

RISK MANAGEMENT

Subject: Clarification of Physician Orders/Legibility of Medical Record Documentation

1.0 Statement of Policy:

- 1.1 This policy is applicable to all areas where the legibility of physician's orders is in question. These areas include but are not limited to Medical/Surgical Nursing Units, Intensive Care Unit, Surgery and Recovery, Emergency Department, Pharmacy, Outpatient.
- 1.2 This policy is applicable to all healthcare professionals documentation within the medical record including nurse's notes, progress notes, teaching, care plans, treatment records.

2.0 Procedure:

- 2.1 If a physician or other authorized healthcare professional writes an order on the medical record that is not legible; the order shall be questioned for clarification.
- 2.2 The person receiving the clarification shall note on the order sheet of the medical record the exact order.
- 2.3 An example of this would be:

Order clarification: Ambien 5 mgm po qhs

- 2.4 Failure to clarify an illegible order shall result in employee counseling.

3.0 Monitoring:

- 3.1 Legibility shall be monitored through concurrent and retrospective chart review.
- 3.2 Medication errors that result from an illegible order shall be reported to Risk Management.
- 3.3 Unresolved legibility issues with physicians and allied health professionals shall be reported to the Credentialing Committee.
- 3.4 Unresolved legibility issues for other health care professionals shall be reported to the department manager and made a part of the annual review process.

Director, Resource Management

Date