

Order Entry

2023



Samaritan
Health Services

Education Objectives

Identify new order types

Identify appropriate order mode for new order types

Review new SHS Orders and Order Mode Policies

Complete education attestation and return to manager



Samaritan
Health Services

New Order Option: Standing Orders

Standing Orders are evidence based, predetermined orders for the Licensed Staff to initiate care in an emergency

Orders within the Standing Orders set may be added based on Licensed Staff assessment as the patient meets the included, pre-defined clinical criteria

Used in response to an emergent situation when it is not practical to obtain orders in another way prior to intervening with patient care

Standing Orders

Order Mode: Standing

Provider requirement: Co-sign is required, may be signed after emergent event/triage initiation

Please note: the word ***triage** is included in the Emergency Department Standing Order choices to indicate their use for initiating triage care

Ordering Information Filter: Treatment team

Order mode

Title	Number
Ordered during downtime	110
Per Previous Order	106
Per protocol: cosign required	103
Per protocol: no cosign required	105
Standardized Procedure	112
Standing	111
Telephone with readback	102
Transcribed from paper	109
Verbal with readback	101

STANDING ORDER Browse Preference List Facility List

Order Sets, Panels, & Pathways

Name	User Version Name	Type
Rapid Response Team Standing Orders		Order Set
OB Hypertension Triage Standing Orders		Order Set
ED Abdominal/F flank Pain Triage Standing Orders		Order Set
ED Acute Stroke Triage Standing Orders		Order Set
ED Altered Mental Status/ETOH Triage Standing Orders		Order Set
ED Chest Pain Triage Standing Orders		Order Set
ED Dizziness / Weakness Triage Standing Orders		Order Set
ED Eye Triage Standing Orders		Order Set
ED Fever Triage Standing Orders		Order Set
ED GI Bleed Triage Standing Orders		Order Set
ED GYN / Vaginal Bleeding Triage Standing Orders		Order Set
ED Musculoskeletal Injury Triage Standing Orders		Order Set
ED Probable Sepsis Triage Standing Orders		Order Set
ED Psych Behavioral Health Triage Standing Orders		Order Set
ED Respiratory Distress Triage Standing Orders		Order Set
ED Seizure Triage Standing Orders		Order Set
ED Syncope Triage Standing Orders		Order Set
ED Trauma Triage Standing Orders		Order Set
Hypoglycemia Standing Orders		Order Set
OB Triage Standing Orders		Order Set
Volume Responsive Testing Standing Orders		Order Set

New Order Option: Standardized Procedure

Standardized Procedures are orders that can be initiated based on national standards and are defined in SHS policy

Standardized Procedures are initiated when a patients' condition/symptoms meet predefined clinical criteria

Standardized Procedures do not require a Provider to initiate them

Standardized procedures are for NON-EMERGENT ORDERS

Standardized Procedure

Order Mode: Standardized Procedure

Provider requirement: Cosign required

Example: C. diff Admission Screening
Standardized Procedure

Ordering Information Filter: Treatment team

Order mode

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C. diff Admission Screening Standardized Procedure [Manage User Versions](#) [Remove Order Sets](#)

▼ Admission Screening

▼ C. Diff Admission Screening

If you order an isolation status then it will discontinue any previous isolation order.

Review patient header for current isolation status and select appropriate isolation or combination of isolation type.

- Clostridium difficile toxin
! Once, today at 1439, For 1 occurrence
Current Isolation: None
- Enteric Isolation Status
Indications: R/O Clostridium difficile
- Enteric and Droplet Isolation Status
If patient is currently on Droplet Precautions.
- Special Contact, Droplet, and Enteric Isolation Status
If patient is currently on Special Contact and Droplet precautions.
- STOP- use soap and water signs at Hand Hygiene dispensers inside and outside of room
Routine, Until discontinued, Starting today at 1439, Until Specified
STOP- use soap and water signs at Hand Hygiene dispensers inside and outside of room

Protocols

Pre-determined set of orders to be used when a patient meets pre-defined criteria

Provides complete instruction for the licensed hospital personnel to follow

Must be triggered by a Provider order to “Implement _____Protocol Orders”

May be “proactively” ordered by the admitting Provider and interventions are initiated when the patient meets the included criteria

Protocols cannot be altered; they must be used as written

Protocols are NOT used for Emergency interventions

Protocol Implementation

Best practice supports the Provider writing an order to “Initiate (*specified) Protocol” and signing via standard order mode

If the Provider is not present, the Licensed Staff will place the order to “Initiate (*specified) Protocol” using verbal or telephone with readback verification

