

# NIH Clinical Center Patient Education Materials

## Welcome to the 10<sup>th</sup> Floor Outpatient Clinic (OP 10)

### The National Eye Institute (NEI) Ophthalmology Clinic

#### Contact Information

Phone: 301-496-5847

Fax: 301-402-4272

#### Hours

Monday-Friday: 8a.m. – 4:30p.m.

Weekends and Holidays: Closed

The Clinical Research Nurses at the OP10 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?

Please sign in at the front desk. During your visit, if you need to leave the clinic, please make a team member aware.

You will receive information regarding your visit to the OP10 clinic. If you are an outpatient and this is your first visit to the clinic you will be asked to register at the admissions registration desk on the first floor.

- Arrange for child care prior to your appointment so you can fully participate in your clinic visit.
- Alert the health care team prior to your visit if a Seeing Eye dog will be accompanying you.

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)

- If you think you may have conjunctivitis or “pink eye”

#### 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 your visit?

You may take part in the following:

- Protocol consent with a Clinical Research Nurse and Physician
- Vision testing and screening by an ophthalmology technician
- Photographs of the different parts of your eye
- 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)
- Review of medications
- Blood work and IV insertion
- Medication administration
- Specimen collection
- Eye procedures

Routine clinic visits may take two to five hours. Our primary goal for you is safety. If at any time, you feel you might need assistance in navigating the clinic, please ask for staff assistance.

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

For your convenience, there are two phones in the clinic for local calls.

### **How do you receive meals?**

Snacks and refreshments are available in the waiting room. Check with your nurse prior to eating. Some patients are not allowed to eat until tests have been completed. If you are a diabetic, please request a diabetic snack during your clinic visit. A cup of coffee and a cookie are delivered to patients during the morning clinic by the volunteer staff usually at 10a.m.

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.
- 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.**

Your physician will provide you with information regarding the scheduling of your next appointment. Please see the clerk before you leave the clinic to make an appointment.

If you experience eye or visual problems at home that you feel are related to your treatment on the OP10 clinic, please call the clinic at 301-496-5847 during normal business hours. After hours, call 301-496-1211 and have the ophthalmology fellow on-call paged.

### **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?](#)

