



# EHR Go Guide: Patient Orders (Non-Medication)

## Introduction

The Orders tab in the EHR is where all members of the healthcare team find orders, or instructions, to care for, diagnose, and treat each patient. State, local, and professional guidelines determine who can enter and complete orders in a patient chart. Typically, orders are entered by provider-level professionals such as medical doctors, nurse practitioners, and physician assistants. Other healthcare professionals may be able to enter orders on behalf of a provider if they are called-in or cosigned by a provider after they are entered. In EHR Go, all users can modify orders and enter new orders into a chart for educational purposes.

There are different types, or categories, of orders in a chart including: Care, Procedures, Consults, Therapy, Scheduling, Location, Medications, Diet, Laboratory, and more. Please note – this guide doesn't address any medication orders – see separate *EHR Go Guide: Medication Orders*.

Orders are categorized in the chart to make it easy for members of the healthcare team to find the orders they are responsible for when caring for the patient. For example, a nurse may focus on the Care, Diet, and Scheduled Medication orders when making their rounds to patients in a hospital setting, whereas a physical therapist will look for the Therapy orders. As a healthcare professional, it is important to always review all patient orders for a holistic view of the patient's treatment and ensure there aren't any potential conflicts.

## Additional resources

Please refer to the *EHR Go Guide: Medication Orders* for more information on entering medication orders.

## FAQs about orders

### 1. Can I delete an order from a chart?

- a. Yes, if you originally added the order to the chart, you may delete the order, if necessary. See *Accessing Orders in the EHR* section to learn more about actions such as delete. If you did not add the order, you may not delete the order, but



you can change the status of the order to 'Discontinued'. See *Editing an Order* section to learn more.

## 2. How does my instructor review the orders I've added?

- a. All changes you make to the chart in each EHR session are tracked in the session Progress Report. After completing all of your work in the EHR, select **Close Session** then go to Download Work for the activity. Select **Download** for your desired EHR session and submit the PDF document to your instructor.

## Accessing orders in the EHR

After launching the EHR for any patient chart, select the Orders tab on the left side of the screen:

The screenshot shows the EHR interface for a patient named Jane Shriver. The left sidebar has a red circle around the 'Orders' tab, with a red arrow pointing to it. The main content area shows the 'Overview' tab with sections for Patient Info, Encounters, and Alerts. The Alerts section contains a table with one entry: a 'Fall Risk' alert from 07/03/2018 07:06, with an 'Active' status and 'Clinical Warning' alert type.

DATE	LOCATION	PROVIDER	STATUS	DESCRIPTION
07/03/2018 07:06	General Hospital	Richard Chamberlain, MD	Active	Acute exacerbation COPD, Sinus tachycardia, Edema secondary to acute exacerbation of COPD, R/O Cor Pulmonale

DATE & TIME	SUBJECT	STATUS	ALERT TYPE
07/03/2018 07:06	Fall Risk	Active	Clinical Warning

The order summary view shown below includes all orders in a table view with columns for the Category, Order Item, Frequency, Status, and When (the date/time the order was entered in the chart).



By default, the list is sorted by the 'When' column with the most recent order at the top. You can tell the sort order because 'When' appears in blue and has an arrow pointing down, indicating a descending order.

CATEGORY	ORDER ITEM	FREQUENCY	STATUS	WHEN
Location	Admit to Pediatrics for Gastroenteritis R/O Dehydration	NOW	Active	04/04/2015 09:32:47
Screening/Measurements	Strict I&O	NOW	Active	04/04/2015 09:32:47
Consults	OT to evaluate and treat for duration of hospital stay	DAILY	Active	04/04/2015 09:32:47
Consults	PT Consult to evaluate and treat for duration of stay	AS DIRECTED	Active	04/04/2015 09:32:47
Dietetics	NPO Diet	AS DIRECTED	Active	04/04/2015 09:32:47
Screening/Measurements	Complete the Dehydration Scale & Treatment and give appropriate ORS	NOW	Active	04/04/2015 09:32:47
Scheduled Meds	NP979 DEXTROSE 5% IN 0.9% NACL	Q4H	Active	04/04/2015 09:32:47
Scheduled Meds	885207SBD1 benzotropine mesylate 1 MG/ML Injectable Solution (Cogentin)	BID	Active	04/04/2015 09:32:47

You may sort via any of the columns by clicking on the heading, then the arrow that appears next to it.