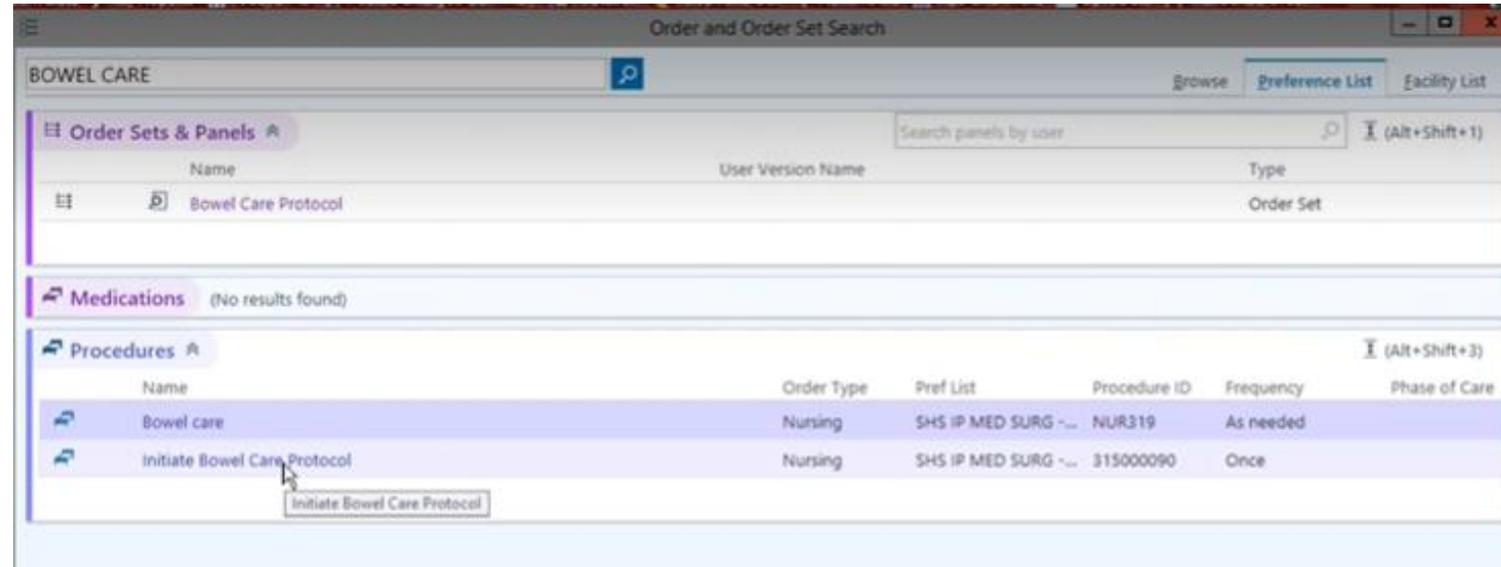
Once the Protocol is ordered, the interventions within the protocol are ready for use, and new interventions within the Protocol can be added, when the patient meets the defined criteria

Placing Telephone or Verbal Protocol Orders

Requires 2 Steps

Using the "Bowel Care Protocol" as an example

Step 1: Place "Initiate Bowel Care Protocol" order



Choose the order mode based on how the order was received: Telephone or Verbal

***If the provider is present, they should place the order using the standard order mode**

The screenshot shows the 'Ordering Information' dialog box. The 'Order mode' dropdown is set to 'Treatment team'. A table lists various order modes and their corresponding numbers:

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Telephone or Verbal Protocol Order

Step 2: Choose the orders within the Protocol to be activated by the Provider

Readback to Verify

Use Order Mode: "Per Protocol: No cosign required"

Order and Order Set Search

PROTOCOL

Including results that are not exact matches.

Order Sets & Panels

Name	User Version Name	Type
CT HEAD WITHOUT CONTRAST (STROKE: THROMBOLYTIC CAND...		Order Panel
Bowel Care Protocol		Order Set

Medications (No results found)

Procedures

Name	Order Type	Pref List	Procedure ID	Frequency	Phase of Care
WEANING PARAMETERS	Resp Care	SHS IP FACILITY PR...	RT1	Daily	
Initiate Bowel Care Protocol	Nursing	SHS IP MED SURG -...	315000090	Once	

