LaFleur Brooks' Health Unit Coordinating

7th edition

Chapter 09

Health Unit Coordinator Role in Processing of Electronic, Preprinted, and Handwritten Doctors' Orders

Lesson 9.1

Health Unit Coordinator Role in Processing of Electronic, Preprinted, and Handwritten Doctors' Orders

1. Define the terms in the vocabulary list.
2. Identify four methods that may be used by a doctor to provide orders for a hospitalized patient.
3. Name two criteria the health unit coordinator can use to recognize a new set of handwritten doctors' orders that need transcription.
4. List the four categories of doctors' orders and explain the characteristics of each.

Lesson 9.1

Health Unit Coordinator Role in Processing of Electronic, Preprinted, and Handwritten Doctors' Orders (cont'd)

5. Describe the health unit coordinator's role in processing doctors' orders when computer physician order entry (CPOE) is used and in transcribing doctors' orders when paper charts are used (handwritten or preprinted orders).

6. Identify five common areas found on the Kardex form and describe the purpose of Kardexing.

7. Describe the process of ordering diagnostic procedures, treatment, medication, or supplies via computer.

Lesson 9.1

Health Unit Coordinator Role in Processing of Electronic, Preprinted, and Handwritten Doctors' Orders (cont'd)

8. Name and describe the purpose of the symbols used in transcribing doctors' orders and describe the purpose and process of signing off on a set of doctors' orders.

9. List in order the 10 steps of transcribing handwritten doctors' orders.

10. Discuss why accuracy is important in the transcription procedure, the types of errors that may occur during the transcription procedure, and the methods of avoidance that may be used.

Four Methods a Doctor Uses to Provide Orders

- Electronically (EMR)
- Handwritten Orders
- Preprinted Orders
- Telephone Orders

Recognizing New Handwritten Doctor's Orders

- The doctor indicates a new set of orders by flagging the chart.

- Flagging techniques vary.
    - Dog-earing the order sheet
    - Slide indicator on the side or top of the chart binder

- New orders can be identified by the absence of symbols and by the absence of sign-off information.

Categories of Doctors' Orders

- Standing: in effect and are executed routinely as ordered until they are discontinued or changed by a new doctor's order

- PRN: given as necessary until changed or discontinued

- One-Time or Short-Series: treatment or medication carried out once only or for a short period of time

- Stat: an order that is to be carried out immediately

HUC Role in Processing Doctors' Orders with CPOE

- Coordinates patient care activities on the nursing unit.

- Places and documents calls (consultations, scheduling of outside appointments, etc.).

- Completes tasks related to patient discharges and transfers.

- Completes request for patient medical records from a different facility.

- Scans documents into the EMR.

Transcription of Doctors' Handwritten or Preprinted Orders

- A process that is used to communicate doctors' orders to the nursing staff and other hospital departments

- The transcription procedure includes:
  - Kardexing
  - Ordering
 - Using symbols
  - The signing-off process

Kardex Form

- Each nursing unit may use a portable file that is referred to as the Kardex, which contains one Kardex form for each patient on the nursing unit.

- Five main areas common to most Kardex forms:

  - Activity
  - Diet
  - Vital sign frequency
  - Treatment
  - Diagnostic studies

Kardex Form, cont'd

- ## Purpose of the Kardex:

  - Provide a quick reference for the nursing staff:

    - Current profile of a patient's information
    - Current doctors' orders
    - Patient's nursing needs

- ## It is used for:

