephone Orders Read Back Verification

- Verbal or phone orders for meds are a critical safety issue (second only to illegible handwriting)
- Know the JCAHO safety standard:
 - Verbal/telephone order must be read back
 - Receive order, write it out, read it back
 - May want to have two people listen to unusual orders or complex orders
- Be aware of the problem with similar-sounding medications-If concerned spell back
- Document read back
- On order or in progress note

Source: Myra Peskowitz, RN, MBA. Used by written permission.