

CENTRAL MONTANA MEDICAL CENTER  
Lewistown, Montana

Orig. Effec. Date: <u>02/2013</u>
Approved By: _____
Revised:
Approved By: _____

**POLICY NO. IT-008**  
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<b>SUBJECT: COMPUTERIZED PHYSICIAN ORDERS</b>
<b>DEPARTMENT: IT</b>
<b>AFFECTED DEPARTMENTS: ALL DEPARTMENTS</b>

**PURPOSE**

To provide a clear and concise standard of practice for acknowledging physician orders placed through CPSI CPOE to ensure timeliness, accuracy, patient-safety, and adherence to physician's plan of treatment.

**DEFINITIONS**

- CPOE (Computerized Provider Order Entry)
- E-Sign (Electronic Signature Que)
- eMAR (Electronic Medication Administration Record)
- CLORD (Chartlink Order)
- CLSTAT (Chartlink STAT order)
- COW (Computer on Wheels)

**POLICY**

1. Physician orders relating to treatment and care of patients may be placed through the computer by physician, CRNA or NP. Computer entered orders are preferred in the attempt to promote patient safety, Verbal and phone orders entered by nursing through the computer are for emergency situations only.
2. Physician orders are categorized as medications, ancillary or nursing.
  - a. Nursing and Ancillary CPOE orders will be routed to nursing for verification.
  - b. Medication CPOE orders will be routed to
    - i. Pharmacy, during pharmacy hours
    - ii. Nursing when pharmacy is not open
3. RN's are responsible for verifying all medication CPOE orders. Respiratory Therapist will verify RT orders.
4. Unit Secretary (Ward Clerk) may verify/acknowledge nursing and ancillary orders placed electronically.
5. During Pharmacy hours, Pharmacy will receive all medication orders first. Once pharmacy has verified the order, then the order will go to nursing to verify/acknowledge which then places medication on eMAR.
6. During hours Pharmacy is closed, nursing will receive the medications via CPOE and verify for placement on the eMAR.
7. Nursing will be expected to enter physician orders taken by phone directly into CPSI and are required to "readback" to verify order.

**PROCEDURE**

1. Orders placed by a physician through the computer will be handled in the following manner:
  - Physician can place electronic orders while in the hospital, from his home, office or any laptop that has Windows, Internet Explorer and CPSI's Chartlink Modules/CW5 installed.
  - After the physician completes and signs the orders, pc's at Acute Care Nurses Station or COWs will receive a flash at the bottom of the computer screen and/or a pop up icon: CLORD for Chartlink order, or CLSTAT for Chartlink Stat Order.
  - Order Verification:
    - o 1<sup>st</sup> Pathway: From POC whiteboard, wardclerk or RN clicks on "verify orders" -- "chartlink orders" -- and orders will populate the screen. Multiple patient's orders will be viewable.

- **2<sup>nd</sup> Pathway:** If nurse is on the patient's virtual chart and orders have been placed by the physician for that patient, a red "unverified chartlink orders" will appear under "note entry" on the patient's virtual chart. The nurse may click on "unverified chartlink orders" and will go to the queue to "verify/acknowledge" orders for only this patient.
- Each order can be clicked once to highlight it, then "look" tab at bottom of the screen. The order will display as the physician placed it and comments can then be read.
- Once the orders have been viewed, highlight them, click verify/acknowledge. Ancillary orders open up order entry Maintenance screens for additional order detail as needed then "verify."
- Ancillary and nursing orders are to be placed on the MEDACT by the Ward Clerk or Nurse.
- After verifying, discontinued nursing orders will automatically be relocated behind the completed/discontinued tab located on MEDACT.
- A physician Entered Orders Report will automatically print when patient's Chartlink orders are verified and you back arrow out of the queue. This report will be placed on the chart.

2. To Demand Print a Physician entered Orders Report

Two Pathways:

**1<sup>st</sup> Pathway-** From department whiteboard- select "verify orders"- under print options "Physician Entered Orders" -- print control options screen, select "windows view or print" -- In patient's number box type in patient's account number and hit "enter" and patient's name appears in box to the left- fill in the boxes to the right for acknowledged date/time range- highlight and delete your initials from the box -- click "print". The PEOR will display CPOE entered orders for the designated time frame chosen. Print icon along top tool bar. Red "X" out of screen when finished.

**2<sup>nd</sup> Pathway-** On patient virtual chart- go to reports tab and click Patient Progress Notes- go to last pages and will view all CPOE entered orders. Print icon is located along top tool bar. Red "X" out of screen when finished.