

NIH Clinical Center Patient Education Materials

Welcome to OP5 Outpatient Clinic

Neurology, Ear, Nose, and Throat Clinic

Contact Information

Phone: 301-496-5368

Fax: 301-402-0409

Hours

Monday-Friday: 7a.m. – 4:30p.m.

Weekends and Holidays: Closed

The Clinical Research Nurses at the OP5 Outpatient Clinic care for 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?

When you arrive at the clinic, please sign in at the front desk, update your demographic sheet (available in English and Spanish), and sit in the waiting room.

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 your medicines that you take with you or bring an up-to-date list of your medicines and dosages with you, including over-the-counter and herbal medications and vitamin supplements. If you bring medicines that require refrigeration, please let your nurse know so that we can store them for you. 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 your visit?

Your care may include:

- Checking vital signs (temperature, blood pressure, pulse, oxygen measurement, weight, and height)
- Taking medical history and doing a physical assessment (screening, follow-up, and consult)
- Receiving treatment specific to your protocol, such as blood work, accessing ports, dressing changes, and wound care

As part of your protocol, you will need x-rays and other tests. Your physician or nurse will tell you the reason for each test and what happens before, during, and after. Some tests require a consent form, which your doctor will ask you to sign before the test is done.

If your nurse identifies you as a high falls risk you may be asked to use escort services or wheelchair assistance while visiting the Clinical Center. In every room, there is a call light that you can use. The light will let the front desk and nurses know that you need help.

How do you receive meals?

Snack brown bags, along with saltine crackers and graham crackers are available for you in the waiting room. Please ask your nurse for any juice or ginger ale which are also available at the nurses' station. 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). We ask that you have no more than two visitors in the room at one time. Please do not visit other patients in isolation rooms while the patient is being seen by the provider. 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 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.

If you have health problems at home, contact your local doctor/nurse practitioner. If your concern relates to your treatment at NIH, call your research nurse during regular business hours. If you need to call in the evening, on a weekend, or on a holiday, or if you have difficulty reaching someone in the day hospital, you may call the inpatient unit at 301-496-5368.

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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National Institutes of Health Clinical Center

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[Questions about the Clinical Center?](#)

