



TOOLKIT 5 · PATIENT IDENTIFICATION · TOOL 5 OF 5

Verbal Orders and Critical Results Log

One line per verbal order or critical value: who gave it, who took it, read back, acted on, countersigned. The audit trail the read-back rule needs

Ward / department · month

Date · time	Patient (name, DOB)	Verbal order or critical result (content, units)	Given by	Received by	Read back ☐	Action taken · time	Count ersign ed · time (≤ 24 h)
					☐		
					☐		
					☐		
					☐		
					☐		
					☐		
					☐		
					☐		
					☐		
					☐		
					☐		
					☐		

Critical values — report by phone within 30 minutes, read back, log

Test	Report below	Report above	Test	Report below	Report above
Potassium	2.8 mmol/L	6.2 mmol/L	Haemoglobin	70 g/L	200 g/L
Sodium	120 mmol/L	160 mmol/L	Platelets	30 ×10 ⁹ /L	1000 ×10 ⁹ /L
Glucose	2.5 mmol/L	25 mmol/L	INR	—	5.0
Calcium (total)	1.6 mmol/L	3.3 mmol/L	Troponin	—	Any positive, first time
pH (arterial)	7.20	7.60	Positive blood culture	Any	—

Thresholds are illustrative; the laboratory director sets and signs the facility list. Monthly audit: every logged critical value reached a clinician within 30 minutes; every verbal order countersigned within 24 hours.

ASF standards: Standard 4 — communication of orders and critical results; Governance — audit