  - Planning and designating patient care

  - Reporting patient information to the oncoming shift

Kardex File
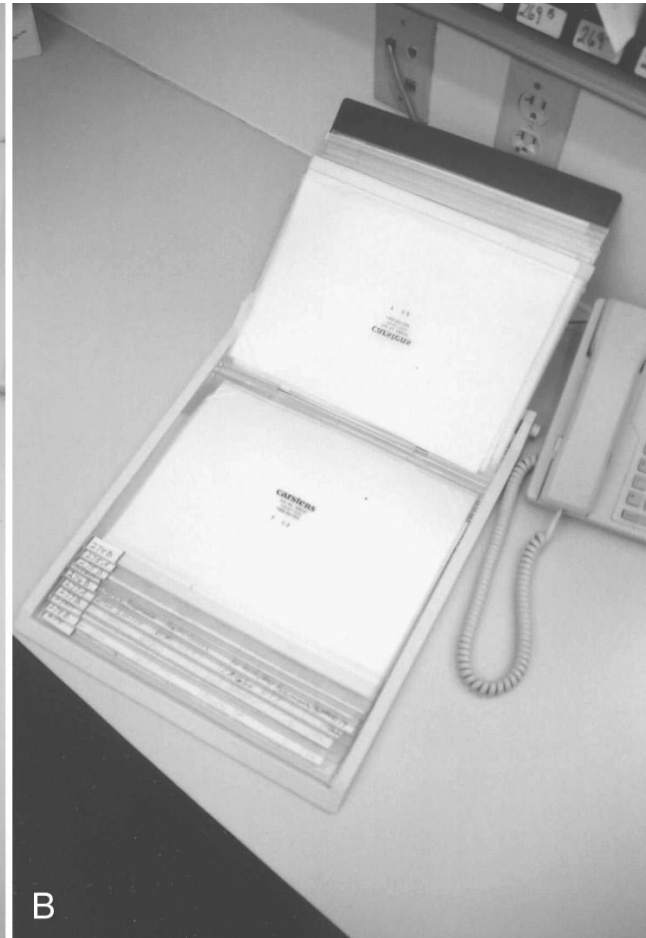
Kardexing

- The process of recording all new doctors' orders onto each patient's Kardex form
- Usually done in pencil
  - New doctors' orders may involve changing or discontinuing an existing order.
- Information not subject to change (patient's name) is recorded in black ink.
- Accuracy is essential.

Completed Kardex Form

Kardex Form

Activity 1/16 C(BR) HOB ↑30°	Date Ord	Treatments	Date Ord	Laboratory	Date Ord	Allergies	
	1/16	Consult Dr. T.L. Payne	1/16	stat CBC			
						Diagnostic Imaging	Date to
Diet							be Done
Vital signs 1/16 Rtemp q 4 h							
Weight 1/16 Daily							
IV		Respiratory Care		Pre OP Orders		Diagnostic Studies	
				Daily Lab			
I & O 1/16							
Retention Cath (Foley) ☐ Health Records _____		Physical Medicine					
Adm. Date 1/16		Consultations:		Surgery: Date:			

Name Joint, Jane	Doctor T.Arthro	Age 51	Diagnosis Osteoarthritis	Date of admission 1/16/xx

Ordering

- The process of inputting the handwritten doctors' orders into the computer (or paper)
- Often the method by which the patient is charged for tests, treatments, and supplies
- Ordering by computer requires the HUC to:
  - Select the patient's name from a computer screen.
  - Follow the steps to input the ordering information.
    - (According to the hospital computer program used)

Symbols

- A symbol is recorded on the doctors' orders sheet to indicate completion of the task.

- The symbol may be written in black or red ink, depending on hospital policy, in front of the doctors' orders.

- Symbols include:
  - PC sent, faxed or scanned – indicates pharmacy copy was forwarded to the pharmacy
  - Ord – indicates that test, treatment, or supply has been ordered
  - K – indicates order has been Kardexed
  - M – indicates transcription of a medication order

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Symbols, cont'd

- ## More symbols:
  - ☐ Called (name and time) – indicates completion of a telephone call
  - ☐ Notified (name and time) – indicates that the appropriate health care team member has been notified of a stat order

Signing Off Doctors' Orders

- Process that is used to indicate completion of the transcription procedure of a set of doctors' orders

- Record the date, time, full name, and status on the line directly below the doctor's signature.

  - May use the abbreviation SHUC if a student HUC or CHUC if certified
    - Example: 5/12/XX 1045 Jane Whitmore SHUC

Ten Steps of Transcription

1) Read the complete set of doctors' orders.

2) Send or fax the pharmacy copy of the doctors' orders sheet to the pharmacy department.

3) Complete all stat orders.

4) Place telephone calls as necessary to complete the doctors' orders.

5) Select the patient's identifying information (i.e., name, account number, etc.) from the census on the computer screen or collect all necessary forms.

Ten Steps of Transcription, cont'd

6) Order diagnostic tests, treatments, and supplies.

7) Kardex all the doctors' orders except medication orders.

8) Complete medication orders by writing them on the MAR.

9) Recheck each step for accuracy and thoroughness.

10) Sign off the completed set of the doctors' orders.

Example of Transcribed Set of Doctors' Orders

Patient Label Information

Physicians' Order Sheet

Pharm Copy Sent @1445 EG

Date	Symbol	Physician's Orders	
01/16/XX	K	Admit to med-surg	
	K	CBR	
	Ord, K	STAT CBC	*called Pat @1450*
	K	Consultation with Dr. T. L. Payne	*called Michele 1455*
	K	HOB ↑ 30°	
	K	Wt daily	
	K	Rectal temp q 4°	
	K	Intake and output	*I&O form prep*
	M	Compazine 10 mg IM for nausea and vomiting	
		Dr. Thomas Arthro, M.D.	
01/16/XX	1505	Ellen Green, CHUC	

Avoiding Transcription Errors

- Accuracy during the transcription procedure is a must:

  - Errors may cause serious harm or delay in treatment for the patient.

- There will always be differences in what is done in the classroom, between hospitals, and even between nursing units within hospitals.