

# PSYCHIATRIC HEALTH FACILITY POLICIES AND PROCEDURES

COUNTY OF SANTA BARBARA  
DEPARTMENT OF ALCOHOL, DRUG AND MENTAL HEALTH SERVICES

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Subject:	TELEPHONE ORDERS	10/01/2007 - Revised
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Director's Approval:	_____	Date: _____
Assistant Director's Approval:	_____	Date: _____

**POLICY:**

It is the duty of the attending psychiatrist to sign telephone orders within 24 hours. The on-call doctor is the attending psychiatrist on weekends and holidays.

The Nursing Team Leader is to notify the on-call doctor of any telephone orders from the preceding 24 hours, which need to be signed off.

**PROCEDURE:**

**TELEPHONE ORDERS**

When taking a telephone order (T.O.) be prepared with the following information as may be needed to provide to the MD:

- Vital Statistics
- Current Mental Status
- Current Behavioral Status
- Current Medical Status
- Old Chart Information
- Status of Facility

**WHAT IS REQUIRED:**

1. A telephone order includes:

- Medication name
- Medication dose
- Route of medication
- Time/Frequency of the medication
- Reason for the medication

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2. When obtaining a telephone order (T.O.) **repeat back the order(s) to the MD** exactly as given and make sure that all the above information was obtained.

- When a T.O. order is taken, the person receiving the order on the phone must both transcribe and note the order.
- SEE MEDICATION ADMINISTRATION POLICY AND PROCEDURE for specific details on order transcription requirements.

### **STAT ORDERS**

If the STAT order is one of several orders listed together on the MD order sheet with routine orders, the STAT order should be *circled* in **red**, and signed and noted, "*given*" with name, title, date and time the order should be documented on the medication sheet according to standard documentation procedure.

If the STAT order stands alone "*given*" should be noted with name, title, date and time the order should be documented on the medication sheet according to standard documentation procedure.

- Any emergent medication/STAT or "now" ordered medication are to be transcribed on the PRN MAR and discontinued once administered.

**STAT telephone orders are to be signed by physician within 24 hours.**

If an order was given by a physician other than the attending psychiatrist, the attending psychiatrist is to sign the order using the following format:

[*Attending psychiatrist's signature*] MD for (*ordering physician's last name, printed*) MD.