

NORTHERN NEVADA ADULT MENTAL HEALTH SERVICES (NNAMHS)
POLICY AND PROCEDURE

SUBJECT: VERBAL ORDERS FOR OUTPATIENT MEDICATION CLINIC

NUMBER: NN-MM-23

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ORIGINAL DATE: 08/03/06

REVIEW/REVISE DATE: 01/03/08, 12/16/10, 11/21/13

APPROVAL _____ Cody L. Phinney _____ Agency Director

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I. PURPOSE

To provide guidelines to the clinic Registered Nurse (RN) who may obtain verbal orders to renew a consumer's medication prescription under specific circumstances.

II. POLICY

The RN at the NNAMHS Outpatient Medication Clinic will perform a clinical assessment of the consumer and then obtain approval for a verbal order from a prescribing provider to ensure continuity of care for the consumer's medication until the next available clinic appointment.

III. REFERENCES

1. NNAMHS Policy NN-MM-03 Medication Regimens Exceeding FDA Approved Maximums.
2. NNAMHS Policy NN-MM-04 Automatic Medication Stop-Orders.
3. NNAMHS Policy NN-MM-08 Practitioner Inpatient Medication Orders.
4. NNAMHS Policy NN-MM-09 Controlled Substances.

5. Nursing Department Policy 300-1 Administration of Medications
6. MR 108 Form Outpatient Physicians' Progress Notes and Medication Record.
7. NNAMHS Policy IM-MR-20 Medical Records – Basic Charting Standards.

#### IV. DEFINITIONS

Verbal Order - an order that is received by a RN from a NNAMHS prescribing provider in order to help prevent a delay in treatment.

#### V. PROCEDURE

- A. The RN, who assesses the client and identifies that a consumer needs a current renewal of a medication prescription, may write as directed by the prescriber, a verbal order for the medication previously ordered by a NNAMHS provider. The provider may choose to give a verbal order or to see the consumer. The RN verifies the original medication prescription order from the medical record, transcribes the order to the MR 108, or tamper-proof script, verifies the medication order with a prescribing provider verbally, and writes the medication order as a verbal order. These verbal medication orders require a read back of the complete order by the nurse receiving the order. The order is noted by the RN and read back(RB) is indicated on the noted order. Verbal or telephone orders for medication shall be countersigned, dated and timed by the prescribing provider as soon as possible and in no longer than twenty-four (24) hours or on the first business day following a weekend or holiday. Verbal orders must be timed and dated by the RN receiving the order.
- B. The Nurse Helpline RN may write a verbal order under the direction of a prescriber after completing a clinical assessment of the consumer's condition and after verifying previous medication orders in the medical

record. The Nurse Helpline RN verifies that the consumer was previously seen by a NNAMHS outpatient provider within the past 120 days and may renew medication orders no more than two times per year for each consumer utilizing the verbal order policy.

- C. If a walk-in consumer who previously missed an appointment due to rescheduling, or no show is in need of medication the RN should discuss this situation with the prescribing provider to determine the best course of action. In this instance, the provider may elect to renew the medication prescription by giving the nurse a telephone/verbal order. The prescribing provider may also elect to see the consumer before prescribing further medications. All principles and procedures previously outlined in this policy do apply.
- D. During urgent or emergency situations, the prescribing provider may verbally order the nurse to administer medication or obtain laboratory tests. The RN may write a verbal order for these procedures on the MR 108 and all verbal orders should be signed, dated and timed by the prescribing provider as soon as possible and no longer than 24 hours or on the first business day following the weekend or a holiday. The read back requirement does apply as above. The verbal order should be taken to the pharmacy or laboratory as soon as possible either by the RN or the consumer.
- E. The verbal order will be written on the MR108, or tamper-proof prescription and any order for a prescription or early refill authorization will be written on the duplicate prescription blank on the right side of the MR 108 form. The original and yellow NCR copy (MR 108) is given to the consumer to take to the pharmacy. On tamper-proof prescriptions, the original is given to the consumer and the yellow copy is placed in the chart. The last copy is the chart copy and where the prescribing provider signs the verbal order. The prescribing providers have agreed to sign, date and time all verbal orders as soon as possible or no later than 24

hours from the time the verbal order was given or on the first business day following a weekend or holiday. Every effort should be made to obtain the prescribing provider's signature on the verbal order as soon as possible.