General – Obtaining Verbal Consent

**Intended Audience:** Staff who are obtaining verbal consents.

**Summary:** There may be times when a patient or legal guardian is unable to sign, and a verbal consent will need to be obtained. Verbal consent should only be used in approved circumstances and a second witness must be provided by another staff member. See the Consent (General) for Treatment and Release of Information Policy in PolicyStat.

Users can document the verbal consent process using Epic.

General Consent for Treatment

1. Click the Documents section.
2. Select the General Consent – ENC Level Scan document.

- The E-Signature Document Collector window appears.
3. Explain the General Consent to Treatment and Release of Information consent form to the patient.

   **Note:** This document is available in English and Spanish. To change the language:
   I. Click Change Template in the lower left-hand corner.
   II. Click the radio button next to the consent form with the language you need.
   III. Click Accept.

4. Click the arrow on the left side of the window to open the side bar.
5. Enter Verbal acknowledgement obtained by [Self or Parent/Legal Guardian] in the **Description** field.

6. Enter the reason the patient was unable to sign in the **Patient unable to sign reason:** field.

7. If applicable, enter the name of the parent/legal guardian providing verbal consent in the **Parent/Legal Guardian** field.

8. Sign your name in the Staff Signature(s) Witness box.

9. A second Staff signature is required. Have a co-worker confirm the verbal consent with the patient or legal guardian, then sign his/her name in the second Witness box.

10. Click the **green check mark** next to your name.
   - Signing your name in the Staff signature box filters your name in as a witness.

11. Click **Accept**.
   - The Documents table appears.
   - You can now see that the Status has been updated to **Received** and the information you entered in the Description field now shows.
   - The General Consent - ENC Level Scan is only good for that visit.
Note: If your location does not have a Topaz (E-signature) pad, continue to use your current verbal consent process; signing the paper consent and scanning the document into the General Consent - ENC Level Scan document type in the Documents table.

**PATIENT SIGNATURE(S)**

I have read this form and I understand it. All my questions have been answered.

**TIME** 10:15 **AM** **DATE** 02/22/21

Patient signature

• Patient is under 18 years of age or otherwise unable to consent because **Verbal acknowledgement obtained by Mother, Barbara Smith. Patient unable to sign due to [reason]**.

**STAFF SIGNATURE(S)**

**TIME** 10:15 **AM** **DATE** 02/22/21

Second witness needed for verbal consent

Employee Signature

**TIME** 10:16 **AM** **DATE** 02/22/21

Employee Signature

Employee Signature