

NIH Clinical Center Patient Education Materials

Welcome to 3 Southeast South (3SE-S) Hematology/Oncology/Transplant Day Hospital

Contact Information

Phone: 301-451-1152

Fax: 301-402-4269

Hours

Monday-Friday: 8a.m. - 8p.m.

Weekends: 8a.m. - 6:30p.m.

Holidays: 8a.m. - 4:30p.m.

The Clinical Research Nurses on 3SE-S Day Hospital 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, please sign in at the front desk with the Research Support Assistant (RSA). We will do our best to see you right away, but if we cannot, we will tell you how long your wait will be. If you wait more than 15 minutes, tell the front desk staff.

Your nurse will provide a scheduled appointment for each visit to 3SE-S Day Hospital. Please notify your research contact and us if you need to change your scheduled time. If you will be late or need to change your appointment time, please call us at 301-451-1152.

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 your 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. An extended visitors badge will serve as identification when you go through security.

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.

Please bring any regular medications that you will need with you. If you bring medication that needs to be refrigerated, please let us know. While you are at the 3SE-S Day Hospital, do not take any medicine without informing us. 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?

As part of your care, we may:

- Check your vital signs, such as temperature, blood pressure, pulse, oxygen measurement, height, weight, and other body measurements

- Assess your health
- Give you medicines, like pills, IV treatments, chemotherapy, or immunotherapy
- Give you blood transfusions or cellular infusions
- Draw your blood or remove a small piece of tissue
- Care for you during your recovery from procedures that you may have at the Clinical Center, such as a lumbar puncture, biopsy, thoracentesis, or paracentesis
- Manage any side effects of your medicine(s)
- Teach you and your family how to manage specific medicine(s)

Are computers, TVs, and phones available?

Computers, televisions, and telephones are available in each patient room, and you may make free local calls and use the wireless internet.

How do you receive meals?

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

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 only have one visitor in your room at a time. 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.
- Infants and children under the age of 12 are not permitted.

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

If your health concern relates to your treatment at NIH, call us at 301-451- 1152 and ask to speak to the Triage Nurse. The Triage Nurse can help you with advice for symptom management, protocol issues, and lab results. The Triage Nurse will work with your team to give you the best care possible.

If it is after hours, call one of our inpatient units (open 24 hours a day, 7 days a week). Your nurse will tell you which unit to call.

3NE: 301-451-0440
3SE-N: 301-451-1101
3NW: 301-451-0789

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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Bethesda, MD 20892
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