

NIH Clinical Center Patient Education Materials

Welcome to the OP13 Outpatient Clinic

The Dermatology/Oncology Clinic

Contact Information

Phone: 301-496-6421

Fax: 301-402-4270

Hours

Monday-Friday: 8a.m. – 4:30p.m.

Weekends and Holidays: Closed

The Clinical Research Nurses at the OP13 Outpatient Clinic care for children and adults who are enrolled in a variety of National Institutes of Health (NIH) research studies. Our team works together to give you 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?

Upon your arrival in the clinic, please sign-in with the clerk(s) at the front desk. For new patients, please provide your hard chart from Admissions and we will notify your research team nurse of your arrival. For returning patients, please update your contact information sheet, if necessary. For unscheduled clinic visits (walk-ins), please inform the clerk of reason for visit and who your research team nurse/coordinator is, so that we can contact the appropriate person.

Please tell us right away if you have:

- 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 have a disease that could spread to others, then we may ask you to wear a mask while in the

hospital. You 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 you an ID bracelet to wear on the wrist. Please understand that you need 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 medicines and dosages with you, including over-the-counter and herbal medications and vitamin supplements. Let your nurse know if you have any drug allergies.

If your NIH doctor prescribes medicines to take home that are related to your 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 you visit?

One of the clinical staff nurses will obtain vital signs; perform a nursing assessment and medical history, and review your current medications. If you have any new, persistent, or urgent concerns, please inform the nurse, and we will notify the research team accordingly.

After your nursing assessment is complete, the clinic fellow or team practitioner will complete your history and physical exam. You may have up to two people accompany you during this time. After the exam, the fellow/practitioner will discuss their findings with the research team. This may take some time, so please be patient.

The research team includes:

- Principal/Primary investigator (PI)
- Associate Investigator(s) (AI)
- Research nurse specialist
- Protocol Coordinator
- Social worker
- Pharmacist

If you are a new patient, after the fellow's presentation and team's protocol discussion, the research team will discuss with you your treatment options, lab results and exam findings, future tests and procedures, and plan of care or treatment based on protocol guidelines.

Labs are usually needed to make decisions related to your care. Labs may include routine and/or research blood tests.

- Sign in if you have a venous access device (VAD) and need blood work. A VAD is an implanted port, PICC line, or a peripheral IV line. The lab nurse collects labs on a first-come, first-served basis.
- Notify a staff member if you were instructed to have a time-sensitive tests or procedures.
- Arrive 30-45 minutes prior to a scheduled clinic appointment, or scheduled imaging studies (i.e. CT scan, bone scan) that require a blood draw.
- Labs are drawn in 1st floor outpatient phlebotomy (located next to the EKG station) for patients without and existing venous access device (VAD). Phlebotomy is on the 1st floor, and it is open Monday through Friday, from 6:30a.m. to 4:15p.m.
- For research labs drawn in phlebotomy, you will have to bring your specimen tubes up to clinic, and give them to the clinic nurse.

We ask that you have no more than two visitors accompany you in the room at one time.

How do you receive meals?

Water, juices, snack brown bags, saltines, and graham crackers are available for you in the waiting room. Ginger ale can be provided to you upon request; please ask the front desk clerk for assistance.

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?

A visitor may accompany a patient to the designated unit, into the room of the patient whom they are visiting, and into common rooms (lounges, cafeterias, playrooms). 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.
- We ask that you have no more than two visitors accompany you in the exam room at one time.
- Visitors must wash their hands or use hand sanitizer when coming in and leaving your room to prevent spreading germs.
- The bathroom in your room is only for you 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.

What if you have health problems at home?

If you have a health emergency at home, call 911 right away.

You will need an "Encounter Form" signed by a member of the research team to check out at the front desk. The clerk will call you to schedule tests/procedures and appointments up to 12 months ahead and give you a printout of the appointments.

- Address concerns about vouchers and reimbursements with your research nurse.
- Your provider may decide that there is a need for you to receive blood products, electrolytes, fluids, etc. This will require patient transfer to the 3SE-S Day Hospital or Inpatient unit. An escort request can be made to help accompany you to your destination.
- If your medications were changed, you can ask for a revised copy from the nurse.
- If needed request a copy of your labs/scans from your research nurse.

- If you need transport assistance within the Clinical Center let staff know and they will request an escort for you.

If your concern relates to your treatment at NIH, contact your Research team nurse. If you are unable to reach your research nurse, call the OP13 Clinic or 3SES Day Hospital at 301-451-1152 during office hours. After hours, follow the directions from your Research Nurse.

Patient Portal

The patient portal provides patients with secure access to view selected medical information and the Patient Handbook online at any time.

To create your account, visit the website:

<http://patientportal.cc.nih.gov>

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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[Questions about the Clinical Center?](#)

