**Prescriber’s Orders (Verbal)**

**Section:** Operations

**Compliance:** URAC Specialty Pharmacy 2.1

**URAC Standards:** Prescriber’s Orders (Verbal)

**Policy ID:** 5.5

**Approved by:**

**POLICY**

<insert practice name> will follow a set procedure for accepting physician’s verbal/telephone orders. Prescriptions will be verified and the pharmacist will provide the clinical oversight required.

**PROCEDURE [PHARM-OP 3 (a-c)]**

1. Verbal orders will be defined as those received in person or by telephone by a referring physician or others approved by law to prescribe medications
2. Only authorized individuals may receive and implement verbal orders from a physician relative to patient care or service. Those individuals who are authorized are: Pharmacists and designated pharmacy techs
3. For orders covered by Medicare Part B:
   * A written or electronic order is required for medications covered by Medicare Part B
4. For orders not paid by Medicare Part B:
   * At the time the verbal order is received, <insert practice name> personnel shall reduce the order to writing and read back the order to the prescriber or designee calling the prescription to the pharmacy
5. The prescription shall be filed upon entry in the pharmacy operating system

|  |  |  |
| --- | --- | --- |
| **DATE:** | **REVISED BY:** | **REVISION:** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |