

Blood Bank Manual Department of Pathology	Document No. TRAN 6520 R Page 1 of 4
Transfusion Services Verbal Orders	Origination: 08/2013 Version: 0

Policy Statement	The Transfusion Services will receive, record, and process verbal orders from authorized associates from select locations and/or during emergency circumstances.
Purpose	This procedure provides instructions for receiving and documenting verbal orders.
Scope	This procedure applies to all associates in the transfusion service.
Responsibility	The ordering provider is responsible for authenticating the verbal order in the appropriate timeframe. The Transfusion Services associate receiving the order is responsible for documenting the order. The Transfusion Services Lead Technologist is responsible for ensuring compliance.
Supporting Documents	<ul style="list-style-type: none"> • SYS IM15 Medical Record Standards of Compliance • SYS IM16 Individuals Authorized to Document Entries into the Medical Record • TJC RC.02.03.07 • 42CFR482.24

NOTES

- Verbal orders are restricted to locations that don't currently have the capability of submitting electronic orders: OR, L&D OR, Specials (e.g. GI services, Cath Lab). Verbal orders may also be accepted from other locations during emergency situations.
- Only physicians, physician assistants, certified registered nurse anesthetists and nurse practitioners can order testing and blood products for transfusion.

PROCEDURE

1. Properly identify the patient for the order with at least two patient identifiers.
 - a. Name.
 - b. Date of birth.
 - c. Medical Record Number.
 - d. Account number may be used to search for the patient in the LIS but two of the above patient identifiers should be confirmed to process the order.

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2. Identify the ordering provider by both Last and First name.
 - a. If the individual passing on the verbal order is someone other than the ordering provider (e.g. RN for the OR case) identify the individual communicating the order.
3. Identify the details of the order and the patient's location.
4. Read back the information to confirm.
5. To document a new order in the LIS using Enter/Edit Req in Specimen Desktop:
 - a. Navigate through Laboratory (Main Lab – ML) → Blood Bank → Specimen Desktop → Enter/Edit Req.
 - b. Enter patient identifiers to select the correct patient.

Patient	CONE,SNOW
Req Number	<input type="text"/>

- c. Under Req Number hit N or leave blank and hit enter to create a new requisition.

Patient	CONE,SNOW
Req Number	NEW

* Coll Date	08/09/13	T	* Received	N
* Coll Time	<input type="text"/>		Coll By	<input type="text"/>
* Priority	R		Recv Date	<input type="text"/>
			Recv Time	<input type="text"/>
			Recv By	<input type="text"/>

- d. Enter an appropriate collect date/time (hit N under time for now) and priority status.

* Coll Date	08/09/13	T
* Coll Time	1423	
* Priority	S	

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e. Tab down to the order fields and enter the test mnemonic(s) for the order.

Order	Name	Px	Source	Spec Desc	Ct	Pr
BLDPRODRBCOP	REQUEST FOR RBC OPERATIVE USE	BB			1	S

- f. Select the Doctors bubble from below the patient demographic header.
- i. This will load the list of the patient's providers and will default one to be the submitting doctor.

Orders Doctors Specimens Additional		
Doctor	Doctor Name	Submit Dr
COOKJOS	COOK,JOSEPH W MD	Y

- g. If the provider requesting the verbal order is on the list of providers, click their name from the list, press the Tab key and hit Y to select them as the Subm Dr.
- h. If the provider requesting the verbal order is not listed, tab to the bottom of the list and enter the first 4-5 letters of the ordering provider's last name and use F9 lookup to select the correct provider. Then click the Tab key and hit Y to select them as the Subm Dr.

Doctor	Doctor Name	Submit Dr
COOKJOS	COOK,JOSEPH W MD	
SYDNEYSAM	SYDNEY,SAM V MD	Y

- i. If the individual who communicated the order wasn't the ordering provider, document the name of the individual in the Comments section at the bottom of the screen (e.g. "Verbal order from RN Lori in OR1 [date] [time] [initials]").

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Comments

Verbal order from RN Lori in OR1 8/9/13 15:13 CH

- j. If there are additional comments for the order, these should also be entered under specimen comments.
 - i. Blood product requests should include a comment that specifies the number of products requested.

Comments

Crossmatch 2 RBCs. Verbal order from RN Lori in OR1 8/19/13 15:13 CH

- k. Click save or press F12 to file the order.
- l. The order will now show up on the ordered pending log.