Orders: Communication Types

Selecting the Correct Communication Type

**Phone with Read Back:** This is used anytime you are on the phone with a physician taking an order. **DO NOT document that you have received a phone order if you have not talked to the provider on the phone.**

**Verbal with Read Back:** This communication type should only be used when a physician is giving you a verbal order in an emergent situation and in **PERSON. Verbal orders should be used only in emergency situations.** If you must take a verbal order outside of an emergency situation, please fill out an STT.

**Proposed Order/Standing Orders:** This communication type should only be used by specified departments who can propose orders or for standing orders. Standing orders are orders that can be entered on a patient prior to the provider assessing the patient. All Standing and proposed orders are sent to the provider for co-signature. **Example:** Case Management and Rehab therapists sends proposed orders. OB Triage Nursing Standing Orders and NWB Newborn Admit Nursing Standing Orders are examples of the standing orders.

**Written Paper/Fax:** This communication type should be used very rarely! This communication type would be used if orders were written on paper or faxed and then entered in the EMR.

**Protocol:** This communication type should only be used when there is a written protocol/policy in the Beebe Policy and Procedure Manual that would cover a clinician placing an order without a co-sign. The provider must place an order identifying which protocol is to be followed by the clinician. **Example:** Nursing Pre-Op Protocol order placed by the provider for SDS Nurses. Then the bedside clinician can initiate the SP Nurse Initiated Nursing Pre-Op Protocol order set using the Protocol communication type on that patient.

**Initiate Plan/Conditional:** This communication type should be used to initiate a PowerPlan when a provider has placed an order set into a planned status. Provider has entered the orders; you as the nurse are activating the orders when the time is appropriate for the patient. When initiating orders that the provider has placed in a planned state **never use “protocol”** communication type, doing so has resulted in our inability to receive applicable reimbursement.

**Electronic:** This communication type should be used to modify an already existing electronic order that does not require calling the provider to modify. **Example:** Changing the nurse collect status to “yes” on a laboratory order or duplicate orders.