

# General – Obtaining Verbal Consent

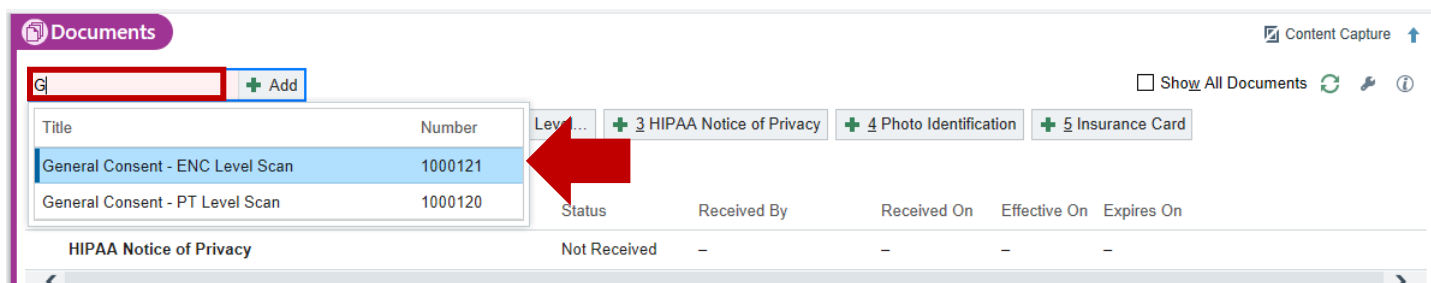
**Intended Audience:** Staff who are obtaining verbal consents.

**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.



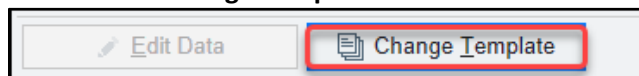
The screenshot shows the 'Documents' section in Epic. A search bar contains the letter 'G'. Below the search bar, a list of documents is displayed. The document 'General Consent - ENC Level Scan' with number 1000121 is highlighted. A red arrow points to this document. To the right of the list, there are buttons for '+ 3 HIPAA Notice of Privacy', '+ 4 Photo Identification', and '+ 5 Insurance Card'. Below the list, a table shows the status of the document: 'Not Received'.

- 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:

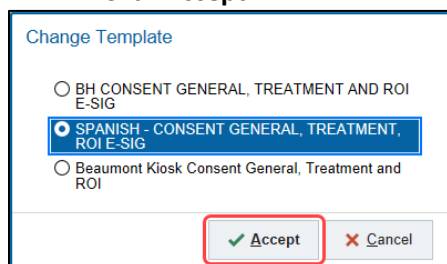
- I. Click **Change Template** in the lower left-hand corner.



The screenshot shows the 'Change Template' button in the Epic interface. The button is located in the lower left-hand corner of the document collector window. It is highlighted with a red box.

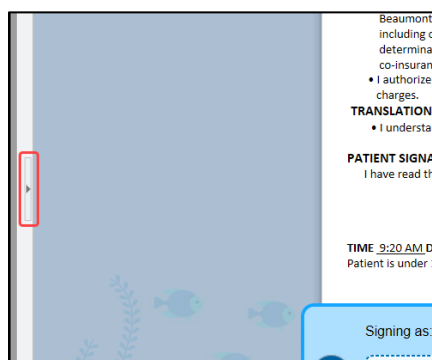
- II. Click the radio button next to the consent form with the language you need.

- III. Click **Accept**



The screenshot shows the 'Change Template' dialog box. It contains three radio button options: 'BH CONSENT GENERAL, TREATMENT AND ROI E-SIG', 'SPANISH - CONSENT GENERAL, TREATMENT, ROI E-SIG' (which is selected), and 'Beaumont Kiosk Consent General, Treatment and ROI'. At the bottom, there are 'Accept' and 'Cancel' buttons. The 'Accept' button is highlighted with a red box.

4. Click the arrow on the left side of the window to open the side bar.



The screenshot shows the Epic interface with the side bar open on the left side of the window. The side bar contains various sections including 'Beaumont including determinations', 'TRANSLATION', 'PATIENT SIGNATURE', and 'TIME'. The side bar is highlighted with a red box.

