Issue/Process: Physician Consults

Status: Approved
Action Requested: None

Reviewing Group: CPOE Steering
Date: 4/28/10

Issue/Background: Physician Consults
Currently, when a consult is ordered, the Unit Secretary identifies the order and calls the consultant's office to notify them of the consult. The consultant’s office notifies the rounding physician or allied health professional of the pending consult. For stat consults, most physicians call the consultant directly. Some physicians do so for most or all consult types. With Computerized Physician Order Entry, Consults will be ordered directly by the physicians. The electronic order will indicate the reason for the order and the priority of the consultation. The priorities for consults should be: Stat, Today or Routine. Consults to a specific physician or group will show up on that group’s coverage group census as soon as it is entered by the requesting physician. Most organizations using CPOE struggle a bit with the notification step since the Unit Secretary is no longer directly in the loop. The nursing unit secretary is not necessarily receiving physician orders. Nursing receives the orders but will not necessarily see them immediately.

Recommendations
- Physicians will order consults through CPOE
- Physicians will call the consultant directly for all STAT consults as required by medical staff policy
- At least initially, the Nursing Unit Secretary will continue to call all consults to physicians or their offices
- The consult order form in CPOE will include check boxes to indicate the urgency of the consult and indicators for “Called by Physician” or “Not Called by Physician”.
- A tracking report will be developed to monitor calls on STAT consults by physicians

Status:
Approved at CPOE Steering Committee on 4/28/10