



South Carolina Department of Labor, Licensing and Regulation

**South Carolina Board of Nursing**

P.O. Box 12367 • Columbia, SC 29211

Phone: 803-896-4550 • Fax: 803-896-4515 • [www.llronline.com/POL/nursing/](http://www.llronline.com/POL/nursing/)



**ADVISORY OPINION # 11**

**FORMULATED:** July 31, 1987

**REVISED:** January 2018, November 1989, May 2003

**REVIEWED:** March 2011, July 2007, May 2006, July 2005, February 2001, July 1998, January 1997, May 1993

**QUESTION:** What is the appropriate policy and procedure for the management of physicians' telephone orders received by health care agencies from physicians' office personnel?

The State Board of Nursing for South Carolina acknowledges that under the direction of the prescribing physician, the RN or LPN is the most appropriate person in a physician's office to communicate orders to the licensed nursing personnel in the health care agency where the patient is receiving care.

The State Board of Nursing for South Carolina acknowledges that the best interests of all members of the health care team are served by having the Authorized Licensed Provider enter all orders in the patient's electronic medical record (EMR) or in the patient's medical record. Nevertheless, verbal, telephone, fax and computer orders have become accepted practice within guidelines established by applicable regulations, policies and procedures. When accepting any telephone / verbal orders, a read back and verify process should be implemented.

*This statement is an advisory opinion of the Board of Nursing as to what constitutes competent and safe nursing practice.*

*Reference:*

*Joint Statement on Verbal Orders from a physician through a Certified Medical Assistant or other Unlicensed Person to an RN or LPN. (2013).*