Verify Orders

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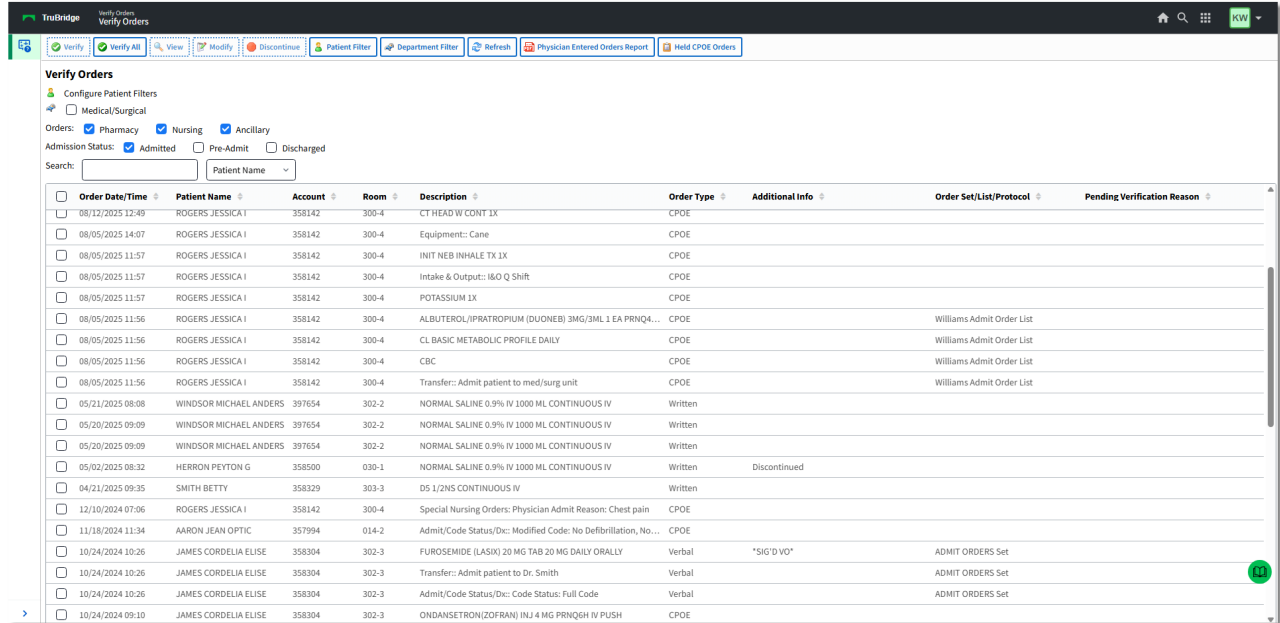# Table of Contents

Chapter 1   Introduction

1.1   Attestation Disclaimer

Promoting Interoperability Program attestation confirms the use of a certified Electronic Health Record (EHR) to regulatory standards over a specified period of time. TruBridge Promoting Interoperability Program certified products, recommended processes, and supporting documentation are based on TruBridge's interpretation of the Promoting Interoperability Program regulations, technical specifications, and vendor specifications provided by CMS, ONC, and NIST. Each client is solely responsible for its attestation being a complete and accurate reflection of its EHR use during the attestation period and that any records needed to defend the attestation in an audit are maintained. With the exception of vendor documentation that may be required in support of a client's attestation, TruBridge bears no responsibility for attestation information submitted by the client.

1.2   Overview

Verify Orders is the queue where nursing will verify nursing orders, provider-entered ancillary orders, and pharmacy orders that have been entered by providers, nursing staff, and pharmacy staff.

Chapter 2   Verify Orders

To access the Verify Orders screen for ALL patients, select **Verify Orders** from the **Application Drawer**.

