

How to call a Doctor’s office for orders

\*\*Make sure to have the ZUUM app open when calling the MD office to provide the patients name and DOB, as well as the company you are representing.

1. Introduction/VO request by Phone: “Hello my name is \_\_\_\_\_\_\_\_, PT/OT/ST representing \_\_\_\_\_\_\_\_\_ company for patient \_\_\_\_\_\_\_\_ whose DOB is \_\_\_\_\_\_\_\_\_\_. I am calling to request verbal orders to continue therapy \_\_\_(i.e 2w2 starting next week) as I completed the initial evaluation today. My care plan focus will be on \_\_\_\_\_\_\_(i.e. strength, balance, endurance, gait, ADLs, dysphasia). Questions, you can call me at \_\_\_\_\_\_\_\_\_\_\_ and leave a confidential voicemail.
2. REMEMBER: Always make note of who you spoke to, time of day you spoke to them and date. Keep record of this in case the Verbal Order is ever in question by a company. You must have a verbal order to continue skilled therapy, UNLESS we are specifically told otherwise (*in the case of VA patients only*). This protects your individual licensure. This information will be written on the patients chart as a new order, communication note or within the evaluation itself. Please refer to the individual company protocols for details.