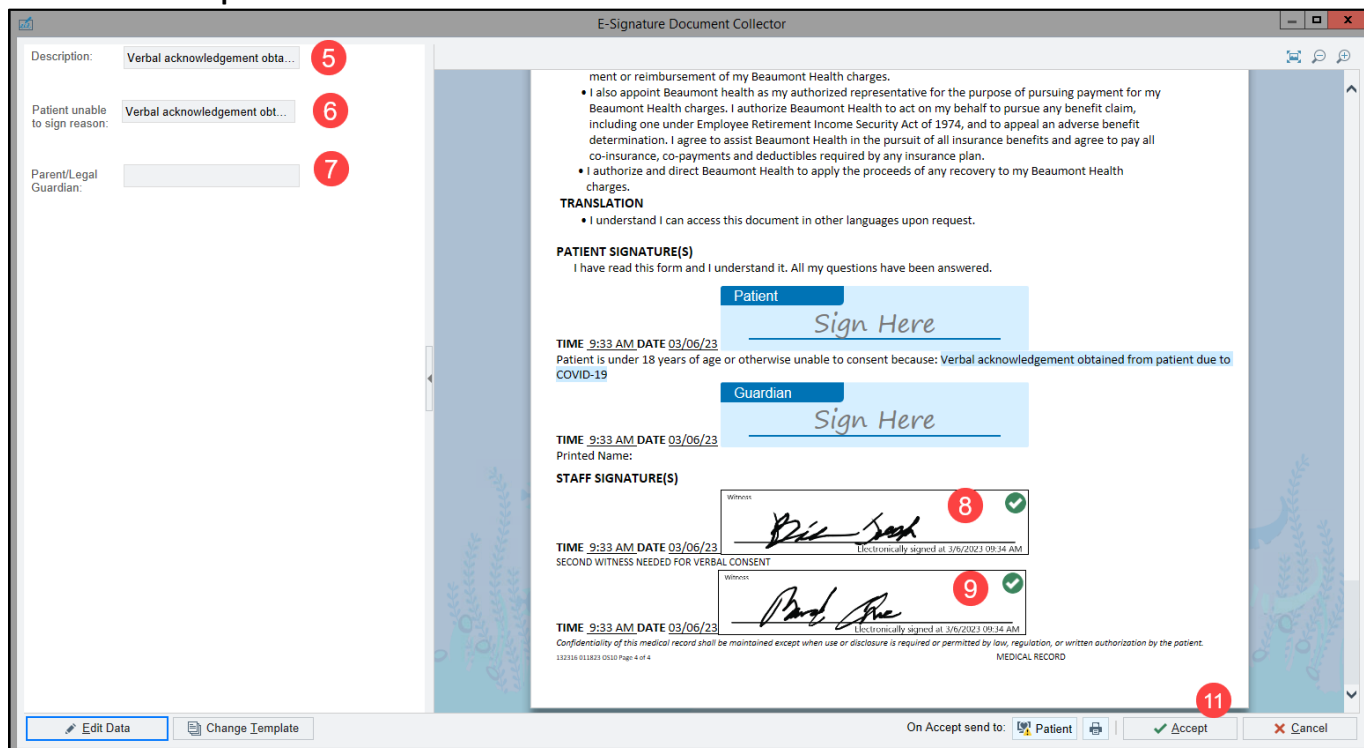
5. Enter Verbal acknowledgement obtained by [Self or Parent/Legal Guardian] in the **Description** field.
6. Enter the reason the patient was unable to sign in the **Patient unable to sign reason:** field.
7. If applicable, enter the name of the parent/legal guardian providing verbal consent in the **Parent/Legal Guardian** field.

**Description:**

**Patient unable to sign reason:**

**Parent/Legal Guardian:**

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 screenshot shows the 'E-Signature Document Collector' window. On the left, there are input fields for 'Description', 'Patient unable to sign reason', and 'Parent/Legal Guardian', each with a red circle and number (5, 6, 7) indicating where to enter information. The main area displays a consent form with sections for 'Patient', 'Guardian', and 'STAFF SIGNATURE(S)'. The 'Patient' and 'Guardian' sections have 'Sign Here' prompts and a date/time stamp. The 'STAFF SIGNATURE(S)' section shows two witness signatures with red circles and numbers (8, 9) and green checkmarks. At the bottom right, there is a red circle with the number 11 next to the 'Accept' button.

- 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.

Type	Status	Received By	Received On	Effective On	Expires On	
General Consent - ENC Level Scan Verbal acknowledgement obtained from patient	Received	RISKO, BRIAN J	03/06/2023	03/06/2023	-	   

**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 ☒ PM 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].

TIME \_\_\_\_\_ ☐ AM ☐ PM DATE \_\_\_\_\_ Parent/Legal Guardian signature \_\_\_\_\_

Printed name \_\_\_\_\_

**STAFF SIGNATURE(S)**

TIME 10:15 ☐ AM ☐ PM DATE 02/22/21 Witness Employee Signature

SECOND WITNESS NEEDED FOR VERBAL CONSENT

TIME 10:16 ☐ AM ☐ PM DATE 02/22/21 Witness Employee Signature