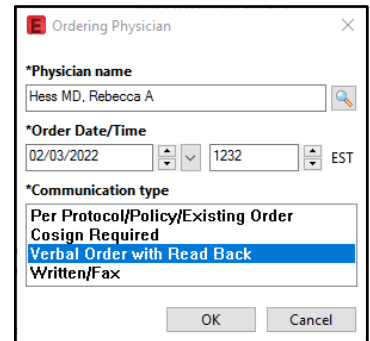


The Four Communication Types

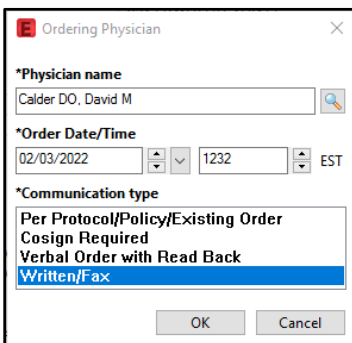
When entering orders into FirstNet or PowerChart, it is important to choose the appropriate provider and communication type.

Verbal Order with Read Back:

Most orders will fall into this category. In this situation, enter the provider's name that gave the order and choose **Verbal Order with Read Back**. This routes the electronic order into the provider's message center for a signature. **Note: Nurse and Verbal Order with Read Back should never be used together.**



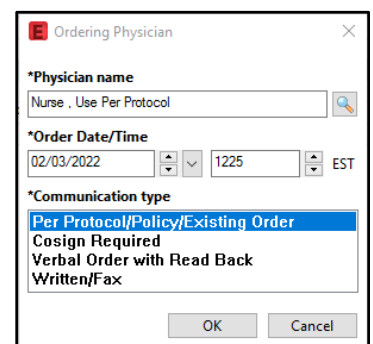
Written/Fax:



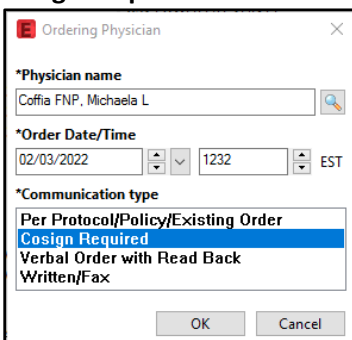
This communication type is used for paper orders that are signed, such as when the unit clerk enters orders from the Trauma Orders paper in the trauma room. Enter the name of the provider that has signed the orders and choose **Written/Fax**. This type of communication is not sent to the provider's message center for a signature.

Per Protocol/Policy/Existing Order:

Use this communication type when there is an order already in place or a policy that approves the order. For example: the Heparin Protocol PowerPlan requires the nurse to enter an anti-Xa lab order, timed for six hours after the start of the Heparin. For these types of orders, enter **Nurse** in the Physician's name field, and choose **Per Protocol/Policy/Existing Order**. As these orders are approved via the original order or protocol, they do not go to the message center to be signed. **Exception:** If the Per Protocol/Policy/Existing Order includes a radiology order, enter the provider's name instead of **Nurse** so that the results are routed to the provider.



Cosign Required:



The ED Nurse Triage PowerPlans are standing orders decided by the ED providers. When placing one of these PowerPlans, enter the ED provider's name that is assigned to triage and choose **Cosign Required** for the communication type. This order will be routed to the provider's message center for a cosignature.