



Recover Health Therapy Verbal Order Guidance

Purpose:

This document is to instruct on procurement and documentation of Verbal Orders to ensure consistent communications amongst Therapy, Case Managers, and Providers. Verbal Orders are to be obtained for all skilled visits after the Evaluation, **the Evaluation visit is NOT included in the frequency/duration when acquiring Verbal orders.**

Verbal Order Requirements:

1. Date and Time Verbal Order was received
2. Individual relaying order, Credentials
3. Therapist Signature, Credentials
4. Order Effective Date
5. Subject Matter (Discipline & frequency/duration and Interventions)

Verbal Order Template:

“Verbal Order received on **(Insert Date)** at **(Insert Time)** from **(Insert Individual relaying Order, Credentials)**, by **(Therapist Full Name, Credentials)**, effective **(insert effective date)** for **(Insert Discipline & Frequency/Duration)** to perform **(Insert Interventions).**”

Verbal Order Examples:

“Verbal Order received on 3/5/21 at 8:05am from Kristy, RN, by Mike Tague, DPT, effective 3/7/21 for PT 2w2, 1w4 to perform gait training, strengthening, fall prevention, and pain management strategies.”

“Verbal Order received on 3/8/21 at 4:13pm from Marianne, RN by Jan Daly, OT, effective 3/9/21 for OT 1w4 to perform therapeutic exercise, ADL training, and neuromuscular re-education.”

Tips on Calling for Verbal Orders:

- Call the MD office and request to speak with nursing staff
- Have the patient’s DOB and address handy, as different clinics will require different info. to verify the correct patient
- If the nursing staff is unavailable, give all necessary info. to the receptionist taking the notes (discipline, frequency, duration, and interventions)
 - i.e. PT 2w2, 1w5 for neuromuscular re-education, gait training, and fall prevention.
- Tell them you need a return phone call with confirmation the Provider agrees within 24 hours
- If you haven’t received the verbal orders within 24 hours, place another call to check on status
 - **No home visits can be made until verbal order or signed orders are received**