Ordering Information

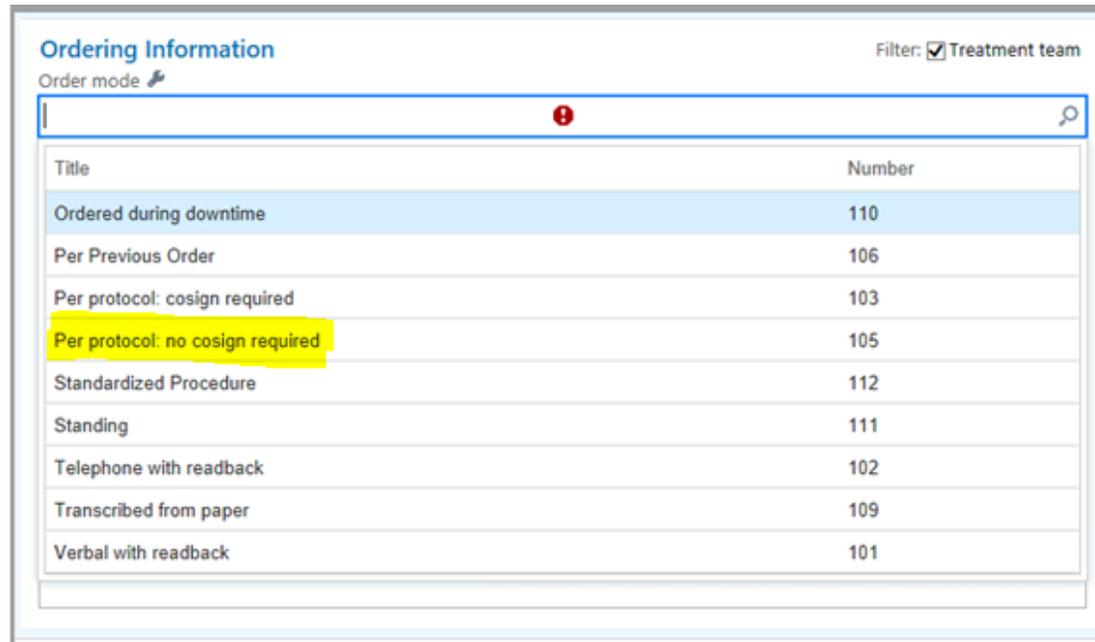
Filter: Treatment team

Order mode

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Adding Protocol Interventions

When a patient has met new criteria within an ordered protocol and new interventions are being added, use order mode: “Per protocol: no cosign required”



The screenshot shows the 'Ordering Information' window with a filter set to 'Treatment team'. Below the filter is a search bar with a red error icon and a magnifying glass icon. A table lists various order modes with their corresponding numbers. The row 'Per protocol: no cosign required' is highlighted in yellow.

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Computerized Order Sets (COS)

COS are individualized Provider preference orders used to create care orders unique to the patient

COS must be placed & signed by the Provider prior to implementation by licensed hospital personnel

OR

If an order **MUST** be placed in the COS for a Provider that is not present or unable to self enter orders due to being scrubbed into a sterile procedure, contaminated (blood borne pathogen risk), or offsite without computer access, use order mode : Verbal or Telephone with readback

Other Order Modes

Downtime orders will be documented on provided downtime forms and transferred to the electronic medical record when able using the order mode “per Transcribed”

“Per Previous Order” is used only when an order with parameters is written by the Provider, the patient meets those parameters, and the intervention is implemented. (Ex: Pharmacy mixing Vancomycin dose based on peak and trough results)

“Cosign required per Policy” is used when an order requires a Provider signature but is not a Protocol, Standing Order, or Standardized Procedure. This will be indicated by the Policy. Ex: Isolation precautions

Minimize use of Verbal Orders

Verbal orders, if used, must be used infrequently and should not be a common practice

Verbal orders should be used ONLY to meet the care needs of the patient when it is impossible or impractical for the ordering Provider to write the order or enter it into an electronic prescribing system without delaying treatment

Verbal orders are NOT to be used for the convenience of the ordering Provider

Verbal orders pose an increased risk of miscommunication that could contribute to a medication or other error, resulting in an adverse patient event

Please note

Influenza and pneumococcal vaccines may be administered per Provider-approved Standing Orders. Authentication by a practitioner when influenza and pneumococcal vaccines are administered is not required

If a Standing Order is placed that does not match the care of the patient, it may be modified, cancelled, voided, or left unsigned by the Provider

Helpful Tip! The Order Mode Should match the name of the order

Order Name	EPIC Example	Order Mode
Standing Orders	ED Chest Pain Triage Standing Orders	STANDING
Bowel Care Protocol	Bowel Care Protocol	PER PROTOCOL
Standardized Procedure	C. diff Admission Screening Standardized Procedure	STANDARDIZED

Please review the following titles in PolicyTech

 <i>Building healthier communities together</i>	Approved: 04/03/2023	POLICY
	Version #: 2	
	Document Owner: Cynthia Dye	
Orders: Standing Orders, Protocols, and Order Sets Policy - GSRMC, SAGH, SLCH, SNLH, SPCH, SMG		

 <i>Building healthier communities together</i>	Approved: 04/11/2023	POLICY
	Version #: 4	
	Document Owner: Cynthia Dye	
Epic Order Modes Selection by Order Type Procedure - GSRMC, SAGH, SLCH, SNLH, SPCH, SMG		

References

Samaritan Health Services. (2023). Orders: Standing Orders, Protocols, and Order Sets Policy-GSRMC, SAGH, SLCH, SNLH, SPCH, SMG. PolicyTech.

Samaritan Health Services. (2023). Epic Order Modes Selection by Order Type Procedure- GSRMC, SAGH, SLCH, SNLH, SPCH, SMG. PolicyTech.