

Standard Intent:

Verbal and telephone orders of medication are orders given by authorized health care practitioner to other authorized health care practitioner verbally (in case of emergency) and via telephone (in an urgent situation that needs prompt medical attention but is not an immediate threat to the patient). Verbal and telephone orders are proven to be error prone and may result in fatal medical errors due to different accents and pronunciations among healthcare providers. Though it is acknowledged that they may be required in exceptional care delivery situations, however hospitals must ensure that they will be accurate, complete, and mostly understood by the recipient and timely authenticated.

MM.24 The hospital has a system for prescribing non-formulary medications and prescribing formulary medications for off-label (unapproved) indication or investigation.

- MM.24.1 The hospital has a multidisciplinary policy and procedure on prescribing non-formulary medications.
 - MM.24.2 The hospital has a multidisciplinary policy and procedure on prescribing formulary medications for off-label (unapproved) indications.
 - MM.24.3 There is clear documentation, on a special request form, of every individual case where non-formulary medication is used.
 - MM.24.4 There is clear documentation, on a special request form, of every individual case where a formulary medication is used for unapproved indication or investigation.
 - MM.24.5 The department head approves every single case where non-formulary medication is used or where a formulary medication is used for unapproved indication or investigation.
 - MM.24.6 The pharmacy and therapeutics committee reviews and monitors all cases of using non-formulary medication and all cases of using formulary medication for unapproved indication or investigation.
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Standard Intent:

Since not all medications could be made available on the shelf all the time, a limited formulary list is defined by each hospital. When a clinical need arises to obtain a non-formulary drug, a process must be in place to prescribe and obtain the required medication in a reasonable time. Proper documentation and justification of drug request must be maintained on file and regularly reviewed by the pharmacy and therapeutics committee.