Select **Web Client** > **Application Drawer** > <u>**Verify Orders**</u>

Verify Orders option in Application Drawer

Verify Orders screen

Action Bar Options

- **Verify:** Select this option to verify the selected order(s). If the selected order(s) includes a protocol(s), then each protocol will appear
- **Verify All:** This option will verify all orders in the list. Any orders with Diabetic Record or PCA protocols attached must be viewed prior to completing verification.
- **View:** Select an order and then select View to view the Order Detail screen. The Order Detail screen may also be viewed by double-clicking the order.
- **Modify:** Select an order(s) and then select Modify to access the Order Maintenance screen(s). If more than one item is selected, the Order Maintenance screen for each item will appear one-at-a-time. *NOTE: This feature should only be available for temporary nursing-entered orders.*
- **Discontinue:** To discontinue one or more orders, select the order(s) and then select Discontinue. The selected order(s) will appear on a screen where a prompt for "Are You Sure?" should be addressed. If "Yes" is selected, an "Order Type Selection" screen will appear. *NOTE: This feature should only be available for temporary nursing-entered orders.*
- **Patient Filter:** Select this option to open the Patient Filters screen, where filters may be added, edited, or defaulted to checked/unchecked.
- **Department Filter:** Select this option to open the Department Filters screen, where filters may be added, edited, or defaulted to checked/unchecked.
- **Refresh:** This will refresh the screen to show any new orders that have been placed and are awaiting verification.
- **Physician Entered Orders Report:** This will display the PEOR, which displays all information for orders entered by providers or nursing staff. CPOE, Verbal, Phone, and Protocol order types will display (Written and Standard orders will NOT be included). See PEOR 14 .
- **Held CPOE Orders:** This will display a list of all patients with Held CPOE Orders, meaning they are orders on a temporary account in a queue waiting to be released.

Filter Options

- **Configure Filters:** Both **Patient** and **Department** filters will be available for selection. If none are set, the options will display as **Configure Patient Filters** or **Configure Department Filters**. Select the designated icon to add, edit, and/or change the default checked/unchecked setting. *NOTE: The **Use Verify Nursing Orders** check box on Page 1 of the POC Control Table must be checked for nursing to verify nursing orders. Please see the Table Maintenance - Clinical user guide for application security information.*
- **Orders:** Filter orders by type: Pharmacy, Nursing, and/or Ancillary.
- **Admission Status:** Filter orders by patients who are Admitted, Pre-Admit, or have been Discharged from the facility.

Order Information

The Order Information will display in the following columns. Select any column header to regroup the entire list by that field in either numerical or alphabetical order, ascending or descending.

- **Order Date/Time:** Date and time the order was placed (if routine) or the time the order is scheduled to be completed (if entered for a specific time)
- **Patient Name:** Last Name, First Name, Middle Name or Initial

- **Account:** Patient's account number
- **Room:** Patient room number
- **Description:** Item Description and Order Detail
    - Pharmacy Order: **DESCRIPTION** (up to the colon): **DOSE UNIT ROUTE FREQUENCY**
    - e.g., **FUROSEMIDE (LASIX) TAB: 20MG ORAL BID**
- **Order Type:** Written, Telephone, Verbal, Protocol, or CPOE
- **Additional Info**
    - STAT
    - Discontinued
    - PCA Protocol
    - DR (Diabetic Record) Protocol
    - Multi-Component
    - Alt Components
    - Alt IV
- **Order Set/List/Protocol:** If the order was placed from an Order Set, Order List (Physician or Department/Facility), or a Protocol, the title will display in this column.
- **Pending Verification Reason:** This column pulls the Pending Verification Reason entered by Pharmacy. *(**NOTE:** The Verify/Verify All option will be disabled for any order that is in the Pending Verification Status. If the Pharmacy is closed and an order is still in the Pending Verification status but needs to be administered, the user will need to place a new order for that medication.)*

<u>Verify Orders Screen - Additional Information</u>

- **All Orders:**
    - Multiple orders may be selected prior to selecting **Verify**.
    - If multiple orders are selected for verification and one or more of those orders requires the user to look at Additional Information, the orders that do not require additional information to be addressed will be verified immediately. The orders with required information will be verified after those fields have been addressed individually (e.g., Clinical Monitoring results, Diabetic Record Protocols).

- **Diabetic Record Protocol Orders:**
    - Order protocols will not display in the main screen. When an order with a protocol attached is selected for verification, the order detail will display.
    - If multiple protocols are attached, each protocol will appear subsequently. Action Bar options for "Next Protocol" and "Previous Protocol" will be present so that the user can toggle between protocols.
    - Diabetic Record protocols MUST be viewed/reviewed prior to verification.

- **PCA Protocol Orders:**
    - Order protocols will not display in the main screen.
    - When an order with a protocol is selected for verification, the order detail will display.

- **IV Orders:**
    - When the "Verify/Acknowledge" or "Verify/Acknowledge All" options are selected, the order detail will display so that the components may be viewed prior to verification (if there is more than one component attached to the item).

To access the Verify Orders screen for a SINGLE patient, select the patient's chart and then **Verify Orders**. Orders for only the selected patient will display for verification.

