

HEALTH SERVICES POLICY & PROCEDURE MANUAL

North Carolina Department Of Correction
Division Of Prisons

SECTION: Care and Treatment of Patients –
Medication Administration

SUBJECT Transcription of Orders

POLICY # TX II-20

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EFFECTIVE DATE: June 2011

SUPERCEDES DATE: August 2010

References

Related ACA Standard

**4th Edition Standards for Adult Correctional
Institutions 4-4378, 4-4410**

PURPOSE

To provide direction in the transcription of orders and the quality control checking of transcribed orders and the Medication Administration Records.

DEFINITION

Quality Control Checking (also known as quality checks) or QA'ing) – an activity whereby a transcribed provider order is reviewed to ensure the order has been correctly transcribed and/or implemented, including reviewing actions completed for scheduling or ordering laboratory testing, radiology orders, referrals, diets, etc.

POLICY

Orders shall be transcribed only by a Medical Records Assistant, Correctional Health Assistant-I (CHA-I), Correctional Health Assistant-II (CHA-II), a Licensed Practical Nurse, or Registered Nurse in the outpatient setting.

Orders shall be transcribed by a Licensed Practical Nurse or Registered Nurse in the inpatient, infirmary, and observation bed settings.

PROCEDURES

1. Each facility will have standards of operational procedures on transcribing lab work, radiology orders, referrals, diets, etc.
2. Medication orders may be transcribed by unlicensed personnel after successful completion of approved medication transcription training. .
3. The facility shall provide further training related to the transcription of other orders, such as (but not limited to) ordering laboratory testing, EKG's, diets, and x-rays. Staff will demonstrate competency to transcribe orders under the supervision of the RN.
4. All inmate/patient records seen or reviewed by a provider will be quality checked within 24 hours to ensure all orders have been correctly transcribed. This is the "24-hour Quality Check".
 - a. The 24-hour Quality Check will be completed by an LPN or RN and documented on the provider order sheet.
 - b. All orders will be transcribed and quality checked within 24 hours of being written.
 - c. The person transcribing the orders will legibly document on the Providers Orders (DC-834 and all versions) as well as the Medication Administration Record (DC- 175 and DC-175A) his/her first name, last name, title, date, and time, indicating all orders were transcribed.

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5. For orders transcribed by an unlicensed staff member in the outpatient setting:
 - a. Transcribed medication orders will be reviewed for accuracy by the licensed nurse prior to beginning or stopping a medication using the DC-834 Providers Orders (and any other versions) and the appropriate MAR.
 - b. If there is no licensed nurse at the facility, the orders and MAR if applicable will be quality checked by the next licensed nurse who comes on duty, except when the order is written to administer, implement, or discontinue “stat” (immediately). The Medication Technician will then contact the Telephone Triage Facility, and fax the physician orders and MAR to the Triage Nurse prior to administering or discontinuing a medication. The triage nurse will QA the order and make an entry on the physician order sheet that order was quality checked and fax the Providers Orders back to requesting unit. Both the original and faxed copies will be maintained in the medical record.
 - c. All transcribed orders will be quality checked for accuracy by a licensed nurse within 24 hours.
 6. For orders transcribed by a licensed staff member:
 - a. The licensed staff member will document transcription of orders as noted above on the Providers Orders and MAR as applicable. All orders, including medications may be implemented as soon as transcribed.
 - b. A second licensed staff member will quality check all transcribed orders for accuracy within 24 hours.
 7. In facilities with one licensed nurse, if orders are transcribed by an unlicensed staff member, the nurse will quality check within 24 hours and document. In instances where orders were taken off by the only assigned nurse at the facility a “24 hour quality check” will not be performed.
 8. Monthly electronic MARs shall be quality checked for accuracy by a trained Licensed Practical Nurse or Registered Nurse prior to implementing the MARs. The new electronic MAR should be compared with the current MAR and the provider orders will be consulted when discrepancies are noted to ensure accuracy.



6/8/11

Paula Smith, M.D., Director of Health Services

Date

SOR: Director of Nursing