



**Washington State Board of Pharmacy
BEST PRACTICE GUIDELINES FOR VERBAL PRESCRIPTIONS**

Goal: Reduce medication errors, increase patient safety, and prevent fraud and diversion by improving the effectiveness of communication among health care providers. The best person to communicate prescription information to a pharmacist would be the prescriber or at his or her direction, a prescriber's employee or a licensed health care provider treating the patient within the scope of their practice.

When calling in a prescription to a pharmacist, the following information should be provided:

Patient Information

- Name, including middle initial (spell last name if unusual)
- Date of birth
- Phone number

Drug Information

- Drug name
- Dosage
- Strength
- Directions (dose & frequency of administration)
- Route of administration
- Quantity
- Refills, if any
- Notation of purpose, if appropriate
- If generic substitution is permitted

Prescriber Information

- Name (whole name, with identifier, if a common name)
- Name of clinic or practice
- DEA number if appropriate
- Name and role of caller, if other than practitioner
- Phone number where the pharmacist can check back with the prescriber if there are any questions about the prescription

If you have questions, please contact the Board of Pharmacy at (360) 236-4825.