CATEGORY	ORDER ITEM	FREQUENCY	STATUS	WHEN
Consults	OT to evaluate and treat for duration of hospital stay	DAILY	Active	04/04/2015 09:32:47
Consults	PT Consult to evaluate and treat for duration of stay	AS DIRECTED	Active	04/04/2015 09:32:47
Dietetics	NPO Diet	AS DIRECTED	Active	04/04/2015 09:32:47
Location	Admit to Pediatrics for Gastroenteritis R/O Dehydration	NOW	Active	04/04/2015 09:32:47
Scheduled Meds	NP979 DEXTROSE 5% IN 0.9% NACL	Q4H	Active	04/04/2015 09:32:47

Click on any order item in the listing to access the order details:

A screenshot of the 'Order Details' screen in the EHR Go system. The top header shows patient information: 'Patient: Neveah Williams, Hillside Pediatric Hospital', 'DOB: 10/15/2006 8 yo F', 'Admit Date: 04/04/2015 09:32:47', and 'MR#: MR4665'. A search bar is on the right. A left sidebar contains navigation icons for Discovery, Health, Overview, Alerts, Problems, Vitals, Orders (selected), Meds, Notes, Care Plans, Labs, and Account. The main area is titled 'Order Details' and contains a table with the following information: Date (04/04/2015 09:32:47), Category (Dietetics), Author (Tina Lin, HUC), Provider (Sharon Lamar, MD), Order Item (NPO Diet), Order Details (NPO X4 hours, then advance slowly to BRAT diet X24 hours, then to diet for age as tolerated. Push clear liquids.), Frequency (AS DIRECTED), Schedule (Once), Status (Active), Starts on (04/04/2015 09:32:47), and Ends on (04/11/2015 09:32:47). Below the table is a 'Notes' section with a table header (Date, Author, Comment) and a 'PREVIOUS' button. At the bottom right are buttons for 'PREVIOUS', 'EDIT', 'CLOSE', and 'NEXT'.

The order details view includes the same information as found in the orders summary with the addition of an Order Details, Schedule, End date, Author, Provider, and optional Notes section for comments and/or attachments. For medication orders, the details also provides more information about the route and quantity. It is important to review the details of each order before completing it with the patient.

From this details view, you may select from the following menu options found in the bottom, right corner of the screen:

**Previous:** Brings you to the previous order in the list if you're not already looking at the first order.

**Delete:** This option will appear only for orders that you have entered allowing you to completely remove the order listing. **Warning:** Deleting the order completely removes it from the chart and it cannot be recovered.

**Administer:** This option only appears for scheduled medication orders. See separate guide on medication administration.



**Edit:** Allows you to modify an existing order. See next section on *Editing an Order* for more information.

**Close:** Exits the details view of the specific order and returns to the summary list.

**Next:** Brings you to the next order in the list if you're not already looking at the last problem.

## Editing an order

You may edit an existing order in the order details view, i.e. after selecting it from the summary list. Click on the **Edit** button in the lower right corner of the screen to edit the order.

Most often, an existing order is edited to update the status to keep the order list up-to-date. You may edit an order to modify any of the existing field entries and/or add a new comment to the order. Note: It is not possible to edit existing comments.

For more information about the order fields, please see the *Entering a new (non-medication) order* section below. After making edits to the order, select **Save**. The order edits are only applied to your instance of the chart and no other users will see your changes. Order edits are tracked in the Progress Report which can be submitted to your instructor for review. The Progress Report is found under Download Work (see separate *EHR Go Guide to Completing and Submitting your Work*).

## Entering a new (non-medication) order

After selecting the Orders tab in any patient chart, select **New** in the bottom-right corner to author a new order in the chart.



