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Entering Basic Orders

Objectives

This lesson introduces you to the process of entering patient orders. These functions let you record and communicate the complete range of care provided to the patient, including diagnostic, medication, and treatment activities.

Orders can be entered directly by the ordering provider or by someone on behalf of the ordering provider (for example, RN).

Upon completion of this lesson, you should be able to:

- Enter an order
- Enter orders for another provider
- Address an order alert

Understanding CPOE

Computerized Physician Order Entry (CPOE) is a clinical process that allows the physician or other healthcare providers to submit patient orders directly into the computer system.

Submitted orders are transmitted to the staff (nurses, therapists, pharmacists), or to the departments (pharmacy, laboratory, or radiology) responsible for fulfilling the order.

The CPOE system compares new orders against standards for dosing, checks for allergies or complex interactions, and automatically flags for potential problems.

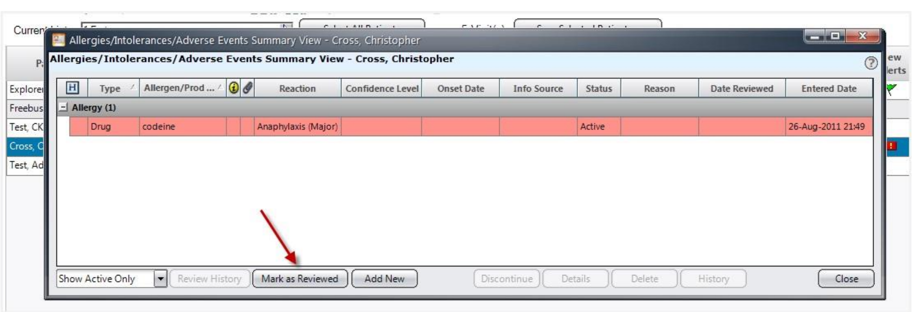
Entering a Basic Order

Note: The process for entering allergies has been discussed in a previous section; however, reinforce the importance of reviewing allergy information at order entry.

Reviewing Allergies at Order Entry

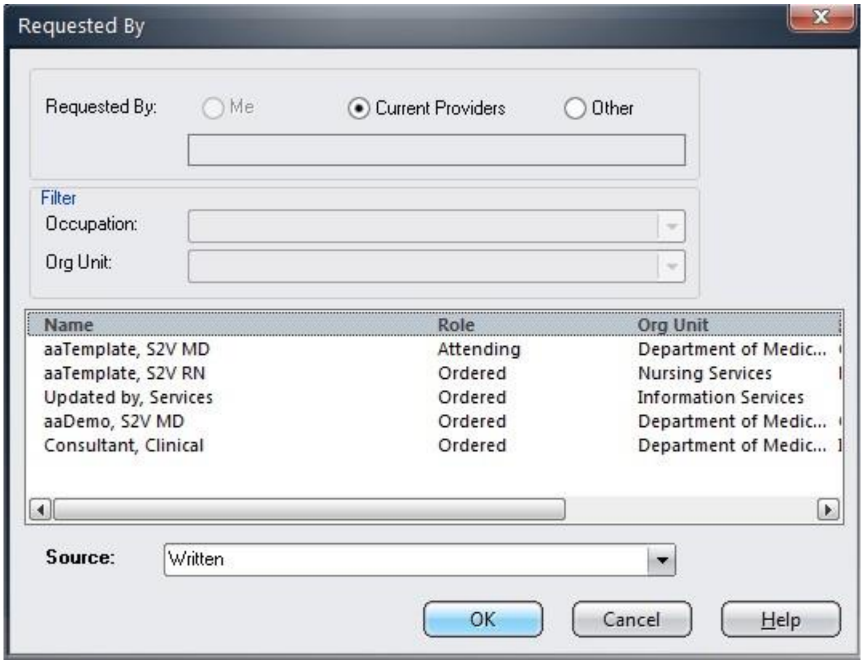
As a reminder, prior to entering orders on a patient, it is important to always review and/or add, as appropriate, allergy information. This will enable the appropriate drug/allergy interaction checking during the order entry.

If the **Mark as Reviewed** function is not completed prior to order entry, you will be prompted with the **Allergies Summary** window.



Entering an Order

1. With your patient selected, click the **Enter Order** button  in the **Patient Header** (next to the patient name).
   Note: It is important that you verify the name of the patient in the Patient Header to ensure that orders are entered on the correct patient.
   - *The Requested By window appears.*



Review the components of the Order Entry Worksheet.

