

# TAKE CHARGE: KNOW YOUR UNION CONTRACT



*United Nurses Associations of California/Union of Health Care Professionals*

In 2011 UNAC/UHCP continues its commitment to make sure that all our members are well educated on the benefits, rights and guarantees that we have won over years of negotiating our contract.

We urge all members to actively participate in continuing to build UNAC/UHCP to ensure effective advocacy for our patients, our communities and our families.

Take Charge!

## Verbal Orders

Registered Nurses have raised their hand for patient safety and they are speaking out against the excessive use of Verbal Orders in the workplace. Please remember that Kaiser Permanente policies discourage the use of Verbal Orders, but they do recognize and accept their use in the following situations:

- During an emergency
- During a patient procedure
- During situations when providers are unable to access the order entry function in KP Health Connect

When taking Verbal Orders or Telephone Orders remember:

- Take VO/TO only from providers with current KP privileges
- Never accept VO/TO for chemotherapeutic agents
- Always “read back” the order and document immediately.
- VO/TO require a Physician or provider signature within 48 hours.

UNAC/UHCP is seeking your assistance in making sure that Registered Nurses feel empowered to enforce the policies and procedures around verbal orders. Please contact your local officers or the UNAC/UHCP State Office at 800-762-5874 if we can assist you in this effort to promote patient safety.

Remember Verbal Orders should be the exception not the rule.

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