Select **Web Client** > **Charts** > **Select Patient** > <u>Verify Orders</u>

Verify Orders

Action Bar Options

- **Verify:** Select this option to verify the selected order(s). If the selected order(s) includes a protocol(s), then each protocol will appear
- **Verify All:** This option will verify all orders in the list. Any orders with Diabetic Record or PCA protocols attached must be viewed prior to completing verification.
- **View:** Select an order and then select View to view the Order Detail screen. The Order Detail screen may also be viewed by double-clicking the order.
- **Modify:** Select one or more orders and then select Modify to access the Order Maintenance screen(s). If more than one item is selected, the Order Maintenance screen for each item will appear one at a time. *NOTE: This feature should only be available for temporary nursing-entered orders.*
- **Discontinue:** Select this option to discontinue the selected order(s). The selected order(s) will appear on a screen where a prompt for "Are You Sure?" should be addressed. If "Yes" is selected, an "Order Type Selection" screen will appear. *NOTE: This feature should only be available for temporary nursing-entered orders.*
- **Refresh:** This will refresh the screen to show any new orders that have been placed and are awaiting verification.
- **Future Orders:** This option is available for the Charts > Verify Orders pathway only. This will display Unreleased Future Orders awaiting verification. For more information on Future Order Entry and the Unreleased Future Orders screen, see the [Future Orders](#) user guide.

- **Physician Entered Orders Report:** This will display the PEOR, which displays all information for orders entered by providers via CPOE. See Physician Entered Orders Report
- **Orders Filters:** Filter orders by type: Pharmacy, Nursing, and/or CPOE Ancillary orders.

Additional Launch Points

Verify Orders exists at traditional launch points and is available through the following pathways:

- Select **Web Client > System Menu > Hospital Base Menu > Order Verification > Pharmacy Orders or Nursing Orders**
- Select **Web Client > System Menu > Hospital Base Menu > POC Access > Verify Orders > Pharmacy Orders or Nursing Orders**
- Select **Web Client > System Menu > Hospital Base Menu > POC Access > select Patient > Pharmacy tab > Pharmacy > Verify Orders**

2.1   Order Detail

The Order Detail displays similarly to the screens accessed from Order Chronology and will show all information for the selected order. An order may be selected by choosing the order and then selecting **View** or by double-clicking the order. The user will have the ability to Redirect verbal/phone orders to the correct ordering provider's E-Sign folder, if necessary.

NOTE: Please refer to the Order Chronology user guide for more information. See Order Detail example screens below.

When viewing the Order Detail on a medication, the right side of the screen will display as Clinical Monitoring results that the provider addressed from CPOE until the medication order has been Verified, at which point it will display Administrations will display on the right side of the screen. Any medication orders placed by Nursing staff will display the Administrations on the right side of the screen in the verification process.

Select **Patient** > **Verify Orders** > <u>**select Order (IV Medication)**</u>

Order Detail - IV Medication

Select **Patient** > **Verify Orders** > <u>select Order (Non-IV Medication)</u>

Order Detail - Non-IV Medication

Select **Patient** > **Verify Orders** > <u>select Order (Nursing)</u>

Order Detail - Nursing

Select **Patient** > **Verify Orders** > <u>select **Order** (Ancillary)</u>

Order Detail - Ancillary

2.2   Verifying Orders

When verifying orders, the nurse will be prompted to go through any required screens for review. If a pharmacy or ancillary order was placed by nursing as a phone/verbal order, the nurse should not have to re-address anything that was addressed in Order Entry. If the order was placed via CPOE, nursing will need to review any Clinical Monitoring.

To verify individual orders, select those orders and then select **Verify** from the action bar. To verify all nursing orders, select **Verify All** from the action bar. The system will prompt the nurse to review any required pharmacy information, if needed. If no additional information needs to be addressed, the orders will be verified without the nurse needing to review anything.

Verify Orders

If Clinical Monitoring requires an Override, nursing staff will be required to address it. If there are any Clinical Monitoring alerts, the nurse will be prompted to review. They may select **Continue** from the action bar to exit the screen and proceed with verification.

Clinical Monitoring

Once verification is completed, the user will be returned to the Verify Orders screen and the verified orders will no longer display in the list.

Chapter 3   Reports

3.1   Physician Entered Orders Report (PEOR)

The Physician Entered Orders Report includes verified medication, ancillary, and nursing orders placed via Order Entry and identifies who verified the orders. For Nursing, the report may serve as the physician order sheet. When run from Verify Orders, both verified and unverified CPOE orders pull to the report.