Understanding Order Entry Worksheet Fields

The following table describes the Order Entry Worksheet fields.

Field Name	Description
Patient Header	Displays the Patient Header demographic information for viewing.
Allergy Details button	Allows you to add/update allergy information. Click the Allergy Details button to access the Allergies/Intolerances/Adverse Events Summary View window.
Requested By	As an authorized prescriber, the default of Me is selected. If the order was entered by another clinician (or non-prescriber) on your behalf, the Other option button is selected, and your name in addition to the Source of how the order was requested (for example, Verbal).
Date	Allows you to optionally select the requested date for the order(s) being entered. **Note**: The recommendation is to leave blank and notate the date on the actual individual order form as the dates may differ if entering multiple orders in the same session.
Time	Allows you to optionally select the requested time for the order(s)

	being entered. **Note**: The recommendation is to leave blank and notate the time on the actual individual order form as the times may differ if entering multiple orders in the same session.
Session Type	Allows you to select the ordering session type for the order(s) being entered (for example, Standard, Hold, Discharge, etc.). The default is Standard.
Reason	Displays the reason associated with the selected Session Type.

Searching for Orders

There are two ways to find/search for orders:

- **Start of Browse**—allows you to search for orders based on the categories and subcategories you select.
- **Manual Entry—**allows you to search for orders by typing in the name or the first few letters of the order you want to enter.

To Enter an Order Using Manual Entry

2. In the **Order** Search field that displays **type here to enter order name**, type: **cbc**.
    - *All order items matching the search criteria will appear.*
3. Select the CBC (Complete Blood Count).
4. Double-clicking the item or select the item and then click the **Add** button
    - *The order item is added to the Order Summary Window (that is, Shopping Cart).*

    Note: If you need to add or modify information for the order details, you can click the **View** button before adding the item or after the order is added to the Summary Window, you can select the order and click the **Edit** button.

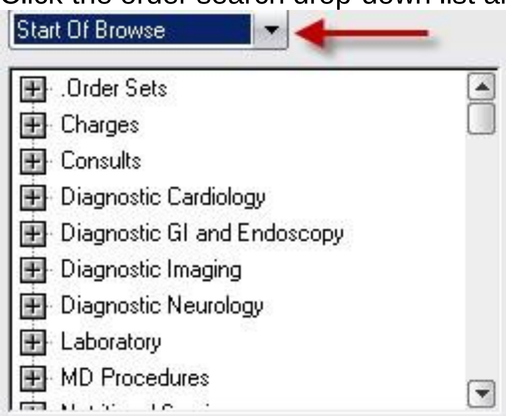
    - At this point, the order is **Pending** status and has not been submitted. You can perform the following actions prior to submission:
        - Repeat the order search process and enter another order.
        - **Edit** the order (that is, make changes to the order form) – highlight the order in the **Order Summary** window and click the **Edit** button (bottom right).
        - **Delete** the order (that is, remove from the **Order Summary** window) – highlight the order in the **Order Summary** window and click the **Delete** button (bottom right).
5. Highlight the **CBC** order in the **Order Summary** window, and click the **Edit** button.
    The order form details appear.
    - White colored fields can be edited.
    - Gray colored fields display text that is auto-populated from configured text or pulled from other areas of the chart. Some grayed fields, such as **Relevant Results** and **Problem List** (that is, Health Issues) allow information to be added to the order by branching to a dialog window (note button at the end of the field).

- The **Height** and **Weight** information fields will auto-populate if information was documented on the Vital Signs flowsheet or you can manually enter this information, if not captured, to be used for weight-based dose calculations.

6. Click the **Collection Priority/Time** drop-down and select **Time Critical**.
   An additional field appears for entering the actual time.
7. In the time field, enter **21:00**.
8. Click **OK**.
   The order is updated.

To Enter an Order Using Start of Browse

9. First try finding the **Chest 1 View** order using **Manual Search** by typing **chest** in the manual search field.
   Note: Notice the search does not return the name of the order you are searching for.
   - *You have tried every possible search, so you will now use the Start of Browse function to find the order.*
10. Click the order search drop-down list and select **Start of Browse**.



11. In the browse tree, click the plus sign ( ) next to **Diagnostic Imaging**.
    - *The list of sub-level groups appear.*
12. Select the **Xray / Fluoroscopy** sub-category.
    - *The list of orders grouped into this category appear in the Search Result window.*
13. Scroll down the list to find the order: **XR Chest 1 View**.

