

ATTENTION: PROVIDERS

❖ Please Review the Proper Uses of “Communication Orders” in ORCHID

- Check & Use Any Available Orderable Before Using Communication Orders.
- Use Proper Workflow for New Orders & Discontinuing Orders.
- Any order details (rate, frequency, order comments, etc.) relating to a specific order should be made on the actual order.
- Use proper medical terminology and medication names

Actual Chart w/Improper Use of "Communication Orders"

Orders

+ Add | Document Medication by Hx | Check Interactions | Rx Plans (0): No Benefit Found

Reconciliation Status
 Meds History Admis

Orders Medication List Document In Plan

Displayed: All Active Orders | All Active Orders

Order Name	Status	Last Updated	Start	Dose ...	Details
Communication Order	Ordered	9/9/2015 11:54 PDT	9/9/2015 11:54 PDT	→	09/09/15 11:54:00 PDT, 09/09/15 11:54:00 PDT Please change ostomy appliance at least once prior to weekend.
Communication Order	Ordered	9/8/2015 18:00 PDT	9/8/2015 18:00 PDT	→	09/08/15 18:00:00 PDT, 09/08/15 18:00:00 PDT Please keep TPN running at 65 cc/hr.
Communication Order	Ordered	9/8/2015 16:03 PDT	9/8/2015 16:02 PDT	→	09/08/15 16:02:00 PDT, 09/08/15 16:02:00 PDT Okay to disconnect TPN, IVF, and NGT from suction for transport to/from CT.
Communication Order	Ordered	9/7/2015 16:42 PDT	9/7/2015 16:42 PDT	→	09/07/15 16:42:00 PDT, 09/07/15 16:42:00 PDT Use supplemental O2 to keep sats >92%.
Communication Order	Ordered	9/7/2015 11:07 PDT	9/7/2015 11:07 PDT		09/07/15 11:07:00 PDT, 09/07/15 11:07:00 PDT Keep patient in chair as much as possible. Ambulate as much as possible. Thank you.
Communication Order	Ordered	9/6/2015 17:02 PDT	9/6/2015 17:02 PDT	→	09/06/15 17:02:00 PDT, Nursing: please let x ray know, pt need a 2 view not 1 view ...
Communication Order	Ordered	9/4/2015 14:06 PDT	9/4/2015 14:06 PDT		09/04/15 14:06:00 PDT, 09/04/15 14:06:00 PDT Please have ostomy change supplies ready at bedside for MDs this afternoon.
Communication Order	Ordered	9/3/2015 07:58 PDT	9/3/2015 07:58 PDT		09/03/15 7:58:00 PDT, 09/03/15 7:58:00 PDT Please cut a hole in abdominal binder for ostomy output.
Communication Order	Ordered	9/2/2015 15:06 PDT	9/2/2015 15:06 PDT	→	09/02/15 15:06:00 PDT, 09/02/15 15:06:00 PDT Added insulin and POC glu checks for when patient goes on TPN tonight.
Communication Order	Ordered	9/2/2015 15:06 PDT	9/2/2015 15:05 PDT		09/02/15 15:05:00 PDT, IF NPO and blood glucose is between 70-100 mg/dL, notify pro...
Communication Order	Ordered	9/2/2015 15:06 PDT	9/2/2015 15:05 PDT		09/02/15 15:05:00 PDT, If eating and bedtime blood glucose is between 70-100 mg/dL,...
Communication Order	Ordered	9/2/2015 15:06 PDT	9/2/2015 15:05 PDT		09/02/15 15:05:00 PDT, If blood glucose is less than 70 mg/dL, or if blood glucose grea...
Communication Order	Ordered	9/2/2015 15:06 PDT	9/2/2015 15:05 PDT		09/02/15 15:05:00 PDT, Insulin pause, 09/02/15 15:05:00 PDT Conduct an Insulin Pause prior to the administration of insulin. Ensure no changes in: ...
Communication Order	Ordered	9/2/2015 09:17 PDT	9/2/2015 09:16 PDT		09/02/15 9:16:00 PDT, 09/02/15 9:16:00 PDT Draw labs from PICC line with vascular access.
Communication Order	Ordered	9/2/2015 09:16 PDT	9/2/2015 09:15 PDT		09/02/15 9:15:00 PDT, 09/02/15 9:15:00 PDT Head of bed needs to be elevated > 45 degrees at all times!

