

# NIH Clinical Center Patient Education Materials

## Welcome to 1 Southwest (1SW) Children's Behavioral Health Unit

### Contact Information

Phone: 301-451-1515

Fax: 301-480-3733

### Visiting Hours

Monday - Friday: 4:30p.m. - 8p.m.

Saturday - Sunday: 10a.m. - 8p.m.

The Clinical Research Nurses on 1SW Inpatient Unit care for children and teens who are enrolled in a variety of National Institutes of Health (NIH) research studies. Our team works together to give your child the best care during your time at the Clinical Center. Here is some information about what you and your family can expect.

### What happens when you arrive?

When you arrive, we will check your child onto the unit, and then we will take you and your child to a patient room where your child will stay during your visit.

Please tell us right away if you or your child has:

- Signs of infections (fever, runny nose, diarrhea)
- A history of being on isolation
- Respiratory (breathing) symptoms; if so, please ask for a mask and put it on right away
- MRSA, VRE, CRE, KPC or any other similar infection (or a history of these infections)

### What are isolation precautions?

If you or your child has a disease that could spread to others, then we may ask you to wear a mask while in the hospital. Your child may also need to follow rules about leaving the room. Your nurse or doctor will explain what to do. By following these rules, your family can help stop the spread of diseases.

### Do you need identification?

We will give your child an ID bracelet to wear on the wrist. Please understand that your child needs to keep it on at all times. The ID bracelet will serve as identification for lab collection and medication administration at NIH.

### What should you bring with you?

Please bring an up-to-date list of your child's medicines and dosages with you, including over-the-counter and herbal medications and vitamin supplements. Let your nurse know if your child has any drug allergies.

If you did bring in medication, take it home with you or give it to your nurse. If your child needs medication, our doctors will prescribe it. Your child should stop using any medications or supplements you brought from home. If your NIH doctor prescribes medicines to take home that are related to your child's research study, they will be filled at the Outpatient Pharmacy on the first floor.

The hours are:

- Monday –Thursday: 8:30a.m. - 6p.m.
- Friday: 8:30a.m. - 8p.m.
- Weekends and Holidays: 8:30a.m. - 12:30p.m.

### What can you expect during your child's visit?

Every day, doctors, nurses, and other health care professionals will visit your child to talk about your child's health and progress. They will make sure that your child understands the disease, medications, treatment, and any issues that come up. These visits are a great time to ask questions and share your concerns.

A nurse will also check your child's vital signs (like temperature and blood pressure) daily. This check is usually at 8a.m., but it might happen at other times, too. A nurse will also check your child's height and weight once a week.

Your child might also need tests like x-rays or blood tests for both the research study and medical care. Your doctor or nurse will talk to you and your child about why the test is needed and what happens before, during, and after the test.

Your child may need to go to another part of the hospital for blood tests in phlebotomy. Phlebotomy is on the 1st floor, and it is open Monday through Friday, from 6:30a.m. to 4:15p.m.

Your child's doctor may suggest your child get recreation therapy with a trained therapist. This may include activities like arts and crafts, games, and relaxation training.

You and your child can leave the unit, but, before going, please:

- Check with your nurse to see if your child is scheduled to get any tests or medicines.
- Tell your nurse that you are leaving. This is important in case we need to find you for anything.

### **Are computers, TVs, and phones available?**

Computers, televisions/Xbox's, and telephones are available in each patient room, and you may make free local calls and use the wireless internet. You can also make long distance calls in the dayroom from 6p.m. to 8:30p.m.

### **How does your child receive meals?**

Meals for your child are provided by the Clinical Center room service. You can use the menu in your room to choose your child's meals. You can order your child's meals between 6:30a.m. and 6:30p.m. To order, press 3 on the phone in your child's room, or call 301-451-FOOD (301-451-3663). Please remember that meals are only for patients, not visitors.

If you bring food from home, or if you want to save food from one of your child's meals, please label it with your child's name and date, and we can keep it for you in the patient kitchen cabinets, refrigerator, or patient belongings bin. We have hot chocolate, cereal, crackers, and pretzels at the refreshment area in the hallway. We also have a kitchen with a microwave, refrigerator, and stove.

Food may also be purchased in vending machines throughout the Clinical Center and in cafeterias and cafes. There are also many restaurants in Bethesda, about two miles from the hospital.

### **What are the rules about visitors?**

To protect the privacy of your child and other patients, all visits must take place in your child's room. We do not allow visits in common areas. Please keep in mind:

- Visitors who have been recently exposed to an infectious disease (for example, impetigo, chickenpox, tuberculosis, hepatitis) may not visit.

- Visitors with cold or flu symptoms are discouraged from visiting.
- Visitors must wash their hands or use hand sanitizer when coming in and leaving your child's room to prevent spreading germs.
- The bathroom in your child's room is only for your child and other patients. Visitors should use the Clinical Center's public bathrooms.
- NIH is a smoke-free campus. If you have any questions about our smoking policy, please talk to your health care team. The NIH police may fine anyone who smokes on the NIH property.
- Only immediate family and children over 6 can visit your child, unless you and the doctor give permission. A parent has to be in the room with any visitors who are under age 18.

### **How can you send and receive mail?**

We deliver mail Monday through Friday. Please ask family and friends to write "Patient Mail" on their envelopes and packages. They can send mail to:

Your Child's Name  
NIH Clinical Center Unit 1 SW, MSC 1280  
10 Center Drive  
Bethesda, MD 20892

If you need to send mail from the unit, envelopes and stamps are available at the self-service post office near the bank on the B1 level.

### **What is the NIH Children's School?**

The pediatric unit has certified teachers from the Home and Hospital Instruction Office of the Montgomery County Public School System who can teach your child while at the hospital. The teachers will work with you and your child's schedule to meet education needs. Our teachers are notified when a new patient arrives, so they will come speak to you about a plan.

### **What if your child has health problems at home? If your child has an emergency while you are at home, call 911 right away.**

If you have questions about your child's health or the research study, please use the contact list. If you cannot reach your research team, call us at 301-451-1515.

## Patient Portal

The National Institutes of Health Clinical Center FollowMyHealth Patient Portal is a secure system to provide you with information on the medical care that you received at the Clinical Center including lab tests, radiology results and more.

For more information on the FollowMyHealth Patient Portal and to create an account visit:  
<https://go.usa.gov/x5dbm>

This information is prepared specifically for persons taking part in clinical research at the National Institutes of Health Clinical Center and may not apply to patients elsewhere. If you have questions about the information presented here, talk to a member of your health care team.

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**National Institutes of Health Clinical Center**  
Bethesda, MD 20892  
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## Need help finding your way around?

Take Me There is a free app for all smartphones that will give you directions to almost everywhere inside the Clinical Center.

For more info and to download the app visit:  
[www.takemethere.cc.nih.gov](http://www.takemethere.cc.nih.gov)

