



verbal
orders are
unsafe
unless you...

WRITE it down

READ it back

get CONFIRMation

Verbal orders, including telephone orders, are frequently misinterpreted and can lead to significant patient harm.

Healthcare facilities in Pennsylvania have reported dozens of cases to the Patient Safety Authority in which misinterpretation of verbal orders resulted in serious medication overdoses and in patients receiving the wrong drug.

In a recent study, one hospital found an error rate of 9% with verbal orders. They reduced this error rate to zero by implementing a read back protocol. Source: Vossmeier MT. Improving patient safety using a verbal order read back process. Pediatric Academic Societies Annual Meeting; 2006 Apr 29; San Francisco (CA).



For more information visit:
www.psa.state.pa.us



Pennsylvania Patient Safety Reporting System