    Note: The grid button that appears next to an order indicates that particular item requires additional information on the form and will open the Order Form automatically when the entry is selected.
14. Double-click the **XR Chest 1 View** order.
    - *The order form details window appears.*

    Note: Fields with a red asterisk ( ) are mandatory. Failure to complete the required information on an order form will trigger an alert that prohibits you from continuing with the order.
15. Click the **Requested for Priority/Time** drop-down list and select **STAT**.
16. Click the **Transport Method** drop-down list and select **Wheelchair w/IV, 02**.
17. *If your patient is female, you may be required to select the appropriate **Pregnancy Status**.*
18. Click the button at the end of the **Reason for Exam** field.

- *A selection list window appears.*

19. Select the option labeled **Chest Pain**.
20. In the **Special Instructions** field, type: **Call MD with results**.
21. Click **OK**.
    - *The order is added to the Summary Window.*

Hiding the Order Entry Worksheet

The Hide Worksheet option allows you to hide (or minimize) the Order Entry Worksheet and access other chart information prior to submitting the orders and then return to order entry.

To Hide the Worksheet:

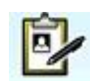
22. Click the **Hide Worksheet** button.
    The Order Entry Worksheet is removed from the screen, and you are able to access other chart information as needed.
    Notice the button changes with the pen next to the notepad indicating there are orders pending submission.
23. Click the **Enter Order** button to return to your current order entry session.
24. Click the **Submit Order(s) for**… button.
25. Enter your **password authentication**.
    The order is transmitted to the radiology department for processing.

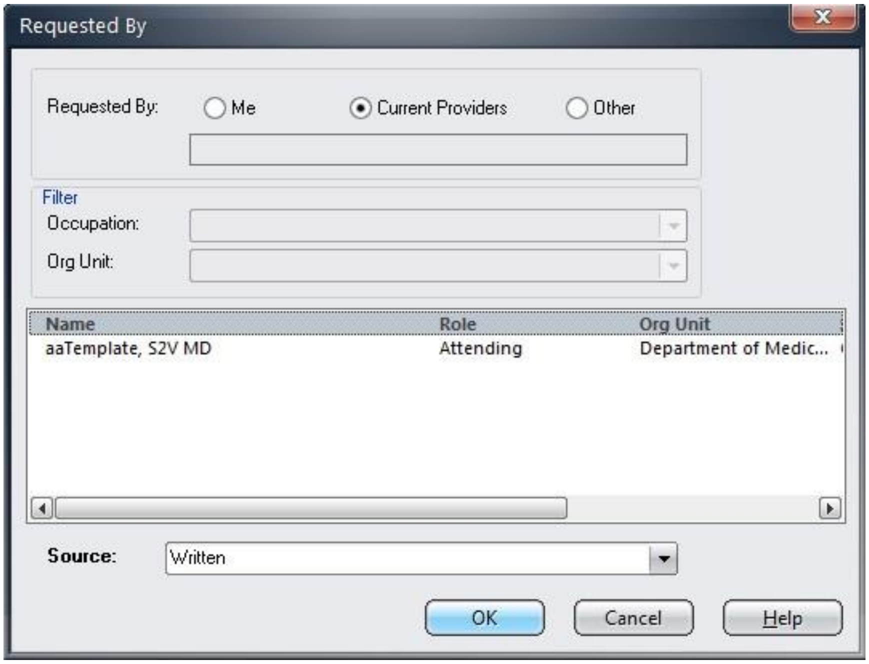
Entering Orders for Another Provider

In the event you are covering for another provider and need to enter orders on that provider's behalf, Acute Care allows you to perform this function. For example, you receive a phone call from Dr. X asking you to enter orders for a patient on his/her behalf.