**Patient:** Neveah Williams  
 Hillside Pediatric Hospital

**DOB:** 10/15/2006   8 yo F  
**Admit Date:** 04/04/2015 09:32:47

**MR#:** MR4665  
 ▲ NKA, Needs full assist, Seizure Precautions

Search

Discovery

Health

Overview

Alerts

Problems

Vitals

Orders

Meds

Notes

Care Plans

Labs

Account

### Orders

CATEGORY	ORDER ITEM	FREQUENCY	STATUS	WHEN
Location	Admit to Pediatrics for Gastroenteritis R/O Dehydration	NOW	Active	04/04/2015 09:32:47
Screening/Measurements	Strict I&O	NOW	Active	04/04/2015 09:32:47
Consults	OT to evaluate and treat for duration of hospital stay	DAILY	Active	04/04/2015 09:32:47
Consults	PT Consult to evaluate and treat for duration of stay	AS DIRECTED	Active	04/04/2015 09:32:47
Dietetics	NPO Diet	AS DIRECTED	Active	04/04/2015 09:32:47
Screening/Measurements	Complete the Dehydration Scale & Treatment and give appropriate ORS	NOW	Active	04/04/2015 09:32:47
Scheduled Meds	NP979 DEXTROSE 5% IN 0.9% NACL	Q4H	Active	04/04/2015 09:32:47
Scheduled Meds	8852075BD1 benzotropine mesylate 1 MG/ML Injectable Solution [Cogentin]	BID	Active	04/04/2015 09:32:47
Scheduled Meds	8019665BD1 4 ML Diazepam 0.005 MG/MG Prefilled Applicator [Diastat]	AS DIRECTED PRN	Active	04/04/2015 09:32:47
Scheduled Meds	8556735BD1 Phenytoin sodium 100 MG Extended Release Oral Capsule [Dilantin]	BID	Active	04/04/2015 09:32:47

NEW

The following Order entry screen will appear:

A screenshot of the 'Order Edit' screen in the EHR Go system. The top header shows patient information: 'Patient: Neveah Williams, Hillside Pediatric Hospital', 'DOB: 10/15/2006 8 yo F', 'Admit Date: 04/04/2015 09:32:47', and 'MR#: MR4665'. A search bar is on the right. A left sidebar contains navigation icons for Discovery, Health, Overview, Alerts, Problems, Vitals, Orders (highlighted), Meds, Notes, Care Plans, Labs, and Account. The main area is titled 'Order Edit' and contains a form with fields: Date (04/04/2015 11:32), Category (\*), Author (Neehra), Provider (\*), Order Item (\*), Order Details, Frequency (\*), Schedule (\*), Status (\*), Start on Date/Time (04/04/2015 11:32), and End on Date/Time (04/04/2015 11:32). A red triangle icon with text 'NKA, Needs full assist, Seizure Precautions' is visible. 'SAVE' and 'CANCEL' buttons are at the bottom right.

For all non-medication orders, complete the following sections, then select **Save**. Required fields are indicated with an asterisks (\*).

**Date:** This field reflects the date the order was entered in the chart. The current date will populate by default or another date may be entered. The start and end date of the order is documented separately, see **Start on Date/Time** and **End on Date/Time**.

**Category\*:** Select the type of order being entered from the pre-defined list. Some of the non-medication order categories include Laboratory, Procedures, Care, etc.

**\*\*If a medication category is chosen, some of the order entry fields will be different from what is described in this section. Please see separate guide.**

**Author:** This field is intended to reflect the person who entered the order in the chart. This field will default to you or the user entering the order. You may also select one of the pre-defined providers from the list. The author may be different than the provider who may have called-in the order or is otherwise responsible for reviewing the patient's orders, see **Provider** field.



**Provider\*:** A licensed provider must be selected as the responsible party for any new order. Select any of the pre-defined provider options from the list.

**Order Item\*:** Enter a short text description of the order here. Refer to your training on accurate and meaningful order entry. Some examples include: "NPO Diet", "Strict I&O", "XRay of the head", "CBC", and "Physical Therapy".

**Order Details:** Enter all information for the intended healthcare professional responsible of the order here. Refer to your training on meaningful order entry and ensure the healthcare professional completing the order has all of the information they need to do so accurately and efficiently.

**Frequency\*:** Select a standard frequency for when the order should be conducted for the patient. Pre-defined options are provided including: As Directed, Now, Once, Daily, Q4H, etc. Refer to a medical terminology guide if you're unsure which frequency to select.

**Schedule\*:** Select *how often* the order should be conducted. Pre-defined options are provided including: Once, Hourly, Daily, Weekly, etc. For example, if the order is supposed to happen every 2 hours, select Hourly, then every 2 hours.