Check & Use Available Orderables in ORCHID Instead of a “Communication Order”

❖ Examples:

- Oxygen Therapy (titration)



Oxygen Therapy
■ ED Oxygen Therapy Subphase
■ PED Oxygen Therapy Subphase
■ NICU Oxygen Therapy Subphase
31730 Oxygen Therapy, Transtracheal, (Needle Wire Dilator/Stent/Indwelling Tube), Percutaneous
■ ED PED Oxygen Therapy Subphase
■ MED / SURG Oxygen Therapy Subphase
Home Visit for Respiratory Therapy (RT) Care (Bronchodilator, Oxygen Therapy, Respiratory, Apnea)

- GI Ostomy Care



GI Ostomy Care

- Elevate Head of Bed & BedRest



Elevate Head of Bed
Elevate Head of Bed (PRN, Elevate < ? > degrees)
Elevate Head of Bed (Constant order, Elevate < ? > degrees)
Bedrest (With head of bed elevated 30 degrees while in bed)
Bedrest with Bathroom Privileges (With head of bed elevated 30 degrees while in bed)

- PICC Line: Insertion & Clear For User



PICC Line Insertion
PICC Line Clear for Use
Discontinue PICC Line
IR PICC Line Placement
■ NICU PICC Line Subphase
IR PICC Line Placement (T;N, Stat)
IR PICC Line Placement (T;N, Urgent)
IR PICC Line Placement (T;N, Routine)
Consult to PICC Line Team
■ MED / SURG PICC Line Subphase

- Ambulate



Ambulate

- NGT/OGT: Suction, Flush, Maintain, Discontinue



Nasogastric/Orogastric Suction
Nasogastric/Orogastric Tube Flush
Nasogastric/Orogastric Tube Insertion
Nasogastric/Orogastric Tube Flush (PRN)
Nasogastric/Orogastric Tube Flush (T;N, q4hr)
DC Nasogastric Tube
Maintain Nasogastric/Orogastric Tube
Discontinue Nasogastric/Orogastric Tube

Improper Uses of “Communication Orders”

- ❖ If Stopping and Re-starting a Medication; **Discontinue the Order. Re-enter the order when it needs to be restarted.**

- ~~Example: , No heparin tonight. Will restart in morning,~~

- * If a dose of a medication is to be held for ONLY One Dose, use orderable



Details for Hold Medication Dose

Details | Order Comments | Diagnoses

+ | |

*Requested Start Date/Time: 01/26/2016 | 1027

Medication Name and Dose:

Dose to be Held:

- ❖ Medications Should Not Be Modified; **Discontinue & ReOrder the Medication with the correct dose.**

- * The Modify option should only be used to change a continuous IV infusion rate.

- ❖ Entering Medication Orders; **Use Orders Section**

- ~~Example: , please give morphine 4mg bolus dose,~~



Details for morphine

Details | Order Comments | Diagnoses

+ | |

*Dose: 4 mg

*Route of administration: IV Push

- ❖ Discontinue Medications; **Go Directly to the Order, Right Click and Discontinue**

- ~~Example: , please stop the fentanyl, thanks!,~~

Improper Uses of “Communication Orders”

❖ Use the Proper Name of the Medication

- *Example:* ~~please start butt paste for perineum,~~

❖ TPN Rate Should Be Attached to Actual TPN Order

- *Example:* ~~Please keep TPN running at 65 cc/hr.~~

❖ XRAY Communication Needs to be a Comment on Actual X-Ray Order

- *Example:* ~~Nursing: please let x ray know, pt need a 2 view not 1 view ...~~

❖ No Additional Comments Needed for POC Tests, Nurses Will See the Order. Instead Verbally Communicate It With Nurse

- *Example:* ~~Added insulin and POC glu checks for when patient goes on TPN tonight.~~

❖ Orderables that are available in ORCHID should be used because some orders are directly routed to the specific department when they are signed. Communication Orders are not tasked to any end user.