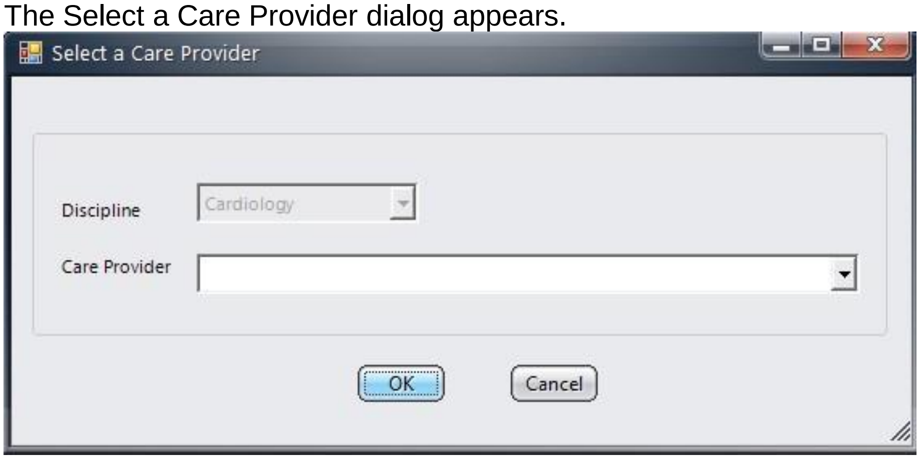
The requesting physician will receive an alert that he/she need to sign the order.

To Enter Orders for Another Provider:

26. With your patient selected, click the **Enter Order** button .
27. On the **Order Entry Worksheet** next to **Requested By**, click the option labeled **Other**.
    The Requested By window appears.



28. In the **Requested by** window, click the **Other** option.
29. In the space below the options, type the first few letters of the last name of a **training physician at your facility**.
30. Ensure <provider’s name> is highlighted.
31. From the **Source** drop-down list, select **Phone**.
32. Click **OK**.
33. In the **Type here to enter order name field**, type **consult**.
34. Add the **Consult-Anesthesia** order.
    - The Alert Summary window appears requiring you to acknowledge that you performed the read back policy for the verbal order process.
35. Click the **Acknowledgement Comment** drop-down list and select **I have read and acknowledge this alert**.
36. Click **Proceed**.
37. In the **Reason for Consult/Comments** field, type: **assess if candidate for surgery**.
38. If the consulting provider is known at the time of order entry, click the button at the end of the **Care Provider** field.
    - The Select a Care Provider dialog appears.



39. Click the **Care Provider** drop-down list and select the consulting provider’s name.

40. Click **OK**.
41. Click **OK**.
42. Click **Submit**.
43. Enter your password authentication.

Addressing Orders with Alerts

Defined order parameters may trigger an alert or warning message based on certain patient criteria. Some common alerts that you may encounter are:

- Duplicate order
- Drug/Allergy interaction
- Drug/Drug interaction
- Drug/Pregnancy/Lactation status checking
- High/Low Lab Value and Drug interactions
- Drug/Disease interaction checking

The displayed pop-up alert window requires you to make the appropriate clinical decision based on policy and/or provider's clinical knowledge.

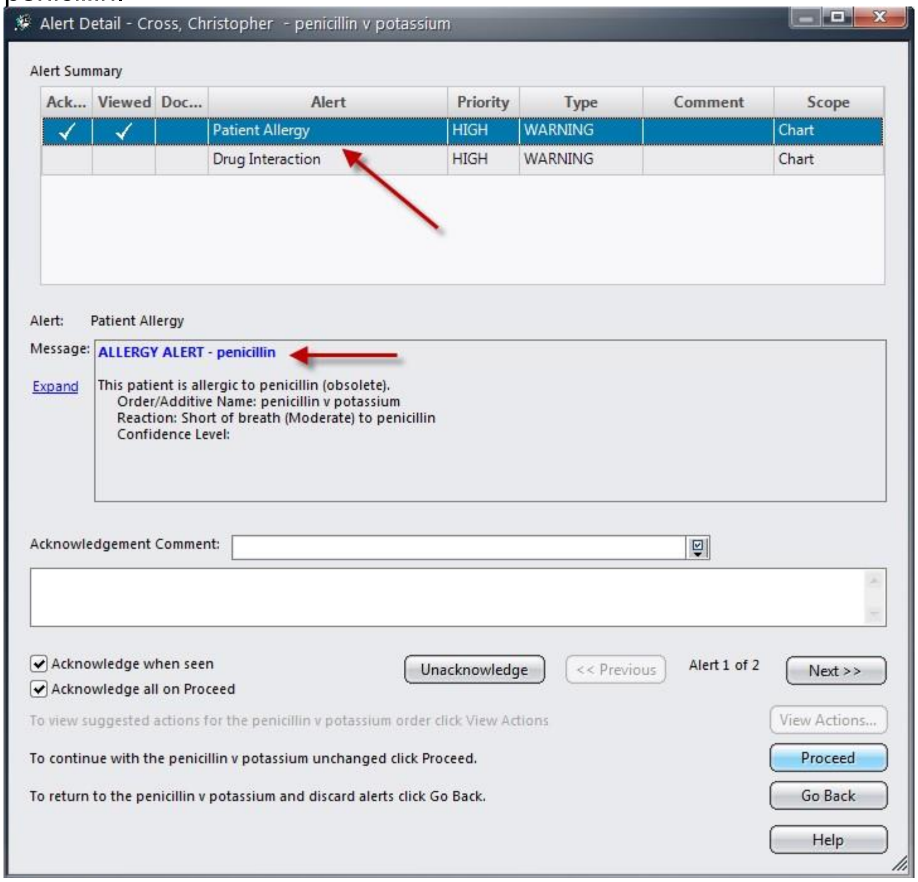
Note: Ensure the drug allergy to penicillin was previously entered on the patient.

