

How Can I Change The "Returned Date" Of A Verbal Order?

1. From the Select Patient screen, pull up the patient by entering the chart number or name.
2. Go to **Orders** tab.
3. Select Track Orders.
4. If order does not appear once the Track Orders screen opens: 1. You can either pull up the order by entering the 9-digit order number into the Search Order# field; or 2. Change the number of days in the "Show Orders Added/Changed in the last ___Days" so that that order date will be included in the listing. Once you enter the # of days, hit that button again to refresh the screen.
5. Select the order you are making the change to.
6. At "**Date Returned**," change it to the correct returned date. If you need to mark the order as Not Returned, click on the **Mark As Not Returned** button.
7. **Hit Save.**

On this screen, you can also mark an order as "not mailed." This is usually done when (1.) An order is "marked" as mailed by mistake; or (2.) An order has been created with errors, and the nurse needs to edit the order and resend it.

In scenario #2: If the order had been returned, you will need to first mark the order as Not Returned. Then you will have the option to mark as Not Mailed.

NOTE: Only authorized personnel should make these changes.

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Knowledgebase

<http://kb.barnestorm.biz/KnowledgebaseArticle50776.aspx>