The PEOR can be run from the following pathways:

- **Web Client > Application Drawer > Verify Orders > <u>Physician Entered Orders Report</u>**
- **Web Client > Charts > select Patient > Verify Orders > <u>Physician Entered Orders Report</u>**
- **Web Client > Charts > select Patient > Reports and Attachments > Nurses Notes > Patient Progress Notes (PEOR at the bottom)**
- **Web Client > Charts > select Patient > Clinical History > Patient Progress Notes (PEOR at the bottom)**
- **Web Client > System Menu > HIM/Medical Records Dept > Department Specific > Medical Records > Search by account number > Patient Progress Notes (PEOR at the bottom)**
- **Web Client > System Menu > Hospital Base Menu > Order Verification > Physician Entered Orders > Windows View or Print > Enter Acct Number > <u>Print</u>**
- **Web Client > System Menu > Hospital Base Menu > Order Verification > <u>Pharmacy Orders</u> or <u>Nursing Orders</u>**
- **Web Client > System Menu > Hospital Base Menu > POC Access > Verify Orders > <u>Physician Entered Orders</u>**
- **Web Client > System Menu > Hospital Base Menu > POC Access > select Patient > Pharmacy tab > Pharmacy > <u>Verify Orders</u>**

The following data is included on the Physician Entered Orders Report:

- **Patient Information**
  - Patient's name
  - Account number
  - Medical record number
  - Date of birth
  - Age
  - Sex
  - Room number
  - Any drug allergies documented through the TruBridge EHR system

- **Medication Information**
  - Date/time of order placement
  - Medication description, dosage, frequency, route, duration, priority, and instructions*
  - Flow rate and components for IV medications
  - Physician's electronic signature with credentials

NOTE: Renewed medication orders should display the instructions and/or comments from the original order.

- **Ancillary Order Information**
  - Date/Time of order placement
  - Ancillary order description, quantity, frequency, duration, days, and priority
  - Physician's electronic signature with credentials

- **Nursing Order Information**
  - Date/Time of order placement
  - Description of nursing order - up to three lines of up to 75 characters each will display
  - An Action if taken (Discontinue)
  - Physician's electronic signature with credentials

Accessing the PEOR from the Patient Chart

Follow these instructions to run the report at the patient level, from the Patient Chart.

1. Select **Web Client > Charts > select Patient > Verify Orders > Physician Entered Orders Report**.

2. Specify the **Date Range** to include in the report. The field defaults to **Manual Selection**, which allows the user to select a specific date range using the date and time fields to the right. This field may also be left blank to run the report for all dates. Alternately, choose one of the predefined date ranges from the drop-down (Previous Day, Previous Week, Previous Month, Last 7 Days, Last 90 Days, etc.).The selected **Date Range** will display in the report header when it is generated.

3. The **Acknowledged Employee Initials** field defaults to the logged-in user's initials, which will search for orders specifically acknowledged by that user. To search by another user's initials, enter those initials in the field. If this field is left blank, the report will include ALL unverified/unacknowledged CPOE orders for the patient (regardless of the date range entered). When the report is generated for a specific user's initials, the **Acknowledged by: ###** label will appear in the report header beneath the **Date Range** label.

   NOTE: Report header labels may differ depending on which fields have been addressed:

   - *If the **Date Range** and **Acknowledged Employee Initials** are addressed, then the **Acknowledged: 000000 0000 - 000000 0000** label (date range) and **Acknowledged by: ###** label will both display in the header.*
   - *If the **Date Range** and **Acknowledged Employee Initials** are left blank, the **For All Dates** label will display.*
   - *If the **Date Range** is left blank, but the **Acknowledged Employee Initials** are entered, the header will display the label **For All Acknowledged Dates** beneath the report title and above the **Acknowledged by: ###** label.*
   - *If the **Date Range** is addressed, but the **Acknowledged Employee Initials** are left blank, the **Date Range: 000000 0000 - 000000 0000** label will display.*

```
TRUBRIDGE COMMUNITY HOSPITAL
ChartLink Physician Entered Orders
Acknowledged:080125 0000 - 082125 2359
Acknowledged by:KEW
Run Date/Time: 08/21/25 11:03
```

```
TRUBRIDGE COMMUNITY HOSPITAL
ChartLink Physician Entered Orders
For All Dates
Run Date/Time: 08/21/25 11:02
```

```
TRUBRIDGE COMMUNITY HOSPITAL
ChartLink Physician Entered Orders
For All Acknowledged Dates
Acknowledged by:KEW
Run Date/Time: 08/21/25 10:51
```

```
TRUBRIDGE COMMUNITY HOSPITAL
ChartLink Physician Entered Orders
Date Range:  080125 0000 - 082125 2359
Run Date/Time: 08/21/25 11:09
```