To Address Orders with Alerts

44. Click the **Enter Order** button .
    - The Order Entry Worksheet appears.

    Note: Because you did not change to a new patient, the system assumes you are using the same requesting provider and therefore will not redisplay the Requested By window.
45. In the **Type here to enter order name** field, type: **penicillin**.
46. Scroll down and double-click the **penicillin v potassium suspension**.

- The Alert Details window appears indicating a drug/allergy interaction with the penicillin.



Features in the alert dialog are as follows:

Feature	Description
Alert Summary	Provides summary information about the alert type and whether the alert has been viewed and/or acknowledged. One or more alerts may appear.
Alert Message	Provides specific clinical details about the situation that caused the alert to generate.
Acknowledgement Comment	Select the option drop-down or enter a free-text comment describing the reason you made the decision to acknowledge the alert and proceed.
Actions buttons	• View Actions - Select to display appropriate actions that can be taken relating to this alert. • Proceed - Select if you want to continue with the initiating action. • Go Back - Select to back out of the entry of the order.
Expand (link)	Click the hyperlink to display the alert details in an expanded view.

References (link)	Click the hyperlink to access a dialog window to display the alert references. • A bold green header is used to separate groups of bibliographic citations • Each bibliographic citations is numbered sequentially within its group

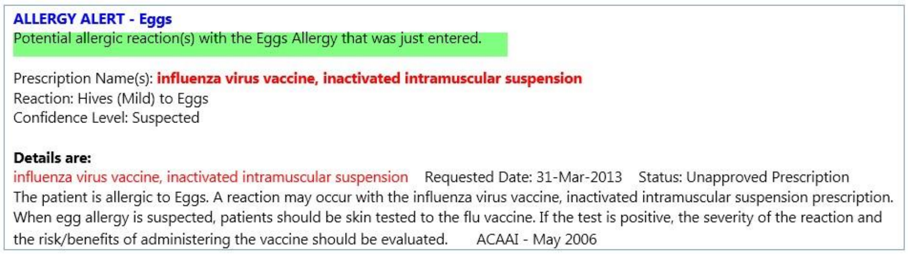
Note: When the alert message is lengthy, the **Expand** hyperlink provides additional alert information. You can also click the **References** hyperlink to view the citation bibliography that references the clinical basis for the alert.

47. Click the **Acknowledgement Comment** drop-down list and select **Benefits outweigh risk**.

48. Click **Proceed**.
    - This logs the alert against the patient and allows you to continue to order your medication.
49. In the **Select Dose Below** field, select 500.
50. From the **Frequency** drop-down list, select **every 6 hours**.
51. Click **OK**.
52. Click **Submit**.
53. Enter your password authentication.
54. Click the **Orders** tab.
    - Notice the alert icon generated in the **Alert** column for the penicillin v potassium order.

Reverse Allergy Checking

When a new allergy is added, the allergy interaction alert will check current (existing) patient orders and prescriptions to determine if the new allergy could cause a potential allergic reaction. If there is a potential for a reaction, an alert will be generated to warn the user entering the allergy.



When an existing allergy is modified, the allergy interaction alerts are capable of checking current (existing) patient orders and prescriptions to determine if the existing allergy could cause a potential allergic reaction. However, some allergy modifications do not warrant a rerun of the allergy check due to the nature of the change such as making a minor modification to the allergy's description.

Note: The same rule applies for **Intolerances** and **Adverse Events**.