

East Jefferson General Hospital
Procedure
Metairie, LA 70006

Medical Staff Policy and

Policy No.: MSO - 7

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Effective Date: May 8, 2012

Approved by:

Title: **Medical Staff Order Entry**

ORIGINAL SIGNED on file
Eric Ehrensing, M.D., Chief of Staff

Reviewed: 10/15

Revised:

I. POLICY:

The method of placement of orders for the care of patients will be determined by the Medical Executive Committee in accordance with the Bylaws and Rules and Regulations of the Medical Staff.

II. DEFINITIONS:

- A. Electronic Health Record (EHR or EMR): the patient record constructed and maintained in the computer program chosen by the Hospital.
- B. COMPAS: East Jefferson General Hospital's EHR platform based on Cerner Millennium product
- C. CPOE (Computerized Physician Order Entry): the process of order entry performed by practitioners credentialed to provide patient care orders and trained to enter those orders in the EHR.
- D. Paper order entry: the process of order entry on paper by practitioners credentialed to provide patient care orders but with transcription of those orders to the patient record by ancillary staff.
- E. CPOE training: training necessary to become proficient in the process of entering orders into the EHR. The extent of this training and the adequacy of a practitioner's proficiency will be determined by the Medical Executive Committee.
- F. Hospital order entry: order for any patient who requires care in acute bed, observation bed, Same Day Surgery, or procedural area in the hospital.
- G. Outpatient order entry: order for any patient whose care does not require any of the facilities described in F.

III. DEPARTMENTS AFFECTED:

All members of the Medical Staff credentialed to enter orders and all residents and mid-level

providers (advanced practice nurses and physician assistants) credentialed by the Medical Staff to enter order.

IV. PROCEDURES:

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A. TRAINING:

1. Order Entry: this training is specific to the licensure for physicians and mid-level providers and adequacy is determined by the Credentials Committee, the Medical Executive Committee, and the Board
2. Computerized Physician Order Entry: this training is required by the Medical Executive Committee prior to a practitioner being granted access to the EHR to enter orders.

B. HOSPITAL ORDER ENTRY:

1. **Ordinary Conditions** (when EHR is functional and capable of accepting electronic orders, as determined by the CMIO, Medical Director, or the Chief of Staff)

a. When the practitioner has access to a device that can access the EHR, he/she shall enter orders electronically. Paper orders will not be accepted except for specific exclusions approved by the Medical Executive Committee.

b. If paper orders do accompany a patient to the Hospital for care that requires CPOE, the practitioner shall be contacted to convert these orders to the appropriate electronic format.

i. If the practitioner has access to a device that can access the EHR, he/she shall use that device to enter the orders electronically.

ii. If the practitioner does not have access to a device that can access the EHR, he/she shall review the orders with Hospital staff so that the orders can be entered as verbal orders with the practitioner remaining in contact with the Hospital staff as the orders are entered so that order entry alerts may be resolved contemporaneously.

iii. If the practitioner ~~does not have~~ access to a device that can access the EHR and refuses to provide verbal orders or if the practitioner does not respond to calls, the Hospital staff shall enter the orders as “written” orders that will be forwarded to the practitioners Message Center in the EHR to be electronically co-signed within 48 hours. Such misuse of the ordinary Hospital order entry process shall be monitored. Monitoring and incident reports shall be forwarded to the Electronic Medical Record Committee of the Medical Staff so that educational efforts can be made to correct such behavior and/or the Medical Executive Committee for disciplinary action. For practitioners who fail to respond to calls from Hospital staff, routine procedures for such a breach in the Medical Staff Rules and Regulations shall be initiated.

Verbal Orders:

1. Verbal orders are to be discouraged and are not to be given unless the practitioner does not have access to a device that can access the EHR or when the needs of the patient make verbal orders the only reasonable alternative, such as codes or emergency conditions or when the practitioner cannot interrupt his/her patient care activity and the orders should not wait until that activity has been completed. Incidence of verbal order use by each practitioner shall be monitored and reported to the EMRC and, possibly, MEC directly for education and/or action.

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d. Phone Orders:

1. Phone orders are permissible but are not to be a substitute for CPOE. Such orders should only be placed when the orders are needed to address a time-sensitive patient need when a delay to wait for the practitioner to have access to the EHR would likely affect patient care because of the time delay or the risk of omission of orders for timely patient care. The incidence rate for phone orders by each practitioner shall be monitored and reported to the EMRC and, possibly, MEC directly for education and/or action.

2. **Downtime Conditions:** When the EHR is not functional and the Hospital has declared a formal “downtime” state, paper orders specifically marked for use only in such conditions will be made available. Once the Hospital declares an end to downtime conditions, order entry reverts back to ordinary conditions.

C. OUTPATIENT ORDER ENTRY:

1. Outpatient orders are for patients who do not need services in an acute bed, observation bed, same day surgery, or other procedural areas such as Cardiac Catheterization lab and Special Procedures lab. These orders are mainly for outpatient diagnostic testing for Labs, Radiology, Breast Center, etc.

a. Written orders will be acceptable for orders in these areas.

b. For practitioners who have capability of directly entering outpatient orders electronically into the EHR, electronic orders will also be acceptable.

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