Sample Report Headers

3. Select **Run Report**.

```
TRUBRIDGE COMMUNITY HOSPITAL          ROGERS JESSICA I          Age:  55
ChartLink Physician Entered Orders    Account: 358142          Sex: F
Date Range:  080125 0000 - 082125 2359   MR#: 000213           Room: 300-4
Run Date/Time: 08/21/25 11:09         Allergies: Latex, No Known Drug Allergies


ORDER      SCH
Dt/Tm      Dt/Tm      Desc/Questions        Qty      Freq    Duration  Days            Priority
08/19/25 11:03 --/--/-- --:--  LOW POTASSIUM DIET      1       1X       1              ROUTINE
                                                                        KE WILLIAMS, MD
                                              Signed: 08/19/25 11:03  KE WILLIAMS, MD


ORDER      SCH
Dt/Tm      Dt/Tm      Desc/Questions        Qty      Freq    Duration  Days            Priority
08/19/25 11:03 --/--/-- --:--  CBC                     1                1              ROUTINE
                                                                        KE WILLIAMS, MD
                                              Signed: 08/19/25 11:03  KE WILLIAMS, MD


ORDER      SCH
Dt/Tm      Dt/Tm      Desc/Questions        Qty      Freq    Duration  Days            Priority
08/19/25 11:03 --/--/-- --:--  CL BASIC METABOLIC PROFILE  1   DAILY    1              ROUTINE
                                                                        KE WILLIAMS, MD
                                              Signed: 08/19/25 11:03  KE WILLIAMS, MD


ORDER      SCH
Dt/Tm      Dt/Tm      Desc/Questions        Qty      Freq    Duration  Days            Priority
08/19/25 11:03 --/--/-- --:--  INIT NEB INHALE TX      1       1X       1              ROUTINE
                                                                        KE WILLIAMS, MD
                                              Signed: 08/19/25 11:03  KE WILLIAMS, MD


ORDER      START
Dt/Tm      Dt/Tm      Nursing Order
12/10/24 07:06 12/10/24 07:06  Physician Admit Reason: Chest pain              KE WILLIAMS, MD
                               ICD10: R079  SNOMED: 29857009
                                              Signed: 12/10/24 07:06  KE WILLIAMS, MD


ORDER      START
Dt/Tm      Dt/Tm      Nursing Order
08/19/25 11:03 08/15/25 10:00  Admit patient to med/surg unit                  KE WILLIAMS, MD
                                              Signed: 08/19/25 11:03  KE WILLIAMS, MD


ORDER      START
Dt/Tm      Dt/Tm      Nursing Order
08/19/25 11:03 08/19/25 11:03  I&O Q Shift                                     KE WILLIAMS, MD
                                              Signed: 08/19/25 11:03  KE WILLIAMS, MD


ORDER      START
Dt/Tm      Dt/Tm      Nursing Order
08/19/25 11:03 08/19/25 11:03  Cane                                            KE WILLIAMS, MD
                                              Signed: 08/19/25 11:03  KE WILLIAMS, MD
```

```
TRUBRIDGE COMMUNITY HOSPITAL              ROGERS JESSICA I         Age:  55
ChartLink Physician Entered Orders        Account: 358142         Sex: F
Date Range:  080125 0000 - 082125 2359    MR#: 000213             Room: 300-4
Run Date/Time: 08/21/25 11:09             Allergies: Latex, No Known Drug Allergies
```

ORDER Dt/Tm	SCH Dt/Tm	Desc/Questions	Qty	Freq	Duration	Days	Priority
08/19/25 11:03	--/--/-- --:--	CT HEAD W CONT	1	1X	1		ROUTINE

```
                                                            KE WILLIAMS, MD
                                      Signed: 08/19/25 11:03  KE WILLIAMS, MD
```

ORDER Dt/Tm	SCH Dt/Tm	Medication	Dose/ Freq	Route	Duration	Priority
08/19/25 11:03	--/--/-- --:--	ALBUTEROL/IPRATROPIUM (DUONEB) 3MG/3ML	1 EA PRNQ4H	INHALED		ROUTINE

```
          Treats COPD, Emphysema,  bronchitis                KE WILLIAMS, MD
                                      Signed: 08/19/25 11:03  KE WILLIAMS, MD
```

