

NIH Clinical Center Patient Education Materials

Welcome to OP4 Outpatient Clinic

The National Institute of Mental Health (NIMH)

&

The National Center for Complementary and Integrative Health (NCCIH)

Contact Information

Phone: 301-496-6565

Fax: 301-402-4345

Hours

Monday-Friday: 8a.m. – 4:30p.m.

Schedule after-hour, weekend, and holiday visits with your Research Coordinator.

The Clinical Research Nurses at the OP4 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?

To help facilitate your visit, please be on time. Call your research coordinator or the clinic if you are running late. Sign in at the front desk when you arrive in the clinic, and a Clinic Receptionist will assist you. Once you have signed in, please have a seat in the waiting room. If you have not been seen within 10 minutes of your scheduled appointment, please notify the Clinic Receptionist. Contact the research coordinator directly if you are waiting for an after-hour appointment.

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)

Please do not come in for your scheduled visit if you are sick. We can help you reschedule your appointment.

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.

We suggest that you leave valuables (like jewelry or large sums of money) at home. If you do bring them, take them to the cashier on the first floor. The cashier will put them in a locked vault and give you a receipt.

What can you expect during your visit?

You may need to go to another part of the hospital for blood tests in phlebotomy. Phlebotomy is on the 1st floor, and it is open Monday through Friday, from 6:30a.m. to 4:15p.m.

Are computers, TVs, and phones available?

Cell phones have limited coverage in the clinic. If you need to place a phone call, then please do so in a designated area. Our clinic has wireless internet access, one computer, video games, and toys for the children to play with. All children ages 12 and under must be supervised by an adult.

How do you receive meals?

Juice and graham crackers are available. If you would like a bag lunch meal, please tell your research coordinator; include any information regarding food allergies and restrictions.

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 waiting area is available for family, friends, and guests. Non-patients are limited to the common areas (lounges, cafeterias, playrooms) within the OP4 Clinic, Clinical Center, and in the room of the patient they are accompanying. 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.

Your research team will provide you with information and follow-up care at the end of your clinic visit. If you are having health problems at home please call your NIH doctor.

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?](#)

