

NIH Clinical Center Patient Education Materials

Welcome to the OP11 Outpatient Clinic

The National Institutes of Allergy and Infectious Diseases (NIAID)

Contact Information

OP11: 301-496-9054

Fax: 301-402-4271

5SW-S Medical/ Surgical DH: 301-451-0671

5SE- North Inpatient Unit: 301-451-1540

5SE-South Inpatient Unit: 301-496-1009

1 H Pediatric Clinic: 301-451-9229

1 NW Pediatric Inpatient Unit: 301-451-0345

1 NW Pediatric Day Hospital: 301-451-7727

Hours

Monday-Friday: 8a.m. – 4:30p.m.

Weekends and Holidays: Closed

The Clinical Research Nurses at the OP11 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 can you expect when you arrive?

If you are a new patient, you will register in Admissions on the first floor and then come directly to the clinic. When you sign in, please give your admissions chart to the receptionist. Next, you will meet with the study coordinator or research nurse to review the protocol and sign the consent. Protocol requirements will be reviewed, and may include detailed clinical assessment, laboratory tests, radiology procedures, administration of investigational drugs, or use of psychological interventions.

Please bear in mind that care provided to research participants differs from the treatment given in local clinics, hospitals, and other health care facilities. It is important for participants to have a primary care physician at home for urgent health needs and follow up care.

When you arrive in the clinic, please sign in at the front desk, and tell the receptionist which case manager, study coordinator, or physician you will be seeing. Specify that you have an appointment with NIAID, since we share the floor with the Eye Clinic. The receptionist will notify the appropriate care provider of your arrival.

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?

Your case manager (CM) will measure your height and weight, obtain your vital signs, and perform a nursing assessment. This will include questions about your allergies, current medications, level of

pain, risk for falls, history of exposure to infectious diseases, and immunization status. Your CM will give you a schedule that outlines the testing and procedures that are planned for your visit.

After the CM assesses you, you will meet with either the nurse practitioner (NP) within your lab or the NIAID Medical Fellow for a thorough history and physical exam. You will have a final meeting, called a “wrap-up,” with your attending physician at a scheduled time during your visit.

How do you receive meals?

Saltine crackers, graham crackers, juice and ginger ale are available for you in the waiting room. Food may also be purchased in the cafeterias or from vending machines throughout the Clinical Center. There are many restaurants in Bethesda, located about 2 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.
- 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.

After the final wrap-up, either the CM or the NP will inform you about the follow-up plan, return appointment, medication changes, and any other information or education that you may need.

Contact your local health care provider if you are having problems at home. During regular business hours, if you have questions or concerns related to your treatment at NIH, call your CM or NP. After hours, please call the page operator at 301-496-1211 and ask to speak with the NIAID ward fellow. The fellow may contact the principal investigator and will inform him or her of your concerns.

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

Bethesda, MD 20892

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[Questions about the Clinical Center?](#)