Example:

- Respiratory orders written as a communication order will not get tasked to the Respiratory Therapist.
- Pharmacy does not see communication orders. Any medications written as a communication order and outside of an orderset is not seen by the pharmacist.

Communication orders are pre-checked in some ordersets. In order to prevent duplicate communication orders, the entire order set must be discontinued when no longer applicable.

Example: Multiple Insulin ordersets

Problem: Three insulin ordersets are active at one time. Resulting in multiple communication orders. **Reconcile and Discontinue the entire Orderset and not just individual orders.**

Order Name	Status	Last Updated	Start	Dose ...	Details
Notify Provider Vital Signs	Discontinued	1/23/2016 16:40 ...	1/8/2016 11:02 PST		01/08/16 11:02:00 PST, T greater or equal to 38.1, T less or equal to 36, HR greater or equal to 120,
Communication Order	Discontinued	1/23/2016 16:39 ...	1/8/2016 04:11 PST		01/08/16 4:11:00 PST, IF NPO and blood glucose is between 70-100 mg/dL, notify provider to increase
Communication Order	Discontinued	1/23/2016 16:39 ...	1/8/2016 04:11 PST		Conduct an Insulin Pause prior to the administration of insulin. Notify provider of changes in: • Feeds
Communication Order	Discontinued	1/23/2016 16:39 ...	1/8/2016 04:11 PST		01/08/16 04:11:00 PST, If blood glucose is less than 70 mg/dL, or if blood glucose greater than 400 mg
Notify Provider	Discontinued	1/23/2016 16:40 ...	1/8/2016 04:11 PST		01/08/16 4:11:00 PST, If eating and bedtime blood glucose is between 70-100 mg/dL, give snack (suc
Communication Order	Ordered	1/25/2016 17:18 ...	1/25/2016 17:17 PST		01/25/16 17:17:00 PST, can use Rt IJ quinton catheter for CRRT., 01/25/16 17:17:00 PST
Communication Order	Ordered	1/25/2016 17:17 ...	1/25/2016 17:15 PST		01/25/16 17:15:00 PST, Rt IJ quinton catheter is in Place., 01/25/16 17:15:00 PST
Communication Order	Ordered	1/23/2016 20:38 ...	1/23/2016 20:38 PST		01/23/16 20:38:00 PST, Notify dialysis nurse if access pressure persistently out of range of -50 to -15
Communication Order	Ordered	1/23/2016 20:38 ...	1/23/2016 20:38 PST		01/23/16 20:38:00 PST, Notify nephrology fellow if persistent worsening of patient's systemic blood pr
Communication Order	Ordered	1/23/2016 20:38 ...	1/23/2016 20:38 PST		01/23/16 20:38:00 PST, Notify nephrology fellow if major change in patient's medical status that may
Communication Order	Ordered	1/23/2016 20:38 ...	1/23/2016 20:38 PST		01/23/16 20:38:00 PST, Notify dialysis nurse if transmembraneous pressure >250 mmHg (normal rang
Communication Order	Ordered	1/23/2016 20:38 ...	1/23/2016 20:38 PST		01/23/16 20:38:00 PST, Notify nephrology fellow if frequent filter clotting (less than 12 hours), 01/23,
Communication Order	Ordered	1/23/2016 20:38 ...	1/23/2016 20:38 PST		01/23/16 20:38:00 PST, Notify dialysis nurse if any other machine alarms or unusual machine behavior
Communication Order	Ordered	1/23/2016 20:38 ...	1/23/2016 20:38 PST		01/23/16 20:38:00 PST, Notify dialysis nurse if return pressure persistently out of range of +50 to +1
Communication Order	Ordered	1/23/2016 20:38 ...	1/23/2016 20:38 PST		01/23/16 20:38:00 PST, Notify nephrology fellow if serum bicarbonate greater than 35 mM or less tha