**Status\*:** Select from one of the following options:

**Expired:** The Stop Date of the order has been reached and the order is no longer valid.

**Discontinued:** The order is no longer applicable and should no longer be completed.

**Complete:** This order was fulfilled and is no longer active.

**Changed:** This order has been modified from its original form.

**Active:** This order is active and should be completed per the ordered schedule.

**Pending:** This order is waiting for more information or other action from a member of the healthcare team before becoming active.

**Unsigned:** This order is waiting for the provider to review and sign before becoming active.





**On Hold:** This order is temporarily on hold and may become active again in the future.

**Flagged:** A member of the healthcare team indicated this order needs additional attention.

**Non-Verified:** This status is used for inpatient medication orders (Scheduled or Infusion) pending review by the pharmacist. This status must be selected if the order is to be verified in the Pharmacy section.

**Not Filled:** This status is used for Prescription medication orders pending review by the pharmacist. This status must be selected if the order is to be verified in the Pharmacy section.

**Start Date/Time:** Enter the date and time the order should take effect. By default, the current date/time will populate as most orders will begin right away.

**End Date/Time:** Determine how long the order should last and enter the end date and time accordingly. By default, the current date/time will populate and should be adjusted to a longer period, so the order remains active. Be sure to choose an End on Date/Time that allows for the order to be completed before it automatically expires.

**Notes:** This section allows the author to make additional free-text comments about the order and/or add an attachment. Multiple notes may be added. Notes and photos may also be used to document the progress of an order over time. For example, add photos and descriptions of a wound or lesion to document healing progress.

After completing the required fields (indicated with \*) and selecting **Save**, the new or updated orders will be added to your instance of the patient chart. No other users will see these changes in the patient chart since all users have their own, private instance of the chart.

When you are finished in the patient chart, select **Close Session**. **Important!** This is how your work is saved. Do not close your browser window or tab without clicking Close Session. The Progress Report for this EHR session will be updated with the new or edited orders and you may submit the report to your instructor when you have completed the assignment. If you make edits to the orders in future work on this EHR session, the Progress Report will be updated accordingly.



## Orders on the Overview tab

The Overview tab of the patient chart also includes the summary view of up to five of the orders.

The screenshot displays the EHR interface for a patient named Neveah Williams. The top header includes patient details: DOB: 10/15/2006, 8 yo F, MR#: MR4665, and Admit Date: 04/04/2015 10:09:40. A search bar is located on the right. The left sidebar contains navigation options: Discovery, Health, Overview (selected), Alerts, Problems, Vitals, Orders, Meds, Notes, Care Plans, Labs, and Account. The main content area is titled 'Overview' and shows a summary of the patient's current status, including 'CMP Total protein' with a value of 6.3 to 7.9 g/dL. Below this, there are two sections: 'Orders' and 'Meds'. The 'Orders' section lists five orders with columns for Category, Order Item, Frequency, Status, and When. The 'Meds' section lists two scheduled medications with columns for Category, Drug Description, Frequency, Status, and When.

CATEGORY	ORDER ITEM	FREQUENCY	STATUS	WHEN
Location	Admit to Pediatrics for Gastroenteritis R/O Dehydration	NOW	Active	04/04/2015 10:09:40
Screening/Measurements	Strict I&O	NOW	Active	04/04/2015 10:09:40
Consults	OT to evaluate and treat for duration of hospital stay	DAILY	Active	04/04/2015 10:09:40
Consults	PT Consult to evaluate and treat for duration of stay	AS DIRECTED	Active	04/04/2015 10:09:40
Dietetics	NPO Diet	AS DIRECTED	Active	04/04/2015 10:09:40

CATEGORY	DRUG DESCRIPTION	FREQUENCY	STATUS	WHEN
Scheduled Meds	NP979 DEXTROSE 5% IN 0.9% NACL	Q4H	Not Given	04/04/2015 10:09:40
Scheduled Meds	8852075BD1 benzotropine mesylate 1 MG/ML Injectable Solution [Cogentin]	BID	Not Given	04/04/2015 10:09:40

It is not possible to edit orders or create a new order for an order from the Overview tab. If there are more than five orders in the patient chart, you may select **See More** to be brought to the Orders tab to see the full list of problems or to edit or add new orders.