



April 4, 2022

To OSH Physicians, Nurse Practitioners, Dentists, Nurses, and Pharmacy staff:

This CMO Directive modifies OSH Policy 6.055, "Medication Management," Medical Department Protocol 1.002, "Orders," and Nursing Department Protocol 2.115, "Orders – Provider."

OSH is committed to safe medication administration practices. A key component of medication safety is our Electronic Health Record (EHR). Writing medication orders on paper and scanning them creates several possible avenues for medication errors, all of which have occurred at OSH: incorrect transcription due to difficulty reading the prescriber's handwriting; failure to note and scan an order in a timely fashion due to new orders being placed in the chart; and failures in the order scanning and retrieval process due to technological difficulties.

To address these errors, we have adopted new electronic forms in Avatar for writing most medication orders. It is my directive that **effective immediately, medication orders must be written using the Avatar forms "Medication Orders" or "Telephone Orders," except as noted below.** It is no longer acceptable to write medication orders on the paper "Orders" (form #14737) and "Telephone Orders" (form #76077) forms.

Exceptions are as follows:

- Medication Reconciliation Orders (printed from Avatar and completed as handwritten orders)
 - Admission Medication Reconciliation
 - Transfer Order Reconciliation
 - Discharge Medication Reconciliation
- Complex medication order sets (printed from <I:\FORMS MEDICAL RECORDS\Physicians Orders> and completed as handwritten orders)
 - Sliding Scale Insulin Orders and Hypoglycemic Protocol (form #76067)

- Smoking-Tobacco Cessation & Nicotine Patch Protocol (form #76082)
- Clozapine Order Set (form #76084)
- Long-Acting Injectable Antipsychotic Order Forms (form #s 76106 thru 76111)

Detailed training on use of the Avatar “Medication Orders” and “Telephone Orders” forms and the updated processes and workflows can be found by following the links below:

- [Telephone Order Form](#) (tip sheet)
- [Telephone Order Form Tutorial](#) (11 min video)
- [Medication Order Form](#) (tip sheet)
- [Medication Order Form Tutorial](#) (14 min video)
- [Telephone Order Authentication Form and Widget](#) (tip sheet)
- [Telephone Order Authentication Tutorial](#) (4 min video)

With the Avatar-based medication ordering process, nurses no longer routinely review orders before they are transmitted to the pharmacy. To ensure that nurses are aware of new orders, they must refresh the Unacknowledged Orders widget on their Avatar Homeview at the beginning of each shift and at least every four hours. It is strongly recommended that they also do so before the beginning of a medication pass.

Prescribing practitioners who write an order using the Avatar Medication Orders form after the Pharmacy has closed must also contact the unit nurse to inform them of the order, as the unit nurse is expected to contact the Pharmacy to arrange for the ordered medication to be obtained.

Note: the expectation that prescribing clinicians write their own orders whenever possible has not changed. Telephone orders are used in cases where the prescribing clinician does not have ready access to Avatar, and may now be given to a pharmacist or a nurse. Verbal orders are used only in emergent situations in which the prescribing clinician cannot leave the patient to write an order and cannot give a telephone order; such situations are expected to be rare.

If you have questions, concerns or suggestions, please feel free to contact me at sara.walker@dhsosha.state.or.us or 503-945-8962.

Sincerely,

Sara C. Walker, MD
Chief Medical Officer
Oregon State Hospital

CC: Dolly Matteucci, Oregon State Hospital Superintendent
Nikki Mobley, Chief Nursing Officer
Kevin Haley, Pharmacy Director