



## Position Statement

### The College of Licensed Practical Nurses of Nova Scotia (CLPNNS)

*is the regulatory body for the Licensed Practical Nurses (LPN) of Nova Scotia and whose mandate is to protect the public while ensuring the profession of safe, competent and ethical nursing care.*

*The CLPNNS is responsible for setting, monitoring and enforcing the Code of Ethics and Standards of Nursing Practice for all LPNs in Nova Scotia.*

*The College supports and encourages LPNs to work to their full scope of practice within the clinical parameters defined by employers through policies and procedures.*



Suite 1212, Cogswell Tower  
2000 Barrington Street  
Halifax, Nova Scotia  
B3J 3K1



Phone: (902) 423-8517  
1 (800) 718-8517 Toll free in N.S.



Fax: (902) 425-6811  
Email: [info@clpnns.ca](mailto:info@clpnns.ca)  
Web site: [www.clpnns.ca](http://www.clpnns.ca)



*Accepting,  
Transcribing and  
Processing  
Telephone Orders*

**For Licensed Practical Nurses  
of Nova Scotia**

## INTRODUCTION

Health care facilities vary in their policies regarding who can accept, transcribe and process telephone orders. The College of Licensed Practical Nurses of Nova Scotia maintains that LPNs may accept, transcribe and process telephone orders, **if it is defined in the policies of the institution** in which they are employed.

### ASSUMPTIONS BEING:

- Telephone orders are legal.
- Ideally all medical orders should be in writing.
- Necessity rather than convenience should guide the practice of accepting telephone orders.
- There are existing legitimate reasons why an LPN may be required to accept telephone orders, such as emergency situations and/or an event in which the physician cannot attend in person.
- The LPN is accepting responsibility for a thorough identification and verification of the order she/he is receiving.
- The LPN is responsible for carrying out all aspects of the telephone order transcription including accepting, transcribing and processing a physician's order given by a physician over the telephone.
- The LPN is legally responsible for transcribing and documenting in accordance with the institution's written policies and procedures and the CLPNNS Standards of Nursing Practice (2005).
- When transcribing telephone orders, the LPN will indicate that the order was a telephone order (TO).
- Orders accepted and transcribed by the LPN must be co-signed by the physician within the time period described by agency policy.
- The LPN is accountable for accurately assessing and articulating the client's health care needs to the physician.
- The LPN is responsible for possessing the appropriate knowledge regarding nursing interventions, expected outcome(s) and any potential complications, and/or adverse reactions which may be a result of the physician's order.
- The LPN is responsible for questioning the physician regarding any order that is ambiguous, unusual or contraindicated by the client's condition.

Accepting a telephone order is a serious responsibility. The LPN is legally accountable for ensuring her/his actions remain within her/his scope of practice and that she/he is capable based on education and level of experience. The LPN must acknowledge that when the prescribed nursing function extends beyond her/his clinical ability, it is her/his sole responsibility to identify the need to request direction from the Registered Nurse or Medical Practitioner.

## REFERENCES

College of Licensed Practical Nurses of British Columbia (2000). **Telephone Orders Taken by Licensed Practical Nurses-Position Statement**. British Columbia, Author.

Rosdahl, C.B. (2005). **Textbook of Basic Nursing** (7th ed.). New York: Lippincott.

The College of Licensed Practical Nurses of Nova Scotia (2006). **College of Licensed Practical Nurses Act, Regulations , By-laws**. Nova Scotia, Author.

The College of Licensed Practical Nurses of Nova Scotia (2005). **Code of Ethics and Standards of Nursing Practice for Licensed Practical Nurses of Nova Scotia**. Nova Scotia, Author.

The College of Licensed Practical Nurses of Nova Scotia (2007-11). **Entry Level Competencies for Licensed Practical Nurses: Psychomotor Competencies**. Nova Scotia, Author.

The Manitoba Association of Licensed Practical Nurses (1998). **Practice Advisory Statement #3: Accepting and Transcribing of Physicians' Orders**. Manitoba, Author.



### MISSION

*In the interests of the public, the College of Licensed Practical Nurses of Nova Scotia regulates the practice of Licensed Practical Nurses in the province.*

### VISION

*A dynamically regulated profession committed to excellence.*