ORDER Dt/Tm	SCH Dt/Tm	Medication	Dose/ Freq	Route	Duration	Priority
08/19/25 11:03	08/05/25 11:56	FUROSEMIDE (LASIX) 20 MG TAB	20 MG DAILY	ORALLY		ROUTINE

```
          diuretic                                           KE WILLIAMS, MD
                                      Signed: 08/19/25 11:03  KE WILLIAMS, MD
```

ORDER Dt/Tm	SCH Dt/Tm	Medication	Dose/ Freq	Route	Duration	Priority
08/19/25 11:03	08/05/25 11:57	ACETAMINOPHEN (TYLENOL) TAB 325MG	325 MG PRNQ6H	ORAL		ROUTINE

```
                                                            KE WILLIAMS, MD
                                      Signed: 08/19/25 11:03  KE WILLIAMS, MD
```

ORDER Dt/Tm	SCH Dt/Tm	Medication	Dose/ Freq	Rate	Route	Duration	Priority
08/19/25 11:03	08/05/25 13:33	ROCEPHIN/D5W IVPB : 1GM/50ML	Q24H	100 ML/HR	IVPB		ROUTINE

```
          Add: cefTRIAXone 1 GM INJ                 1GM
          Add: D5W (5% DEXTROSE IN WATER): 50 ML     50ML
          Add: NS-1/2 :500 ML    2B1313P IV SOL      1000ML
          Monitor patient closely                              KE WILLIAMS, MD
                                      Signed: 08/19/25 11:03  KE WILLIAMS, MD
```

ORDER Dt/Tm	SCH Dt/Tm	Medication	Dose/ Freq	Route	Duration	Priority
08/19/25 11:03	--/--/-- --:--	WARFARIN (COUMADIN) 5 MG TAB	5 MG DAILY	ORAL		ROUTINE

```
                                                            KE WILLIAMS, MD
                                      Signed: 08/19/25 11:03  KE WILLIAMS, MD
```

Physician Entered Orders Report (PEOR)

Accessing the PEOR from the Application Drawer

The Verify Orders queue from the Application Drawer offers facility-level search options for ALL patients.

1. Select **Web Client** > **Application Drawer** > **Verify Orders** > Physician Entered Orders Report.

Verify Orders

2. Specify the **Date Range** to include in the report. The field defaults to **Manual Selection**, which allows the user to select a specific date range using the date and time fields to the right. Alternately, choose one of the predefined date ranges from the drop-down (Previous Day, Previous Week, Previous Month, Last 7 Days, Last 90 Days, etc.).

3. Choose the **Encounter(s)** to include in the report:

   - **All Encounters:** This option searches for ALL patient visits within the defined date range and acknowledged by the specified user(s). *(NOTE: The **Encounter#** field and the **Encounter Lookup** button on the action bar are disabled when **All Encounters** is selected.)*

   - **Encounter(s) (50 Max):** This option allows you to search for one or more specific encounters using the **Encounter#** field or the **Encounter Lookup** button on the action bar.

     o **Encounter# field:** Enter the encounter number (i.e., patient visit number) and press **<Enter>**. From the search results window that displays, double-click the encounter. Repeat as necessary to add more visits to the list.

     o **Encounter Lookup button:** Selecting this button opens the Encounter Lookup screen. Use this screen to search by the Patient Name or Encounter Number. Searching by patient will show all visits on that patient's profile.Select the visit number(s) by choosing the check

box(es) next to the visit(s) and selecting **OK**. You can also double-click a single visit to add just that visit to the list.

When you use either encounter search method, the encounter(s) you selected appear in a list below the date range and encounter fields. You can add up to 50 encounters to this list. A count of patients currently on the list will appear in the lower-left corner (e.g., 5/50).

Physician Entered Orders Report - 5 Encounters Selected

*NOTE: To remove an encounter from the list, select the check box to the left of that encounter and select **Remove** on the action bar.*

4. Once all parameters are selected, select **Run Report**. The report will generate with all of the listed patients' CPOE orders within the defined parameters. Each patient's information will be listed separately, so when one patient's report ends, the next patient will begin on a new page.

NOTE: The header labels in the report differ depending on which fields have been addressed. This follows the same rules when generating the report on a global-level vs. the patient-level. (See the information above 16 .)