

MM.23 The hospital has a system for managing the use of verbal and telephone orders of medications.

- MM.23.1 The hospital has a multidisciplinary policy and procedure that control ordering, verifying, authenticating and limiting the use of verbal and telephone orders of medications. The policy includes a list of medications not allowed to be prescribed by verbal and telephone order.
- MM.23.2 The hospital staff understand the proper use of verbal and telephone orders (accepting, documenting, verifying, authenticating, and executing orders).
- MM.23.3 Verbal and telephone orders are limited to emergent and urgent situation where immediate written or electronic medication order is not feasible. Clear definition of emergent and urgent situations should be included.
- MM.23.4 Time frame for authentication of verbal (as soon as the emergency is over) and telephone orders (within twenty four hours) is clearly stated and implemented.

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.

MM.25 The hospital has a system for reviewing the appropriateness of medication orders before medication is dispensed.

- MM.25.1 The hospital maintains an updated and complete medication profile (electronic or paper record) for each patient in the pharmaceutical care department.
- MM.25.2 A trained pharmacist reviews all medication orders or prescriptions before dispensing (except in emergencies, life saving situations, or diagnostic imaging where the prescriber is physically present).
- MM.25.3 All medication orders are reviewed for:
 - MM.25.3.1 Patient's allergies or sensitivities.
 - MM.25.3.2 Approved indications for use.
 - MM.25.3.3 Therapeutic duplications.
 - MM.25.3.4 Existing or potential interactions (drug-drug and drug-food interactions).
 - MM.25.3.5 Appropriateness of the medication dose, frequency, and route of administration.
 - MM.25.3.6 Contraindications.