Communication Order	Ordered	1/23/2016 20:38 ...	1/23/2016 20:38 PST		01/23/16 20:38:00 PST, Notify nephrology fellow if persistent changes or trends in electrolytes, 01/23
Communication Order	Ordered	1/22/2016 20:22 ...	1/22/2016 20:22 PST		01/22/16 20:22:00 PST, If blood glucose is less than 70 mg/dL, or if blood glucose greater than 400 m
Communication Order	Ordered	1/22/2016 20:22 ...	1/22/2016 20:22 PST		01/22/16 20:22:00 PST, IF NPO and blood glucose is between 70-100 mg/dL, notify provider to increas
Communication Order	Ordered	1/22/2016 20:22 ...	1/22/2016 20:22 PST		01/22/16 20:22:00 PST, If eating and bedtime blood glucose is between 70-100 mg/dL, give snack (su
Communication Order	Ordered	1/18/2016 18:01 ...	1/18/2016 18:01 PST		Conduct an Insulin Pause prior to the administration of insulin. Notify provider of changes in: • Feeds
Communication Order	Ordered	1/18/2016 18:01 ...	1/18/2016 18:01 PST		01/18/16 18:01:00 PST, Revert to hypoglycemia medications within plan for any BG < 100 mg/dL, 01/1
Communication Order	Ordered	1/18/2016 18:01 ...	1/18/2016 18:01 PST		01/18/16 18:01:00 PST, Target BG range is between 140 and 180 mg/dL, 01/18/16 18:01:00 PST
Communication Order	Ordered	1/18/2016 18:01 ...	1/18/2016 18:01 PST		01/18/16 18:01:00 PST, If BG 75 to 100 mg/dL: (see comments), 01/18/16 18:01:00 PST
Communication Order	Ordered	1/18/2016 18:01 ...	1/18/2016 18:01 PST		If BG 75 to 100 mg/dL: • D/C INSULIN INFUSION • Notify provider • Recheck BG q 15 minutes until BG
Communication Order	Ordered	1/18/2016 18:01 ...	1/18/2016 18:01 PST		01/18/16 18:01:00 PST, POC Blood Glucose changes: (see comments), 01/18/16 18:01:00 PST
Communication Order	Ordered	1/18/2016 18:01 ...	1/18/2016 18:01 PST		Special Instructions: Resume hourly BG checks for any of the following reasons: • any BG is out of the
Communication Order	Ordered	1/18/2016 18:01 ...	1/18/2016 18:01 PST		Conduct an Insulin Pause prior to the administration of insulin. Notify provider of changes in: • Feeds
Communication Order	Ordered	1/18/2016 18:01 ...	1/18/2016 18:01 PST		01/18/16 18:01:00 PST, If BG is between 50 to 74 mg/dL: (see comments), 01/18/16 18:01:00 PST
Communication Order	Ordered	1/18/2016 18:01 ...	1/18/2016 18:01 PST		If BG is between 50 to 74 mg/dL: • D/C INSULIN INFUSION • Administer 1/2 Amp (12.5 g) D50 IV • Nc
Communication Order	Ordered	1/18/2016 18:01 ...	1/18/2016 18:01 PST		01/18/16 18:01:00 PST, In hypotensive patients and those with severe edema, finger stick BG may be
Communication Order	Ordered	1/18/2016 18:01 ...	1/18/2016 18:01 PST		01/18/16 18:01:00 PST, If BG < 50 mg/dL: (see comments), 01/18/16 18:01:00 PST
Communication Order	Ordered	1/17/2016 22:09 ...	1/17/2016 22:08 PST		If BG < 50 mg/dL: • D/C INSULIN INFUSION • Administer 1 Amp (25 g) D50 IVP q 15 min if BG < 50
Communication Order	Ordered	1/17/2016 22:09 ...	1/17/2016 22:08 PST		01/17/16 22:08:00 PST, If NPO and blood glucose is between 70-100 mg/dL, notify provider to increas
Communication Order	Ordered	1/17/2016 22:09 ...	1/17/2016 22:08 PST		01/17/16 22:08:00 PST, If blood glucose is less than 70 mg/dL, or if blood glucose greater than 400 m
Communication Order	Ordered	1/17/2016 22:09 ...	1/17/2016 22:08 PST		Conduct an Insulin Pause prior to the administration of insulin. Notify provider of changes in: • Feeds