

**BAY-ARENAC BEHAVIORAL HEALTH AUTHORITY
POLICIES AND PROCEDURES MANUAL**

Chapter: 4	Care and Treatment		
Section: 9	Health Care Management		
Topic: 19	Professional Orders		
Page: 1 of 4	Supersedes Date: Pol: 10-21-10 Proc: 10-21-2010	Approval Date: Pol: 10-17-13 Proc: 8-21-2024	<hr/> <i>Board Chairperson Signature</i>
<hr/> <i>Chief Executive Officer Signature</i>			
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Policy

Bay-Arenac Behavioral Health Authority (BABHA) has established protocols to be followed by professional staff providing care to the people we serve regarding communication processes.

Purpose

This policy and procedure is designed to ensure there are appropriate means of communication for orders between professional staff and designated home care staff.

Education Applies to

- All BABHA Staff
- Selected BABHA Staff, as follows: Ancillary Care, Agency Nurses – Residential and Clinical

Clinical

- All Contracted Providers: Policy Only Policy and Procedure
- Selected Contracted Providers, as follows: Residential Providers
 - Policy Only Policy and Procedure
- Other:

Definitions

Phone (Verbal Orders): Taking orders or instructions over the phone (not for prescribed medications, but for example a treatment to increase fluids, take vital signs, etc.) from a professional (e.g., primary care provider, Home Nurse, Home Manager or designee, Physical Therapist, Occupational Therapist or dietary, etc.)

Professional Order: A written communication between a professional staff person (e.g., Home Nurse, Home Manager or designee, PT, OT or dietary, etc.) and a direct care worker regarding a person we serve that lives in a specialized residential home or appropriate apartment setting.

E-MAR: electronic medication administration record

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Background: Direct Care Workers CANNOT take an order for any prescription medications over the phone. The designated professional must be asked to call or fax these types of orders to the pharmacy. A copy of any order must be obtained from the pharmacy and kept on file in the person's record.

Procedure

- A. When there is a circumstance where a Direct Care Worker will call a primary care professional regarding a person living in a specialized residential home or apartment and he/she receives an order other than for a prescribed medication, he/she is to:
 1. Write the order down on a professional order form,
 2. Read the written order back to the professional,
 3. Have the professional verify the order,
 4. Write down the name and title of the professional he/she spoke to along with the date and time,
 5. These orders then need to be signed in a timely manner (at least within 30 days) by the professional who gave the orders,
 6. The orders will be kept permanently in the appropriate person's records

- B. When a professional order is received from a Home Nurse:
 1. The Direct Care Worker will write the order down on a professional order form,
 2. Read the written order back to the Home Nurse,
 3. Have the Home Nurse verify the order,
 4. Write down the name and title of the Home Nurse he/she spoke to along with the date and time,
 5. These orders then need to be signed in a timely manner (at least within 30 days) by the Home Nurse who gave the orders,
 6. The orders will be kept permanently in the appropriate person's records.

- C. When a professional order is received from a Home Manager or designee (these orders will be based on Nursing Guidelines):
 1. The Direct Care Worker will write the order down on a professional order form,

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2. Read the written order back to the Home Manager or designee,
 3. Have the Home Manager or designee verify the order,
 4. Write down Record the name and title of the Home Manager or designee they spoke to along with the date and time (need to include a start and stop time),
 5. These orders then need to be signed in a timely manner (at least within 30 days) by the Home Manager or designee who gave the orders,
 6. The orders will be kept permanently in the appropriate person's record.
- D. Discontinuation of Orders: Whenever a stop date and time is reached on an order, it needs to be discontinued on the medication sheet, electronic MAR or treatment sheet as appropriate:
1. By writing in big letters "D/C" and crossing out the rest of the days and time beyond that stop date and time.
 2. You may also use a yellow highlighter over the area to signify the discontinuation.
 3. If using an electronic MAR, follow the process for that specific system.
 - 2.4.
- E. All professional orders whether verbal or phone, need to be kept in the Medication book (if appropriate) until they are discontinued, completed, or written as a prescription (if using a paper MAR, they can be filed in backup after being removed from the medication book). They also need to be communicated to all staff via the communicator log (or some other means of communication recognized in the home).

Attachments

N/A

Related Forms

Professional Orders (G:/Clinical Services/Master Clinical Files)

Related Materials

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References/Legal Authority

MDCH
State Board of Licensing

SUBMISSION FORM				
AUTHOR/ REVIEWER	APPROVING BODY/COMMITTEE/ SUPERVISOR	APPROVAL /REVIEW DATE	ACTION (Deletion, New, No Changes, Replacement or Revision)	REASON FOR ACTION - If replacement list policy to be replaced
M. Bartlett	MMPRC	08/24/2010	New	
M. Bartlett	PNLT	08/29/2013	Revision	Triennial review: Change to the policy statement
S. Van Paris	Dr Smith	10/22/21	No changes	Triennial Review
<u>S. Van Paris</u>	<u>HPC</u>	<u>8/21/24</u>	<u>Revision</u>	<u>Triennial Review- changed to reflect use of electronic MAR.</u>