

Provider Order Work Flow Process

- A standard work flow process including a standard provider order form will be implemented for all orders written on site by a provider.
 - The Provider Order forms will be located in a wall pocket at the designated provider space and on each nursing station.
 - Facility HUC's will be responsible for ensuring that forms are stocked weekly.
- All orders written by a provider will be written on the Provider Orders form.
- All sections of the form will be completed, as applicable.
- If a STAT order is needed, the provider will check the STAT box in that individual order/s.
- Medications that have more than one schedule (for example a routine order and a PRN order) will be written as separate orders.
- Any specialized direction that would be attached to a specific drug will have that noted in the "Additional Directions" section. (For example a diuretic at a specified time, etc.)
- Any medication that requires a stop date should have that designated on the order form in the "End Date" section (For example an antibiotic or Prednisone, etc.)
- Controlled Substances classified as III, IV and V may have refills indicated on the form; Controlled II Substances cannot be refilled.
- Providers will place completed order sheets in the designated location on each unit (separating any STAT, as needed).
 - A 3 tiered wall pocket will be available on each nursing station
 - Bottom tier for blank order forms
 - Middle tier for completed order forms that are routine
 - Top tier for completed order forms that include STAT
- If orders require clarification or change, a new order sheet will be started.
- HUC/Nursing staff will check the routine and STAT order boxes throughout the day.
- HUC/Nursing staff will process orders as received;
 - STAT orders will have a goal transcription time of one hour from time the order received.
 - Routine orders will be processed within 4 hours
 - All orders will be transcribed into PCC (PointClickCare) for ongoing care and treatment of the resident
- Once the order is transcribed, HUC/Nursing staff will note and follow facility process for scanning the Provider Orders form into PCC.

This process and standards have been reviewed and endorsed by the Metro Alliance of Geriatric primary care providers- September 2017